



Ref. No.: VU/FO/Tender/02/25

Dated: 25/04/25

### **Tender Notice**

The bids are invited from reputed firms for migration, customization and hosting of **Koha** ILMS software and integration with the existing RFID hardware (OEM- Bibliotheca) e.g. Circulation Kiosks, Staff Stations, Smart Gates, etc. for the Central Library of Vidyasagar University.

The bids are to be submitted only to the **Finance Officer, Vidyasagar University, Paschim Medinipur- 721102.**

**Last date of submission of quotation is— seven days from the date of floating the tender**

### **Eligibility criteria of participation in the tender:**

1. Experience of more than 3 years of selling/dealing/ customizing with the Koha ILMS and its solutions to the Government Organization or Academic Institutions in India.
2. The Company must have its Office/ Service Centre inside the state of West Bengal (preferably in Kolkata).

### **Instruction to Bidders:-**

- a) The Bids should contain the following documents –
- i. Copy of Trade License
  - ii. Copy of GST certificate
  - iii. Copy of PAN Card
  - iv. P Tax
  - v. IT Return for the last financial year
  - vi. Profit and Loss A/C and Balance sheet for the last financial year
  - vii. Copy of Work Order and Project Completion Certificate issued by any Government Organization/ University as a proof of experience (last 3 years). (Experience in handling Koha ILMS in Universities will be preferred.)
  - viii. Satisfaction certificate issued by the organizations after installation and migration of Koha database (last 3 years).
  - ix. URL of the OPAC of the organizations maintained by the vendor.
  - x. Proof of experience of integrating Koha with RFID system.



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**MIDNAPORE ★ WEST BENGAL ★ PIN 721102**

- b) The rates are to be quoted in the prescribed format given in the Tender Notice.
- c) Tender document is to be submitted in a **sealed cover** duly superscribed: **Tender Ref. No....., Date....., Due on....., For.....**. It should have details as per requirements otherwise submitted tender may not be opened/ considered. The tender documents are to be submitted by Speed Post/ Courier/ by Hand addressing to the **Finance Officer, Vidyasagar University, Midnapore, West Bengal 721102**. The Name of the Company must be mentioned over the envelope. Each and every page of the tender document should be separately numbered and duly signed with official seal.
- d) Copies of the documents in support of eligibility criteria are also to be enclosed. The Tenderers are advised to submit all the desired papers/documents with their bids failing which their bids may be declared as 'non-responsive'.
- e) The quotation should be valid for 90 days from the last date of receipt.
- f) The price quoted should include all taxes and charges.
- g) The vendor should provide Maintenance Support (Online & offline with onsite engineers), of the system for a period of Five (5) years from the date of final handover of the product, without any additional extra cost rather than the AMC cost offered by the bidder in the price bid of the tender document.
- h) The payment will be made only after the satisfactory migration of data from local server to the cloud server.

## Schedule of Requirements –

Sl.	Particulars	Amount (₹)
A1	<b>Migration</b> of existing Koha ILMS (Version: 18.11) from Local server to Cloud server with support and maintenance <b>(Including GST):</b>	
A2	<b>AMC – Annual Subscription</b> of Cloud with Maintenance and Support services of Koha Software for Next years <b>(Including GST):</b>	
B1	<b>Add on: Designing and hosting</b> of Mobile Application of the Koha OPAC <b>(Including GST):</b>	
B2	<b>AMC for Add on – Annual maintenance and hosting</b> of the Mobile App <b>(Including GST):</b>	

## Conditions to be fulfilled:

1. *Installation of the latest Stable version of Koha and configuration of Koha LMS on a centralized cloud server (owned, maintained & located on cloud by the service provider with 24/7 availability) with Cloud subscription maintenance & support for 1st year.*
2. *Data migration from existing Koha ILMS (Version: 18.11) running in the campus to latest version of Koha ILMS in the cloud.*



3. The cloud server should be capable of handling 3000 users with unlimited user transactions.
4. Vendor should be responsible for seamless integration of the existing RFID devices e.g. RFID gates, Staff Workstation self-service KIOSKS made of **Bibliotheca** which are running through NCIP/SIP2 protocol.
5. The OPAC should be bootstrap enabled.
6. Bulk user creation (if required) Once-a-year students account creation.
7. ILS-DI support must be provided
8. REST API support for further integration with discovery and ERP system.
9. Onsite-Offsite training on the latest Koha ILMS for university staff.
10. Support and helpdesk facilities for the university community for day-to-day activities
11. Managing backup of the contents of the Koha ILMS for smooth recovery (in case of any failure of the present service)
12. Koha upgrades and security updates must be applied regularly during the support period (As and when released by the Koha Community)
13. Email and SMS integration with the Koha ILMS for quick dissemination of information to the patrons/library users [cost of SMS will be paid by the University]
14. Data Privacy, Confidentiality & Security: The vendor should strictly ensure the privacy, confidentiality and security of all clients' data.
15. Freedom from vendor lock-in: The customer will own both software and data and should be able to switch vendors at any point of time. In case, for any reason, if vendor discontinues the arrangement of hosting and maintenance of the client's data for some reason or the client wants to run their own server, a notice of a minimum six months should be given from either side and vendor should facilitate smooth transfer of data to customer's server, so that library services are not disrupted at any point of time.
16. Standards compliance: MARC21, Z39.50, UTF8/Unicode, SIP2 etc.
17. Koha, being an open-source software, any customization and configuration details as per requirements of client should be documented and provided to client for future references.
18. Offline circulation facility is required in case of failure of internet connectivity for short time
19. Monitor overall health of the application environment. Support and help desk facilities for day to day affairs of the library on Koha LMS, on annual basis. Support should be provided through Email, Phone, Online, etc.
20. Add on Mobile app – Designing and hosting of mobile application for accessing the library resources from Android and other mobile devices.

**Finance Officer**  
**Vidyasagar University**