



सत्यमेव जयते

Government of West Bengal  
**OFFICE OF THE PRINCIPAL**  
**GORUBATHAN GOVERNMENT COLLEGE**  
AT GORUBATHAN, P.O. - FAGU  
DIST. - KALIMPONG 735 231

Web: www.gorubathangdc.co.in; Email: ggdc.gbn@gmail.com



Memo No.: 161/G9C/2024

Date: 12/09/2024

**TENDER NOTICE**

A sealed quotation for the 2nd time is invited from eligible and reputed agencies/vendors for procurement/installation of KOHA (LMS) in cloud server environment for the Central Library, Gorubathan Government College. The sealed quotation should bear the superscription "Quotation for Installation, Customization and Implementation of KOHA LMS/ILS on Cloud (for a period of One Year) with Barcoding of Biblio and Patron items" and should reach to "The Principal/ Officer-in-Charge, Gorubathan Government College, Lower Fagu, P.O. -Fagu, Gorubathan, Kalimpong, West Bengal- 735231.

Schedule/ Important dates:

Date of Advertisement on college Website: 12<sup>th</sup> September 2024  
Last date and time of submission of Tender: 25<sup>th</sup> September 2025 (5:00 PM)  
Date, Time and Place of opening of Tender: 26<sup>th</sup> September 2024 (12:00 Noon)  
Office of the Principal's,  
Gorubathan Government College.

No Bid will be accepted Stipulated Date and Time.

The details of the works are mentioned below.

**[1] SETUP & INSTALLATION** - Installation and commissioning of the entire project is to be executed by the vendor within the time stipulated in the final work order.

**[2] SUPPORT SERVICES -**

- Support with integrated online remote helpdesk facilities must be provided by the vendor from the date of completion of setup and installation.
- Trouble shooting for technical problems of KOHA LMS/ILS.
- Site Should provide remote login access to Library server/ Workstation(s) to facilitate support activities.
- 24X7 call login Support via Online Ticketing System.



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**[3] SPECIFICATION AND QUANTITY REQUIRED:**

| Sl. No | Description  | Specification   | UoM        |
|--------|--|---|------------|
| 1.     | Installation, configuration of a stable version of KOHA ILMS (v23.11 or higher) on the cloud | (a) Cloud hosted with 24/7 availability;<br>(b) 99.9% uptime guarantee;<br>(c) Upto 20K bibliographic volumes<br>(d) Unlimited user transactions.<br>(e) Automatic daily data backup<br>(f) SSL security with Grade A certificate<br>(g) Server located within India.<br><br>The server should be accessible from any computer equipped with internet connection. | One Year   |
| 2      | Required customizations  | Customizations done should work across and upgrade to KOHA versions during the period under subscription.   | One Year   |
| 3      | Automatic online backup  | Nightly backups of the complete database  | One Year   |
| 4      | Support and help desk facilities for Library staff on annual basis                           | Support may be provided through unlimited email, phone, Any Desk etc  | One Year   |
| 5      | Customized report  | For circulation, cataloging, patron, serials module, without any restriction on number of reports requested   | AS<br>APPL |
| 6      | Bulk user creation   | Once a year student account creation form   | One Year   |
| 7      | Version upgrade  | At least one major version upgrade per year   | One Year   |
| 8      | OPAC design and updates  |   | AS<br>APPL |
| 9      | Web Data Analytics   | Hit count, search statistic, OPAC visitor reports for NAAC  | One Year   |
| 10     | Custom Reports for NAAC  | As required   | One Year   |
| 11     | User Training  | As and when required in online mode   | One Year   |
| 12     | Advisory Services  | As and when required for best possible utilization of the hosted facility   | One Year   |

**Documents to be attached:**



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Self-attested documents in the following manner

- a) The vendor should have an office in West Bengal for fast problem solving. Documentary proof have to attached.
- b) The vendor should have implemented & upgraded Koha ILMS on Cloud Server in at-least 25 libraries of Higher Education Institute/Colleges in West Bengal. Kindly attach valid purchase order or Completion certificate/s.
- c) PAN card of the bidder.
- d) AADHAR card of the bidder.
- e) Up to date Trade License.
- f) GST registration certificate.
- g) Up to date Income Tax return.
- h) Up to date Profession Tax clearance certificate.
- i) Photocopy of first page of passbook of designated bank account.

Failure of submission of any of the above documents may render the quotation liable to be summarily rejected /cancelled.

**General Terms and Conditions:**

- a) The vendor/ agencies need to provide free support services for the first year of installment. After first year onwards, the cloud server cost along with the maintenance support fees should be clearly mentioned.
- b) Vendors must have prior experience in providing KOHA ILMS or similar library management systems. Vendors should provide the list of institutions that are using their services.
- c) The Office of the Principal/ Officer-in-Charge, Gorubathan Government College reserves the right to accept or reject any or all quotations without assigning any reason thereof.
- d) Library Management Software should be delivered and installed at the ultimate destination by the parties/agencies. No extra charges of damage and installation will be done by the College.
- e) Institute will not be responsible for any postal delay.
- f) All intending tenderers are requested to verify the items prior to specification of the Bid.
- g) This Notice inviting tender will be treated as part of Tender Documents.



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- h) No pre-conditioned Bid will be accepted.
- i) Partial Tenders will not be considered.
- j) The price schedule should reflect all the taxes levied separately. Basic Price and Taxes should be quoted separately.
- k) In case of any day, meant for this tender, appears to be an unscheduled holiday, then next working day will be treated as scheduled/ prescribed day for the same purpose

*Shaldar* 12.09.2024  
Officer-in-Charge

Gorubathan Government College  
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