

KERALA UNIVERSITY LIBRARY

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UNIVERSITY OF KERALA
Thiruvananthapuram, Kerala, India – 695 034
(Re-accredited by NAAC with 'A' Grade)

No: QT/786/2026-27

Dated: 03/07/2026

QUOTATION NOTICE

Sealed quotations are invited from reputed, experienced, and technically qualified firms/agencies for providing Annual Maintenance Contract (AMC) services for the software systems and repositories maintained at the Kerala University Library, University of Kerala.

The Koha Integrated Library Management Software (ILMS) and the Dspace Software of the Kerala University Library is presently installed on the server infrastructure maintained by the University Computer Centre, University of Kerala. The hosting environment, server hardware, network connectivity, power management, and physical maintenance of the server are under the responsibility of the University Computer Centre.

The selected AMC firm shall be responsible only for the software-related support and services including operation, maintenance, troubleshooting, customization, modifications, updates, bug fixing, database management, security support, and rectification of software-related issues pertaining to the Koha ILMS. The AMC provider shall coordinate with the University Computer Centre whenever server-level access or technical assistance is required for carrying out the maintenance activities effectively.

The AMC includes comprehensive technical support, maintenance, software updates, troubleshooting, security management, backup support, and related services for the following platforms:

1. Koha -Integrated Library Management Software (ILMS)
2. DSpace Institutional Repository
3. Knowledge Repository / Digital Knowledge Management System (DSpace)

The selected agency shall provide uninterrupted technical support and maintenance services for the proper functioning and enhancement of the above systems.

1. Objective of the AMC

The purpose of this AMC is to ensure:

- Continuous and efficient functioning of the library automation and repository systems.
- Timely technical support and troubleshooting.
- System security and data integrity.
- Regular software updates and version upgrades.
- Reliable backup and disaster recovery mechanisms.
- Performance optimization and uninterrupted access to digital resources.
- Technical assistance for library staff and administrators.

2. Details of software/systems covered

a). Koha Integrated Library Management Software

The AMC shall cover maintenance and support of all modules and associated services including:

- Cataloguing
- Circulation
- Acquisition
- Serials Control
- OPAC/Web OPAC
- Patron Management
- Report Generation
- Database Administration
- Server and Application Management

Scope of Services

The selected firm shall provide:

- Koha software maintenance and troubleshooting
- Bug fixing and issue resolution
- Database optimization and maintenance
- Server monitoring and administration
- Koha version upgrades and updates
- Backup scheduling and restoration support

- Security patch updates
- OPAC maintenance and customization support
- Performance tuning
- Technical assistance to library staff
- Log monitoring and system health checking
- Support for integration with RFID, SMS, email, barcode, or other third-party services if applicable

b). DSpace Institutional Repository & Knowledge Repository

The AMC shall include comprehensive maintenance and technical support for the Institutional Repository platform.

Scope of Services

The selected agency shall provide:

- DSpace application maintenance
- Repository server administration
- Software updates and version migration
- Metadata and indexing support
- Search optimization
- Backup and recovery support
- Troubleshooting submission and workflow issues
- Security and access control management
- Database maintenance
- Technical support for repository administrators
- Performance optimization
- Integration support with other academic systems and services
- User authentication and access management support
- Assistance for digital content management and migration, if required

3. General responsibilities of the AMC provider

The selected agency shall:

- Provide comprehensive remote and on-site technical support.
- Ensure uninterrupted functioning of all systems.

- Respond promptly to complaints and technical issues.
- Maintain confidentiality of institutional data and credentials.
- Carry out preventive maintenance activities periodically.
- Submit service reports after maintenance/support visits.
- Coordinate with library authorities for smooth functioning of services.

4. Service level requirements

The AMC provider shall comply with the following service standards:

- Critical system failures shall be attended within 2 hours of reporting and resolved within 24 hours.
- Major technical issues shall be responded to within 4 hours and resolved within 48 hours.
- Minor issues, routine support requests, and user assistance shall be attended within 1 working day and resolved within 3 working days.
- Technical support services shall be available on all working days during office hours.
- Emergency support shall also be provided whenever necessary, including holidays or non-working hours in case of critical system failures.
- The service provider shall maintain proper communication with the Library regarding complaint status, progress of work, and resolution details.
- All complaints and support requests shall be properly documented and service reports shall be submitted after completion of the work.
- Repeated unresolved issues or delays in support may attract penalty or termination of the AMC as per University rules.

5. Preventive maintenance

The AMC provider shall conduct periodic preventive maintenance activities including:

- Server health check
- Database optimization
- Security review
- Log analysis
- Backup verification
- Storage monitoring
- Performance tuning

- Application diagnostics

A preventive maintenance report shall be submitted to the Library after each visit.

6. Backup, Security and Data Confidentiality

The selected firm shall ensure:

- Proper data backup mechanisms
- Secure handling of institutional data
- Protection against unauthorized access
- Timely security patch installation
- Maintenance of confidentiality of all digital resources and user information

The agency shall not disclose or share any institutional data with third parties without written permission from the University.

7. Eligibility criteria

The participating firms/agencies shall satisfy the following conditions:

1. The firm shall have a minimum of 10 years of experience in providing support, maintenance, implementation, and technical services for Koha ILMS, DSpace Institutional Repository, and related digital library/repository systems.
2. The agency shall have experience in handling similar projects in Universities/Government Institutions/Academic Libraries/Research Institutions.
3. The firm shall possess technically qualified personnel with expertise in:
 - Linux Server Administration
 - PostgreSQL/MySQL Database Management
 - Koha ILMS
 - DSpace Repository Management
 - Apache/Tomcat/Web Server Management
4. The agency shall submit documentary proof of previous AMC/support works.

8. Documents to be submitted

The quotation shall include:

- Company Profile
- Registration Certificate
- GST Registration Certificate
- PAN Card Copy
- Experience Certificates

- Work Orders/Completion
- List of Institutions Served
- Technical Team Details
- AMC Financial Quote
- Contact Details of Authorized Representative

Certificates

9. Period of contract

The AMC shall initially be valid for a period of one year from the date of agreement and may be extended based on satisfactory performance and mutual consent.

10. Payment Terms

- Payment shall be made as per University rules after satisfactory completion of services.
- Taxes applicable shall be shown separately.
- No advance payment shall ordinarily be made.

11. Penalty Clause

Failure to provide timely support/services may result in:

- Deduction from AMC charges
- Termination of AMC
- Blacklisting from future quotations/tenders of the University

12. Termination of Contract

The University reserves the right to terminate the AMC at any time in case of:

- Unsatisfactory performance
- Violation of terms and conditions
- Breach of confidentiality

Failure to provide services as agreed

13. Right of the University

The Kerala University Library reserves the right to:

- Accept or reject any quotation wholly or partially
- Cancel the quotation process without assigning any reason
- Modify the terms and conditions if required
- Seek additional information/documents from bidders

14. Submission of quotation

The sealed quotations super scribed “Quotation for AMC of Koha, DSpace, and Knowledge Repository Systems” shall reach the office of the undersigned .The last date for receipt of quotations will be at 05.00 PM on 16.07.2026. The quotations will be opened at 11.00 AM on 17.07.2026.

ADDRESS FOR COMMUNICATION

**The University Librarian-in-Charge
Kerala University Library
University of Kerala
Thiruvananthapuram – 695034
Email:kulibrary@keralauniversity.ac.in**

Yours Faithfully

Sd/-

University Librarian i/c

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