



DEENBANDHU CHHOTU RAM UNIVERSITY OF SCIENCE AND TECHNOLOGY

MURTHAL – 131 039 (SONEPAT)

(Established Under Haryana Legislature Act. No. 29 of 2006)

Terms & Conditions

For Annual Maintenance Contract (AMC) of Cloud-based KOHA Software for Library Automation

1. The Firm shall maintain and upgrade only the latest version of KOHA software in cloud environment.
2. The management/maintenance of the Cloud Server will be the sole responsibility of the service provider.
3. The cost of work quoted by the Firm shall include as under:
 - Cloud Hosting
 - Customization and modification as per requirement of Library.
 - Providing training for at least five days to Library staff locally at DCRUST, Murthal to get them equipped with the knowledge to use KOHA software
 - Providing Annual Maintenance facility for one year from the date of issue of work order
4. Data conversion, import-export of data, merging of data/database, system set up etc. shall be done by the vendor/service provide as and when required.
5. The University Library may review the Annual Maintenance Contract/Agreement at any time and the Firm shall have to provide the data in relevant format as desired.
6. Any technical complaint regarding KOHA software shall be communicated to the firm through Email, WhatsApp and Telephone/Mobile.
7. In case of any technical problem, the Firm has to resolve the same within 24 hours, but in case of failure of circulation services, the same has to be resolved within an hour on priority basis. If the issue is not resolved within 24 hour, then 2% of total cost of AMC per day as penalty will be charged by DCRUST, Murthal from the service provider.
8. The Firm shall have to provide all the updates of KOHA software that will be available during the Contract/Agreement period.
9. There shall be no provision of advertisements/publicity of any firm/product etc. in the software otherwise the quotation shall not be considered.
10. The Firm shall quote the rates inclusive of all taxes.
11. Database security shall solely be the responsibility of the Firm/service provider.
12. The Firm has not been blacklisted by a government body due to any malpractice or Non-completion of project and AMC.
13. The Firm must have carried out similar work in eminent institutions like Central Universities, State Universities/Deemed Universities and other reputed central institutions and shall submit proofs for

satisfactory completion of work. The Firm shall also supply the updated client list to the University.

14. The half payment of AMC of KOHA Software shall be released within one month after releasing of work order and remaining payment shall be released after six months along with satisfactory report of the committee as constituted for purpose vide No. DCRUST/Lib/e-9576 dated 21.12.2021.
15. Bi-monthly visit of dedicated expert from the work allotted firm shall be made by the service provider in the University Library, DCRUST, Murthal to know the status, smooth functioning of KOHA Software and to resolve the queries of Library Staff, if any.
16. The security and maintenance of database and its daily backup will be the sole responsibility of the firm/service provider and the firm will ensure to send the weekly e-mail of backup of database to the University Librarian, DCRUST, Murthal.
17. The Firm shall submit the sealed quotations addressed to the Registrar, Deenbandhu Chhotu Ram University of Science and Technology, Murthal . 131 039 (Sonapat) Haryana through speed/registered post starting from 01.01.2022 to 07.01.2022.
