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भारतीय सांख्यिकी संस्थान
INDIAN STATISTICAL INSTITUTE
दिल्ली केंद्र / Delhi Centre

NOTICE INVITING TENDER/EOI

NIT No.: D/LIB/LMS/2025/01

Date: 13th November 2025

Indian Statistical Institute, Delhi Centre, invites proposals from experienced, reputed and financially sound agencies for Annual Maintenance Support Contract for KOHA Library Management Software at The Library, Indian Statistical Institute, 7 S.J.S. Sansanwal Marg, New Delhi - 110016 as detail mentioned in Annexure-I.

The bids (Technical bid and Price bid should be in separate envelope and both the technical and price bids together should be in an envelope) should be addressed to "Library In-charge, Indian Statistical Institute, Delhi Centre, 7 S.J.S. Sansanwal Marg, New Delhi-110016 and deposited Latest by 1st December 2025 at 3.00 P.M. in the tender box kept in, Library Unit, after marking due entries.

SCHEDULE OF TENDERING

A)	Date & Time of Publishing of Tender	17/11/2025 at 3.00 P. M.
B)	Date & time of submission of technical and financial bid	From 17/11/2025 at 3.00 P.M. up to 1/12/2025 up to 3.00 P.M.
C)	Last date of submission of Bid Security Declaration	1/12/2025 up to 3.00 P.M.
D)	Date & Time of opening of bid	2/12/2025 or thereafter.

* The BID will be opened on 2/12/2025 at 3.00 PM but in case of unavoidable circumstances, bids will be opened for review on the next working day at the same time and place.

Indian Statistical Institute reserves the right to accept or reject any or all the offers without assigning any reasons whatsoever, and may not seek any services from any vendor as a consequence of the advertisement. Any update or modification relating to this NIT shall be given on the website (www.isid.ac.in) of the Institute. Venders are requested to kindly visit the Institute website regularly.

For any clarification please contact local coordinator tel. 91-11-41493975

Sd/-
Local Coordinator
ISI Delhi Centre

पुस्तकालय विभाग / Library Unit
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7, शहीद जीत सिंह सनसनवाल मार्ग, नई दिल्ली-110016
7, Shaheed Jeet Singh Sansanwal Marg, N. Delhi-110016

SCHEDULE OF REQUIREMENT

The Indian Statistical Institute, Delhi Centre, New Delhi - 110016, invites tender for Annual Maintenance Support Contract for of KOHA Library Management Software in Indian Statistical Institute, Delhi Centre, New Delhi - 110016 under the following terms and conditions:

01. The requirement of Annual Maintenance Support Contract for Customized KOHA Support Service is for the period 1 year from **1st January 2026 to 31st December 2026**. The contract may be extended on the same rates, terms and conditions for 2 more years, if the support service found satisfactory.
02. The vendor will be responsible for Library Server Maintenance (Customized KOHA Software, Email configuration for bulk messaging and Ubuntu Operating System) at ISI, Delhi Centre, New Delhi - 110016.
03. The AMC shall cover for keeping the KOHA systems active and free from any defects / disturbances, any unscheduled call for corrective and/or preventive maintenance services. The vendor will provide support for troubleshooting for operational problems of KOHA LMS, offsite support through email / telephone / remote login and onsite visit as per requirement. No extra charge for onsite visit as and when required.
04. KOHA LMS should be upgraded time to time, as and when new stable version is launched, without any additional charge.
05. Setting up mirror server at defined library location for their own instance. Mirror server should frequently update complete data from central server and serve the individual library. In the event of connectivity failure or server problem the library operation should continue.
06. Provision of Remote Database Back-up system should be provided with one click
07. Rates: Price quoted by the vendor should be inclusive GST.
08. Validity of Quotation: Quoted rates must be valid for 90 days from the date of tender opening.
09. Qualifying criteria for participating in the bid: The bidder shall have experience in similar kind of service at Central Govt. Educational/ Research Institutes/ any other organisation.
10. Literature a must: All the quotations must be supported by technical leaflet/literature and the specifications mentioned in the quotation must be reflected/ supported by such technical leaflet/ literature.
11. Earnest Money: EMD is exempted for Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of MSME. Other vendor may submit a "Bid Security Declaration" accepting that if they withdraw or modify their bids during period of validity etc., they will be suspended for the time specified in the tender documents.
12. Enquiry during the course of evaluation not allowed: No enquiry shall be made by the bidder(s) during the course of evaluation of the tender till final decision is conveyed to the successful bidder(s). However, the Purchase Committee or its authorized representative (ISI Delhi Centre) can make any enquiry/seek clarification from the bidders. In such a situation, the agency shall extend full co-operation. The bidders may also be asked to arrange demonstration.

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13. Time Limit: The vendor will start to provide support service as soon as they receive the Service Order.

14. Conditional tenders not acceptable: All the terms and conditions mentioned herein must be strictly adhered to by all the vendors. Conditional tenders shall not be accepted on any ground and shall be rejected. Printed conditions mentioned in the tender bids submitted by vendors will not be binding on the Institute.

15. Payment terms

The Price should be quoted in INR only. Offer in any other currency will be rejected. Payment will be made Quarterly basis.

16. Arbitration Clause

In the event of any dispute or difference arising out of or in connection with the tender, the same shall be settled amicably by mutual consultation. If such resolution is not possible then the unresolved disputes or differences shall be referred to Arbitration as per the *Indian Arbitration and Conciliation Act, 1996*. It shall be subject to Kolkata (Calcutta) Jurisdiction only.

17. FORCE MAJEURE

If, at any time, during the continuance of the agreement, the performance in whole or in any part by either party of obligation under the agreement shall be prevented or delayed by reasons of any war, hostile acts of the enemy, civil commotion, subrogate, fire, floods, earthquakes, explosions, epidemics, strikes and quarantine restrictions by acts of God, (herein after referred to as eventualities) then, provided notice of the happening of any such eventualities is given by either party to the other within two days from the date of occurrence thereon, neither party shall, by reason of such eventualities be entitled to terminate this contract agreement nor shall either party have any claim of damages against the other in respect of such non-performance or delay in performance. Performance of the contract agreement shall, however, be resumed as soon as practicable after such eventuality has come to an end.

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INSTRUCTION TO BIDDERS AND GENERAL TERMS & CONDITIONS

I. General Terms and Conditions

1. ISI, Delhi Centre reserves the right to modify/relax any of the terms of conditions of tender.
2. Late, delayed, incomplete, unsigned tenders or tenders without requisite documents and Bid security declaration will not be accepted.
3. Pre-Bid inspection/Survey: The bidder may visit ISI, Delhi Centre to have an understanding of the requirements on any working day.
4. Once the rates are finalised, no increase will be considered in the rates quoted by the Vendor in any case during the period of contract.
5. ISI, Delhi Centre reserves the right to reject any or all the tenders or accept them in part or to reject the lowest tender.
6. The successful bidder shall not be allowed to transfer, assign, pledge or sub-contract its right and liabilities under the contract to any other agency.
7. The bidder will be bound by the details furnished by him/her/them to the Centre while submitting the tender/bid or at subsequent stage. In case such documents furnished by the bidder or successful bidder are found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her/them liable for legal action besides termination of contract.
8. The tax deduction at source (TDS) shall be made as per the provisions of Income Tax Act/ GST and a certificate to this effect shall be provided to the agency by the Centre.
9. Any dispute arising between the parties are subject to Jurisdiction at Calcutta high Court.

II. Eligibility of Bidders

1. The bidders should be company, registered under Indian Companies Act, 1956/2013 or partnership firm registered under the Indian Partnership Act or Proprietary concern. Self- attested documentary proof should be provided.
2. The bidder should furnish signed declaration indicating that they have never been blacklisted/ holiday-listed/ suspended/ debarred by the Ministries/ Departments of Govt. of India/ Central PSUs/ Nationalised Bank/ State Govt. Departments/ Autonomous Bodies/ Statutory Bodies/ Corporations and there is not litigation with any Government Department on account of similar services.

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SELF ATTESTED DOCUMENTS TO BE SUBMITTED ALONGWITH THE TECHNICAL BID

1. Registration Certificate under the Companies Act, 2013 or partnership firm registered under Indian Partnership Act or Proprietary concern. Partnership deed or Memorandum of Association or Articles of Association to be submitted.
2. Copy of PAN number.
3. GST Registration certificate is mandatorily required.
4. Copy of the latest IT Returns filed with the Income Tax Department.
5. Copy of experience certificates in similar kind of organisation, if any.
6. A declaration indicating that they have never been blacklisted/ debarred by the Ministries/ Departments of Govt. of India/ Central PSUs/ Nationalised Bank/ State Govt. Departments/ Autonomous Bodies/ Statutory Bodies/ Corporations.
7. All Annexures and all other relevant undertaking and forms of this tender documents to be filled in and submitted.

TECHNICAL EVALUATION CRITERIA

The bidder must fulfill the above technical criteria / attach the required certificated in order to be eligible for financial evaluation and compliance of bid described in the tender document.

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ANNEXURE - I

SR. No.	Particulars	Amount (Rs.)
1.	Annual Maintenance Support Contract (AMC) for KOHA Library Management Software in Indian Statistical Institute, Delhi Centre at for the period from 1 st January 2026 to 31 st December 2026.	

L-1 will be selected on consolidated amount only

ANNEXURE - II**TECHNICAL BID DOCUMENT**

1.	Name of Agency/ Firm	
2.	Profile of the Agency/ Firm	
3.	Name of the Proprietor/ Partner/ Director of the agency	
4.	Full Address of registered office	
(a)	Telephone No.	
(b)	Mobile No.	
(c)	e-mail.	
5.	Correspondence address of office	
6.	PAN/TIN No. of the agency	
7.	GST Registration No.	

ANNEXURE - III**(EXPERIENCE DETAILS)**

Sl. No.	Details of client's along with address telephone and fax no. & email address	Amount of Order (Rs. in lakh)	Year	Type of service	
1.					
2.					
3.					

(If the space provided is insufficient, a separate sheet may be attached.)

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ANNEXURE- IV**Declaration**

I _____ son/daughter/wife of Shri/Smt. _____
Proprietor/Partner/Director/Authorised signatory of _____ (the agency)
is competent to sign this declaration and execute this tender document.

I have carefully read and understood all the terms and conditions laid down in the tender and undertake to abide by them.

The information/documents furnished along with this bid/application are true and authentic to the best of my knowledge and belief. I am well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of tender/bid at any stage besides liabilities towards prosecution under appropriate law.

(Signature of the authorised person)

Name _____

Place _____

Date _____

Official seal

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ANNEXURE-V**DECLARATION**

I/we hereby declare that the information furnished above is true and correct to the best of my/our knowledge. I/we understand that in case, any deviation is found in the above statement at any stage I/ We shall be liable for disqualification and also liable for suspension and will be debarred from participation in future tender and will not have any dealing with the Institute. I/We declare our unconditional acceptance of the terms and conditions as mentioned in the tender document.

Date:

Signature of the Tenderer with Seal

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ANNEXURE- VI**UNDERTAKING BY THE TENDERER FOR ACCEPTANCE OF TERMS AND CONDITIONS OF TENDER**

Ref: Tender ID No.: _____ dated _____

Date: _____

I/we undertake that I/we have carefully gone through the Notice Inviting Tender, other tender documents mentioned therein, and I/we will abide by them. We also agree to accept corrigendum/corrigenda that may be published in future. My/our tender is offered taking due consideration of all factors, and if the same is accepted, I/we promise to abide by the stipulation of the tender documents, and complete the work/supply to the total satisfaction of the **Indian Statistical Institute, Delhi Centre, 7 S.J.S. Sansanwal Marg, New Delhi - 110016.**

My/our offer will remain valid for 90 days from the date of opening of tender.

I/we further undertake that the information submitted in this tender is true and correct in all respects and I/we hold my/our responsibility for the same.

I/we shall be responsible for rejection and/or cancellation of contract if the goods supplied are not up to the mark. I/we shall be liable for legal proceedings if the material supplied is found sub-standard or not in accordance with the specification published in the tender.

Signature of the Tenderer with seal & date

Name of the Tenderer:

Postal Address:

Contact Number:

Email ID:

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ANNEXURE- VII**Bid Security Declaration Form**

Date: _____ Tender No. _____

To
 The Head, Delhi Centre,
 Indian Statistical Institute - Delhi Centre
 7 S.J.S. Sansanwal Marg,
 New Delhi - 110016

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
 - (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid. .

Signature of the Tenderer with seal & date

Name of the Tenderer:

Postal Address:

Contact Number:

Email ID:

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ANNEXURE-VIII**DECLARATION**

I/we hereby declare that I/we have never been blacklisted/ holiday-listed/ suspended/ debarred by the Ministries/ Departments of Govt. of India/ Central PSUs/ Nationalised Bank/ State Govt. Departments/ Autonomous Bodies/ Statutory Bodies/ Corporations and there is not litigation with any Government Department on account of similar services.

Date:

Signature of the Tenderer with Seal

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