

No. KU/SSBL/KOHA/2026/ 94(A)

Date: 29-06-2026

## INVITATION FOR QUOTATIONS

### Sub: Invitation for Quotations for Annual Maintenance Contract (AMC) of Koha Library Management Software and Data Migration

Prof. S. S. Basavanal Library, Karnatak University, Dharwad, invites sealed quotations from eligible service providers for providing One-Year Annual Maintenance Contract (AMC) services for the Koha Library Management Software, including migration of data from the existing service provider. Interested service providers may submit their quotations to the undersigned on or before 22-07-2026. The quotation shall clearly indicate the AMC charges for one year along with applicable GST.

#### Terms and Conditions:

1. The selected service provider shall undertake complete migration of the existing Koha Library Management Software database and related records from the current service provider within fifteen (15) days from the date of issue of the work order.
2. The service provider shall install, configure, and maintain the latest stable version of Koha Library Management Software and ensure proper functioning of all required modules.
3. The service provider shall provide regular data backup services and implement appropriate measures to ensure data security, integrity, and recoverability.
4. All bibliographic records, membership records, circulation data, reports, and related information shall remain the exclusive property of Karnatak University, Dharwad. The service provider shall maintain strict confidentiality of all the University data.
5. The service provider shall customize the software interface and reports as per the requirements of the University, including incorporation of the University logo, name and other institutional details.
6. Technical support shall be provided throughout the AMC period through remote assistance, telephone support, e-mail support, and onsite visits whenever required.
7. The service provider shall ensure uninterrupted access to the software and shall attend to complaints, faults, or technical issues within a reasonable time.
8. The software shall comply with internationally accepted library standards, including MARC 21 and other applicable bibliographic standards supported by Koha.

9. The AMC shall cover software maintenance bug fixing, version upgrades, security updates, performance optimization, and troubleshooting without any additional cost during the contract period.
10. The quotation shall clearly indicate the charges for data migration, installation, customization, training, AMC services, and applicable GST separately.
11. The service provider shall not claim any ownership rights over the University data and shall provide complete data, backups, and related configurations to the University upon request or upon completion of the contract.
12. Configuration of barcode-based library identity card templates and circulation-related reports shall be included in the scope of work.
13. Configuration of automated e-mail notifications, including overdue reminders and other library notices, shall be provided.
14. Appropriate user roles, permissions, and access controls shall be configured as per the requirements of the library.
15. Necessary training shall be provided to Library staff for effective utilization and administration of the software.
- 16. Payment shall be released only after successful completion of data migration, installation, configuration, 3 months testing, and certification by the Library authorities.**
17. The selected service provider shall execute a formal agreement with Karnatak University, Dharwad, incorporating all terms and conditions of the AMC.
18. Karnatak University, Dharwad reserves the right to accept or reject any or all quotations without assigning any reason thereof, and its decision in this regard shall be final and binding.

**Eligibility Criteria:**

- 1) The service provider shall have experience in implementation, migration and maintenance of Koha Library Management Software and shall submit relevant work orders/completion certificates.
- 2) The service provider shall submit their company profile along with customer references.
- 3) The service provider shall have a support office in Karnataka.
- 4) The service provider shall provide qualified technical support for installation, migration, customization, and maintenance.

  
**REGISTRAR**