

CPD 16 / 1463/ 2022

COLOMBO MUNICIPAL COUNCIL
CENTRAL PROCUREMENT DEPARTMENT
Tel.: 2686369 Fax: 2662329

MAINTENANCE OF KOHA LMS FOR PUBLIC LIBRARY

Bid Closing and Opening Date and Time: 20/10/ 2022 @ 10.00 am

PART I

(For office use only)

Name of the Firm: -

.....
.....
.....

Receipt No.: -.....

.....

Issuing Officer

Date: -.....



PART II
(To be filled by the Biderer)

1. **Name of the Bidder** :

.....

.....

2. **Business Address**

:.....

.....

.....

3. **Telephone Numbers** :

9 **Email Number** :

4. **Fax Numbers** :

5. **Business/ Company**

Registration No :

6. **VAT Registration No** :

.....

7. **Bid Security (Bond No)** :

.....

8. **Bank** :

.....

9. **Bid Security (Bond No) Amount** :

.....

Support and Maintenance Services for KOHA Library Automation System- Colombo Public Library (CMC) for the period of 2022 – 2025 (3 Years)

1. Background

KOHA is a Free and Open Source (FOS) integrated library system (ILS). Libraries use this software for acquisitions, circulation, cataloguing, serials management, authorities, reporting and other library functions. Software is developed by Katipo Communications for the Horowhenua Library Trust in New Zealand. Software followed all MARC21, ISBD, Z3950 and other international library standers. Every year developers release two major versions.

Colombo Public Library use this system since 2015. Also Kotahena Branch library and Belmont branch library use the KOHA LMS for library automation. Software installed on separate servers locate in library premieres and it is operating 24x365 days for library staff and readers. Open Public Access Catalogue (OPAC) published on web for readers to search library catalogue.

Colombo Municipal Council is looking for a consultancy firm for the maintenance of this system for a period of three years.

2. System Information

- | | |
|---|---|
| 2.1. Name of the software | - KOHA |
| 2.2. Current version use in the library | - 20.05 |
| 2.3. Operating system | - Linux (Ubuntu) |
| 2.4. Operation system version | - 20.04 LTS |
| 2.5. Database System | - mysql Ver 8.0.22 |
| 2.6. Web Server | - Apache/2.4.41 |
| 2.7. Tables of the Software | - 220 |
| 2.8. Interfaces of the software | - Librarian Interface
Reader Interface (OPAC) |
| 2.9. | Modules - Acquisitions, Circulation, Cataloguing, Serials management, Authorities, Reporting, Patrons, Advanced Search, Lists, Course Reserves, Tools, KOHA Administration |
| 2.10. Screens | - 15 |
| 2.11.Records | - Colombo Public Library - 301758
(Biblio Recordes) (2022.09.20)
- Kotahena branch Library
(Biblio Recordes) (2022.09.20)
- Belmont street branch library
(Biblio Recordes) (2022.09.20) |
| 2.12.Readers | - Colombo Public Library – 28804 (2022.09.20)
- Kotahena branch Library - (2022.09.20)
- Belmont street branch library - (2022.09.20) |
| 2.13.Daily Transection (Average) | - 3000 |

3. Scope of Service

Consulting firm is required to provide support and maintenance as per the contractual scope of the support and maintenance as described below and has to be provided required services during the whole period.

- 3.1. Keep KOHA system its healthiness.
- 3.2. KOHA system should be upgraded when necessary or new version releases.
- 3.3. Bug should be fixed on the KOHA system.
- 3.4. Fixing system errors when they will be occurred.
- 3.5. Creation of the new reports if required.
- 3.6. Introducing and implement new services of the KOHA new versions
- 3.7. The user manuals and admin manuals must be produced.
- 3.8. System Training for the library staff.
 - 3.8.1. Two (2) hands-on training sessions per year for library staff. Training must be included new services of the software and all the modules. Manuals must be produced if necessary
 - 3.8.2. The Consulting firm must also transfer adequate knowledge and skills to the users of the library.
- 3.9. Three service-cycles per annum and submit the Health Report.
- 3.10. If there will be a hardware crashed, should install the operating system, KOHA and upload the backup without any damage for the data.
- 3.11. Schedule the backup timing and necessary steps for download backup.
- 3.12. Update and modify the Open Public Access Catalogue (OPAC)
- 3.13. Above all services must to be provided at the main library and all the branches of Kotahena and Belmont Street.
- 3.14. **Qualified personnel should be available for communication with Library Staff.**
- 3.15. **If problems have not been corrected within two (2) hours of the initial contact, the firm shall send qualified maintenance personnel to the related location with 7 am to 8 pm.**

4. Required Qualification for Support and Maintenance Team

Key Expert	Qualifications	Experience
Chief Technical Officer	Degree / Diploma from a Recognized University in Software Development or similar field	Experience of 05 public library systems for support and maintains KOHA system.
Technical officers	Diploma from a Recognized University in Software Development or similar field	Experience in public library systems for support and maintains KOHA system.

Price Should

	Unit Price per year (Without Tax)	Vat 15%	Total Price for 03 Years (With Tax)
KOHA LMS Maintenance Charges			

Note: Tenderer/Bidder should be dully filled, signed and forwarded this price schedule with the tender. Otherwise tender/bid will be rejected without giving any reason whatsoever.

I/We agree and bind myself/ourselves that the price (rate) given in this tender/bid is valid for acceptance for a period of **Three Years** from the date of closing of tender and the quoted price (rate) will firm and not subject to adjustment, not can it be withdrawn after closing of the tender/bid and to supply, delivery and pile the materials at the CMC stores at the rate quoted by me/us and according to the specification given, on receipt of an official order issued by the Chief Accountant (Procurement) of the CMC.

Company VAT Reg. No.:

Signature & Seal of the Firm

Date

NAME IN BLOCK CAPITALS:-

ADDRESS :-

.....

WITNESSES

Signature:

Name in Block Capitals:

Address:

Date:

Signature:

Name in Block Capitals:

Address:

Date:

Important

- i. The Price Should be in Sri Lankan currency rupees.
- ii. Price should be filled up in according to the above format. Otherwise the offer will be rejected
- iii. The price shall be valid for 03 Years period from the date of commencing the award.

I agree that the price given in this tender is valid for acceptance for a period of **03 years** from the date of closing of Tender and the quoted price will be firm and not subject to adjustment not can it be withdrawn after closing of the tender.

.....
SIGNATURE OF TENDER / BIDDER,
AND SEAL OF THE FIRM.

NAME OF SIGNATORY BLOCK CAPITALS:
.....

ADDRESS:
.....
.....
.....

WITNESSES:

(1) Signature:

Name in Block Capitals:

Address:.....
.....
.....

(2) Signature:.....

(3) Name in Block Capitals:

Address:.....
.....
.....

PART IV**COMMON TO ALL TENDERERS / BIDDERS**

1. Tenderers / Bidders should be registered as Computer service suppliers business / company in Democratic Socialist Republic of Sri Lanka and should satisfy the Municipal Council as regards their ability to supply requested goods and services.
Tenders/ Bidders shall authorize certificate to service c **KOHA Library Automation System** under the relevant local authorities.
2. Brochures, Catalogues have a Specification should be provided if requested with the Tenders.
3. Tender Security Shall be (Bid Bond/Bank Guarantee) obtained in favor of the Municipal Commissioner to the value of **Rs. 50,000.00 (Rs. Fifty Thousand)** only, valid for **150 days** (One Hundred Fifty days) from the closing date of tender should be provided along with the Tender. Tender Security (Bid Bond/Bank Guarantee) should be obtained only from a recognized Bank accepted by the Central Bank of Sri Lanka under Banking Act No.: 30 of 1988. Tender / Bid security shall be submitted according to the format given. Tender / Bid Security format is attached. `
4. Tenders should be forwarded in Original with Duplicate. Both copies of the Tender should be signed and sealed by the Tenderer and enclose in separate Envelops and Seal, each should be marked "**ORIGINAL**" and "**DUPLICATE**" and the Name of the Tender Item and Closing Date and address to **the "Municipal Commissioner", Colombo Municipal Council, Town Hall, Colombo 07.**

Thereafter Both ORIGINAL and DUPLICATE should be enclosed in one envelop and sealed and mark the Name of The Tendered item to be supplied on top left hand corner and Closing Date and address to Municipal Commissioner, Colombo Municipal Council, Town hall, Colombo 07.
5. Tenderer's Name and Address should not be written on each envelop. That any words Mark or other reference on the cover or envelope. Identifying the name of the Tenderer / Bidder with change the tender to be invalid.
6. The duly perfected Tenders should be deposited in the Tender Box kept in the Municipal Secretary's Department, Town Hall, Colombo 07, before closing as per time and date published in the Press Notice/ Colombo Municipal Council web site `
7. Tenderers or their authorized representatives are allowed to be present at the time of opening of the Tenders.

8. The tendered/ bided prices should be kept valid for acceptance for a period of **03years** from the date of closing Tenders. The prices quoted shall be firm and not subject to adjustment for any reason and no tenders can be withdrawn after the closing of Tenders.
9. Tender Securities (Bid Bond/Bank Guarantee) will be returned as promptly as possible after the letter of award is given and enter into an agreement together the with a performance bond. Unsuccessful tenderer's Tender Security (Bid Bond/Bank Guarantee) will be released after the said award.
10. Immediately after the receipt of the Letter of Award (at least 07 days) the Tenderer should submit a guarantee from a Bank mentioned under No. 03 above for an amount equivalent to **10% of the contract value in** form of a Performance Bond or a Bank Guarantee obtained in favor of the Municipal Commissioner in the Tendered Currency, with a letter of acceptance and enter into an agreement with the Colombo Municipal Council for the due and satisfactory performance of the contract. The Tenderer should bear the cost of stamps if any that should be affixed to the Contract and the Legal Charges. Relevant Legal Charges list is attached for the reference
11. Performance Bond shall ensure the completion of all obligations under the contract and the aforesaid Performance BOND shall be valid for **thirty seven Months (37 months)** payable on demand at Colombo.
12. Failure to provide the Performance Bond within the specified time shall be a cause for cancellation of the award and forfeiture the Tender Security (Bid Bond).
13. The Tenderer should supply the Items strictly in accordance with the specification and/or samples.
14. **The Council shall have the right and authority not to order all the items at one time but to place orders partly from time to time as and when necessary and payment will be made accordingly. The tenderer is not entitled to increase or revise the rate or rates quoted at time of tendering, for four months from the date of the letter of award.**
15. Under the Extraordinary Gazette No. 1530/13 dated 01.01.2008 all payments of Rs.25,000/- and above will be subjected to a Stamp Duty of Rs. 25/-.
16. Alternative offers are not to be allowed
17. Tender's compliance column of the specification form should be filled by the tenderer. Additionally, the Tenderer should submit printed literature/ catalogues to support the specifications as offered in the Tender.
18. Tender opening shall Take place at Colombo Municipal Council Municipal Secretary Department on **20.10.2022 at 10.00 A.M.**

18. If samples were called for the Goods, the supplies should be in accordance with the samples, if not specified otherwise or agreed on accepted reasons.
19. The Colombo Municipal Council reserves the right to accept or reject any tender or part thereof without giving any reason whatsoever.

PART V

Delivery & Payment Condition

1. The Service should be provided once in 03 months in a year without prior notice.
2. Repairs should be made within the relevant machinery department at all times except in emergencies, and the security of the components and data within them should be protected.
3. If the equipment is being taken out of the department for repairs, the repairs should be completed and handed over within 3 days.
4. Arrive at the relevant place for repairs within 2 hours after telephone notification or email notification. A technical officer from the service provider should be appointed to report problems and contact telephone numbers.
5. If value added tax or other tax is levied along with the fee, it should be mentioned and the registration number and relevant documents should be submitted.
6. The money will be banked after the repair of service is completed and the required documents are completed.
7. Institutional information, staff information, information records of government agencies currently providing services should be submitted.
8. No advance payment shall be made for any purpose unless otherwise specified or agreed.
9. Payments will be made only after receiving the "Quality Report" from any other for the quantities/ Service and certificate for quality from the technical person, or any officer Colombo Municipal Council.

PART VI**Required other documents Power of attorney to the signature by the authorized person of the respective company / Institution**

1. Business/ Company registration
2. If registered for vat copy of the vat registration
3. Any other documents

PART VII**Tender Submission Form**

Municipal Commissioner,
Colombo Municipal Council,
Town Hall,
Colombo 07.

TENDER FOR MAINTENANCE OF KOHA LMS

I/We the undersigned having read and fully acquainted myself/ourselves with the contents of the “Information and Instructions to Tenderers and Terms and Conditions of the Tender” pertaining to the above Tender, along with Schedules attached. Thereto, do hereby undertake to service referred to therein, in accordance with the aforesaid Instructions, Terms and Conditions. The makeup of the aforesaid total Tender Price is given in the accompanying Price Schedules.

2. I/We confirm that this offer shall be open for acceptance until **03 years** from the date of closing tender / bid it will not be withdrawn or revoked prior to that date.
3. I/We attach hereto the following documents as part of my/our Tender / Bid.
 - i. Price Schedules.
 - ii. Registration document of company/ Business
 - iii. Copy of vat registered if registered
 - iv. Tender security (Bid Bond).
 - v. Any other documents shall be submitted according to the condition & requirements of the Tender document.

4. I/We understand that the Council is not bound to accept the lowest Tender and that the Council reserves the right to reject any or all tenders or to accept any part of a Tender without assigning any reasons therefore.

5. We undertake to adhere to the Delivery Schedule attached.

6. My/Our Bank Reference is as follows;

.....
.....

Name of Tenderer :

Address :

.....

Telephone :

Fax :

E-mail :

VAT Reg. No. :

Date:

.....

Signature of the Tenderer & Seal of the Firm

By Order,

MUNICIPAL COMMISSIONER

Colombo Municipal Council
Town Hall
Colombo 07.

1. Bid Bond/Bid Security

[Note: the purchaser is required to fill the information marked as “*” and delete this note prior to selling of the tender document]

[this Bank Guarantee form shall be filled in accordance with the instructions indicated in brackets]

----- [insert issuing agency’s name, and address of issuing branch or office] -----

***Beneficiary:** Municipal Commissioner, Colombo Municipal Council.

Date: ----- [insert (by issuing agency) date]

TENDER/BID GUARANTEE No.: ----- [insert (by issuing agency) number]

We have been informed that ----- [insert (by issuing agency) name of the Tenderer/Bidder /Proposal if a joint venture, list complete legal names of partners] (hereinafter called "the Tenderer/Bidder ") has submitted to you its bid dated ----- [insert (by issuing agency) date](hereinafter called

"the Tender/Bid/Proposal ") for the Consultancy Service of [insert name of Consultancy] under Request for Tenders/Bids No. ----- [insert Tender/Bid number] (“the Request of Proposals ”).

Furthermore, we understand that, according to your conditions, Tenders/Bids/Proposal must be supported by a Tender/Bid Guarantee.

At the request of the Tenderer/Bidder, we ----- [insert name of issuing agency] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ----- [insert amount in figures] ----- [insert amount in words]) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Tenderer/Bidder is in breach of its obligation(s) under the tender conditions, because the Tenderer/Bidder:

- (a) has withdrawn its Tender/Bid during the period of tender validity specified; or
- (b) does not accept the correction of errors in accordance with the Instructions in Data Sheets or
- (c) having been notified of the acceptance of its Tender/Bid by the Purchaser during the period of tender validity, (i) fails or refuses to execute the Contract Form, in accordance with the Data Sheets .

This Guarantee shall expire: (a) if the Tenderer/Bidder is the successful Tenderer/Bidder, upon our receipt of copies of the Contract signed by the Tenderer/Bidder and (b) if the Tenderer/Bidder is not the successful Tenderer/Bidder, upon the earlier of (i) our receipt of a copy of your notification to the Tenderer/Bidder that the Tenderer/Bidder was unsuccessful, otherwise it will remain in force up to ----- (insert date)

Consequently, any demand for payment under this Guarantee must be received by us at the office on or before that date. _____

[signature(s) of authorized representative(s)]

2. Performance Security

----- [Issuing Agency's Name, and Address of Issuing Branch or Office] ----- *

Beneficiary: Municipal Commissioner, Colombo Municipal Council

Date: -----

PERFORMANCE GUARANTEE No.: -----

We have been informed that ----- [name of Supplier] (hereinafter called "the Supplier") has entered into Contract No. ----- [reference number of the contract] dated ----- with you, for the ----- Supply of ----- [name of contract and brief description] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Supplier, we ----- [name of Agency] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of ----- [amount in figures] (-----) [amount in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the day of, 20.... [insert date, 28 days beyond the scheduled completion date including the warranty period] and any demand for payment under it must be received by us at this office on or before that date.

[signature(s)]

Bank Details

NAME OF THE COMPANY	BANK DETAILS						TELEPHONE NUMBER	MOBILE NUMBER	E - MAIL ADDRESS
	NAME IN THE ACCOUNT	BANK NAME	BANK CODE	BRANCH NAME	BRANCH CODE	BANK ACCOUNT NUMBER			

Certified above details are correct according to the Company / Partners/ proprietor details.

- Certified bank statement copy must be attached with bank details.

.....
 Authorized Signature
 Director/ Partners/ proprietor