



Vidyasagar University

Midnapore, West Bengal

721102



4.2.1 : Additional Information



Library is automated using Integrated Library Management System (ILMS) and has digitisation facility



পশ্চিমবঙ্গ পশ্চিম বঙ্গাল WEST BENGAL

64AB 437643

Sub: Comprehensive Maintenance Contract for Library Automation Software (Koha)

Terms and Condition

1. **Duration:** The duration of the contract will be **3 Years** from **09/02/2022** to **08/02/2025**

The AMC contract will include the following:

- Koha - Library Automation Software Complete Maintenance
- Trouble shooting for operational problems of Koha ILMS along with SIP
- Unlimited offsite support through E-mail/telephone/remote login/Team Viewer
- Quarterly onsite visits as per your requirement (minimum once in 3 month) and shall inspect the said software carefully and submit the report .
- Onsite visits as per requirement.
- Any BUG in the running software should be fixed as soon as possible.
- Report generation as per the requirement of the library as and when required.
- Update and upgrade of Koha will have to be maintained.
- Services should be available from Monday to Saturday (10am to 6.30 pm) on all University working days. Vendor should extend their services beyond work hours or even on a non-working day on in emergency situations.



2. All the information related with Library software should be keep protected from both the sides.
3. If any information leaked out by you, legal action will be taken against you after proof.
4. The authority reserves the right to withdraw or relax or includes any terms and conditions mentioned above showing reason, so as to overcome the problem encountered at a later stage.
5. **Renewal:** Annual Maintenance Contract for Koha software can be considered for renewal for further period subject to satisfactory performance of the firm.
6. Any other terms and conditions may be ordered by the undersigned from time to time
7. In case of any breakdown issues the vendor should extend there support immediately and make the system operational within 4hours depending upon the severity.
8. All disputes are subject to midnapore jurisdiction only.
9. **AMC Charges:** The customer agrees to pay AVIOR TECHNOLOGIES PVT. LTD. the annual maintenance contract charges of **Rs. 79,650/-** (*Rupees Seventy Nine Thousand Six Hundred Fifty only*) including GST@18%.

On Behalf of Customer

VIDYASAGAR UNIVERSITY

Signed.....*Atankar 22/02/2022*
(Authorised Signatory)

Name.....*AMIYA SARKAR*

Seal: **Deputy Librarian
CENTRAL LIBRARY
VIDYASAGAR UNIVERSITY
Midnapore-721 102**

For AVIOR TECHNOLOGIES PVT. LTD

Signed.....*Ranendu Panda*
(Authorised Signatory)

Name.....*RANENDU PANDA*

Seal:





VIDYASAGAR UNIVERSITY
Midnapore – 721 102
West Bengal

Phone: (03222) 276554/555/557/558
Fax No.: (03222) 275329
Website: vidyasagar.ac.in

Central Library Home:

<http://library.vidyasagar.ac.in/>

Online Access

<http://libnet.vidyasagar.ac.in/>