CITY COLLEGE OF COMMERCE & BUSINESS ADMINISTRATION
Affiliated to the University of Calcutta
Established in 1961
NAAC Accredited

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Ref. No. DHE/CCCBA/ST/04/2025-26

Date ..02/01/2026

NOTICE INVITING TENDER

Tender Ref. No.: DHE/CCCBA/ST/04/2025-26

Issued by:
City College of Commerce & Business Administration
(Under Graduate Institute)
Affiliated to University of Calcutta
Accredited by NAAC
13, SURYA SEN STREET KOLKATA-700012
Phone: 033-2219 6281

Tender for procurement of cloud based Koha ILS hosting service based on Koha LTS (Current Version)

The college wants to procure cloud based Koha ILS hosting service based on Koha LTS (Current Version) for the college library. Initially it will be procured for one year, with subsequent renewal of hosting based on satisfactory service performance. The hosting slab should cover up to 30000 during the first year. During any subsequent renewal of hosting service, the hosting slab may be increased by slabs of 5000 items on pro-rata basis or as per mutual agreement. The system is to be hosted on the service provider's own domain with 24x7 availability with 99.9% uptime guarantee. It should be accessible from any computer or computing device like smartphones and tablets with any internet connection.

Scope of work for the first year for Koha hosting provider:
1. Installation, configuration, customization and maintenance of Koha ILS LTS version for the college for up to 30,000 items.

2. Bibliographic data migration from SOUL v2.0 for ~ approximately 7,500 items (for 2000+ bibliographic / title records). This will include:
(a) Providing a detailed field wise pre migration data quality audit report. This is to be provided before migrating the data to Koha ILS.
(b) Providing a gap analysis report for competent authority to vet, verify and approve. This is to be provided before migrating the data to Koha ILS.
(c) Detailed report of final field wise mapping of bibliographic data to be submitted at the time of loading the migrated data.
(d) Migrated data must include back reference to legacy dataset so that post migration data verification is possible.

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(e) Migration of historical transaction records (approx. 3000+).
(f) Migration of currently checked out items in SOUL (at actual).
(g) Migration of member data from SOUL (at actual).
(h) Mapping of member types from SOUL (incompatible with Koha ILS) to Koha ILS's member categories with the approval of competent authority.
(i) Mapping of SOUL circulation rules to Koha ILS, subject to Koha's built-in stipulation (e.g. 3 x 3 x 3 matrix) for circulation rules.
(j). De duplication should be done to avoid data redundancy.

3. Setup and customization of SQL reports in Koha. These must cover all of SOUL's in-built reports. Additionally, the reports should take advantage of the additional facilities offered by Koha ILS. All patron and circulation records must be exportable in CSV / TSV (tab separated value) format from the SQL reports provided in Koha by the selected service provider.

4. Provision of Grade A SSL certificate of both OPAC and staff client interfaces for the entire tenure of the hosting contract.

5. Integration of 3rd party Gate Register/Entry exit tracking module on AS-IS basis with the hosted Koha ILS.

6. Android mobile app for OPAC to be provided. The provider must specify the following:
(a) If the app has an offline mode i.e. if users can check their previous transactions from the app even without any internet connection.
(b) If the app will continue to work even after expiry of the hosting contract with provider or whether it is co-terminus with hosting agreement.
(c) If the app is available from Google Play Store/ios or not.
(d) If the app will work as and when the hosted Koha is updated / upgraded.
(e) If any extra fees / charge are applicable for the on-going functional use of the app at any time - both during and after the expiry of the hosting agreement.

7. Setup of email alerts for circulation, overdue alerts from Koha by using a separate, dedicated email account to be provided by the college of the purpose.

8. Bulk student account creation at the time of admission of new students as per Koha's patron_import.csv template.

9. The system must be able to:
(a) Generate and print Barcode labels and Spine Labels.
(b) Generate and print Bar-coded Patron Cards.

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(c) Perform Full-Text Search.
(d) Enable Flexible reporting & Faceted Search.
(e) Perform Automatic Indexing.

10. Onsite training for at least 3 days + additional online training. The online training may be used at any time and as of blocks of time during the tenure of the hosting agreement.

Specific terms and conditions:
A. The Vendor should be a listed vendor in Koha Community.
B. All bibliographic records must be exportable as MARC21.
B. No vendor-specific lock-in. The system should be based on open standards and open protocols. Any customization - images, support files, JavaScript and CSS etc must be only via Koha's SQL database.
C. The librarians / competent college authority must be able to automatically download the complete daily database backup of Koha ILS from Koha's Circulation module's Export data function (as superlibrarian), without requiring any assistance or intervention from the selected service provider during the entire tenure of the hosting contract.
D. There shall be no limit on the number of user transactions during the entire tenure of the hosting contract. No restrictions on number of records & Housekeeping users should be kept.
E. Hosting server must be at a data-centre located within the territory of the Republic of India and must be owned and controlled by an Indian Entity in accordance to Digital Personal Data Protection (DPDP) Act 2023 and the subsequent DPDP Rules 2025 as notified by Govt of India on 14 November 2025 ("A Citizen-Centric Framework for Privacy Protection and Responsible Data Use" - https://www.pib.gov.in/PressReleasePage.aspx?PRID=2190655).
F. Subject to Koha ILS's upstream developments, any customizations done using CSS / JavaScript must continue to work across any Koha version upgrade done by the provider during the tenure of the hosting agreement.
G. Uptime to be calculated as per industry norms.

General Terms and Conditions:
A. Data entry of other books will be done in the second phase. New quotation will be asked for that.
B. Data entry work must follow MARC 21 compatibility with the required metadata tags therein. It must follow the Web 3.0 standard. It must have the RSS (Real Simple Syndication) feed burners included therein. It must follow the PICS (Platform for Internet Content Substance).
C. Support be provided through unlimited email, phone, remote desktop software. The Vendor should have an office for Manpower support in Greater Kolkata area for Fast Support in Problem Solving.

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D. The Company must be registered under Companies Act of Indian Government. Company should have valid trade license, P. Tax challan, pan, GSTIN certificate, 3 years IT returns.

E. Credentials: photocopy or direct link of cloud database in your domain be provided of related specific works of minimum 20 higher educational institutes of West Bengal within 2 years. Kindly attach valid Purchase order or Completion certificate/s. The Vendor should have shown experience of completing one same Data Entry project for 50,000 Books or two same Data Entry projects for 30,000 Books or three same Data Entry project for 20,000 Books.

F. Installation, customisation, data migration should be completed within 15days from the date of issuance of Work Order.

G. Payment will be made after completion of installation, customisation, data migration. 5% of the bill amount will be held back as security deposit for 1 year and shall be payable after receipt of certification of satisfactory service from the library. No interest is to be payable by the college for the security deposit. The college will ensure the timely release of the held back fund on receipt of a report of satisfactory service. In case of a non-satisfactory report, the provider will forfeit the refund.

Submission of Quotation:
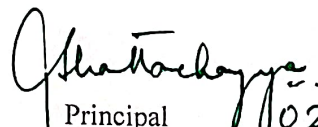
Last date of submission: 09th January, 2026.

Place of submission: Library,
City College of Commerce & Business Administration,
13, SURYA SEN STREET KOLKATA-700012

Important dates:

Particulars	Date & Time
Tender Publish Date	02/01/2026 after 7:00pm
Quotation submission starting date	02/01/2026 after 7:00pm
Quotation submission closing date	09/01/2026 upto 5:00pm
Quotation opening date	09/01/2026 after 4:30pm

For further clarifications, contact:
Dr. Barun Kumar Das
Convener, Tender Committee
City College of Commerce & Business Administration,
13, SURYA SEN STREET KOLKATA-700012.
Phone: 033-2219 6281

Issued by,

Principal   02/01/2026
City College of Commerce & Business Administration