

NATIONAL LAW UNIVERSITY, DELHI

Date: 24/08/2026

INVITATION FOR QUOTATION

AMC/Technical Support of OJS Platform for Two Journals and Implementation of One Additional Journal

National Law University Delhi invites quotations from eligible and experienced agencies for Annual Maintenance and Technical Support of the existing Open Journal Systems (OJS) platform for two journals and implementation/configuration of one additional journal. The existing OJS platform is hosted and operational under the University's E-Prakashan Platform.

1. Scope of Work

A. AMC for Two Existing Journals

The selected agency shall provide:

- Technical maintenance, troubleshooting and performance support of the OJS platform.
- Necessary OJS updates, patches and security updates.
- Technical support for submission, editorial, peer-review and publication workflows.
- User, editor and reviewer account/configuration support.
- Backup and restoration support for the OJS application, database and journal content.
- Minor configuration/customisation required for routine functioning.
- Support for journal metadata, indexing-related configurations and website/interface.
- **DOI integration and technical support for the two existing journals**, including DOI configuration, maintenance, metadata generation, deposit/update, DOI resolution and troubleshooting of DOI-related technical issues, wherever applicable.

B. Implementation of One Additional Journal

The selected agency shall:

- Create and configure one additional journal on the existing OJS platform.
- Configure journal profile, editorial team, sections, user roles and submission, review and publication workflows.
- Configure journal interface, policies and relevant settings as per University requirements.
- **Configure and integrate DOI functionality for the additional journal**, including DOI settings, prefix/suffix configuration, metadata generation and deposit/update mechanism, wherever applicable.
- Ensure proper DOI assignment and resolution for articles published through the new journal, subject to the University's existing DOI registration arrangement/account.
- Test, commission and hand over the functional journal.
- Provide basic orientation/training to designated University staff.

2. Eligibility and Experience

The bidder shall:

- Have a minimum of two years' experience in OJS implementation, maintenance and technical support.
- Submit evidence for at least three Journals where OJS has been successfully deployed and is presently operational (provide URL).
- Possess valid GST and PAN registration and suitably qualified technical personnel.

- Have demonstrated experience in **DOI integration/technical support for scholarly journals**, preferably with OJS-based journals.

3. Service Level, Digital Security and Data Protection

The agency shall:

- Acknowledge routine technical issues within **24 hours** and attend critical issues on priority, with resolution, as far as technically feasible, within **two working days**.
- Maintain appropriate cyber-security measures, including security patches, access control, secure credentials and protection against unauthorised access and malware.
- Maintain appropriate backup and restoration mechanisms for the OJS application, database and journal content.
- Immediately report any suspected security breach, unauthorised access, data loss or cyber-security incident to the University.
- Maintain strict confidentiality of manuscripts, author/reviewer information, editorial records, metadata and institutional data.
- Not copy, disclose, transfer, retain or use University data for any unauthorised purpose.
- Not introduce any plugin, script, software or third-party service affecting system security without prior approval of the University.

4. Commercial Bid and Terms & Conditions

Sl. No.	Description	Amount (₹)
1	AMC/Technical Support for Two Journals – One Year, including DOI technical support	
2	Implementation/Configuration of One Additional Journal, including DOI integration	
3	GST	
	Total Amount Payable	

1. The AMC shall be for **one year** from the date of commencement specified in the work order.
2. The additional journal shall preferably be implemented within **30 days** of issue of the work order and receipt of requisite information/material from the University.
3. OJS is an open-source platform; the requirement is for **maintenance, technical support, DOI integration, configuration and implementation services**, and not for an OJS software licence.
4. Any third-party paid service, plugin, DOI registration/agency charges or other additional component shall be **clearly indicated separately** in the quotation and shall require prior approval of the University.
5. The quoted rates shall remain valid for **90 days** from the last date of submission and shall include all applicable charges, with GST indicated separately.
6. Payment shall be made after satisfactory delivery of services/implementation, as per the work order. No additional payment shall be admissible for services within the approved scope.
7. Any work outside the approved scope shall require prior written approval of the University.
8. The agency shall not subcontract the work without prior written approval of the University.
9. The University reserves the right to accept or reject any or all quotations, in whole or in part, without assigning any reason.
10. The University may seek clarification or additional information from bidders during evaluation.

11. All University data, content and system access shall remain under the control of the University and shall be handed over upon expiry/termination of the contract.
12. Any dispute shall be subject to the jurisdiction of **New Delhi**.

5. Submission of Quotation

The quotation shall include:

- Agency profile and OJS experience.
- Documentary evidence of minimum two years' relevant experience.
- Details for at least three journals where OJS is operational.
- Evidence of experience in **DOI integration and technical support for scholarly journals**.
- GST and PAN details.
- Technical proposal/scope confirmation.
- Commercial quotation in the prescribed format.
- Details of the authorised contact person.

Quotation Submission Period: 03 September 2026 to 12 September 2026

Last Date: 12 September 2026

Time: 5.00 PM

Mode: Sealed Quotation in Tender Box (Reception, Academic Block NLUD)

Contact

The Registrar

National Law University Delhi

Sector-14, Dwarka, New Delhi – 110078

National Law University Delhi reserves the right to modify, cancel or re-invite the quotation process, wholly or partly, without assigning any reason. The university may invite an interaction also for the same.