



Ministry of Culture
Government of India



Science City
(A unit of National Council of Science Museums)
J. B. S. Haldane Avenue
Kolkata- 700 046

**E-Tender Document for
Annual Operation and Comprehensive
Maintenance of the dark ride (People Mover) of
Evolution Park consisting of 10 electrically
operated automated cars that travel on guided
tracks, PLC based software and associated
software, synchronizing the movement of the
vehicles with the light & sound show and other
associated equipment in the Ground floor of
Science Exploration Hall, Science City, Kolkata**

E-tender Ref. No. SCCY-18011/17/PUR/2023 (136)

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INSTRUCTIONSTOTHE TENDERERS/BIDDERSFORE-SUBMISSIONOFBIDS ONLINETHROUGH THE-PROCUREMENTSITE <https://eprocure.gov.in/eprocure/app>

This tender document has been published on the Central Public Procurement (CPP) Portal(URL: <https://eprocure.gov.in/eprocure/app>). The tenderers/bidders are required to submit softcopies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates(DSC). The instructions given below are meant to assist the tenderers/bidders in registering onthe CPP Portal, prepare their bids in accordance with the requirementsand submitting theirbids online on the CPP Portal. More information useful for submitting online bids on the CPPPortalmaybeobtained at:<https://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Tenderers/bidders are required to enroll on the e-Procurement module of the Central PublicProcurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link“**Clickhereto Enroll**”on theCPP Portal. Enrolment is freeofCharge.
- 2) As part of the enrolment process, the tenderers/bidders will be required to choose auniqueusernameand assign apassword fortheir accounts.
- 3) Tenderers/bidders are advised to register their valid email address and mobile numbersas part of the registration process. These would be used for any communication fromthe CPPPortal.
- 4) Upon enrolment, the tenderers/bidders will be required to register their valid DigitalSignatureCertificate(ClassIIorClassIIICertificateswithsigningkeyusage)issuedby any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode /eMudhraetc.), with theirprofile.
- 5) Only one valid DSC should be registered by a tenderer/bidders. Please note that thetenderers/bidders are responsible to ensure that they do not lend their DSC’s to otherswhich maylead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID &passwordand the password ofthe DSC / e-Token.

SEARCHINGFORTENDERDOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate tenderers/bidders tosearch active tenders by several parameters. These parameters could include organizationname, location, date, value, etc. There is also an option of ‘**Advanced Search**’ for tenders,whereinthetenderers/biddersmaycombineanumberofsearchparameterssuchasorganiz ation name, form of contract, location, date, other keywords etc. to search for atenderpublishedon theCPP Portal.
- 2) Oncethetenderers/biddershaveselectedthetenderstheyareinterestedin,theymaydownload the required documents / tender schedules. These tenders can be moved to therespective“**MyTenders**”folder.ThiswouldenabletheCPPPortaltointimatethetenderers/bidders through SMS / e-mail incase there is any corrigendum issued to thetenderdocument.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case theywantto obtain anyclarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Tenderer/bidder should take into account any corrigendum published on the tender document before submitting their bids. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and contents of each of the documents that need to be submitted.
- 2) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally they can be in PDF / XLS / RAR / DWF formats as mentioned. **Bid documents may be scanned with 100 dpi with black and white option.**
- 3) To avoid the time and efforts required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the tenderers/bidders. Tenderers/bidders can use “My Space” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting the bid just by tagging and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Tenderer/bidder should log into the site well in advance for bid submission so that the/she uploads the Bid in time i.e. on or before the bid submission time as per the system. Bidder will be responsible for any delay due to other issues.
- 2) Tenderer/bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Tenderer/bidder has to select the payment option as “offline” to pay the Tender Fee & EMD and enter details of DD/any other accepted instrument.
- 4) Tenderer/bidder should prepare the EMD instrument as per the instructions specified in the tender document. Scanned copy of DD/any other acceptable instrument as mentioned towards EMD should be uploaded while online submission of the tender and the original should be posted/couriered/given in person to the Tender Processing Section latest by the last date and time of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the Scanned copy and the data entered during bid submission time otherwise the Tender will be summarily rejected.
- 5) The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the tenderers/bidders. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
- 6) Tenderers/bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format shall be acceptable. The price bid has been given as a standard **Rate Quote Sheet (Item Rate BoQ Template)** (.xls format) with the tender document, which is to be downloaded and to be filled by all the tenderers/bidders. Tenderers/bidders are required to download the **Rate Quote Sheet (Percentage BoQ Template)** file, open it and complete the **colored (unprotected)** cells with their respective financial quotes and other details (such as name of the Tenderer/bidder). No other cells should be changed. Once the details have been

completed, the tenderer/bidder should save it and submit it online, without changing the filename. If the **Rate Quote Sheet (Item Rate BoQ Template)** file is found to be modified by the tenderer/bidder, the bid will be rejected. In e-Tendering, intending tenderer/bidder can quote their rate in figures only. Therefore, the rate quoted by the tenderer/bidder in figures shall be taken as correct. The Comparative Statement shall also be generated automatically by the system. The Comparative Statement and rate quoted by each tenderer/bidder shall be downloaded. **The manual calculation and checking of tenders/bids and Comparative Statement, shall be final. In case, any discrepancy is noticed, the decision of appropriate SCIENCECITY authority shall be final and binding.**

- 7) The server time (which is displayed on the tender's/bidder's dashboard) will be considered as the standard time for referring the deadlines for submission of the bids by the tenderers/bidders, opening of bids etc. The tenderers/bidders should follow this time during bid submission. The tenderers/bidders are requested to submit the tenders/bids through online e-tendering system to the **Tender Inviting Authority (TIA)** well before the bid submission end date & time (as per Server System Clock).
- 8) All the documents being submitted by the tenderers/bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized tender/bid openers.
- 10) Upon the successful and timely submission of tenders/bids, the portal will give a successful tender/bid submission message & a tender/bid summary will be displayed with the NIT/tender/bid no. or Name of Work and the date & time of submission of the tender/bid with all other relevant details.
- 11) The tender/bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any tender/bid opening meetings.

ASSISTANCE TO TENDERERS/BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the **Tender Inviting Authority (TIA), Science City, 3, J.B. S Haldane Avenue, Kolkata, West Bengal 700046 Ph. 033-22854343/1572/2607, Website: <https://sciencecitykolkata.org.in/> Email at: sciencecity.kol@gmail.com**
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk Ph. **1800-3070-2232.**

SCIENCE CITY
J. B. S. Haldane Avenue, E.M.
Bypass Kolkata-700046

E-NOTICE INVITING TENDER
Tender Notice No: SCCY-18011/17/PUR/2018(187)

Science City, Kolkata, a constituent unit under the National Council of Science Museums, (hereinafter referred to as the Museum/Centre) invites e-Tender in two covers (**Technical Bid and Financial Bid**) from reputed and experienced agencies as stated in Technical Particulars for the following work:

Annual

Operation and Comprehensive Maintenance of the dark ride (People Mover) of Evolution Park consisting of 10 electrically operated automated cars that travel on guided tracks, PLC based software and associated software, synchronizing the movement of the vehicles with the light & sound show and other associated equipment in the Ground floor of Science Exploration Hall, Science City, Kolkata.

The Tender Document can be downloaded from the website (<http://eprocure.gov.in/eprocure/app>). This is the only mode of collection of Tender documents. The same website shall be used for disseminating the dates & time related to pre-bid meeting, tenders submission, EMD deposit, tender opening, and opening of financial bid of this tender.

1. Abbreviated Scope of Work:

- i) Operation and daily checking of equipment, routine maintenance of the entire dark ride system from 9 AM to 8.00 PM everyday for 364 days (except Holi).
- ii) Comprehensive, periodical and break down maintenance of the Dark Ride (People Mover) system consisting of 10 automated cars having an electrical traction with motor, gear box, PLC circuit, carbon brushes, various sensors, guide rollers, tyre wheels, castor wheels, mp3 audio, wifi routers, speakers, and other components, associated hardware & software to run the system, guided track, synchronizing the movement of the cars with the light & sound show, and all other equipment required for running the dark ride uninterruptedly in the ground floor of Science Exploration Hall, Science City, Kolkata.
- iii) Agency may have to operate the system beyond the hours mentioned as above if required.
- iv) While doing the maintenance of the Dark Ride, agency has to keep the necessary spare parts for uninterrupted running of the System. Regular maintenance and frequent checking of the system shall be ensured by the agency.

2. Eligibility Criteria of the Applicant:

- A) Should be registered either as a Company under Companies Act 1956/ 2013 or Cooperative Society under the Co.op. Society Act, 1972 or Society under the Society Act,

1960 or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 or Proprietorship Firm or Joint Venture/Consortium, as the case may be, and should be in existence as such entity for not less than five years as on 31.01.2024.

- B)** Should be in possession of (a) Trade License, if applicable (b) PAN Card [in the name of Company/Firm or Proprietor]: (c) GST Registration issued by the competent authority.
- C)** **The Registered Office or one of the Branch Offices of the tenderer should be located in and around Kolkata.** In case the Tenderer/Bidder do not have such facilities, they should sign a declaration on their letter head to the effect that “In case I/we get the contract after being technically lowest tenderer, I/we will open an office or hire a space to run our office within 20 km within one month of such award of contract, having regular telephone/mobile and other means of communication like fax/e-mail etc., where Science City is located. Failure to do so on our part, our EMD and Security Deposit/Retention Money will be forfeited and the contract will be terminated forthwith” as per the Declaration-3 given in **Annexure-A**.
- D)** The proprietor or any of its partners/directors of the partnership firm/company or the Secretary of the Co.op. Society / Society etc. should not have been black listed/ debarred by any of the government agencies or department or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations including PF/ESI authorities. Further, no past contract of such Tenderer/Bidder should have been terminated in the past 3 years on account of violation of laws or deficiency of services or breach of contract. In case of concealment of any facts in this regard, Science City reserves the right to cancel/terminate the contract without giving any notice. Tenderer/Bidder is required to submit the certificate to this effect as per **Annexure-C**.
- E)** **Minimum 05 (Five) years’ experience** in executing similar kind of contracts/services for ‘Operation and Comprehensive Maintenance of the dark ride (People Mover) of EvolutionPark consisting of 10 electrically operated automated cars that travel on guided tracks, PLC based software and associated software, synchronizing the movement of the vehicles with the light & sound show and other associated equipment” in Central Government/ State Govt./Autonomous Bodies/Public Sector Undertakings/Local Bodies / Municipalities / large Corporate Bodies. Tenderer shall attach – (a) list of such organizations with contact nos. where the Tenderer/Bidder is currently providing/ has earlier provided similar kind of services, (b) copies of work orders and (c) completion certificates/ performance certificate from such organisations in support of their claim must be attached as per **Annexure-D**.
- F)** **Minimum Average Annual turnover of the firm** (Lead Partner in case of JV/Consortium) should be Rs. 24.0 Lakhs during the 3 (three) financial years out of last 5 financial years. [Tenderer shall attach relevant documents (audited report Trading, P/L & BS from authorized Chartered Accountant) with the Technical bid as proof]. Also attach the Brief summary of Average Annual Turnover duly certified by authorized CA in the format attached in **Annexure-E**.
- G)** The Tenderer (Lead partner in case of JV/Consortium) should have undertaken and successfully executed similar works i.e. ‘Operation and Comprehensive Maintenance of the dark ride (People Mover) of EvolutionPark consisting of 10 electrically operated automated cars that travel on guided tracks, PLC based software and associated software,

synchronizing the movement of the vehicles with the light & sound show and other associated equipment' during last five financial years in any Central Government/ State Government/ Autonomous Bodies/Public Sector Undertakings/ Local Bodies/ Municipalities / large Corporate Bodies and meet any one of the following criteria:

- (i) Should have experience in the operation and maintenance of **3(three)** similar installations having electro-mechanical systems, programming of PLC software, running round the clock services where the visitors are involved, in Central Government / Central Autonomous Bodies/ State Government/ Central Public Sector Undertakings/ Corporate Houses/ reputed private Institutions of requisite magnitude / amusement parks / theme parks each costing not less than Rupees 9.60 lakhs during the last seven years.

OR

- (ii) Should have experience in the operation and maintenance of **2(two)** similar installations having electro-mechanical systems, programming of PLC software, running round the clock services where the visitors are involved, in Central Government / Central Autonomous Bodies/ State Government/ Central Public Sector Undertakings/ Corporate Houses/ reputed private Institutions of requisite magnitude / amusement parks / theme parks each costing not less than Rupees 12 lakhs during the last seven years.

OR

- (ii) Should have experience in the operation and maintenance of **1(one)** similar installations having electro-mechanical systems, programming of PLC software, running round the clock services where the visitors are involved, in Central Government / Central Autonomous Bodies/ State Government/ Central Public Sector Undertakings/ Corporate Houses/ reputed private Institutions of requisite magnitude / amusement parks / theme parks each costing not less than Rupees 19 lakhs during the last seven years.

3. Evaluation Criterion

(A) Technical Evaluation:

Selection process of the bidders for opening the financial bids:

1. The documents submitted by Bidders shall be evaluated for their experience in the operation and maintenance of installations having electro-mechanical systems, programming of PLC software, running the round the clock services where the visitors are involved, operation of the parks and as desired by Science City.
2. The Bidders shall be shortlisted on the basis of details submitted along with the supporting documents in Annexure A, B (Details of the bidder), C, D, E, F and experience criteria.

(B) Financial Evaluation:

1. The bidders must submit rates for Five years of Daily Operation and Routine Maintenance Charges and Comprehensive Maintenance Charges separately and combined rate shall be considered for financial evaluation. Bidders should quote the charges in whole rupee (in INR) in Rate Quote Sheet (Online item BOQ) in .xls format.
2. The year-wise Price- Break up for five years of Operation and routine maintenance charges and comprehensive charges should be filled in pdf format as per format in **Annexure-G** and enclosed in the Financial Bid

4. Earnest Money Deposit (EMD):

The tenderer/s shall be required to deposit a sum of Rs. **60,000.00** (Rupees Forty thousand only) as Earnest Money Deposit (EMD) along with the Tenders in cover 1 (**EMD Cover**). The earnest money shall be deposited by Crossed Demand Draft or Banker's Cheque or pay order in favour of "**Science City, Kolkata**" of any Nationalized or Scheduled bank which should reach the office of Science City at least one day before the last date of Bid Submission.

Scanned copies of valid and updated certificates issued by NSIC under Single Point Registration Scheme (SPRS) and MSME Registration certificate in .PDF format should be uploaded for considering the waiver of EMD submission. In addition, the bidders registered under Department of Micro, Small and Medium Enterprises (MSME) and/or eligible for exemption from submitting Bid Security / Earnest Money Deposit for similar services shall be required to submit Bid Security declaration as per Annexure-III of the e-NIT.

The EMD of the unsuccessful Tenderer(s) shall be refunded without interest on written request after the date of acceptance of the Final Work Order by the successful tenderer on completion of the tender process or within sixty days from the date of opening of the tenders.

The EMD of the successful Bidder, who is formally awarded the Work Order, shall be forfeited if the tenderer refuses to implement whole or part of the work after receiving the Work Order.

5. Security Deposit (SD):

A security deposit of minimum 5% of the annual value of contract, subject to a maximum of Rs. 20.00 lakh is to be deposited by the Successful Bidder either in the form of electronic transfer mode i.e. NEFT/RTGS (bank details are furnished in Information & Instructions to Bidders) or through demand draft/pay order drawn in favour of 'Science City, Kolkata', payable at Kolkata to cover the risk or any loss caused to the Science City due to fraud, theft, pilferage etc., the responsibilities for which are attributable, directly or otherwise, due to the negligence or inefficiency on the part of the agency or personnel deployed by them for the purpose of the contract, or any breach of contract of whatsoever nature or on the part of the agency. In the event of any such occurrence and/or breach of contract, the amount of compensation, as assessed by the Science City shall be final and binding on the bidder/tenderer and the same shall be recovered either from the bill for Annual Operation and Maintenance Contract charges due to the Agency or from their security deposit at the discretion of the competent authority of Science City.

The Security Deposit will be refunded to the successful contractor (without any interest) within **two** months of the expiry of the contract only on the satisfactory performance of the contract and on fulfilment of all statutory obligations and payments.

*[Note: No exemption will be allowed for submission of Security Deposit/Retention Money to NSIC/MSME certified firms. However, concession for submission of EMD shall be applicable to the Tenderers/Bidders registered with NSIC/MSME as per prevailing Govt. guidelines. The Tenderers/Bidders should upload document of the firm for claiming such exemption. Tenderer/Bidder must upload signed **Annexure-F**, if the bidder is registered under NSIC/MSME.]*

6. Tenure of the Work:

The successful bidder shall be awarded work on year to year basis upon satisfactory performance of the agency. Initially, the successful bidder shall be awarded the work for **03 months on trial basis, thereafter extended for 09 months'** subject to satisfactory performance of the agency/ successful Tenderer/Bidder. The contract may be renewed on year-to-year basis based on the satisfactory performance for a **maximum period of Five (05) years (including trial period)** at the discretion of Competent Authority of Science City as per the quoted rate in the BoQ with the existing terms and conditions of the initial contract. However, competent authority of Science City, Kolkata may incorporate or discard any clauses at his/her sole discretion according to the need and suitability of Science City, Kolkata.

7. Pre-Bid Meeting:

A Pre-Bid Meeting will be held at Science City, Kolkata on date and time as mentioned against under Important Dates, to clarify queries, if any, of the Tenderers before submission of their Tenders. Intending bidders must submit their queries either through email / hard copy (at the address for communication) at least two days before the date of pre-bid meeting. The minutes of the Pre-Bid Meeting will be integral part of this Tender Document and will be communicated as per clause mentioned under "Provision for Amendments" in the tender document.

8. Important Dates:

Bid Document Publishing Date & Time	27-02-2024 12:00 PM
Bid Document Download Start Date & Time	28-02-2024 01:00 PM
Pre Bid Meeting Date & Time	01-03-2024 11:00 AM
Bid Document Download End Date & Time	As per system generated.
Bid submission Start Date & Time	06-03-2024 10:00 AM
Bid submission End Date & Time	13-03-2024 04:00 PM
Bid Opening (Technical) Date & Time	14-03-2024 04:30 PM

9. The intending tenderers/bidders must read the terms and conditions of NCSM/Science City carefully. They should only submit their bid if they consider themselves eligible and if they are in possession of all the documents required. Date of Opening of Financial bids will be communicated later through CPPP or any other means, as applicable.

10. Information and Instructions for tenderers/bidders posted on website shall form a part of the bid document.

11. The bid document consisting of technical specifications of the system, schedule of quantities of various types of items to be executed, the set of Terms and Conditions of the contract to be complied with, scope of work for operation, scope of work for comprehensive annual maintenance, annexures and other necessary documents can be seen and

downloaded from <https://eprocure.gov.in/eprocure/appfreeofcost>.

12. Out of the online bid documents submitted by intending tenderers/bidders, the technical bids of only those tenderers/bidders shall be opened, who have deposited e-Tender with Earnest Money Deposit as specified duly scanned, uploaded and found in order. And the financial bids of only those tenderers/bidders shall be opened when technical bids are in conformity with the eligibility criteria, experience, specifications & uploaded necessary documents.
13. Those contractors not registered on the website mentioned above, are required to get themselves registered beforehand.
14. The intending tenderer/bidder must have valid Class II or Class III Certificates with signing key usage (DSC) to submit the bid.
15. The agency should assess the volume of work and submit a **detailed work plan** as a part of the (Technical Bid) PART-1 of the tender document.
16. The e-Tenders are invited under two envelopes system. The first electronic envelope named as **Technical Bid Envelope (Cover 1)** shall contain the EMD, details of tenderer's/bidder's satisfying the eligibility conditions, NIT, etc. and the second electronic envelope named as **Financial Bid Envelope (Cover 2)** containing Rate Quote Sheet. The bidder shall submit the **TECHNICAL BID ENVELOPE** and **FINANCIAL BID ENVELOPE** simultaneously. The technical bids will be evaluated first and thereafter financial bids of only the eligible tenderers/bidders shall be opened. These envelopes shall contain one set of the following documents:
 - a) **TECHNICAL BID ENVELOPE (Cover 1) shall contain the documents.**
 - i) Scanned copy of Demand Draft/Pay order or Banker's Cheque of any Nationalised/Scheduled Bank towards Earnest Money Deposit (EMD) in .pdf format in favour of Science City payable at Kolkata.
 - ii) Scanned copy of Trade License, Enlistment Order/Registration certificate with appropriate Authority as applicable in .pdf format, scanned copy of pan card, scanned copy of GSTIN.
 - iii) Scanned copies of specific WORK COMPLETION CERTIFICATES along with Work Order/Letter of intent issued by Govt. / Semi-Govt. / Autonomous/ PSUs and/or reputed private Institutions of requisite magnitude with appropriate Authority as per the NIT in .pdf format.
 - iv) Scanned copy of Income tax returns, audited report Trading, P/L & BS from authorized Chartered Accountant for last 3 years in .pdf format.
 - v) Declaration 1 & 2 and Undertaking as per Annexure – "A", Details of Bidder participating in tender in .pdf format as per Annexure – "B"
 - vi) 'Detailed Work Plan in pdf
 - vii) Duly filled in and signed Annexure C, D, E and F.
 - viii) Tender Document in .pdf format (TENDERXXXXX.pdf file) digitally signed, Addenda/corrigenda, if any, issued to the technical bid documents.

b) FINANCIAL BID ENVELOPE (Cover 2) shall contain:

- i) Rate Quote Sheet (Online Item BoQ) in .xls format.
- ii) Year-wise Price- Break up for five years of Operation and routine maintenance charges and comprehensive charges should be filled in pdf format as per format in Annexure-G and enclosed in the Financial Bid

Bidders are required to quote their Annual Charges for CAMC for Five (05) years.

17. E-tenders that do not fulfil any of the above conditions or are incomplete in any respect are liable for summary rejection.
18. The Museum/Centre does not bind itself to accept the lowest e-tender/bid and the right to reject or accept any or all the e-tenders/bids; e-tendered items or schedules received without assigning any reason whatsoever.
19. Canvassing in connection with e-tenders/bids is strictly prohibited and the e-tenders/bids submitted by the tenderers/bidders that resort to canvassing will be liable for rejection on that ground alone.
20. E-tenders incorporating additional conditions are liable to be rejected.
21. The tenderer(s) must declare in writing that neither he nor any of them is in anyway related to any officer in Science City or National Council of Science Museums, Kolkata, or any of its constituent units as per the format given in **Annexure – “A”**
22. **Quoted price in the bid shall include GST in the appropriate column of the BoQ, other charges like freight charges F.O.R. site, transit insurance and related incidentals in respect of this contract and any personal insurance provided to the employees shall be inclusive.**
23. Before submitting the e-tender, the tenderer shall examine all specifications, drawings, condition of the existing system, conditions of contract and inspect the site.
24. For the purpose of opening of the e-tenders/bids as described in Notice Inviting e-tender it is clarified that **only on receiving the EMD, the documents submitted as a part of technical bid physically in Science City, Kolkata on or before 11-03-2024 05:30 PM, the Technical Bid Envelope will be opened for evaluation.** After the authority is satisfied that the documents in the Technical Bid Envelope are in order, the FINANCIAL BID ENVELOPE may be opened, subsequently.
25. **It may be noted that the Technical Bid Envelope that is not found in order as per the requirements of Science City may be summarily rejected.**
26. Earnest Money is liable to be forfeited if the successful e-tenderer/bidder selected for the work fails to sign the formal agreement within 15 days from the date of issue of Letter of Intent to them by the Museum/Centre.
27. The selected tenderer will be issued a Letter of Intent by the Museum/Centre for the job for one year only and depending on the performance of the agency the order may

berenewed further on year to year basis. Agency has to submit the work plan before starting the job. **The date of commencement of work shall be the date of issue of Letter of Intent.**

- 28. The validity period of the e-tender or bid offer shall be 120 days from the date of opening of tenders.** This period may be extended with mutual consent if the decision regarding issue of Letter of Intent is delayed for any reason.

SCIENCE CITY
(National Council of Science
Museums) JBS
Haldane Avenue, Kolkata 700046

General Terms and Conditions
Tender No: SCCY-18011/17/PUR/2018(187)

Name of the work: Annual

Operation and Comprehensive Maintenance of the dark ride (People Mover) of Evolution Park consisting of 10 electrically operated automated cars that travel on guided tracks, PLC based software and associated software, synchronizing the movement of the vehicles with the light & sound show and other associated equipment in the Ground floor of Science Exploration Hall, Science City, Kolkata.

1. The term "Museum/Centre" wherever mentioned in the NIT shall mean the authorities of Science City, Kolkata. The term "Agency" wherever mentioned in this NIT shall mean the agency selected for award of the contract.
2. The Museum/Centre does not bind itself to accept the lowest tender and reserves the right to reject or partially accept any or all the tenders received, without assigning any reason.
3. Tenders which do not fulfill all or any of these conditions or are incomplete in any respect, are liable to summary rejection without assigning any reason.
4. Tenders incorporating additional conditions are liable to be rejected.
5. Canvassing in connection with tenders is strictly prohibited and the tenders submitted by the parties who resort to canvassing will be liable to rejection on this ground alone.
6. Before quoting the service charges the Agency must assess the quantum of work involved after going through the specifications of work and physical inspection of the Dark Ride and its allied machinery in the premises.
7. **A detailed work plan showing how the agency proposes to render services for daily operation of the system and preventive maintenance must be appended as an annexure to Part-I of the tender. The agency must get the plan approved by the authorities of Science City, Kolkata before commencement of the work. The offered rate for rendering service through this contract should be realistic with respect to the quantum of work and manpower deployment as may be required from time to time to meet the requirements. If the Part-I of the tender does not contain the detailed work plan as stated, the Part-II of the tender shall not be opened and the tenders shall be treated as incomplete and shall be rejected.**
8. While submitting the tender, the Agency must not state that there will be no revision of the tendered rate on any ground whatsoever during the entire tenure of the contract. Therefore, they should include all eventual increases in statutory liabilities while quoting their offers.

Credentials:

9. The Agency should declare in writing that none of their partners is in any way related to any officer of National Council of Science Museums, including the units under its control.

10. All credentials of the Agency including financial standing, registration with Govt. having support or connection with Govt. Depts./Organizations, Semi-Govt., Non-Govt., autonomous body, public body, local Govt., Civil body and public institutions/organizations / any corporate offices / reputed private organisations etc. together with records of past performance with such institutions, departments, organizations etc., are to be produced for verification whenever demanded by the Museum/Centre.

Responsibilities of the Agency:

11. The Agency shall ensure that all wages and allied benefits conforming to statutory norms are complied with as applicable for operation and service contracts. The Agency shall remain liable to the authorities concerned for compliance of the respective existing rules and regulations of the Govt. for this purpose and shall remain liable for any contravention thereof.
12. During the period of this contract, the Agency shall provide proper and adequate service and perform their duties diligently, honestly and to the entire satisfaction of the Museum/Centre. The Agency shall constantly keep in touch with the Museum/Centre for effective performance of the contract and abide by all instructions and directives issued by the Museum/Centre in this regard.
13. The Agency shall ensure compliance of all Acts, Rules and Statutory Orders in force with regard to deployment of their staff in the premises of the Museum/Centre for the purpose of this contract and shall keep the Museum/Centre indemnified against any liabilities arising out of non-compliance of any of the Acts, Rules or orders on their part.
14. The Agency must issue proper identity cards to the service providers deployed at any time for the purpose of the contract in order to facilitate verification of their identity by the Museum/Centre.
15. The Agency shall be liable to comply with the direction of the Museum/Centre, to remove a staff member employed by the agency within 24 hours of receipt of such direction, and shall make alternative arrangements immediately to ensure proper and adequate services.
16. All employees of the Agency deployed for rendering these services in the Museum/Centre, must remain in proper uniforms. The Agency shall supply at their cost uniforms, raincoats, woolen clothing, torches with batteries and other stationery items required for carrying out the work.
17. **Successful bidder must maintain a log book of the operation and regular maintenance as well as for the preventive maintenance.**
18. **Watch & Ward**
Watch and Ward of their material, machineries and system etc. till end of the contract shall be the sole responsibility of the contractor and pilferage etc. shall be entirely to his account.
19. **Damage Caused to Installation:** In case of any damage caused to the installation due to negligence, carelessness or inefficiency of staff of the firm the contractor shall be responsible to compensate such losses.
20. **Payment:**
The payment will be made on **quarterly** basis by NEFT transfer within 30 days from the date of submission of the proper and pre-receipt bill, duly certified by the authorized representative of Science City for the operation work.

rkandroutinemaintenance of the dark ride. Payment for comprehensive overhauling work as a partof preventive maintenance shall be paid once in a quarter uponthe production of service report certified by the authorized representative of ScienceCity.

21. Penalty:

Agency should provide the services as per contract. In case of the Agency's failure toprovide requisite services on particular day/days and for breakdown maintenance /preventivemaintenance,proportionatedeductionshallbemadefromthebill.Similarly, proportionate deductions shall be made if the agency does not carry out theoverhaulingwork satisfactorily.

22. TenureandValidity

The bid offer validity of the tender shall be Six (06) months from the last date of bid submission.

23. The contract can be terminated by the Museum/Centre at any time without notice inthe event of gross security risk or gross damage to Museum/Centre's property due toAgency'sfailureor persistent failure of theAgency inproviding satisfactory serviceto the Museum/Centre and the decision of the Museum/Centre in this regard shall befinaland bindingon theAgency.
24. For reasons other than mentioned in the clause above, the contract can be terminatedbyeither partybyprovidingclear threemonths' noticein writing.
25. Successful bidder should have proper insurance cover of the people that are employed for the operation andmaintenanceof thesystem.
26. Successful agency must take necessary precautions to ensure the safety of the visitorswhile operating the system. Any damage occurred to the visitors or their belongingsshallbethe responsibilityoftheagency.

27. Arbitration:

In case of any dispute arising out of this contract between the Museum/Centre and theAgency, the matter shall be referred to the sole arbitration of a person to be appointedby the Director General of NCSM on receipt of an official request with details of thedispute, from either the Museum/Centre or the Agency. The award of the arbitrator soappointed shall be final, conclusive and binding on all parties to the contract. Thesubmission shall be deemed to be submission to arbitration under the Arbitration andReconciliation Act, 1996 or any statutory modifications or reenactment thereof and oftherules madethereunder forthe timebeingin force.

28. Tender should be submitted in two parts Technical Bid and Financial Bid as perE-NoticeInvitingTender.
29. Tenderssubmitted inanyotherformother thanaboveareliableforrejection.

Special Terms and Conditions:

1. Service shall be rendered by the agency through highly skilled, technically qualified and experienced persons.
2. The agency should take up preventive maintenance work after office hours.
3. The agency shall be solely responsible for smooth operation and routine maintenance of the Dark Ride System as specified and also coordinating with the agency involved in operation & maintenance of light & sound show to achieve proper operation of the system. They should also coordinate with fire & safety department and agency maintaining air-conditioning system.
4. **The agency should assess the volume of work and submit a detailed work plan as part of the (Technical Bid) PART-1 of the tender document.**
5. The personnel deployed by the agency for rendering services should be present during the entire operation of the system. If necessary, they may have to stay during overnight on any particular day.
6. All tools and tackles, measuring instruments required to attend the maintenance work should be arranged by the agency and have to be kept at site.
7. The agency has to maintain a log book giving all the details about the operation timings, minor and major maintenance taken up, spare parts replaced, preventive maintenance taken up and any other details as required by the authorities of Science City.
8. Agency should keep spare parts at site for regular maintenance. Facility cannot be stopped for maintenance work. If the show is disrupted for long duration due to lack of maintenance or spare parts, the agency may be monetarily penalized for the loss occurred to Science City.
9. Agency must submit a service report on monthly basis and get it signed by authorized person of Science City.
10. Agency should make arrangements for regular cleaning to keep neat environment in the operating room, guide channels, sensors and all other items which are required for the operation of Dark Ride.
11. Agency must provide proper aprons and safety equipment to the technicians employed to provide these services.
12. Agency should provide and maintain a First aid kit with necessary medicines in the plant room and service area.
13. All the maintenance work shall be carried out in accordance with the manufacturer's specific instructions and instructions of the In-Charge Officer of Science City.

14. Any repairing of civil structure related to the building or cabin or pathway shall be under the scope of Science City.
15. Making any modifications for better performance of the system as desired by Science City at extra cost. Cost shall be decided on mutually agreed rates as per rules of Science City.
16. If agency is not able to repair to the satisfaction of the Science City within the set time limit, Science City may make arrangements for repairing it through a third party and deduct the amount incurred by it.
17. Successful agency must attend the breakdown calls immediately.

Scope of Work

Name of the work: Annual Operation and Comprehensive Maintenance of the dark ride (People Mover) of Evolution Park consisting of 10 electrically operated automated cars that travel on guided tracks, PLC based software and associated software, synchronizing the movement of the vehicles with the light & sound show and other associated equipment in the Ground floor of Science Exploration Hall, Science City, Kolkata.

Description of the Dark Ride (People Movers system):

The Dark Ride People Mover system consists of electrically driven automated cars along a fixed path. The path provides 60 V electric current to the 3 phase inverter placed in each vehicle that provides 3 ph 240 V power to the geared motor which is connected to the right side rear wheel of the car through sprocket and chain. The track also guides the vehicle along the path. These cars take 9 visitors each and travel along the path that passes through seven major sections of the gallery on Evolution of life. Each section is separated by an automated sliding door. When the car approaches the door, a motion sensor activates the opening of the door. Each car stops at 18 predetermined spots during the journey for predetermined time. Each vehicle is provided with a sound system through which visitors can hear the commentary in any one of the three languages English, Hindi and Bengali.

Each car has got three rows of three seats each. The entry gates to the seats electrically get locked while the car is in motion.

Comprehensive maintenance cost as quoted by the agency is for repairing / replacement of spares of all the equipment, like cars, motors, gear boxes, tyres, caster wheels, trolley of carbon brushes, wheels, track, carbon brushes, transformers, PLCs, AC drive, track insulator, steering roller, circuits, sensors, reflectors, body of the car, chassis of the car, entire fiberglass body of the car, switches, MCBs, MCCBs, lubricants, grease and all other parts which are part of the system. Painting of the of the carriages / cars with PU or NC paints is also under the scope of the agency.

If damage occurs on any equipment due to negligence or faulty operation on the part of the operator, agency has to make it good or completely replace the equipment at their own cost.

SECTION A: Scope of Work for Daily operation and routine maintenance

1. Daily operation including routine maintenance of Dark Ride in Science Exploration Hall (SEH) during 365 days of the year including Sundays, holidays from 9 AM to 8.00 PM (rate may be quoted per month).
2. Assisting Boarding and de boarding of visitors. Choosing the language selector switch as per the request of the visitors. Managing the crowd.
3. Monitoring the movement of cars in various sections through surveillance cameras in the monitor. Stopping the cars and rescuing the visitors in case of power failure or any other failure. Monitoring the visitors from not getting down the cars.
4. Recording the timings of starting and stopping of the ride in the logbook.
5. Checking and inspecting all the equipment associated with dark Ride before starting the ride. Replacing the carbon, brushes, caster wheels, wheels of the trolleys, checking the functioning of each motor, AC Drive, PLC, sensors, 220V/(V transformers, cars speed, reset lamps, sprockets, sprocket lock, steering rollers etc.
6. Checking the pneumatic pressure in the tyres.
7. Checking and inspecting the motors, gear box for any noise or malfunctioning, wifi system.
8. Checking and cleaning of track and track insulators.
9. Checking the computer and monitor.
10. Recording various parameters as required and as desired by Science City in a logbook.
11. Keeping all equipment externally cleaned.
12. Checking all the rotating machines for smoothness of drive, vibration and noise level.
13. Checking and adjusting tension of all chain drives, if required.
14. List of the equipment is provided in the Section C

SECTION B: Scope of Work for Comprehensive Annual Maintenance Contract

Monthly/Quarterly Maintenance/Preventive Maintenance

1. Replacement of tyres of vehicles or cars periodically or as and when required or as per instruction of the Officer (In-Charge).
2. Replacement of castor wheels
3. Overhauling of the motors and drives.
4. Checking and tightening of the terminals of all electrical equipment like motors, circuits, drives, transformers etc.
5. Greasing, lubricating, changing the chain & sprocket of the drive, tightening the bolts, welding the metallic frames if required.
6. Periodic changing of bearings of the rear wheels and front castors.
7. Tuning the entire system to synchronize with light & sound show.
8. Painting the cars periodically.
9. Thorough checking of the tyre system.
10. Overhauling of the tyre body of the car and its parts

SECTIONC: Equipment Details

S.NO	DESCRIPTIONOFEquipment	Quantity
1	AirCooledPackagedScrewChillerUnitsM ake:Climaveneta` Automated9 seater carsofsize2800(L)X1450 (W)X700(H)	10 Nos
2	ControlCabinets	10 nos
3	Motorswithgearbox(1500:50)forelectricaltractionwithchainand sprocketdriveofratio(15:35)todrivetherearrightwheel:3ph1hpmotors240 V	10 sets
4	Variable Frequency Inverter: It converts single phase power of 240VACinto3Phase ACMake:Compact Inverter FRENIC-mini	10 Sets
5	PLCintegratedwithwithLCDscreen&RS232communication port	10 nos
6	PowercollectionTrolleys	20 nos
7	Haltmarkers	18 nos
8	Collision sensors: IRsensors	40nos.
9	Automaticdoorlocks	30 nos
10	Guidedtrackmadeof 75mmX40 mmX6mmthickAluminiumCchannel	140mts
11	Powertrack2x140ms	280mts
12	WiFidatacommunication	10 sets
13	WiFibasestationcomputer withmonitor	1no
14	Basestation withstepdowntransformer 415Vto60V	1no

ANNEXURE-“A”

(Format for Declarations & Undertaking to be typed on bidder agency's letterhead and to be submitted in Cover-I (TECHNICAL ENVELOPE) of the e-tender document)

DECLARATION-1

This is to certify that neither I/we/any of us is in any way related to any employee in the National Council of Science Museums, Kolkata, or any of its constituent units.

Date: (Signature of the tenderer)
With company seal/rubber stamp

Place:

DECLARATION-2

I/We hereby declare that I/we have not quoted any extra condition along with the Part-II (FINANCIAL ENVELOPE) of the e-tender.

Date: (Signature of the tenderer)
With company seal/rubber stamp

Place:

UNDERTAKING

This is to certify that I/we have carefully gone through the drawings/specifications, etc. given in the e-tender document & have clearly understood the site working conditions, time schedule given and have accordingly quoted my balanced rates after going through all details.

I/we hereby give an undertaking that I/we shall carry out the work strictly as per the given specifications, and shall adhere to the General conditions, Special conditions and scope of work.

I/We also undertake that the physical EMD instrument shall be deposited by me/us with the office of Science City inviting the e-tender before the bid opening date otherwise the Science City inviting the e-tender may reject the bid and also take action to withdraw my/our enlistment or debar me/us from further tendering in NCSM or its constituent units.

Date: (Signature of the tenderer)
Place: with company seal/rubber stamp

(To be submitted on the Letter Head of the Tenderer)

DETAILS OF BIDDER PARTICIPATING IN THE TENDER

Sl. No.	Description	To be filled by bidder
1.	Name of the Agency	
2.	Year of Establishment	
3.	Registered office with full address	
4.	Full Postal Address of communication	
5.	Telephone Number(s) of office	
6.	Contact person Name with Mobile No.	
7.	E-Mail ID	
8.	Website if any	
9.	Nature of Entity- Limited Company, Partnership etc. (attach copy of partnership Deed/Certification of incorporation as applicable)	
10.	Name of Director/Proprietor/Partners with address and telephone nos.	
11.	Technical Staff employed (Attach separate sheet of the employees with qualifications)	
12.	Annual turnover for last three financial years	
13.	PAN of Bidder	
14.	GSTIN of Bidder	
15.	Trade License	
16.	Bank Solvency certificate (Attach a letter from the banker)	
17.	Whether any Civil Suit / Litigation arisen in the contracts executed during the last 5 years / being executed. If yes, please furnish the name of the contract, employer, nature of work, contract value, work order and date & details of litigation briefly	

I/We hereby solemnly declare that I/we have downloaded all the documents from CPPe-Procurement Portal of NIC and all the uploaded information /statements are true to the best of my/our knowledge. I/we also declare that my/our firm is not involved in any Litigation or Arbitration with National Council of Science Museums during the last 05 (five) years. I/We further declare that the decision of National Council of Science Museums in this regard shall be final and binding on me/us.

Place:

Date

(Signature with date & seal)

Bid Security (Earnest Money Deposit) Declaration in respect of MSMEs

(Format for Certificate /Declaration to be typed on the letter head of the bidder with rubber seal and to be submitted in Part –I (TECHNICAL ENVELOPE) of the e-tender document)

We hereby declare that we (name of the bidder) are registered under Micro and Small & Medium Enterprises (MSME) and eligible for exemption for submitting Bid Security (EMD) for participating in the e-tender for Annual Operation and Comprehensive Maintenance of the dark ride (People Mover) of Evolution Park consisting of 10 electrically operated automated cars that travel on guided tracks, PLC based software and associated software, synchronizing the movement of the vehicles with the light & sound show and other associated equipment in the Ground floor of Science Exploration Hall, Science City, Kolkata.

We further declare and accept that if we withdraw or modify our bid during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a Performance Security (Security Deposit) before the deadline defined in the e-NIT, we will be suspended for the period of time specified in the e-NIT from being eligible to submit bids for contract in Science City.

(Signature of the tenderer)
with seal/rubber stamp

Date:

Annexure – D

(Format for Certificate to be typed on the non-judicial paper with attestation by the notary and to be submitted in Part –I (TECHNICAL ENVELOPE) of the e-tender document)

Certified that the Tenderer/Bidder or any of its Owner/partners/Director has/have not been blacklisted/ debarred by any of the Govt. agencies or department or has/have not been found guilty of commission of acts of moral turpitude or convicted for any economic offence or violation of any labour laws etc. by any Court or any PF/ESI authorities.

It is further certified that the Tenderer/Bidder has not been terminated by any of the Govt. department/autonomous institutions/public sector undertaking of the Govt. of India/other State Govt. or Public Sector Bank or local bodies/Municipalities during past three years on violation of laws or deficiency of service or breach of contract.

seal /rubber stamp)

(Signature of the tenderer with

Date:

Place:

Annexure - E

(Format for Certificate /Declaration to be typed on the letter head of the tenderer/bidder with rubber seal and to be submitted in Part –I (TECHNICAL ENVELOPE) of the e-tender document)

DETAILS OF PREVIOUS EXPERIENCE OF THE BIDDER

Certified that the Tenderer/Bidder has undertaken the services of similar jobs of for Annual Operation and Comprehensive Maintenance of the dark ride (People Mover) of Evolution Park consisting of 10 electrically operated automated cars that travel on guided tracks, PLC based software and associated software, synchronizing the movement of the vehicles with the light & sound show and other associated equipment in the Ground floor of Science Exploration Hall, Science City, Kolkata at the following Govt. department/autonomous institutions/public sector undertaking of the Govt. of India/other State Govt. or Public Sector Bank or local bodies/Municipalities during last five years:

Sl. No.	Name & Address, phone no and email of the Organization where similar service provided	Duration of the Contract		No. of personnel deployed at site for carrying out the service	Annual value of the contract (exclusive of GST)
		From	To		

Certified that the information furnished above are true to the best of my/our knowledge. It is hereby declared that I/we abide by the decision of Science City for registration and shortlisting of agencies as technically qualified in e-tender.

Signature with date & seal of the Proprietor/Partner/Director/C.E.O./Secretary

Place :

Date :

N.B. : Copies of all credentials (work orders/agreements, completion certificate etc.) as mentioned above must be uploaded in 'Envelope- I' (Technical Bid), failing which, the Technical Bid is liable to be rejected.

ANNEXURE-F

(FORMAT FOR DECLARATION-CUM-IRREVOCABLE UNDERTAKING TO BE TYPED ON BIDDER'S/TENDERER'S LETTER HEAD AND TO BE SUBMITTED IN PART-I (TECHNICAL ENVELOP) OF THE E-TENDER DOCUMENT)

DECLARATION-CUM-IRREVOCABLE UNDERTAKING BY THE TENDERER

I/We have fully understood the above General Terms & Conditions of tender as well as the Instructions to the Bidder and other conditions attached with the e-tender which are returned herewith duly signed by me/us in token of having accepted the same in toto and I/We have quoted the above rates and made my/our offer keeping in view these terms and conditions. I/We fully agree that once I/We have endorsed my/our signatures herein below, all conditions of the tender will be applicable to me/us and it is not revocable under any circumstance.

I/we also hereby specifically undertake that the decision taken by the Tender Evaluation/ Financial Bid Evaluation Committee/Competent Authority is binding on me/us in general and the decision on unworkable tender in particular.

I/we hereby further undertake that in-case it is found that myself/ourselves or my/our organization or my/our employees are involved in illegal, immoral & corrupt practice, the Science City has full right to cancel the contract with or without reason assigning to me/us.

Place:

Date:

Signature of the Tenderer with Seal / Rubber Stamp

Valida

Print