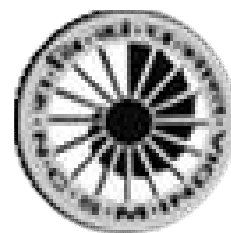


Ministry of Culture
Government of India



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

**E-TENDER DOCUMENT FOR
ONSITE COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT OF INTEGRATED
FUNCTIONAL COMPUTERISED TICKETING
SYSTEM WITH ACCESS CONTROL &
PARKING MANAGEMENT SYSTEM
AT SCIENCE CITY, KOLKATA**

E-tender Ref. No. SCCY-18011/17/PUR/2024 (45)

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INSTRUCTIONS TO THE E-TENDERERS/BIDDERS FOR E-SUBMISSION OF BIDS ONLINE THROUGH E-PROCUREMENT SITE

<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 soft copies 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 on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

REGISTRATION: -

- 1) Tenderers/bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Click here to Enrol**” on the CPP Portal. Enrolment is free of Charge.

As part of the enrolment process, the tenderers/bidders will be required to choose a unique username and assign a password for their accounts. Tenderers/bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Upon enrolment, the tenderers/bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.

Only one valid DSC should be registered by tenderers/bidders. Please note that the tenderers/bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

Bidder then logs in to the site through the secured log-in by entering their user ID & password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS: -

- (a) There are various search options built in the CPP Portal, to facilitate tenderers/bidders to search active tenders by several parameters. These parameters could include organization name, location, date, value, etc. There is also an option of ‘**Advanced Search**’ for tenders, wherein the tenderers/bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- (b) Once the tenderers/bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tenders” folder. This would enable the CPP Portal to intimate the tenderers/bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- (c) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS: -

- (a) Tenderer/bidder should take into account all 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 document that need to be submitted.

- (b) Bidder, in advance, should get the bid documents ready 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.**
- (c) To save 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 he/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 sort of 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 e-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 TENDER FEE & EMD instrument as per the instructions specified in the tender document. Scanned copy of DD/any other acceptable instrument as mentioned towards EMD & Tender Fee should be uploaded while online submission of the tender and the original should be posted/couriered/given in person to the Tender Processing Section before 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 is acceptable. The price bid has been given as a standard **Offer Sheet** in .xls format with the e-tender document, which is to be downloaded and to be filled by all the tenderers/bidders. Tenderers/bidders are required to

download the **Offer Sheet** file, open it and complete the green 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** 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. The total amount is generated automatically. Therefore, the rate quoted by the tenderer/bidder in figures shall be taken as correct. The Comparative Statement is also generated automatically by the system. The Comparative Statement and rate quoted by each tenderer/bidder shall be downloaded. **The manual calculation check of tenders/bids and Comparative Statement, shall be final. In case, any discrepancy is noticed, the decision of appropriate authority of Science City 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 e-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:-

- (a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the **Tender Inviting Authority (TIA), Director, Science City, J.B.S. Haldane Avenue, Kolkata – 700 046, Phone No.: 033 2285 4343/1572/2607, Website: <https://sciencecitykolkata.org.in>, E-mail: sciencecity.kol@gmail.com ; sccystore@gmail.com**
- (b) 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, KOLKATA**e-NOTICE INVITING TENDER (e-NIT)****ONSITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
INTEGRATED FUNCTIONAL COMPUTERISED TICKETING SYSTEM WITH
ACCESS CONTROL & PARKING MANAGEMENT SYSTEM
AT SCIENCE CITY, KOLKATA****No. SCCY-18011/17/PUR/2024 (045)****Dated: 11.06.2024**

The **Science City, Kolkata** is a constituent unit of the National Council of Science Museums, Kolkata* (*hereinafter referred to as the **Science City**).

INFORMATION & INSTRUCTIONS TO THE BIDDERS:

1. Online e-tenders are hereby invited from reputed and experienced agencies for providing 'Onsite Comprehensive Annual Maintenance Contract of Integrated Functional Computerised Ticketing System with access control & Parking Management System at Science City , Kolkata, on contract basis on payment of lump sum charges and GST component as applicable.

The tenderer should fulfil the following eligibility criteria: -

- (i) 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 31.03.2024**.
- (ii) 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.
- (iii) 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-IV**.
- (iv) **Minimum 05 (Five) years of experience** in executing similar kind of comprehensive annual maintenance works of networked computerised ticketing system with access control, Parking Management System, online ticketing platforms, online selling portals, software applications development and maintenance etc. 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-V**.

- (v) **Minimum Average Annual turnover of the firm (Lead Partner in case of JV/Consortium)** should be **Rs.50 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-XV**.
2. The place of work shall be the place where the **Science City** is located or as may be defined in the tender document.

3. **Important Information & Dates:**

EMD Amount	Rs. 25,000/-
Tenure and validity of contract	Initially 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 03 years (including trial period) at the discretion of Science City.
Validity of tender	The validity period of the e-tender or bid offer shall be at least 06 (Six) months from the date of opening of e-tenders. This period may be extended with mutual consent if the decision regarding issue of Letter of Intent is delayed for any reason.
Bid Document Publishing Date & Time	11-06-2024 05:00 PM
Bid Document Download Start Date & Time	12-06-2024 06:00 PM
Pre Bid Meeting Date & Time	18-06-2024 11:00 AM
Bid Document Download End Date & Time	As per system generated.
Bid submission Start Date & Time	21-06-2024 10:00 AM
Bid submission End Date & Time	08 -07-2024 03:00 PM
Bid Opening (Technical) Date & Time	09 -07-2024 04:00 PM

4. The bid shall be signed by a person legally authorized to enter into commitment on behalf of the Tenderer/Bidder. The Tenderer/Bidder shall

submit Power of Attorney in favor of the person who is authorized to enter into commitments on behalf of the Tenderer/Bidder.

5. (a) Memorandum of Understanding must be uploaded in case the Tenderer/Bidder comprises of Joint venture/ Consortium/ Partnership.
(b) Nomination of one of the members of the partnership, consortium or joint venture to be in charge and this authorization shall be covered in the power of attorney signed by the legally authorized signatories of all members of consortium/ joint/partnership firm.
6. The Tenderer/Bidder shall upload full details of his/her ownership and control and the certificate of Incorporation along with its Memorandum of Articles of Association, if it is a Company.
7. Tenderer/Bidder or members of a partnership, joint venture or consortium shall upload a copy of PAN Card No. under the Income Tax Act.
8. There should be no legal case pending with the police / Court of Law/any Law Enforcement Agency against the Tenderer/Bidder. Certificate to this effect to be submitted by the Tenderer as per **Annexure-IV**.
9. **All the pages of the e-tender should be signed and stamped by the proprietor of the firm or authorized signatory** of the Company/ Partnership Firm/Joint Venture/Consortium. In case the tenders are signed by the authorized signatory, a copy of the power of attorney/authorization may be enclosed along with the tender.
10. **A copy of the terms and conditions sheet(s) shall be signed & stamped on each page** and submitted with the technical bid **as token of acceptance of terms and conditions, which shall also form an integral part of the agreement** to be executed after award of work of On Site Comprehensive Annual Maintenance of networked computerised ticketing system with access control & Parking Management System and online booking of tickets at the **Science City**.
11. As per requirement of the Science City, Tenderer/Bidder must be capable and ready to provide adequate extra support.
12. The deployed personnel by the successful bidder should be able to speak, read and write in Regional Language & Hindi/English.
13. Each Tenderer/ Bidder shall submit only one tender either by himself/herself or as a partner in joint venture or as a member of consortium. If a Tenderer/ Bidder or if any of the partners in a joint venture or any one of the members of the consortium participates in more than one bid, **such bids shall be rejected/cancelled**.
14. The Tenderer/Bidder shall bear all costs associated with the preparation and submission of his/her bid and **Science City** will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.
15. The intending tenderers/bidders **must** read the terms and conditions of tender carefully. They should submit their bid only if they consider themselves eligible as per the laid down criteria and if they are in possession of all the documents / registrations required.

16. Information and Instructions for tenderers/bidders, posted on website, shall also form a part of the bid document and agreement.
17. The bid document consisting of guidelines for work of On Site Comprehensive Annual Maintenance of networked computerised ticketing system with access control & Parking Management System and online booking of tickets, job requirement to be fulfilled and the set of Terms and Conditions of the contract to be complied with and other necessary documents can be seen and downloaded from <https://eprocure.gov.in/eprocure/app> **free of cost**.
18. Out of the online bid documents submitted by intending tenderers/bidders, the technical bids of all respondents will be opened and scrutinized for fulfilment of mandatory eligibility conditions. **The financial bids of only those tenderers/bidders shall be opened who have deposited Earnest Money as specified above duly scanned and uploaded; and whose uploaded documents are found to be in order by the Technical Evaluation Committee (TEC) and the Tenderer/Bidder is considered eligible considering all eligibility criteria by TEC.**
19. Those agencies not registered on the website mentioned above, are required to get themselves registered beforehand.
20. The intending tenderer/bidder must have valid Class II or Class III Certificates with signing key usage (DSC) to submit the bid.
21. **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-XVI**, if the bidder is registered under NSIC/MSME.
22. The e-Tenders are invited under **two electronic envelopes system**. The first electronic envelope will be named as Technical Envelope & will contain documents of tenderer's/bidder's fulfilling the eligibility conditions, scanned copies of documents towards proof of payment of EMD, work plan, experience details, declarations, signed & stamped E-NIT, etc. and the second electronic envelope will be named as Financial Envelope containing Rate Quote Sheet with detailed break up of rate for consecutive 3 (three years) for Onsite Comprehensive Maintenance of Computerized Ticketing System and Parking Management System. The bidder shall submit **TECHNICAL BID ENVELOPE** and **FINANCIAL BID ENVELOPE** simultaneously. The technical bids will be evaluated first and there after 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** shall contain the following documents:
 - i) A scanned copy of Demand Draft / Pay order / Banker's Cheque of any Nationalised/Scheduled Bank issued in favour of **Science City, Kolkata** payable at **Kolkata** towards **Earnest Money Deposit (EMD)** in .pdf format and submit physical Demand Draft/Pay Order/Bankers Cheque at Science City, Kolkata within the bid submission date and time.

EMD can also be deposited by electronic fund transfer mode through RTGS/NEFT to the bank account of Science City, details of which are as follows:

Name of the Account Holder	SCIENCE CITY, KOLKATA
Account No.	8419101020050
IFSC Code	CNRB0008419
Bank Name	Canara Bank
Branch	Science City Branch
MICR CODE	700015053

In case of RTGS/ NEFT, the receipt of transaction to be uploaded.

OR

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.

- ii) Scanned copy of Enlistment Order/Registration certificate with appropriate Authority/necessary license as applicable in pdf format.
- iii) Digitally signed e-Tender document (along with addenda/corrigendum, if any issued to the technical bid document) should be submitted in .pdf format.

Hard copy of e-NIT endorsing signature and rubber seal of the bidder/tenderer on all pages should be submitted to the Science City on or before the due date of submitting the tender.

- iv) Scanned copies of documents of EXPERIENCE CERTIFICATES/ CONTRACT EXECUTION CERTIFICATE along with **Work Order/Letter of Intent** issued by Govt./ Semi-Govt./ Autonomous/PSUs/Municipal Bodies/Corporate Bodies and/or Corporate firms of repute as per the e-NIT in PDF format as per **Annexure-V**. Declaration on Registration as MSME as per **Annexure-XVI**.
- v) Scanned copy of **Declarations and Undertaking (as per Annexure-II and IV)** duly signed with and affixing Tenderer's/Bidder's seal in PDF format. Otherwise, the **Science City** shall reject the bid.
- vi) **Work plan with escalation matrix for resolution of issues in PDF format showing the work-flow process and how the bidder/tenderer proposes to judiciously render the services under this contract. Bidder's authorization certificate as per Annexure-XIV**. Declaration cum irrevocable undertaking as per **Annexure-XVIII**.
- vii) **Scanned copies of Trade License** (wherever applicable), PAN Card, GSTIN Certificate, Valid License to engage in the business of work of On Site Comprehensive Annual Maintenance of networked

computerised ticketing system with access control & Parking Management System and online booking of tickets in the District/State of West Bengal issued by the respective State Govt., **wherever applicable**, Income Tax Returns (for last three years) and audited Balance Sheet and Profit & Loss accounts for last five years **in PDF format.**

b) **FINANCIAL BID ENVELOPE** shall contain:

- (i) Rate Quote Sheet in .XLS format. Tenderer/Bidder should quote the year-wise break-up for 3 years of charges in the Rate Quote Sheet.
 - (ii) The Committee shall have the right to reject such financial bids if, in the opinion of the Committee, the offer quoted by the Tenderer/Bidder is found to be unworkable and the decision of the Committee will be binding on the tenderers and to that effect a Declaration – cum – Irrevocable Undertaking as per **ANNEXURE-XVIII** to be signed and submitted by the bidder alongwith the tender document.
23. The bidder should quote their service charge in whole rupee (in INR only).
 24. **In case of a tie for successful bidder, the lottery system will be followed.** The Tender Committee may conduct the draw and outcome of the draw shall be final and binding on all the Tenderers/Bidders contesting for successful bidder position.
 25. Offered On Site Comprehensive Annual Maintenance Charges shall remain unchanged throughout the tenure of the contract including its renewal periods.
 26. **Science City** does not bind itself to accept the lowest e-tender/bid and has the right to reject or accept any or all the e-tenders/bids; received without assigning any reason whatsoever.
 27. Canvassing in connection with e-tenders/bids is strictly prohibited and the e-tenders/bids submitted by the tenderers/bidders who resort to canvassing will be liable for rejection on that ground alone.
 28. E-tenders incorporating **additional conditions** are liable to be **rejected**.
 29. The tenderer(s) **must declare** in writing that neither he/she nor any of their Directors/Partners are in anyway related to any officer in the National Council of Science Museums, Kolkata, or any of its constituent units as per the format given in **Annexure – II**.
 30. Before submitting the e-tender, the tenderer shall assess the quantum of work after going through the scope of job requirement for the work of Onsite Comprehensive Annual Maintenance of networked computerised ticketing system with access control & Parking Management System and online booking of tickets and conditions of contract and inspection of the site/premises.
 31. The Financial Bid envelope shall be opened by a duly constituted committee of Science City.
 32. It may be noted that the Technical Bid Envelope which are not found in order as per requirement of Science City shall be summarily rejected.

33. E-tenders which do not fulfil any of the above conditions and/or are incomplete in any respect are liable for **summarily rejection and the same shall be uploaded in the CPP Portal before opening of the Financial Bids.**
34. Earnest Money is liable to be forfeited if the successful e-tenderer/bidder selected for the work of On Site Comprehensive Annual Maintenance fail to take up the work and sign the formal agreement **within 07 days** from the date of issue of Letter of Intent to them.
35. **The successful tenderer** will be awarded work of On Site Comprehensive Annual Maintenance of networked computerised ticketing system with access control & Parking Management System and online booking of tickets by Science City and they will **sign an Agreement with Science City** on a non-judicial stamp paper of appropriate value.
36. The **validity period of the e-tender** shall be 06 months **from the date of opening of e-tenders.** This period may be extended suitably if the decision regarding issue of Letter of Intent is delayed for any reason.
37. **Refund of EMD**
 - (i) EMD of successful Tenderer/Bidder shall be discharged (without any interest) on or before the **30th day after award of work** to the successful Tenderer/Bidder and signing of contract, whichever is later, after receipt and acceptance of the Security Deposit/Retention Money in the valid format. On the request of the successful bidder, EMD may be adjusted against the Security Deposit/Retention Money and balance Security Deposit/Retention Money to be deposited with the specified time.
 - (ii) EMD of unsuccessful Tenderers/Bidders shall be discharged (without any interest) on or before the **30th day of opening** of Financial Bids.
38. **Before the award of work**, if any Tenderer/Bidder **withdraws his/her bid** during the period of validity (i.e. six months from the date of opening of e-tender) or makes any modification in the terms and conditions of the bid which are not acceptable to Science City, then Science City, shall, without prejudice to any other right or remedy, be at liberty **to forfeit the EMD absolutely.**
39. **After award of work**, if the successful Tenderer/Bidder **refuses or neglects to execute the contract or fails to furnish the required security deposit/retention money within the time frame specified** by the **SCIENCE CITY, the EMD will stand forfeited** fully and award of contract shall stand cancelled and the successful Tenderer/Bidder **shall be blacklisted for participating in e-Tenders in NCSM and its constituent units in future.**
40. The Director, SCIENCE CITY reserves the right to disallow/reject candidatures of past/current agencies who have/are rendering services and whose past/ongoing performance was/is below par and usually poor (e.g. invoking of penalty clause/notice issues for non-compliance of terms and conditions of agreement and any other irregularities in execution of contract).
41. The Director, SCIENCE CITY reserves the right to verify the credentials submitted by the tenderer/bidder at any stage (before or after the award of work). If at any stage, any information/documents submitted by the tenderer

is found to be incorrect/false or have some discrepancy which disqualifies the Tenderer/Bidder, then the following action will be taken:

- (a) Forfeit the entire amount of EMD and/or Security Deposit submitted by the tenderer/bidder and also the successful bidder after award of contract.
- (b) Terminate the contract, if already awarded.
- (c) The tenderer/bidder shall be liable for debarment from e-tendering in any units of NCSM, apart from any other appropriate contractual/legal action

42. Clarification of e-tender document/Pre-Bid Meeting: -

- (a) A Pre-Bid Meeting will be held at Science City, Kolkata on date and time as mentioned in e-Notice Inviting Tender to clarify queries, doubts about the meaning of anything contained in the e-tender documents before submission of their tender. Intending bidders must submit their queries either through e-mail/ 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 documents”. Any clarification regarding mode of meeting other than through physical mode may be obtained through
E-mail: sciencecity.kol@gmail.com ; sccystore@gmail.com.

GENERAL TERMS AND CONDITIONS FOR ONSITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF INTEGRATED FUNCTIONAL COMPUTERISED TICKETING SYSTEM WITH ACCESS CONTROL & PARKING MANAGEMENT SYSTEM

1. The successful Bidder shall submit the duplicate copy of the work order duly signed and official stamp on all the pages as a token of acceptance of the order within 7 (seven) days from the date of placement of the work order.
2. The Agency must note that ***there will be no revision in the quoted rate of annual maintenance charges of the respective year during the entire period of contract after the acceptance of the work order.***

RESPONSIBILITIES OF THE AGENCY: -

3. The Agency shall be responsible for making payment of minimum wage applicable as per Govt. of India or the minimum wages rates prescribed by the local Government/Authorities where the services are to be rendered, whichever is higher and shall submit the proof of having deposited the amount of contributions *on account of ESI and EPF towards the person deployed at the Science City for the purpose of this contract in the respective name each month whenever they were asked to do so. The agency shall submit copies of the quarterly, half-yearly & annual returns of GST shall be submitted after its submission to the concerned authorities.*
4. **A security deposit of minimum 5% of the annual value of contract** is to be deposited by the Agency 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 AMC charges due to the Agency or from their security deposit at the discretion of the competent authority of Science City.

The guidelines issued by the Government of India with respect to Security Deposit/Performance Guarantee during the period of pandemic shall be followed.

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.**

5. During the period of this contract, the Agency shall provide proper and adequate service as per the scope of work stated in the **Annexure-VIII** and perform their duties diligently, honestly and to the entire satisfaction of the

Science City. The Agency shall constantly keep in touch with the Science City regarding their services and abide by all instructions and directives issued by the authority of the Science City in this regard.

The Agency shall give or provide all necessary superintendence during the execution of the job for proper fulfilment of their obligations under the contract.

6. The Agency shall maintain all relevant registers, documents in the premises of Science City, as per proper format prescribed under the concerned Acts and/or as required by Science City, which may have to be presented for inspection of the concerned Labour Authorities/ Authorities of Science City.
7. The personnel deployed by the agency for carrying out the work under the contract shall not claim, in any way, that they are the employees of the Science City.
8. The agency shall issue **proper identity cards** to those employees who are deployed by them at any point of time for the purpose of this contract in order to facilitate verification of their identity by Science City. They shall always wear the identity card while inside the premises of the Science City on duty. They shall also abide all the protocols/instructions issued by the Centre for safe, healthy and proper behaviour at the work place.
9. The Agency shall be liable to comply with the directions of Science City, **to replace any personnel deployed by them within 24 hours of receipt of such direction** & ensure proper and adequate services. The Agency shall take consent of the Science City in case they prefer to replace/remove any personnel deployed by them with reasonable justification.
10. The Agency on completion of the specified term of contract or on termination of the contract shall peacefully vacate the premises of the Science City and remove all their persons and materials from the campus after handing over the charge to the new agency.
11. The scope of services shall be as given in the **Annexure-VIII** and the amendments carried out from time to time as per the requirement of SCIENCE CITY.
12. The Science City shall pay to the Agency nothing more than the amount as may be due under the contract terms.
13. **Science City shall accept no liability explicit or implicit for, nor any financial or other consequences arising** from, sickness, injury, damages, partial or full disability or death of the personnel of the agency deployed in SCIENCE CITY as per the contract or any person(s) performing any work on their behalf under the present contract, including the time spent in travel for performing the duty under the present contract nor for any damages which may arise by reason of the neglect or default of any of them.
14. Any damage caused to equipment, computers and other devices installed in Science City, Kolkata due to the negligence of the resident technician will be the responsibility of agency and need to be indemnified by the agency to Science City.

15. The personnel deployed by the agency at Science City shall not accept any gratification or reward in any shape.
16. All the personnel deployed by the agency in Science City will work in close co-ordination with other agencies working at Science City.
17. If at any later date, it is found that the documents and certificates submitted by the agency are forged or have been manipulated, the work order issued to the agency shall be cancelled and Security money deposited with Science City shall be forfeited without any claim whatsoever on Science City and the agency is liable for action as appropriate under the extant laws. Moreover, the agency shall be blacklisted from participating in tenders of NCSM and its units.
18. The agency shall not sub-contract or sub-let, transfer or assign the contract or any other part thereof to any person/agency.

PAYMENT:-

19. The payment shall be made through e-payment on quarterly basis within 30 days from the date of submission of the proper and pre-receipted GST compliant bill, duly certified by the authorized representative of Science City. In case of the Agency's failure to provide requisite services on particular day/days, **proportionate deduction** as decided by the competent authority of Science City, **shall be made from the quarterly bill.**
20. Science City shall reimburse the amount of GST paid by the Agency to the authorities on account of services rendered by them to Science City. The reimbursement shall be admissible on production of proof of deposit i.e. copy of challan by the Agency.
21. TDS on the bills will be deducted at the prescribed rate from the quarterly bill of the Agency and the same would be deposited with the Income Tax Authority by the Science City within the prescribed stipulated time.
22. If, as a result of post payment audit, any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the e-tender, it shall be recovered by the Science City from the amounts payable to the agency.

PENALTY: -

24. The agency shall carry out the required Onsite maintenance of the online computerized ticketing system with due diligence within the time limit as specified in the Scope of Work. Delay without satisfactory justification will be calculated from the date and time of reporting the fault to the Contractor.

In case of delay in rectification according to below mentioned schedule:

- within 4 hours for critical failures or issues reported
- 1 business day for urgent needs
- 2 business days for bugs not affecting normal ticketing operation.

a penalty of **Rs.2,000/-** per fault on comprehensive maintenance of computerized e-ticketing system shall be levied.

In such an event, SCIENCE CITY Kolkata may get the faults rectified by third party and such cost shall have to be borne by the contractor, in addition to the penalty. In case contractor fails to pay the penalty and/or cost of the repairs (by third party) it shall be deducted from the security deposit/bill.

Delay by the Contractor in the performance of its contractual obligations regarding performance of services shall render the Contractor liable to any or all of the following sanctions:

- Penalty/cost of repairs.
- Forfeiture of its Security Deposit
- Termination of the contract for default. The termination of the contract for default shall be at risk and responsibility of the contractor.

If at any time during performance of the Contract, the Contractor encounter conditions impeding timely delivery of the goods and performance of service, the Contractor shall promptly notify to the SCIENCE CITY, Kolkata in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Contractor's notice, the SCIENCE CITY, Kolkata shall evaluate the situation and may at its discretion extend the period of performance of the services ordered after mutual discussion with the Contractor.

TENURE AND VALIDITY: -

25. In the beginning, the contract shall be on a trial basis for three months only, and thereafter, it would be extended for a further period of nine months, if the services are found to be satisfactory during the trial period of the Agency. The contract may be renewed at the discretion of the Science City on year to year basis for a maximum period of three years, including the trial period. ***However, in the event of such renewal of the contract each year, the Onsite maintenance charges of the agency shall be as per rates quoted by the bidder.***
26. The contract can be terminated by the Science City at any time without notice in the event of gross security risk or gross damage to Science City property due to Agency's failure or persistent failures of the Agency in providing satisfactory services to the Science City. The decision of the Science City in this regard shall be final and binding on the Agency.
27. For reasons other than those mentioned in the clauses above, the contract can be terminated by either party by providing clear three months' notice in writing.
28. The Agency shall indemnify Science City against all claims which may be made under all and/or any of the Labour Laws of the Land including the Employees Compensation Act or any statutory modification thereof or rules

there-under or otherwise for in respect any damage of compensation payable in consequence of any accident or injury sustained by any workmen engaged in the performance of the contract.

29. The Agency shall ensure that the personnel deployed by him at Science City for executing the works under this contract must adhere and follow the all the safely norms. For any violation / contravention on safety aspects, liquidated damage to the extent Science City suffer loss will be recovered from the Bills or / and the Security money besides the lawful action to be taken against the Agency.
30. The Agency shall ensure placing the agreed number of manpower for the purpose of providing the services at Science City. In case of absence of personnel deployed by the Agency for any reason, required number of substitutes to be provided by the Agency, failing which Science City shall be at liberty to utilize such services from other available sources and such expenses that will be incurred shall be borne by the Agency. Science City shall be entitled to recover such expenditure by deduction from the payments due to the Agency including the Security Deposit.
31. Agency is required to furnish a Declaration-cum-Irrevocable Undertaking as per **ANNEXURE-XVIII** that in case it is found that Owner or any of his/her employees are involved in illegal, immoral & corrupt practice after award of the Contract, the Science City has full right to cancel the contract with or without reason assigning reasons.

ARBITRATION: -

32. In case of any dispute arising out of this contract between the Science City and the Agency, the matter shall be referred to the sole arbitration of a person to be appointed by the Director General of NCSM on receipt of an official request with details of the dispute, from either the Science City or the Agency. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to the contract. The submission shall be deemed to be submission to arbitration under the Arbitration and Conciliation Act, 1996 or any statutory modifications or re-enactment thereof and of the rules made there under for the time being in force.
33. **COURT JURISDICTION:** All disputes arising out of the tender and this contract shall be subjected to exclusive jurisdiction of the Courts at Kolkata and the writ jurisdiction of Hon'ble High Court of Calcutta.

FORCE MAJEURE

23. In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts. The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire, Flood, pandemic, epidemic, quarantine restriction, natural calamities directly affecting the performance of the Contract, and Acts & Regulations. Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said cause by giving

notice to the other party within 72 hours of the ending of the cause respectively. Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts. If deliveries/services are suspended by Force Majeure conditions lasting for more than 2 (two) months, Science City shall have the option of cancelling this contract in whole or part at their discretion without any liability at their part.

Annexure - I**BID EVALUATION CRITERIA AND SELECTION PROCEDURE**

A two-stage procedure shall be adopted in evaluation the proposals.

1. System of selection of Service Provider:

- a) The tender committee appointed by Science City shall regulate bid opening and bid evaluation process.
- b) Technical bid envelope (Un-Priced Bid) shall be opened as per schedule indicated in the e-tender document. The date fixed for opening of technical bid, if subsequently declared as holiday, revised date of schedule shall be notified. However, in absence of such notification, the technical bid shall be opened on next working day at same time.
- c) The financial bid envelope (Price Bid) will be opened and only those financial bids of Tenderers/Bidders, whose technical bids are qualified based on the eligibility criteria, shall be opened. The date, time and venue of opening of the financial bids shall be intimated to the technically qualified Tenderers/Bidders during the technical evaluation process.
- d) After opening of the technical bids and verifying the required documents and EMD amount, the technical bids shall be evaluated later to ensure that the Tenderers/Bidders meet the essential criteria as specified in the e-tender document.
- e) Bids shall be declared as valid or invalid/rejected by Technical Evaluation Committee (TEC) based on the preliminary scrutiny, i.e. verification of EMD & required documents to establish the eligibility criteria.

2. Technical Bid Evaluation

- a) The technical bids shall be evaluated based on the available documents submitted by the Tenderers/Bidders. To assist in the examination, evaluation, and comparison of the bids, and qualification of the Tenderers/Bidders, Science City may, at its discretion, ask Tenderers/Bidders for a clarification of their bid. Any clarification submitted by a Tenderer/Bidder that is not in response to a request by SCIENCE CITY shall not be considered. The request of SCIENCE CITY for clarification and the response shall be in writing only.
- b) If Tenderer/Bidder does not provide clarifications of their bid by the date and time set in the request of SCIENCE CITY for clarification, their bid may be rejected.
- c) The tender committee of Science City reserves the right to cross-check the correctness of data provided by the tenderers/bidders by making necessary enquiries with the concerned departments and/or by site visits as deemed fit.
- d) The technical bid evaluation shall be done based on the fulfillment of the basic eligibility criteria as defined in the e-NIT. The agencies are required to provide cross reference details of the supporting documents in claim of each eligibility criteria in the following tabular form as per Annexure- 'I(a)'.^a
- e) The technical bid not meeting the essential minimum criteria or any other requirements as per the e-tender document shall be rejected and corresponding financial application shall not be opened.

- f) The Tenderer/Bidder who qualified in the technical evaluation stage shall be intimated about the date & time of financial bid opening through portal.

3. **Financial Bid (Price Bid) Opening & Evaluation Procedure**

- a) The financial bids of all the technically qualified applicants shall be opened on the notified date and time in the presence of technically evaluated applicants/ authorized representatives.
- b) The price quoted by the respective Tenderers/bidders shall first be scrutinized/checked for compliance.
- c) The financial bid evaluation committee shall scrutinize the cost breakup/ justification provided for the service charges quoted by the Tenderer/Bidder and its workability and reasonability. The Committee shall have the right to reject such financial bids if, in the opinion of the committee, the justification/ cost breakup given for the service charges is found to be unworkable.

Mere becoming the lowest bidder, prior to financial bid scrutiny shall not give any right to the lowest bidder to claim that they are successful in the bidding process. The successful bidder shall be decided only after following due procedure.

In case of a tie for successful bidder, the lottery system will be followed. The Tender Committee may conduct the draw and outcome of the draw shall be final and binding on all the Tenderers/Bidders contesting for successful bidder position.

4. If there is a discrepancy between words and figures, the amount in words shall prevail.
5. Further, without affecting the sanctity of the above criteria, Science City reserves rights to relax any condition of eligibility criteria qualifying the application(s) based on merit of each case and if the situation so warrants in the interest of Science City, **subject to obtaining approval from the Director General, NCSM, Kolkata.**

Stamp/ Seal of the Applicant

*Name and Signature of the
Authorized Signatory*

Annexure – I(a)**Details of the supporting documents in claim of each eligibility criteria**

Sl.No.	Eligibility Criteria	Cross reference of Documentary proof
01	Registration as per Clause 1 (i) of e-NIT	
02	Trade License	
03	PAN Card	
04	GST Registration	
05	License to engage in the business of Maintenance of Integrated computerised ticketing System in the district/ State of Science City, Kolkata, if available (Optional)	
06	Detail of registered office as per clause 1 (iii) of e-NIT	
07	Undertaking as per clause 1(iv) of e-NIT	
08	Documents related to experience as per clause 1(v) of e-NIT	
09	Documents related to Annual average turnover of the Tenderer/ Bidder as per clause 1(vi) of e-NIT	
10	Documents for successfully executed similar works during last three years as per clause 1(vii) of e-NIT	
11	Documents related to Income Tax Returns of last 3 years	
12	Any other documents relevant to the e-tender	
Note : Separate Sheet may be used wherever required with signature & seal		

Annexure – II

(Format for Declarations & Undertaking **to be typed on bidder's/tenderer's letter head** and to be submitted in Part –I (TECHNICAL ENVELOPE) of the e-tender document)

DECLARATION -1

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

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

UNDERTAKING

This is to certify that I/we have carefully gone through the instructions to the bidders, terms & conditions of the contract and job requirement, thoroughly inspected the premises of Science City and also studied the e-tender document and thoroughly understood the obligations and have accordingly quoted our rates after going through all details. We hereby give an undertaking that we shall provide services for Maintenance Contract of Integrated Computerised Ticketing System as per the given job requirement during the period of contract. I/We have neither currently nor on any previous occasion have not been blacklisted/ debarred and no legal cases are pending. I/We have not tampered/modified the e-tender documents in any manner. In case the same is found tampered/modified, we understand that our offer shall be summarily rejected and I/we are liable to be banned from doing business with NCSM and its units and/or prosecuted as per laws.

I/We also undertake that the physical **EMD** instrument shall be deposited by me/us, as stated in Clause No. 25 (a) (i) of e-NIT, with the office of **SCIENCE CITY** before the bid opening date. Otherwise **SCIENCE CITY** shall reject the bid and debar me/us from further tendering in NCSM or its constituent units.

Or

I/We also undertake that the **EMD** amount has already been deposited by me/us through electronic fund transfer mode with the office of **SCIENCE CITY and the transaction details are attached for ready reference**. Otherwise, **SCIENCE CITY** shall reject the bid and debar me/us from further tendering in NCSM or its constituent units.

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

Annexure – III**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 Onsite Comprehensive Annual Maintenance Contract of Integrated Computerised Ticketing System and Parking Management System at Science City.

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 two years from being eligible to submit bids for contract in NCSM including Science City.

(Signature of the tenderer)
with seal/rubber stamp

Date:

Annexure – IV

(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.

(Signature of the tenderer with seal / rubber stamp)

Date:

Place:

Annexure - V

(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 Onsite Comprehensive Annual Maintenance of Integrated Computerised ticketing System and Parking Management System 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 – VI

**INFORMATION IN RESPECT OF THE BIDDER FOR ONSITE COMPREHENSIVE
ANNUAL MAINTENANCE CONTRACT OF INTEGRATED COMPUTERISED TICKETING
SYSTEM AND PARKING MANAGEMENT SYSTEM AT SCIENCE CITY**

DETAILS OF INFORMATION OF THE TENDERER/BIDDER

(All information should be given in the following format with complete details)

1.	Name of the Tenderer/Bidder	
2.	Permanent/Registered Office Full Postal Address	
3.	(a) Local Office (in & around of the SCIENCE CITY} Full Postal Address of the Tenderer/Bidder	
	(b)Whether the Local Office is located in and around of the place where Science City is located? (YES / NO)	
	(c) If YES, please enclose documentary evidence like recent Telephone Bill, Electricity Bill, Rent agreement (if any)	
4.	Telephone No./Email Office Residence Mobile No. (to be available 24 hours) E-mail ID Website	
5.	State whether Proprietorship/ Partnership / Company / Co.op. Society/ Society/ JV/ Consortium	
6.	Name and address of Owner(s)/Partner(s) / Director(s) / Secretary / Authorised Signatory (in case of JV/ Consortium)	
7.	State whether Registered under various Statutory Acts (if yes, furnish all the registration numbers and also enclose photocopies of valid registered certificates)	
	a) GST Registration No.	
	b) Trade License No. with validity	
	c)Valid License to engage in the business of Onsite Maintenance of Computerised Ticketing System in the district/state of SCIENCE CITY	
	d) Permanent Account No. (PAN)	
	e) TIN Registration Number	
8.	Registration under MSME/NSIC	
9.	No. of employees in the Office	
10.	No. of employees employed at various sites for providing similar services	
11.	a) Details of turnover in last five years (enclose copies of audited Balance Sheets for last 3 years)	
12.	Enclose copies of Income-Tax returns filed for the last 3 years	

13.	Whether your contract has been terminated during the past 3 (Three) years on account of violation of tender terms of any organisation you served?	
14.	Whether you have withdrawn your service voluntarily from any organisation, before completing the tenure? If yes, please specify the reason	
Note : Separate Sheet may be used wherever required with signature & seal		

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**

Place :

Date :

N.B. : Copies of all credentials as above must be uploaded in 'Cover - I' (Technical Bid), failing which, the Technical Bid is liable to be rejected.

Annexure-VII**Details about Science City, Kolkata**

Science City, Kolkata, is built on a plot of 45 acres land. It has three parts – (i) Science Centre, (ii) Convention Centre (iii) Service areas and other open areas including car parking.

About Science Centre part of Science City

Science Centre part of Science City consists of – (i) Ticket Plaza, (ii) Food Plaza, (iii) Science Park & Butterfly Garden, (iv) Dynamotion building, (v) Space Odyssey, (vi) Science Exploration Hall, (vii) Maritime Centre, (viii) Nature Trail, (ix) Picnic Garden (x) Earth Exploration Hall. Science Centre open for visitors for all days in a year except Holi.

Science City remains open for 364 days in a year and 365 days in a leap year (except Holi/Dol) as per the prescribed timings throughout the year and the agency has to provide the required uninterrupted services throughout the year. Hence, it is essential to keep required reserve manpower for replacing their personnel during their weekly off/leaves etc. Ticket counters remain open up to 7.00 pm presently.

Annexure-VIII**SCOPE OF WORK AND TECHNICAL SPECIFICATIONS**

This is a Tender document for Comprehensive AMC of **an integrated functional computerized ticketing system with access control & Parking Management System at Science City Kolkata with hardware and software packages, interfaces, tools and/or drivers, for 03 (Three) years.**

Scope of Work:**Part A: Details of Online Computerized Ticketing System of Science City****1.1 Purpose**

The purpose of this Tender is to request for tender proposals for comprehensive AMC of ticketing system with dedicated optical fibre based network backbone, point-of-sale terminals, printed tickets, electronic tickets, ticket scanners and any other peripherals, including printers, thermal ticket papers and turnstiles etc., needed to maintain for ticket sales at the premises of Science City, Kolkata to achieve following objectives.

- Provide procurement of tickets through a web based centralized e-ticketing solution with online payment facility.
- Provide procurement of tickets at the “Point of Sale” terminals inside Science City, Kolkata through a centralized e ticketing solution with digital payment options.
- One self-operated kiosk for issue of tickets with digital payment options.
- To increase the efficiency and improve monitoring and administration of ticketing.
- To increase transparency and accountability to the ticketing system.
- To improve visitor experience through issuance and validation of tickets electronically.

1.2 Tickets will be issued for these purposes including, but not limiting to general admission to galleries, exhibitions, tours, and special events.

1.3 A map containing master plan of Science City is provided in the tender as Annexure-XIII. Please refer to all the areas of galleries that are supported by the system.

1.4 Type of ticketing options to include on physical ticketing in premises through ticketing counters, ticketing kiosks, as well as electronically online via web site, mobile web, and mobile app.

GENERAL REQUIREMENTS:

2.1 General System Features

- The system is able to provide comprehensive features and services running on a user-friendly design and robust platform and architecture, covering databases, web services and interfaces to other operating systems, including web sites, mobile devices, mobile apps, finance, CRM systems etc. where ever applicable.
- It is installed in a classical client-server model.
- It is scalable and modular in a way that additional application, database and server licenses can be purchased and added on subsequently to meet future expansion and needs.

2.2 Security Features

- The system is equipped with strong security features e.g. strong password, different access controls like access rights assigned based on user roles/functions, authentication mechanisms, protection settings for sensitive data, audit logs on all activities on sales transactions, configuration settings, user activities, etc.
- PCI compliance: The system is equipped with current standards and practice for credit card security and accuracy, in a way that it guarantees the system is compliant with Payment Data Security Standard (PCI DSS) and Application Data Security Standard.
- The ticketing system is provided with enough user security control functions for it to conduct right and power distribution according to such function position conditions as customers, vendors, customer service, sales and report management, etc.
- Ideally, the system is allowing single identity certification to the users in optional different technical ways, e.g. MS Active Directory, LDAP and system internal/external user database, etc.
- Bidders should ensure the encryption of user ids at login.
- Vulnerability checks should be conducted on monthly basis and the reports shared with the Science City, Kolkata.
- Ensure Personal Data Protection Act (PDPA) compliance.

- The system is having detailed user system operation logbook to conduct internal auditing.

2.3 System Functionalities (Summary)

The functionalities are supporting all ticketing operations suitable for the operation of Science City, Kolkata required as follows, but not limited to:

- Ticket Transaction System (e.g. Barcode / QR Code tickets)
- Flexibility in types of ticketed offerings e.g. galleries (for admission) and programmes (by time schedule), etc.
- Bulk ticketing e.g. tour groups; in particular, to provision ticket procurement with pre-defined discount tiers
- Bundled pricing which allows up-selling and cross-selling via the option of purchasing multiple tickets or multiple products &/or services.
- Access Monitoring and Control is maintained by deploying turnstiles so that visitors entering in the Science City and its paid facilities may be Promotion-Ready e.g. to be able to integrate with coupons, discounts, offers and variable incentives
- Membership Account Management, including CRM integration and privilege tracking.
- Financial Reporting – System is able to generate built-in financial reports e.g. on transactions: dated sales records, ticket volumes, earned revenue, transaction channels, promotions, discounts, etc, with an ability for integration to finance systems e.g. SAP
- Visitor Analytics Dashboard & Reports – e.g. traffic by ticketed building zones
- E-Ticketing – System is allowing for ticketing online, via desktop or mobile web and app.
- Self-Serve Ticketing Kiosks – Is allowing visitors to quickly procure tickets on their own.
- Point-of-Sales (POS) – Beyond ticketing, to support transactional sales of museum offering and merchandise. The system is Able to interface to third party system such as banking system; credit card system, etc. Able to cater for different payment modes preferred by customers

- System is capable of printing of system generated receipts
- Sales/receipt reporting with fields such as cashier/operator ID, workstation, payment terminal ID, location, mode of payments, etc defined by users are available and system is able to:
- Reconcile daily cash received by cashier/operator
- Reconcile different mode of payments considering commission involved, etc
- System is providing suitable file for bank reconciliation (the gross revenue before deducting commissions/charges for different modes of payment will be recognised, the commissions/charges will also be interfaced to financial system and shown separately. The net amount must be able to be reconciled against bank statement for bank reconciliation.
- System is generating information for GST reporting in format determined by Science City, Kolkata

2.4 User Interface Design

- The ticketing system is providing a clean and intuitive user interface, which is also user-friendly for anyone to access and control all the functions from the main menu console.
- User Interface is easy to use, the view may be personalized i.e. set to the preference of the user and configurable to meet individual needs, where applicable.
- Setting of control limits for sale of online tickets.
- The system configurations, including workstation and peripheral setup, is coming programmed with some descriptions or/and visual indicators for any user to locate the correct option easily. It is providing easy-to-interpret visual cues e.g. icons, graphics and colour-coding, etc. and allow the user to keep shortcuts to frequently used functionalities.

2.5 Admission Pricing:

- Pricing is fixed at different levels and differ for exhibition, events and programmes.

- It supports promotion codes or discount vouchers to apply for certain groups or exhibition or time period or through certain sales channel e.g. online promotion.
- It is offering various methods of payment for making purchase of tickets, including the ability to accept cash payment over the counter and it should come equipped with point-of-sales cash register system etc.
- Bundled pricing, which allows performing the features of up-selling and cross-selling via the option of purchasing multiple tickets or multiple products &/or services. The tickets may cover entrances into the places of interest affiliated via a pre-arrangement commercially. These places may or may not use the same ticketing system. This is also referred to as multi-site ticketing, which means being able to support multi-site ticketing for gaining admission into a few places of interests.

2.6 Printed Ticket

- System is able to provide printed tickets.
- The design and layout of the printed tickets is customizable and printed with the necessary details that are provided by the Science City, Kolkata.
- Actual printing of tickets is meeting the general requirements like the ticket purpose, date, time, price, The Science City, Kolkata's name and other layout details such as sponsor/partner logos (e.g. be able to accommodate 3 x logos in ticket design).
- The Science City, Kolkata shall give the final approval of all printed tickets prior to the actual printing.

2.7 Electronic Ticket (E-Ticket):

- System is able to provide E-Ticket through link on Science City website (sciencecitykolkata.org.in) (desktop and mobile)
- System can be integrated with the Science City, Kolkata's mobile app, with ability to display sponsor/partner logo on the e-ticket, similar to printed ticket design but modified to fit ticket medium.
- System is providing online reports, over a time period (weekly/monthly/yearly) to show transaction and usage data.

2.8 Access Control

- The system is offering access control solutions, offering both access control devices and hardware which can be tailored to accept any ticket media readily available in the market. In particular, barcode or QR code has been found to be most adaptable and cost effective.
- Science City, Kolkata is using turnstiles gates at the points of admission to the facilities and exit gate situated at the main entrance and cable car terminal.
- In some of the outdoor facilities where installation of turnstile is not feasible, mobile validation is performed.
- The access control operates using real-time verification of all ticket types, including verifying with the ticketing database to check for entitlement, update the database and ticket validity and enable access in an average of 3 seconds per ticket.
- It allows tickets to be accessed through manual location or any ticket scanner, barcode reader normally attached to a POS station.
- The access control hardware can be quickly and efficiently deployed, as need arises for additional access points.

2.9 Crowd Management through Scheduled Ticketing and Traffic Reporting

- The System is able to offer time-scheduled admissions. The system should allow Science City to offer tickets allocated based on different time slots and ideal quota for each venue/space. This ideally involves tracking the sales and access control of tickets, with the ticket allotment and quota per Science City, Kolkata space, for a reasonable time period (e.g. per hour slots).
- The System is able to display crowd-level of Science City exhibition spaces: Integrating with access control & Parking Management System of tickets, to provide real-time monitoring of occupancy at given exhibition Science City, Kolkata spaces, with such information presented through web services (for web site and mobile app), as well as physical digital signage. This allows both visitor and staff to decide if they should head to Science City spaces with greater availability (i.e. less crowd).

2.10 Ticket Sales via Mobile Web and Mobile Interface

- The online ticketing module is able to support website for use via a mobile device through responsive UI/UX.
- The mobile web ticketing feature is allowing Science City, Kolkata ticketing staff to detect paid users for entry into individual exhibition spaces, by scanning off visitor's mobile screen.

2.11 Financial Management Reporting Tools

- Comprehensive reporting: the reports must capture and contain sufficient data for the purpose of management reporting.
- The system is allowing real-time monitoring of the current status and historical behaviour of:
 - Overall site activity
 - Operators
 - Workstations
 - Sales station groupings e.g. the sales POS stations at a specific area
 - Tickets sold
 - Payment activity
 - Reservations activity
 - Access usage
 - Track visitor types and groups e.g. member, school, VIP, etc. Or a combination of the different types.
- System is able to generate built-in financial reports e.g. on transactions: dated sales records, ticket volumes, earned revenue, transaction channels, promotions, discounts, with an ability (optional) for integration to finance systems. On the reports, the user is able to use actual statistics to build internal management reports.
- System is allowing export and extraction of data into CSV or Excel based exports, that the user can modify it in accordance to the various needs for reporting use.

- Reports can be run on a scheduled time period and generated manually.
- Reports can be generated in readable presentation and formats and accessible through some easy methods and can be programmed to send via emails to the intended recipients.
- Visitor analytics: Ticketing system is ideally providing basic reporting features (e.g. sales per day, sales per channel, conversion rates, etc) while providing raw data for Science City, Kolkata to perform visitor analytics.
- Integration with other third-party systems: the data out of the system can be transferred to another and vice versa, for the purpose of system integration.

2.12 Online Ticketing

- Ticketing system is functioning on Science City Website for consistent visitor experience.
- The system is allowing for a mandatory module of online ticketing, including ticket and/or product sales on the internet.
- The online module provides the visitor the convenience of advance booking and gives the client the ability to efficiently measure and manage their reservations, schedules and ticket booking.
- The online ticketing is supporting the overall seamless visitor experience.
- Features include, but not limiting to the following:
 - Sales of all type, including the sale and renewal of season passes and memberships Ability to activate pre-printed/ encoded tickets
 - Ability to manage discounts, offers, promotions and third-party affiliated programs
 - Multiple fulfilment options, including print-at-home and online order.
 - Access to client account records (individual/group/membership) and activity on-site and online
 - Purchase of shared inventory and tracking of allocated quotas
 - Comprehensive, real-time reporting and statistical analysis

2.13 Mobile Ticketing Validation Capability

- Nine nos. of handheld digital devices for validation of tickets in Road Train, Space Theatre, 3D Science Show, Time Machine, Science on Sphere (SOS), Dark Ride, Digital Panorama, Entry Counter near Gate 3 and Entry Gate between SEH and EEH
- Charging docks for all handheld scanners.
- Scanners can read tickets by scanning the bar-coding and send data to a central server and database via Wi-Fi or some transmission means.

2.14 Network Capabilities

- System is able to perform in a secured, wireless network environment using 802.11a/b/n/ac protocols.
- System is able to perform in a secured, wired network environment using Ethernet Cat 6 LAN connectivity. A network backbone with optical fibre for integration of ticket counters with data centre room is present.
- Vendor's Service Level Agreement to define level of redundancy for equipment and backup of data on-net/off-net/off-site, for the purpose of high availability and disaster recovery.
- Provide secured transaction processing for electronic payment (on-system, internet, wireless) using appropriate security technologies, firewall and antivirus to prevent hacking and malware attacks.

2.15 Point-of-Sale (POS)

- The system is ideally able to provide all types of Point-of-Sale (POS) for ticket, and non-ticket items.
- The POS screen is customizable to equip their cashiers with what they need to perform for the over-the-counter sales and transactions efficiently and accurately.
- It is providing comprehensive transactional reporting and cash management tools e.g. fund assignment, payment type restrictions, electronic cash top-ups, automated notification of cash levels, transaction history and journals, as well as cumulative statistics from any authorized workstation.

- In event of failure of ticketing server, the POS/Ticketing counters can continue to issue tickets and data shall be stored at counter level and once the servers are up all the data has to be synchronized.
- Each POS terminal include:
 - computer terminal
 - printer
 - 1 credit card reader (fixed and/or mobile) and any other electronic payment means (e.g. eNETS, ezLink etc.) to be included as the terminal peripherals so that major credit card payments can be accepted by Science City, Kolkata.
- All the electrical connection needs and cabling required, including telephony requirements to support credit card sales, unless there is ability to communicate the sales via the Internet.
- Each terminal is connected to a central server and database with report functions and generation.
- Please refer to Annexure XIII for the locations of ticketing counters.
- Ticket volume is estimated to be around 3000 to 30000 transactions a day depending upon lean and peak season.

2.16 OFC Network backbone and networking of terminals

- All the Point of Sale Terminals, Turnstiles, Self-operated kiosk, Mobile Validation Devices are networked with servers in the data centre including online booking server. Science City is providing leased line connection for the online booking server as per requirement of agency. All the networking equipment should be well dressed with labelling. All the underground cables are armoured cables, cat 6 cable used for networking are in incasing/conduit of ISI marked.
- The agency shall maintain failure proof network route with redundancy to avoid any failures in issue and validation of tickets

2.17 Self-Service Ticketing Kiosks

- The self-service ticket kiosk is providing the convenience for the visitor to procure ticket on their own, without the need to queue at the ticket sale counter.

- This kiosk shares the inventory with the ticketing sales counters and other sales channels like the Internet and mobile phone sales.
- The hardware and peripherals is coming equipped with durable housing.
- The touch-point including the screen interface is customizable in terms of the text, graphics and video. It should be able to support the promotion of any preferred products.
- The interface and kiosk support use of credit card payment of tickets.

2.18 Service & Support

- Provide comprehensive solution to setup, operate and for basic troubleshooting for using the ticketing system wherever necessary.
- Training of newly induced operators has to be conducted in accordance to the target groups and access levels: administrator and normal user.

2.19 Software Support

- Support structure: the Bidder will define a tiered support structure to address all types of issues reported.
- It should allow for multiple layers of support ranging from escalation of critical failures requiring immediate support to simple requests for improvements. A critical failure is defined as an inaccessible system or sub-system, either administrative or end-user. An urgent need is defined as a problem urgent enough to require quick attention so that the basic operation of ticketing is not disrupted and impacted.
- Methods of contact and response times: support should include email contact and a toll-free support phone number with guaranteed response times of:
 - within 4 hours, 7 days a week for critical failures or issues reported
 - 1 business day for urgent needs
 - 2 business days for bugs not affecting normal ticketing operation.
- If a critical failure requires a physical hardware, the replacement hardware should be made overnight delivery at the expense of the Bidder.

- The tiered support structure should be clear enough to address escalating problems with a clear and fast escalation channel for the Science City, Kolkata to report any issues encountered while using the system.
- Updates and upgrades: software updates and upgrades should be included inside the maintenance package. The bidder should support any additional customisation arising out of software upgrades.
- License, escrow and Intellectual Property Rights: The licensing should address the use of software license in all aspects of operation for the Client, and system documentation.

2.20 System Availability Requirements

- The ticketing system ensures that the availability thereof can support the working hours mode required by Science City, Kolkata.
- The system ensures to provide close to 99.5% availability.
- To address any serious business disruption caused by ticketing system, include a Business Continuity Plan, Service Level Agreement (SLA) and Implementation Plan.
- The system ensures to conduct planned downtime maintenance to be agreed upon with the client, e.g. no less than once a month.
- The system ensures that under the condition of system overall recovery requirement, the system is able to complete the whole process from the last time backup data to the recovery of the complete usable system within 4 hours.
- Data Backup and Data Recovery Requirements: The plan ensures the ability to obtain complete and clear system data backup and recovery of operation process.

2.21 Infrastructure details

Computerized Ticket Counters

A. Entry Counters

Total number of ticket counters at Gate Plaza: 8

- a. One green channel for staff, contractual personnel, guests etc. Turnstile with RFID card access is installed
- b. One counter for issuing of tickets for online visitors and entry for self-operated kiosk with validation through turnstile.

- c. Six counters with turnstiles for issuing and validation of tickets to visitors out of which one is to be differently abled people.
- d. One ticket counter at cable car return with validation for exit also.
- e. Server room is located adjacent to gate plaza. Required air conditioning shall not be in the scope of this contract, however, allied works shall be executed by the successful tenderer.
- f. 4 nos. of exit turnstiles are installed at main gate complex out of which one turnstile for differently abled people
- g. One ticket counter with for validation at Cable car entry area.
One ticket counter with **handheld wireless devices** for validation of entry shall be located at the gate between SEH and EEH.
One ticket counter with **handheld wireless devices** shall be located near gate between dynamotion road and gate no. 3.

B. Space Odyssey Building

Two nos. of ticket counters for issue of tickets for Space theatre, 3D Show, Time Machine and SOS.

Entry validation of the bar-coded tickets to the following facilities is to be done through handheld wireless devices:

Space Theatre: 1

3D show : 1

Time Machine: 1

SOS: 1

C. Science Exploration Hall

a) One Counter for issue of tickets for Dark Ride, Digital Panorama

b) Total 2 nos. of handheld **wireless devices** for entry validation of
Dark Ride: 1
Digital Panorama: 1

D. Road Train.

a) One Handheld **wireless device** to be used for entry validation

All the ticket counters are equipped with computer terminals with lockable cash drawers, printers for issue of QR-coded tickets and integrated with POS machines for accepting digital payments. Show details and occupancy status of the facilities will be displayed on 42" digital LED panels installed in 10 nos. of ticket counters.

E. Server room is located adjacent to gate plaza required air conditioning shall not be in the scope of this contract however allied works shall be executed by the successful tenderer.

Part B: Parking Management System

1. Issue of QR-coded tokens/tickets during entry of vehicles from designated places as shown in **Annexure XIII** with collection of payment as decided by Science City. After receiving the payment vehicle will be allowed to pass through boom barrier by automatic triggering. The balance payment, if any, as per no. of parking hours of the vehicle and rate slab fixed by Science City shall be collected at the exit counter located before exit boom barriers. Amount to be collected from visitors may be displayed on LED display for the convenience of the visitors.
2. Recognition of number plates of vehicles entering and exiting from designated boom barriers and recording of vehicles in database for video analytics and determination of exact no. of vehicles parked inside Science City premises and estimated no. of empty slots at a given point of time. The database is allowing searching of parked vehicles through number plate, colour of vehicle and type of vehicle.
3. Design and development of software for parking management system with tariff based on hourly slabs as decided by the authorities of Science City, Kolkata.
4. Networking of all the boom barriers, payment collection counters and number plate recognition system.
5. The system is offering different modes of digital payments apart from cash transactions.
6. Maintenance of various hourly/daily/monthly/yearly reports as per the requirement of Science City so as to perform required analysis from the transactions carried throughout the day, like total no. vehicles entered throughout the day indicating type of vehicle i.e. car, bus and bike/scooter and reconciliation of total sales etc.

2.22 AMC terms and conditions:

The successful bidder shall provide Single Window Onsite Comprehensive AMC on all the items. The AMC period on the entire installation is for three years for all the components of the system from the date of award of AMC by Science City, subject to satisfactory performance, the contract may be renewed at the end of each year.

AMC: The comprehensive annual maintenance contract will be for a period of one year initially, after the issue of work order, which may be continued up to 3 years subject to satisfactory services. The bidder must submit the list of spares along with applicable rates during the period of Annual Maintenance Contract.

Bidders shall quote for year-wise comprehensive annual maintenance charges along with applicable taxes for three years. The tax break-up for all

such rates shall be clearly spelt out as on the date of submission of the tender.

During Comprehensive Maintenance Contract, comprising three years, the following terms shall be applicable:

1. Preventive Maintenance for all the equipment and peripherals present in computerized online ticketing system of Science City or supplied by the bidder. **The bidders shall submit a schedule for such preventive maintenance and shall form part of the agreement.**

2. **Repair of faulty / defective parts and peripherals.**

3. **If needed, the successful bidder shall install standby equipment / peripheral(s) in respect of faulty equipment / peripheral(s) till the faulty ones are made operational. Further, if the faulty ones are not made operational within the stipulated period of time, then the standby equipment /peripheral(s) installed/supplied in place of faulty ones will become the sole property of Science City. The replaced part should be compatible with the system.**

4. **During the AMC period (when the life of the batteries is likely to be over) the selected bidder has to inform concerned authority with due buffer in time to replace all the UPS batteries.. The batteries shall be provided by Science City.**

6) **All the parts including networking cables, connectors, etc. that may be required to maintain the system shall be supplied by the bidder at their own cost.**

7) **Any break-down, failure or malfunctioning of the system shall be attended to and put back in service within 24 hours. However, all round efforts must be made to set right the system in shortest possible time. Service shall remain available at all times for 364 days in a year.**

8) **The selected bidder will maintain the minimum stock of essential spares at their stores and the required tools / test equipment / software so as to reduce the break-down time.**

9) **Spare parts manufactured by Original Equipment Manufacturer (OEM) will be preferred. However, in unavoidable situations spares manufactured by equivalent manufacturers may be used with prior approval of Science City, Kolkata.**

10) **In due course of the AMC, dedicated technically sound personnel should remain present and vigilant in the premise and in case of absence of the deployed manpower, reliever should remain present to take care of both pending and newly arising issues along with regular maintenance works.**

11. **If required, the successful and lowest bidder has to implement necessary upgradation, rectification, repair work of both hardware and software to comply**

with the security audit of the entire system **if and as recommended by a competent and constituent unit of Government of India at no extra cost, however, parts and equipment needed for upgradation to comply with due standards will be provided by the Science City authority.** The security audit will be conducted once in a year by competent and constituent unit of Government of India.

12. If required, the successful bidder in due course of the contract period may suggest necessary upgradation of the existing system to facilitate smoother functioning and value addition. However, execution of the said upgradation will be reviewed by the concerned authority and implementation of the same will be the sole discretion of Science City authority against an extra cost.

13. In due course of the contract, if it is decided by the Science City authority that new infrastructure and services will be introduced for enhanced visitor experience, may or may not be developed by the agency in contract, shall entirely be facilitated by the successful bidder. Hardware and software will be provided by Science City and integration with the existing system will be in the scope of the agency entrusted to execute the work.

i.e New Infrastructure:- Addition of New Kiosk, new ticket counters, modification of existing entry point turnstile gate etc.

New Services: - Android and Ios Mobile Application, modification in existing ticketing software, web-portal etc.

14. Bidders are suggested for conducting site inspection of Computerized Online ticketing system of Science City, Kolkata before quoting the price bid.

15. Inclusion:- Maintenance, replacement work, repairing, cabling , networking, integration of all the components/items of computerised online ticketing system mentioned in **Annexure-IX & Annexure-X** will be in the part of successful and lowest bidder.

16. Exclusion:- Parts for replacement, new development, upgradation of any component/items mentioned in **Annexure-IX & Annexure-X** will be in the part of Science City Authority. Science City may award any of the work related to replacement of faulty items, new development or upgradation to successful and lowest bidder in an extra cost.

17. Bidders are instructed to provide their quoted rate of the components/items mentioned in Annexure-IX & Annexure-X. Science City may or may not purchase items mentioned in Annexure-IX & Annexure-X from successful and lowest bidders.

18. In order to gauge the level of understanding and competence of the successful and lowest bidder, they have to submit detailed documentation of the

deployed infrastructure (hardware and software) within one month from the date of the award of the tender.

2.23 TECHNICAL SPECIFICATIONS

The details of infrastructure with specification available in Online & Offline Computerised ticketing system of Science City, Kolkata with all technical details is mentioned below:

Specifications of each component:

- The configurations of available servers and other are provided below.
- The Successful Bidder should also propose the specifications of any additional servers and other hardware, if required for the system.
- Features are common for all hardware items.
- All components are in continuous operation from last four years with regular maintenance.
- Availability of spares and support for the system for the complete period of the contract.
- All servers (systems) are of same make.
- No spare item should be offered whose end-of-sale has been declared by the OEM or has been declared to be under phase out.
- All events and changes applied to the device configurations shall be audited and logged.
- The below mentioned devices are providing support for alerting the solution and also for syslog and SNMP.

Online and offline Computerised Ticketing System: -

S.No.	Items	Remarks
1	Software module for issue of tickets through POS, online and self operated kiosk	Custom Made for Science City
2	Online – Web /App integration	GUI based online booking module with payment gateway integration
3	Server	
4	Client Desktop	All In One
5	Printer	Thermal Barcode Desktop Printer Direct thermal print technology 4” media
6	UPS	Online UPS for Server 1KVA
7	UPS	Online UPS for Server 1KVA
8	UPS	UPS for Client machines 600 VA
9	OFC backbone	Single Mode 6 Core OFC Cable
10	Network redundancy fail proof network	Comprising network switches, racks, I/O boxes, cat 6 cable, conduit, patch, cords etc.

11	Mobile Ticket validation	For venues where validation is not possible with turnstile
12	Wi-Fi Device	Wireless device for providing connectivity to handheld digital validation.
13	Tripod Turnstile suitable for outdoor installations	Barcode/QR code based entry points
14	LED Display Panels	For display of visitor information.
15	Self-Operated Kiosk for visitors	For booking of tickets
16	POS Machine	For Payment via credit card, debit card etc.
17	Switches	For Connectivity
18	Camera	CCTV

The Details of each and every items with complete specification and make mentioned above is attached as Annexure-IX, Annexure-X and Annexure-XI & Annexure-XII.

ANNEXURE-IX**Hardware List and Details**

S.No.	HARDWARE	QUANTITY	MAKE
1	ALL-IN-ONE PC	21	HP (MODEL NO:- HP200 G3 ALL-IN-ONE)
2	RACK SERVER	02	HP HSTNS-5200 (WITH WINDOWS SERVER 2016 STANDARD)
3	TOWER SERVER	04	HP TPC-W043-MT (WITH WINDOWS SERVER 2016 STANDARD)
4	FIREWALL	01	FORTINET (MODEL NO: FORTIGATE 60F)
5	MONITOR	01	HP
6	UPS (3KVA)	02	NUMERIC (MODEL NO:- HP MAX 3KVA FMI C)
7	UPS (1KVA)	05	NUMERIC (HP MAX 1KVA FMI C)
8	UPS (600VA)	21	NUMERIC (DIGITAL 600EX-V)
9	KVM SWITCH	01	A TEN INTERNATIONAL CO. LTD (MASTER VIEW™MAX 8 PORT PS/2-USB KVM SWITCH)
10	CAMERA	06	PANASONIC (PI - SPW401GL)
11	BATTERIES	16	EXIDE (3 KVA UPS)
12	MOBILE (VALIDATOR)	13	MOTOROLA (MOTO G6 & MOTO G5 PLUS)
13	QR CODE & SCANNER	04	HONEYWELL (VOYAGER 1250G & VOYAGER 1450G)
14	PRINTER	21	EPSON (MODEL NO.:- M244A)
15	SWITCH	24	D-LINK (DGS-1210-28 GIGABIT ETHERNET SWITCH)
16	WIFI DEVICE	08	NETGEAR (MODEL NO.:- WAC510)
17	TV DISPLAY	10	SAMSUNG (LH460MDPWBC/XL)
18	KIOSK	01	CUSTOM MADE (PC- LENOVO)
19	TURNS TILES	14	MAGNETIC (MODEL NO:- MPP 112 & MPS - 122)
20	BOOM & BARRIER	06	MAGNETIC (ACCESS PRO LA3200)
21	TOLL LANE CONTROLLER WITH ANPR	06	BOXER (BOXER 6639-A1-1110)
22	GIGABIT POE(INJECTOR)	05	TP-LINK
23	KEYBOARD	21	HP
24	MOUSE	21	HP
25	BATTERY	05	EXIDE (1 KVA UPS)

ANNEXURE-X**Software List and Details**

S.No.	Software	Details
1	Software module for issue of tickets through POS, online-Web and self-operated kiosk.	<p>Custom made Software for Science City. Full technology stack from Microsoft. .NET framework is used for development. HTTPS protocol for communication over the internet and TCP//IP protocol suit for intranet communication.</p> <p>Two database are available – Ticketing System database and Access Control database. Database: SQL Server 2014. API for POS, Kiosk, Ticket validator. Fully Integrate with Payment Gateway. Enabled with Mobile and E-Mail Notification Services.</p>
2	Software for Parking Management System	<p>Software is locally hosted in parking server of science city. ANPR is the part of this system. Data is stored in parking server. Fully Integrate with Payment Gateway. Similar to software used in toll plaza.</p>
3	Automatic Number Plate Recognition (ANPR) software with License	<p>Software for recognition of number plate of the vehicle through CCTV Camera. Used in Parking management software system. Runs in the backend to support number plate capturing.</p>
4	Online -Web Portal	<p>Locally hosted Online ticketing website with SSL protection. Integrated with payment gateway. Enabled with Mobile and E-Mail Notification Services.</p>

ANNEXURE-XI**Infrastructure Deployment Details**

Location	Type	QUANTITY	MAKE	MODEL
BOOTH 1	ALL IN ONE	2	HP	HP 200 G3 ALL-IN-ONE
	PRINTER	2	EPSON	M244A
	UPS	2	NUMERIC	DIGITAL 600EX-V
	POS MACHINE	1	INGENICO	MOVE/2500
BOOTH 2	ALL IN ONE	2	HP	HP 200 G3 ALL-IN-ONE
	PRINTER	2	EPSON	M244A
	UPS	2	NUMERIC	DIGITAL 600EX-V
	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH
	POS MACHINE	1	INGENICO	MOVE/2500
BOOTH 3	ALL IN ONE	2	HP	HP 200 G3 ALL-IN-ONE
	PRINTER	2	EPSON	M244A
	UPS	2	NUMERIC	DIGITAL 600EX-V
	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH
	POS MACHINE	1	INGENICO	MOVE/2500
BOOTH 4	ALL IN ONE	2	HP	HP 200 G3 ALL-IN-ONE
	PRINTER	2	EPSON	M244A
	UPS	2	NUMERIC	DIGITAL 600EX-V
	POS MACHINE	1	INGENICO	MOVE/2500
ROAD TRAIN	ALL IN ONE	1	HP	HP 200 G3 ALL-IN-ONE
	PRINTER	1	EPSON	M244A
	UPS	1	NUMERIC	DIGITAL 600EX-V
	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH
	ACCESS POINT(WI-FI)	1	NETGEAR	WAC510
	MOBILE VALIDATOR	1	MOTOROLA	G6
SPACE ODDESEY & DYNAMOTION	ALL IN ONE	2	HP	HP 200 G3 ALL-IN-ONE
	PRINTER	2	EPSON	M244A
	UPS	2	NUMERIC	DIGITAL 600EX-V
	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH
	ACCESS POINT(WI-FI)	3	NETGEAR	WAC510
	MOBILE VALIDATOR	4	MOTOROLA	G6
	POS MACHINE	1	INGENICO	MOVE/2500
SCIENCE EXPLORATION HALL	ALL IN ONE	1	HP	HP 200 G3 ALL-IN-ONE
	PRINTER	1	EPSON	M244A
	UPS	1	NUMERIC	DIGITAL 600EX-V

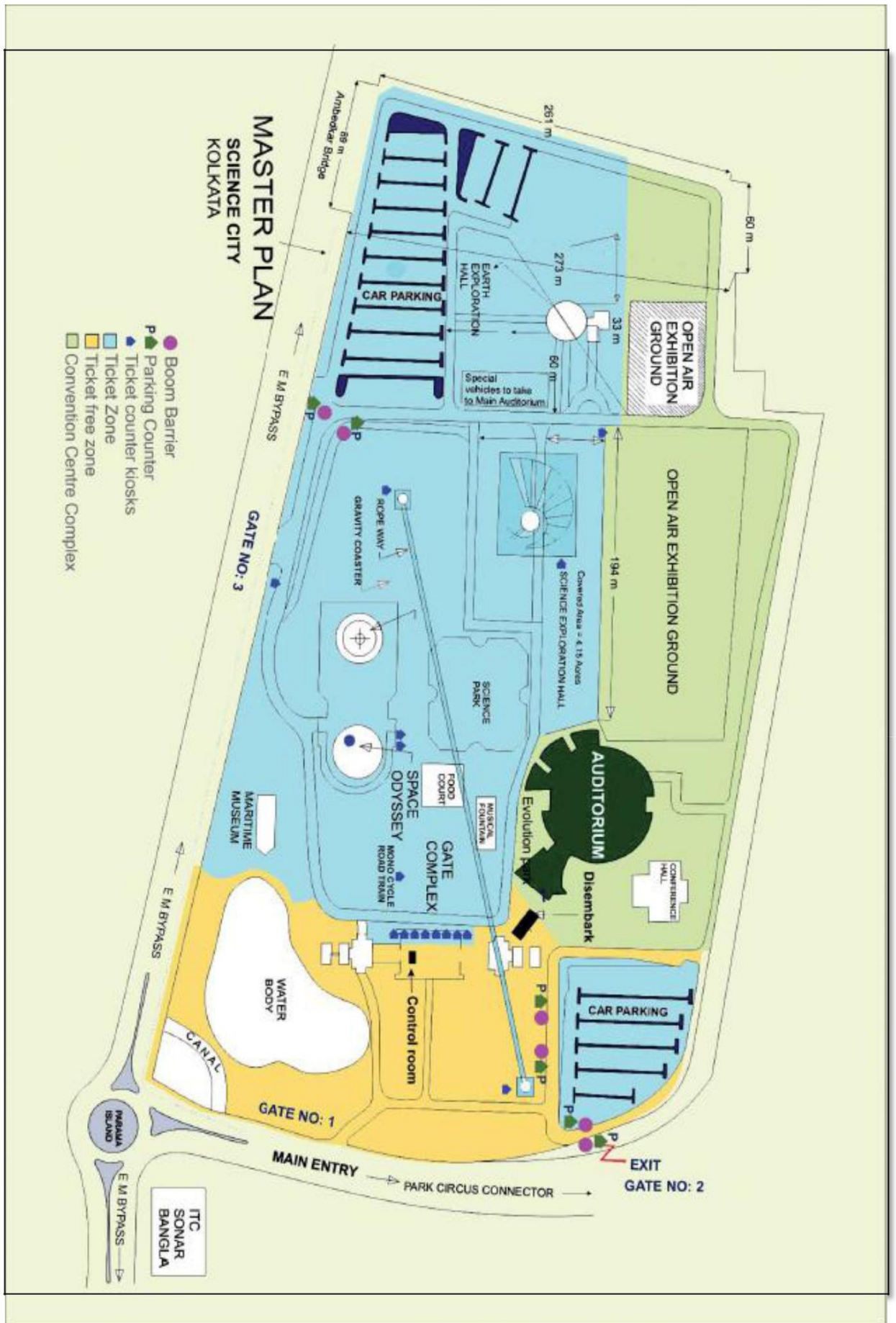
	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH
	ACCESS POINT(WI- FI)	2	NETGEAR	WAC510
	MOBILE VALIDATOR	2	MOTOROLA	G6
	POS MACHINE	1	INGENICO	MOVE/2500
ROPE WAY EXIT	ALL IN ONE	1	HP	HP 200 G3 ALL-IN-ONE
	PRINTER	1	EPSON	M244A
	UPS	1	NUMERIC	DIGITAL 600EX-V
	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH
	POS MACHINE	1	INGENICO	MOVE/2500
ROPE WAY ENTRY	ALL IN ONE	1	HP	HP 200 G3 ALL-IN-ONE
	PRINTER	1	EPSON	M244A
	UPS	2	NUMERIC	DIGITAL 600EX-V
	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH
	ACCESS POINT(WI- FI)	1	NETGEAR	WAC510
	MOBILE VALIDATOR	1	MOTOROLA	G6
	POS MACHINE	1	INGENICO	MOVE/2500
PARKING(NAR KEL BAGAN ENTRY 1&2)	ALL IN ONE	2	HP	HP 200 G3 ALL-IN-ONE
	PRINTER	2	EPSON	M244A
	UPS	2	NUMERIC	DIGITAL 600EX-V
	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH
	TLC WITH ANPR	2	BOXER	BOXER 6639-A1-1110
	ACCESS POINT(WI- FI)	1	NETGEAR	WAC510
	BOOM & BARRIER	2	MAGNETIC	ACCESS PRO LA3200
	CAMERA	2	PANASONIC	PI - SPW401GL
PARKING GATE NUMBER 2(ENTRY+EXIT)	ALL IN ONE	2	HP	HP 200 G3 ALL-IN-ONE
	PRINTER	2	EPSON	M244A
	UPS	2	NUMERIC	DIGITAL 600EX-V
	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH
	TLC WITH ANPR	2	BOXER	BOXER 6639-A1-1110
	BOOM & BARRIER	2	MAGNETIC	ACCESS PRO LA3200
	CAMERA	2	PANASONIC	PI - SPW401GL
PARKING GATE NUMBER 3(ENTRY+EXIT)	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH
	TLC WITH ANPR	2	BOXER	BOXER 6639-A1-1110
	CAMERA	1	PANASONIC	PI - SPW401GL
	BOOM & BARRIER	2	MAGNETIC	ACCESS PRO LA3200
PICNIC GARDEN GATE(PORTAB	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH

LE BOOTH)				
GATE NO-3 (PORTABLE BOOTH)	SWITCH	2	D-LINK	DGS-1210-28 GIGABIT ETHERNET SWITCH
KIOSK	FULL SETUP	1	LENOVO	MODEL - 90K8000SIN, SPECIFICATION - RAM -4GB, HDD - 1 TB, PROCESSOR - INTEL® CORE™ I3-8100 CPU @ 3.60GHZ(4 CPUS), GRAPHICS - INTEL® CFL MOBILE/DESKTOP GRA, OS INSTALLED - WINDOWS 10 PRO
MAIN GATE	TURNS TILES	12	MAGNETIC	MPP 112 TURNSTILE
	TURNS TILES(PHYSICAL HANDICAP GATE)	2	MAGNETIC	MPS - 122
MAIN GATE	TV DISPLAY	10	SAMSUNG	LH46OMDPWBC/XL
PARKING	UFD	2	ENVOYS	

ANNEXURE-XII**Server Room Details**

Type	Qty	Make	Model	Specification	Software Installed
RACK SERVER	01	HP ENTERPRISE	HSTNS-5200 (Turnstile server)	RAM - 16384 MB(16GB), HDD - 670.27 GB, PROCESSORS - INTEL® XEON® SILVER 4116 CPU @ 2.10 GHz, GRAPHICS - MATROX G200eh(HP) WDDM 2.0	WINDOWS SERVER 2016 STANDARD
RACK SERVER	01	HP ENTERPRISE	HSTNS-5200 (PARKING SERVER)	RAM - 16384 MB(16GB), HDD - 1 TB, PROCESSORS - INTEL® XEON® SILVER 4116 CPU @ 2.10 GHz, GRAPHICS - MATROX G200eh(HP) WDDM 2.0	WINDOWS SERVER 2016 STANDARD
TOWER SERVER	4	HP ENTERPRISE	TPC-W043-MT	RAM - 16384 MB(16GB), HDD - 1 TB, PROCESSOR - INTEL® XEON® CPU E3-1230 v6@ 3.50 GHz(8 CPUs)	WINDOWS SERVER 2016 STANDARD
ALL-IN-ONE	3	HP	HP 200 G3 ALL-IN-ONE	RAM - 4 GB, HDD - 1TB, INTEL® CORE™ i3-8130U CPU@ 2.20GHz(4 CPUs), INTEL® UHD GRAPHICS 620	WINDOWS 10 PRO 64-BIT
MONITOR	1	HP		19KA	NA
UPS (3KVA)	2	NUMERIC	HP MAX 3KVA FMI C	CAPACITY -3000VA/2700W	NA
FIREWALL	1	FORTINET	FORTIGATE 60F	Sl. No. -FGT60FTK2109C4VY	
ANTIVIRUS	ALL SYST EMS	SYMANTEC	SYMANTEC ENDPOINT PROTECTION	VIRUS AND SPYWARE PROTECTION	NA
KVM SWITCH	1	A TEN INTERNATIONAL CO. LTD	MASTER VIEW™MAX 8 PORT PS/2-USB KVM SWITCH		
CAMERA	1	PANASONIC	PI - SPW401GL	NETWORK BULLET CAMERA	NA
BATTERIES	16	QUANTA	MOQ04248S		NA
UPS (600EX-V)	2	NUMERIC	DIGITAL 600EX-V	CAPACITY - 600VA/360W	NA
MOBILE (VALIDATOR)	2	MOTOROLA	MOTO G6	RAM - 4GB, ROM - 64GB, CHIPSET - QUALCOMM SNAPDRAGON 450	ANDROID 9
	2	MOTOROLA	MOTO G5S PLUS	RAM - 4GB, ROM - 64GB, CHIPSET - QUALCOMM SNAPDRAGON 625	ANDROID 8.1
QR CODE SCANNER	4	HONEYWELL	VOYAGER 1250G		NA
			VOYAGER 1450G		
PRINTER	3	EPSON	M244A	THERMAL PRINTER	NA
TP-LINK	5	GIGABIT POE(INJECTOR)	TL-POE150S		
WIFI DEVICE	8	NETGEAR	WAC510		NA
BATTERIES	5	EXIDE	BATTERY FOR 1 KVA UPS		NA
UPS (1 KVA)	05	NUMERIC	HP MAX 1KVA FMI C		

ANNEXURE-XIII



Annexure -XIV

(Format to be typed on the letter head of the Tenderer/Bidder with rubber seal and duly signed by the authorised signatory)

Tender's/Bidder's Authorization Certificate

To,
The Director,
Science City
JBS Haldane Avenue
Kolkata: 700 046

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIT reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -
Signature:
Authorised Signatory: -
Seal of the Organization: -

Verified

Date:
Place:

Read, understood and accepted. Signature and stamp of Bidder or Authorized Signatory

Annexure-XV

(Format 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)

**ANNUAL TURNOVER & NET WORTH AS PER THE AUDITED ACCOUNTS
TOWARDS THE QUALIFYING EXPERIENCE**

S. No.	Financial Year	Turnover in Indian Rupees(INR)
1.		
2.		
3.		

(In case of Consortium, the Turnover of only lead partner needs to be mentioned)

S. No.	Financial Year (Last Financial Year)	Net Worth (INR)
1.		

(Signature of Authorised Signatory)

This is to certify that the above information has been examined by us on the basis of relevant documents; books of accounts & other relevant information and the information submitted above is as per record and as per details annexed.

Signature, Address, Seal & Membership No of Chartered Accountant.

Read, understood and accepted. Signature and stamp of Bidder or Authorized Signatory

Annexure – XVI**Declaration on Registration as MSME**

(Following declaration to be provided by the Vendor on the Company letterhead)

This is to certify that our Firm/Company/Society (Name of the Firm/Company/Society
.....) located at

.....
(Address) has registered as MSME. The details of registration are provided below:

Sl	Particulars	Details
1	Vendor Code	
2	Name of the Vendor / Company	
3	Date of incorporation	
4	Udyog Aadhaar Number	
5	GST number	
6	PAN number	
7	Type of Enterprise	Micro / Small / Medium
8	Major activity	
9	Type of Organization	Proprietary / Hindu Undivided Family / Partnership / Co-operative / Private Limited Company / Public Limited Company / Self Help Group / Limited Liability Partnership / Society / Co.op Society/Trust / Non-MSME (not a MSME)
13	Have your investment in plant and machinery crossed the prescribed limits of MSME Act	Yes / No Value (for MSME Only) :
14	Copy of Udyog Aadhaar	(for MSME only) : Yes / No

I / we undertake to keep the National Council of Science Museums (NCSM) / Science City informed if at any point in future, I/we cease to become MSME vendor or change in category as per the extant rules and such disclosures is entirely our responsibility. Until then, the firm/company/society does not hold NCSM as responsible for any issues related to MSME.

Date:

Signature of Authorized Person with Company Seal

Read, understood and accepted. Signature and stamp of Bidder or Authorized Signatory

Annexure – XVII

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

CHECK LIST ON PREPARATION OF BIDS

Sl. No.	Particulars	Yes/No	Proof attached, wherever applicable, (Yes/No)
1.	Have you filled in and signed the contact details form?		
2.	Have you read and understood various conditions of the contract and shall abide by them?		
TECHNICAL BID			
3.	Have you enclosed the EMD of Rs. _____ in the Technical Bid?		
4.	Have you taken prints of all the Sections of e-Tender including its Annexures, in the prescribed paper size and signed on all the pages of the tender documents?		
5.	Have you attached with e-tender the proof of having met the required minimum eligibility criteria?		
6.	Legal Valid Entry: Have you attached the attested certificate issued by the Registrar of firms/companies with the e-tender?		
7.	Financial Capacity: Have you attached Audited Balance Sheets with the e-tender?		
8.	Registration with Govt/Statutory Bodies like, GST, IT Department (PAN) as stated in the e-tender (Have you attached a copy of each of the Registration certificate with the e-tender ?		
9.	Registration under MSME		
10.	Experience: Have you attached the attested experience certificates issued by the Organizations/Govt. Departments/Corporate Sector for the last five years with the e-tender?		
11.	Have you attached the copy of work order for similar services for last three years?		
12.	Have you attached the copy of satisfactory completion certificate for similar services for a period of one year without any break last three years?		
13.	Have you attached the proof of authorisation to sign on behalf of the bidder in the Technical Bid?		
14.	Have your Technical Bid been prepared and attached as per the requirements of the e-Tender?		
FINANCIAL BID			
15.	Have you studied carefully and enclosed Annexure-A with the Financial Bid?		
16.	Have your Financial Bid proposal is duly filed/complied and uploaded		

Read, understood and accepted. Signature and stamp of Bidder or Authorized Signatory

ANNEXURE-XVIII

(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)

Tender Ref No. SCCY-18011/17/PUR/2024 (045)

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

Read, understood and accepted. Signature and stamp of Bidder or Authorized Signatory

Tender Inviting Authority: < Director, Science City, Kolkata >

Name of Work: < On Site Annual Comprehensive Maintenance of Integrated Functional Computerised Ticketing System with Access Control & Parking Management System at Science City, Kolkata >

Tender No: < SCCY-18011/17/PUR/2024(045) >

Name of the Bidder / Bidding Firm / Company :	
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PRICE SCHEDULE
(DOMESTIC TENDERS - RATES ARE TO GIVEN IN RUPEES (INR) ONLY)

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Item Code / Make	Quantity	Units	Bidder's Annual Charges (Excluding GST) In Figures To be entered by the Bidder in Rs. P	GST Amount in INR Rs. P	TOTAL AMOUNT Without Taxes col (9) = (7) in Rs. P	TOTAL AMOUNT With Taxes col (10) = sum (7) to (8) in Rs. P	TOTAL AMOUNT In Words
1	2	3	4	5	7	8	9	10	11
1	On Site Annual Comprehensive Maintenance Charges								
1.01	On Site Annual Comprehensive Maintenance Charges for the aobve tender in the First Year as per the Scope of Work and T&C of the e-NIT	item1	1.00	Nos		0.00	0.00	0.00	INR Zero Only
1.02	On Site Annual Comprehensive Maintenance Charges for the aobve tender in the Second Year as per the Scope of Work and T&C of the e-NIT	item2	1.00	Nos		0.00	0.00	0.00	INR Zero Only
1.03	On Site Annual Comprehensive Maintenance Charges for the aobve tender in the Third Year as per the Scope of Work and T&C of the e-NIT	item3	1.00	Nos		0.00	0.00	0.00	INR Zero Only
Total in Figures							0.00	0.00	INR Zero Only
Quoted Rate in Words							INR Zero Only		