

NOTICE INVITING E-TENDER

**Implementation
of
'Chatbot based Cashless Online
Ticketing System'**

at

**National Science Centre, Guwahati
(National Council of Science Museums)
Ministry of Culture, Govt. of India
Jawahar Nagar, Khanapara, Guwahati – 781022, Assam
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TENDER No : TS/NSC/GHY/2024-25/4(45)-02

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DISCLAIMER & DISCLOSURES:

National Science Centre, Guwahati (NSCG), National Council of Science Museums (NCSM) has prepared this document to give background information on the captioned job/project to the interested bidders/agencies/contractors. While, NCSM has taken due care in preparation of the information contained herein and believe it to be accurate, NCSM or any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested agencies are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by NSCG, in submitting the Tender. The information is provided on the basis that it is non-binding on NCSM or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

NSCG reserves the right not to proceed with the Project or to change the configuration of the Project, to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any bidder submitting the Tenders.

No contractual obligation on behalf of NSCG whatsoever, shall arise from this tender unless & until a formal contract is signed and executed by duly authorized officers of NCSM and the bidder in due course after invitation of tenders.

NSCG, NCSM may modify any / all of the terms of this tender process giving due notification through the NSCG's website (<https://www.NSCGuwahati.gov.in/>).

NSCG, will not be liable for any costs incurred by the Bidders in the preparation of the tender & its presentation. The preparation of Bidder's proposal will be made without obligation by NSCG, to acquire any of the items included in the Bidder's product, or to select any Bidder's proposal, or to discuss the reasons why a particular Bidder's proposal is accepted or rejected.

All information included by the bidders in their proposal will be treated in strict confidence.

NOTICE INVITING E-TENDER
TENDER No : TS/NSC/GHY/2024-25/4(45)-02

Online digitally signed e-tenders under two bid systems are invited from reputed agencies for Implementation of 'Chatbot based Cashless Online Ticketing System' at **National Science Centre, Guwahati (National Council of Science Museums), Jawahar Nagar, Khanapara, Guwahati – 781022, Assam.**

INTRODUCTION

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

National Science Centre, Guwahati (situated at Jawharnagar, Khanapara) is one of the vibrant Science Centres of North-East India. It was established on 15th March, 1994. It is the first science centre of this Zone. It is an activity driven non formal science education destination for all spectrums of population. Here science comes alive with a vibrant Science Park with an adjacent Prehistoric Life Park, 3D Science Movies, Science Shows. The indoor and outdoor expositions like the Mirror Magic gallery, Fun science, Children's corner, Science on Sphere, Butterfly corner, Large Aquarium, and many more offer you an experience-based science education in a never before way.

Visitor footfall figure at National Science Centre, Guwahati (NSCG) has constantly been rising for last few years. This year visitor turnout is more than 5.5 lakhs. We also have earned handsome revenue of more than Rs. 01.50 cr though ticket selling only.

NSCG has long been using computerized ERP ticketing system, implemented long back, where the presence of a ticket vender (human) is essential. But this human dependence is causing severe hindrance to the proper utilization of skilled manpower at NSCG. Though our existing system generates crystal report, but the ERP solution has become obsolete. It may also be mentioned that this is not an online ticketing system. We have implemented QR code-based payment system during post Covid period; still a major portion of our ticket price is remitted by cash.

A brief department analysis has been done on requirement of an integrated Online Ticketing System at National Science Centre, Guwahati (NSCG). It is as following:

Implementation of an Integrated Online Ticketing System at National Science Centre, Guwahati (NSCG): An Analysis

The National Science Centre, Guwahati (NSCG) has witnessed a significant rise in visitor footfall in recent years, reaching 5.5 lakh visitors and generating a revenue of over Rs. 1.5 crore in FY 2023-24 through ticket sales alone. However, the current ticketing system, a computerized ERP system (Tally 7 based), poses several challenges:

- **Human Dependence:** Reliance on human ticket vendors hinders efficient utilization of NSCG's skilled manpower.
- **Outdated Technology:** The system runs on Windows XP, making it obsolete and vulnerable to sudden shutdowns.
- **No Online Ticketing:** The current system lacks online ticket purchase functionality.
- **Cash Dependence:** While QR code payments are available, a substantial portion of ticket sales remains cash-based.
- **Long Queues:** During peak seasons, long queues create a negative visitor experience.
- **Manual Data Tracking:** Visitor data management is manual and time-consuming.

Proposed Solution

To address these challenges and enhance visitor experience, we propose implementing a seamless, user-friendly, and secure integrated online ticketing system at NSCG. This system should be:

- **Smart and Convenient:** Offer a user-friendly interface for online ticket purchase.
- **Self-service and Cashless:** Eliminate the need for human intervention and promote cashless transactions.
- **Secure:** Ensure secure online transactions and data protection.

Potential Ticketing Platforms

The proposal explores various online ticketing models:

- **SaaS-based Ticketing:** A cloud-based solution offering scalability and easy management.
- **WhatsApp AI Chatbot Ticketing:** Leverage AI chatbot technology for convenient ticket purchase through WhatsApp.
- **RFID-based Ticketing:** (Optional) Explore contactless ticketing using RFID technology, suitable for frequent visitors.

Benefits of Implementing a New Ticketing System

- **Improved Visitor Experience:** Reduce queues, offer self-service options, and enhance convenience.
- **Increased Revenue:** Encourage online ticket purchase and potentially boost revenue.
- **Efficient Manpower Utilization:** Free up human resources for more strategic tasks.
- **Data-driven Decision Making:** Gain real-time insights into visitor demographics and preferences.
- **Improved Security:** Secure online transactions and data management.

By implementing this integrated online ticketing system, NSCG can create a more efficient, visitor-centric experience while maximizing revenue potential.

INFORMATION & INSTRUCTIONS TO THE BIDDERS:

1. Online e-tenders are hereby invited from reputed and experienced agencies for Implementation of '**Chatbot based Cashless Online Ticketing System**' at National Science Centre, Guwahati. A hassle free and self-service based (human independent system) cashless ticketing system (CTS) will be preferred.

The tenderer should fulfill the following eligibility criteria: -

- a) Should be registered either as a Company under Companies Act 1956/2013 or Cooperative Society under the Co-operative 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 three years as on 31.03.2024.
- b) Should be in possession of (i) Trade License (ii) PAN Card [in the name of Company/Firm or Proprietor] (iii) GST Registration issued by the competent authority.
- c) 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, (NCSM) 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**.
- d) Minimum Average Annual turnover of the firm (Lead Partner in case of JV/Consortium) should be Rs. 20.00 lakhs during the last 3 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-XII.
- e) The Tenderer (Lead partner in case of JV/Consortium) should have undertaken and successfully executed similar works i.e. implementation of '**Chatbot based Cashless Online Ticketing System**' during last three financial years in any Central Government/ State Government/Autonomous Bodies/Public Sector Undertakings/ Local Bodies/Municipalities / large Corporate Bodies and meet any one of the following criteria:

At least One Annual Contract of value 80% of the estimated cost i.e. Rs. 14.00 Lakh (EXCLUDING GST)

OR

At least Two Annual Contract of value 50% of the estimated cost i.e. Rs. 14.00 Lakh (EXCLUDING GST)

OR

At least Three Annual Contract of value 40% of the estimated cost i.e. Rs. 14.00 Lakh (EXCLUDING GST)

In case the contract prevailed for duration more than one year, the average value of work done in a year may be worked out accordingly. The contract for duration of less than one year shall not be considered.

Note:

- A. Work referred above should be in the name of the Tenderer/Bidder as a single entity and not aggregates of joint venture firms/associates or cartels.
- B. 'Successfully executed work' shall mean work under one contract with extension/s during the period April to March (last three financial years).
- C. Similar nature of work shall mean Operation and Management of Online/Computerized Ticketing Counters, Parking Counters or similar services for online/computerised billing counters /POS terminals in a public place involving cash, card and digital transactions.

N.B Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have:

- a. *Made misleading or false representation in the forms, statements and attachments submitted in proof of the qualification requirements; and/or*
- b. *Record for poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc.*

2. Important Information & Dates:

Departmental estimated annual value of the contract	Rs. 14,00,000/- (excluding GST)	
EMD Amount	Rs. 28, 000/- (i.e. 2% of the annual departmental estimated value)	Exemption will be given as per Govt. norms
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 (to be decided by the competent authority). The service cost for each subsequent year will be decided on mutual consent.	
Bid Document Published Date and time	23.07.2024	(As per portal time)
Bid Document Download Start Date and time	23.07.2024	(As per portal time)
Bid Clarification Start Date	23.07.2024	
Bid Clarification End Date	26.07.2024	
Bid Submission Start Date and time	27.07.2024	
Bid Submission End Date and time	07.08.2024	18:00 Hours
Technical Bid Opening	09.08.2024	12:00 Hours
Technical Presentation	To be intimated later	
Financial Bid Opening date and time	To be intimated later	

3. 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.
4. NSCG will not be bound by any Power of Attorney granted by the Tenderer/Bidder or changes in the constitution of the firm made subsequent to submission of the bid or after the award of the contract. NSCG may, however, recognize such Power of Attorney and changes after obtaining legal advice, the cost of which will be borne by the Tenderer/Bidder.
5. The cancellation of any documents such as Power of Attorney, Partnership Deed etc. should be communicated by the Tenderer/Bidder to the NSCG in writing well in time, failing which NSCG shall have no responsibility or liability for any action taken by it on the strength of the said documents.
 - (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. Each Tenderer/Bidder (each member in case of partnership firm/ joint venture/ consortium) or any associate is required to confirm and declare with his/her bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission has been or will be paid and that the tender price will not include any such amount. If the NSCG subsequently finds to the contrary, NSCG reserves the right to declare the Tenderer/Bidder as non-compliant and declare rejection of his/her bid and treat the contract if already awarded to the Tenderer/Bidder to be null and void. In case the agency is a consortium, they should submit the registration document and mention clearly the details of the lead partner and the authorized signatory.
9. 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**.
10. **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.

11. 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 contract for Implementation of 'Chatbot based Cashless Online Ticketing System' at National Science Centre, Guwahati.
12. 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.
13. The Tenderer/Bidder shall bear all costs associated with the preparation and submission of his/her bid and NSCG will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.
14. 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.
15. Information and Instructions for tenderers/bidders, posted on website, shall also form a part of the bid document and agreement.
16. The bid document consisting of guidelines for Implementation of "Chatbot based Cashless Online Ticketing System' at National Science Centre, Guwahati, 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.
17. 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.
18. Those agencies not registered on the website mentioned above, are required to get themselves registered beforehand.
19. 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–XIII, if the bidder is registered under NSIC/MSME.

20. 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 Operation 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 **NATIONAL SCIENCE CENTRE** payable at **GUWAHATI** towards Earnest Money Deposit (EMD) in .pdf format and submit physical Demand Draft/Pay Order/Bankers Cheque at National Science Centre, Guwahati 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 National Science Centre, Guwahati details of which are as follows:

Name of the Account Holder	NATIONAL SCIENCE CENTRE
Account No.	10432943983
IFSC Code	SBIN0009945
Bank Name	State Bank of India
Branch	SME-KHANAPARA
MICR CODE	781002023

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-V** of the e-NIT.

- ii) Scanned copy of Enlistment Order/Registration certificate with appropriate Authority/necessary license as required or any other 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.

- 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.
- v) Scanned copy of Declarations and Undertaking (as per **Annexure-IV**) duly signed with and affixing Tenderer's/Bidder's seal in PDF format. Otherwise, the NSCG shall reject the bid.
- vi) Scanned copies of Trade License, PAN, GST Registration (online PDF copy), IT return, audited balance sheet with Profit & Loss accounts of last 3 years in pdf format.
- vii) **Detailed Proposal for 'Chatbot based Cashless Online Ticketing System' (which will clearly indicate the following details:**
 - i. **Technology Implementation & user friendliness,**
 - ii. **Implementation Support - Technical**
 - iii. **Post Implementation Support – Manpower**
 - iv. **Methodology for keeping minimum down time**
 - v. **It should be less than 1 hour during 09.30 hours to 17.30 hours**
 - vi. **Online/Offline ticket Verification/Validation System**

N.B - If the evaluation committee decides, a 'Technical Presentations' may be arranged online, which can be at a very short notice.

b) FINANCIAL BID ENVELOPE shall contain:

i) Rate Quote Sheet in .XLS format.

- ii) Tenderer/Bidder should furnish scanned copy of complete breakup of their rates showing – (1) the lump sum composite charges for 'Chatbot based Cashless Online Ticketing System' at National Science Centre, Guwahati from time to time separately indicating

- (a) Service Charges of the tenderer/bidder
- (b) GST component as applicable in PDF format with signature & seal.

It should also contain break-up of/justification regarding the service charges as to how they are going to meet all the obligations defined under General Terms & Conditions. Financial Bid Evaluation Committee shall have full powers to accept/reject the justification as workable or non-workable. In the absence of this break up, their tender shall liable to be rejected.

PROPOSAL EVALUATION / SELECTION CRITERIA:

As mentioned above a two-stage procedure will be adopted for evaluating the proposals:

A. Technical Evaluation

The Evaluation Committee appointed by the NSCG, NCSM shall carry out its evaluation applying the evaluation criteria specified in the bid document. Evaluation of the application would be done as per the documents submitted. Bidders/agencies who are in the trade and are fulfilling the pre-qualification criteria as per the documents required would only be considered.

Technical Bids will be evaluated on the basis of documents as detailed above. The evaluation would be carried out on marks system (full marks is 100) basis. If the evaluation committee decides, a 'Technical Presentations' has to be made online, which can be at a very short notice.

Each proposal shall be attributed a technical score. On the basis of the technical assessment (both technical proposal and technical presentation), **agencies securing minimum 70 marks out of 100 will be shortlisted and the financial bids of only the shortlisted agencies will be opened.** The date and time of opening of the financial bids will be intimated to the selected/shortlisted agencies through CPP portal.

B. Technical Evaluation Methodology

The Technical Bids will be evaluated on the basis of the indicated parameters in the table below:

Evaluation of bids found eligible as per pre-qualification criteria would be undertaken by Technical Evaluation Committee Constituted by the competent authority as per parameters cited below:

Sl. No.	Parameter	Criteria	Total Marks	Marks Obtained
01.	Previous Experience of Agency: The bidder should have minimum 03 years' experience preceding the proposal due date, in the similar work (Total Max. marks- 10)	3 Years - 6 Marks	10	
		More than 3 years upto 5 years – Bonus 2 marks		
		More than 5 years – Bonus 4 Marks		
02.	Credential (Agency should provide detailed Biodata highlighting their past work) Executed of similar annual contracts during the last 5 years as per the details given below: (Total Max. marks- 15)	For Completed Annual Contract of value of ≥ Rs. 11.00 Lakh 12 marks for each work (Maximum 12 marks)	15 (12+3)	
		For Completed Annual Contract of value of ≥ Rs. 07.00 Lakh 6 marks for each work (Maximum 12 marks)		
		For Completed Annual Contract of value of ≥ Rs. 05.60 Lakh 4 marks for each work (Maximum 12 marks)		
		Strength of Biodata (3 marks)		

Sl. No.	Parameter	Criteria	Total Marks	Marks Obtained
03.	Financial Soundness: Firms / Companies should have average annual financial turnover of Rs.20.00 lakhs during the last 3 financial years (AY 2023-24, 2022-23, and 2021-22) {of Lead Partner in case of consortium} (Total Max. Marks- 10)	Average Turnover of Rs. 20.00 lakhs to 30.00 lakhs – 5 marks	10	
		Average Turnover over Rs. 30.00 lakhs upto 50.00 lakhs – Bonus 3 marks		
		Average Turnover of more than Rs. 50.00 lakhs – Bonus 5 marks		
04.	Technical Proposal/Presentation (To be arranged through Online mode) (Total Max. Marks – 65)	Technology Implementation & user friendliness (Full marks – 15)	15	
		Implementation Support - Technical (Full marks – 10)	10	
		Post Implementation Support – Manpower (Full marks – 10)	10	
		Methodology for keeping minimum down time It should be less than 1 hour during 09.30 hours to 17.30 hours (Full marks – 10)	10	
		Online/Offline ticket Verification System (Full marks – 10)	10	
		Overall intuitiveness of the proposal	10	
		Total Marks		

21. The tenderer/bidder is required to quote their SERVICE CHARGES comprising of –
 - b) administrative & overhead charges, for due performance of the contract
 - c) In case of a tie for multiple successful bidder, the draw of 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. However, successful bidders may be informed to participate in such draw.
22. Service charges shall remain unchanged throughout the tenure of the contract including its renewal periods.
23. NSCG 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.
24. 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.

25. 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, or any of its constituent units as per the format given in **Annexure-IV**.
26. Apart from GST as specified above, any other statutory tax in respect of this contract will be reimbursed as per the applicable rates prescribed by the Government of India from time to time.
27. Before submitting the e-tender, the tenderer shall assess the quantum of work after going through the scope of job requirement of Implementation 'Chatbot based Cashless Online Ticketing System' at National Science Centre, Guwahati and conditions of contract and inspection of the site/premises.
28. The Financial Bid envelopes of only technically qualified bidders shall be opened by a duly constituted committee of NSCG (NCSM).
29. It may be noted that the Technical Bid Envelope which are not found in order as per requirement of NSCG shall be summarily rejected.
30. 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.
31. Earnest Money is liable to be forfeited if the successful e-tenderer/bidder selected for implementation of 'Cashless Online Ticketing System' at National Science Centre, Guwahati 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.
32. The successful tenderer will be awarded the "Chatbot based Cashless Online Ticketing System' at National Science Centre, Guwahati by the NSCG and given stipulated time which shall be counted from the date of issue of the LOI. During this intervening period, the successful tenderer shall check the work plan/job requirement, visiting hours, visitors' footfall and occupancy rate of different facilities etc. of the NSCG.
33. The successful tenderer shall also mobilise all its resources and gadgets etc. and sign an Agreement with NSCG in approved format (**Annexure-XV**) on a non-judicial stamp paper of appropriate value.
34. The validity period of the e-tender shall be 06 (SIX) 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.

35. Refund of EMD

- a. EMD of successful Tenderer/Bidder shall be discharged (without any interest) on or before the 30th day after award of work 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.

- b. EMD of unsuccessful Tenderers/Bidders shall be discharged (without any interest) on or before the 30th day of opening of Financial Bids.
- 36. 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 NSCG, then NSCG, shall, without prejudice to any other right or remedy, be at liberty to forfeit the EMD absolutely.
- 37. The Director, NSCG 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).
- 42. The Director, NSCG 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
- 43. Clarification of e-tender document: In case the bidder has any doubt about the meaning of anything contained in the e-tender document, he/she shall seek clarification during the designated date and time as mentioned in e-Notice Inviting Tender and subsequent corrigendum (if any).

BID EVALUATION CRITERIA AND SELECTION PROCEDURE

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

1. System of Selection of Service Provider:

a) The tender committee appointed by the competent authority of National Science Centre, Guwahati (National council of Science Museums) shall regulate bid opening and bid evaluation process.

b) Technical bid envelope (Commercial 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 (***agencies securing minimum 70 marks out of 100 will be shortlisted***), 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, NSCG 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 NSCG shall not be considered. The request of NSCG 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 NSCG for clarification, their bid may be rejected.

- c) The tender committee of NSCG 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)'.
- 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 ***(agencies securing minimum 70 marks out of 100 will be shortlisted and the financial bids of only the shortlisted agencies will be opened)*** 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.
- b) The price quoted by the respective Tenderers/bidders shall first be scrutinized/checked for compliance with the prescribed minimum wage calculations & service charges etc.
- 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. If there is a discrepancy between words and figures, the amount in words shall prevail.

Further, without affecting the sanctity of the above criteria, NSCG 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 NSCG subject to obtaining approval from the competent authority.

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	
02.	Trade License	
03.	PAN Card	
04.	GST Registration	
05.	Detail of registered office	
06.	Documents related to experience	
07.	<i>Documents for successfully executed similar works during last three years (attach copies)</i>	
08.	Documents related to Annual average turnover	
09.	Documents related to Income Tax Returns of last 3 years	
10.	Any other relevant document(s)	

GENERAL TERMS AND CONDITIONS OF CONTRACT

1. The Agency must note that there will be no revision in the service charges of the agency during the entire period of contract.
2. A security deposit of minimum 3% of the annual value of contract, subject to a maximum of 20.00 lakh is to be deposited by the Agency either in the form of electronic transfer mode i.e. NEFT/RTGS (bank details are furnished in Sl. No. 21(a)(i) of Information & Instructions to Bidders) or through demand draft/pay order drawn in favour of '**NATIONAL SCIENCE CENTRE** payable at **GUWAHATI** to cover the risk or any loss caused to the NSCG 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 any breach of contract of what so ever 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 NSCG, shall be final and binding on the bidder/tenderer and the same shall be recovered either from the bill for monthly service charges due to the Agency or from their security deposit at the discretion of the competent authority of NSCG, .
3. The Security Deposit will be refunded to the successful agency (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.
4. During the period of this contract, the Agency shall provide proper and adequate service as per the **scope of work stated in the Annexure-III** and perform their duties diligently, honestly and to the entire satisfaction of the NSCG. The Agency shall constantly keep in touch with the NSCG regarding their services and abide by all instructions and directives issued by the authority of the NSCG 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.

5. The NSCG shall have no responsibility for providing living accommodation to the personnel deployed by the Agency during the initial implementation phase of the 'Chatbot based Cashless Online Ticketing System' at National Science Centre, Guwahati.
6. The scope of services shall be as given in the **Annexure-III** and the amendments carried out from time to time as per the requirement of NSCG. Any extra/additional services arising out of special programmes or exigencies and beyond the scope of this agreement shall be negotiated separately by a duly constituted committee of the North-East Zone. The Agency shall provide the necessary extra manpower for any extra/additional services arising out of special programmes corresponding to the requirement of services immediately for which advance intimation would be given by NSCG.
7. The agency shall not sub-contract or sub-let, transfer or assign the contract or any other part thereof to any person/agency.

8. A senior level representative of the agency shall visit NSCG premises at least once during the initial implementation and review the service performance of its system.
9. The agency will also conduct a week long (or to be decided by NSCG authority in consultation with the agency) staff training programme to explain the 'Administrative Dash Board'/'User inter face'/'ticket validation' etc.
- 10. The monthly bill (for past month) will be remitted to the agency within two weeks from the date of submission (provided, the bill should be correct/in order).**
11. Successful Tenderer/Bidder shall bear the expenses for applicable stamp duty for execution of the agreement as per Annexure-XV, both the original and the duplicate copy.

INSTRUCTION FOR ONLINE BID SUBMISSION

1. The bidders are requested to submit soft copies of their bids electronically on the CPP portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, Prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
2. More information useful for submitting online bids on the CPP Portal may be obtained at <http://eprocure.gov.in/eprocure/app>.

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. 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.
4. Upon enrolment, the 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/nCode/eMudhra etc.) ,with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC to others which may lead to misuse.
6. 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

1. There are various search options built in the CPP Portal, to facilitate bidders to each active tenders by several parameters. These Parameters could include Tender ID, Organisation Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organisation Name, Form of Contract, Location Date, Other keywords etc. to search for a tender published on the CPP Portal.

1. Once the 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 bidders through SMS/e-mail in case there is any corrigendum issued to the tender documents.
2. 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

1. Bidder should take into account any corrigendum published on the tender documents before submitting their bids.
2. Please go through the tender advertisement and the tender documents 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 content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/ XLS/ RAR/ DWF/ JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort 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, audit certificates etc) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, 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. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender documents.
3. A standard price Schedule Format (BOQ) has been provided with the tender document to be filled by the all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the

white colored (Unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

4. The server time (which is displayed on the bidders 'dashboard') will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

5. All the documents being submitted by the 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 secure socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorised bid openers.

6. The uploaded tender documents become readable only after the tender opening by the authorised bid openers.

7. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message& a bid summary will be displayed with the bid No. and the date &time of submission of the bid with all other relevant details.

8. The 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 bid opening meetings.

ASSISTANCE TO THE BIDDERS

1. Any enquiries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal helpdesk. The contact number for the helpdesk is 1800 233 7315.

SCOPE OF WORK & TECHNICAL SPECIFICATION

Implementation of Chatbot based Cashless Online Ticketing System at National Science Centre, Guwahati

Following are the options to be embedded to the Online ticketing Software/App/WhatsAppAI Chatboat etc.

- **Details of Ticket (for entry and other services) at National Science Centre, Guwahati**

1st Navigation (1):

MAIN ENTRY TICKET	General Visitor	Rs. 40.00	<i>No of Adults and No of Child less than 5 years</i>
	Group Visitor (25 or more)	Rs. 35.00	
	Organised Student Group (Pvt. School)	Rs. 25.00	
	Organised Student group (Govt. of School)	Rs. 20.00	
	BPL Card Holder	Rs. 15.00	
	Special Visitor/VIP / Kid less than 5 years (free)	Rs. 0.00	

2nd Navigation (2):

PARKING FEE (PER VEHICLES)	2-Wheeler: Rs. 25.00
	3 & 4-Wheeler: Rs. 50.00
	Bus: Rs. 250.00
PICNIC FEE PER GROUP/PER SHED	Rs. 700.00

N.B: Entry Ticket issue to be stopped at 05:30 PM (No Entry tickets will be issued after 05:30 PM)

Separate Navigations to be given for selection of Shows/Other facilities (3):

SHOWS & OTHER FACILITIES	Show/ Facility	Ticket Price	Show Times	Remarks		
	Science Demonstration (Super Cold Show) Show time	General Visitor: Rs. 20.00	11:30 AM	Option may be given in the dashboard, so that we can increase or decrease show timings as per our requirement (if necessary, we should put it off)	Visitor should have the flexibility to choose one/two.../all the options or to skip	
		Student Group: Rs. 20.00	03:30 PM			
	Science on a Sphere (SOS)	General Visitor: Rs. 45.00	11:00 AM			
			02:00 PM			
		Organised group or Student Group: Rs. 35.00	03:00 PM			
			04:00 PM			
			05:00 PM			
	3D Film Show	General Visitor: Rs. 45.00	10:30 AM			
		Pvt. School Group Rs. 25.00	12:30 PM			
			Govt. School Group Rs. 20.00			02:30 PM
		04:30 PM				
		05:30 PM				
	Planetarium Show	General Visitor: Rs. 30.00	12:00 Noon			
		Pvt. School Group Rs. 20.00	04:30 PM			
		Govt. School Group Rs. 20.00				
	Mockup Coal Mine Show	General Visitor: Rs. 15.00	11:00 AM			
		Student Group: Rs. 15.00	12:00 Noon			
			02:00 PM			
			03:00 PM			
			04:00 PM			
			05:00 PM			
	TV Studio	Entry Free (On spot Photo Printing Charge Rs. 50 per photo)	10:30 AM	This is an optional service offered. (Visitor may decide after entering to the museum/centre)		
			12:30 PM			
			02:30 PM			
			04:30 PM			
			05:30 PM			

*** N.B - Scope for addition/ alteration may be given to the administrator**

(Please note that all the above charges for online tickets only)

TECHNICAL SPECIFICATION

General details:

The solution should be robust and flawless. It should work quickly (less data intensive).

The solution should be easy to use, i.e. user-friendly.

Security Standard:

It should be secure (as per the prevailing standards) and preferably end to end encrypted.

Implementing agency needs to ensure addition of Secure Sockets Layer (SSL) Certification to assure secure transaction from both ends (server and user).

Payment Gateway Integration:

Secure Payment Gateway integration to be done by the agency without any extra charges*

The entire transaction amount including service charge, GST etc. in each case to be credited to the official account of the official bank A/c of NSCG (A/c no. will be shared at later stage).

Service Charges as per the rate as mentioned in the BOQ and mutually agreed upon shall be paid based upon the monthly bill to be raised by the agency.

****N.B: 'PhonePe' is having a MoU with NCSM for free of cost online transaction.***

It should accept all Govt. of India authorized UPI.

Ticket issue and validation:

Agency should take care of ticket validation/verification method.

There should be easy to use ticket checking terminals; it may be image processing or QR code based android mobile application or any secure easy to use method.

Server Hosting and Maintenance:

Cloud based/local server to be maintained (for future security of data)

Implementing agency to take care of server hosting and maintenance

Administrative Control

There should be an administrator dash board control for all the shows and entries.

Reports

It should generate (crystal) reports in customized manner

- *should clearly show Total Visitor figure for a single day or for a customized period (upto at least 01 year) with classified reports on types of visitor*
- *Total revenue earned and revenue earned through different services to be displayed clearly in the report*
- *Any other report (may be decided in consultation with the agency)*

Annexure-IV

(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:

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:

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 NSCG, and also studied the departmental estimate for implementation of 'Chatbot based Cashless Online Ticketing System' at National Science Centre, Guwahati given in 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 necessary staff training for 'Cashless Online Ticketing System' at National Science Centre, Guwahati 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 e-NIT, with the office of National Science Centre, Guwahati before the bid opening date. Otherwise NSCG 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 National Science Centre, Guwahati and the transaction details are attached for ready reference. Otherwise, NSCG 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)

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

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 implementation of 'Chatbot based Cashless Online Ticketing System' at National Science Centre, Guwahati.

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

Date:

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

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

Annexure – VI

(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.

Date:

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

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

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. No.	Particulars	Details
1.	Vendor Code	
2.	Name of the Vendor / Company	
3.	Date of incorporation	
4.	Udyog/Udyam Aadhaar Number	
5.	GST number	
6.	PAN number	
7.	Type of Enterprise	Micro / Small / Medium Classification years 2024-25 Classification years 2023-24 Classification years 2022-23 Classification years 2021-22 Classification years 2020-21
8.	Major activity (ies)	
9.	Type of Organization (As per Annexure of Udyog/Udyam Registration Certificate)	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)
10.	Social Category of Entrepreneur(s)	SC / ST / OBC / General
11.	Gender	Male / Female / Company
12.	Physically Handicapped	
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/Udyam Aadhaar	(for MSME only) : Yes / No

I / we undertake to keep the National Council of Science Museums (NCSM) / National Science Centre, Guwahati, 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 disclosure 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)

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 ESIC, EPF, Labour department, GST, IT Department (PAN), Professional Tax 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 authorization 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 the departmental estimate (Technical Specification section)?		
16.	Have your Financial Bid proposal is duly filed/complied and uploaded		

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

A G R E E M E N T

The Articles of Agreement made at (place of agreement) this day of between National Science Centre, Guwahati (National Council of Science Museums, Ministry of Culture, Govt. of India) Jawahar Nagar, Khanapara, Guwahati – 781022, Assam, a society registered under the Societies’ Registration Act of West Bengal, 1961, having its office at Sector-V, Block-GN, Bidhanagar, Kolkata-700091 (hereinafter referred to as NSCG, which expression shall unless repugnant to the context, mean and include its successors, executors, administrators and assigns) ON THE ONE PART.

And

M/s.....
.....
(full address) (hereinafter referred to as the Agency, which expression shall unless repugnant to the context, mean and include their respective heirs, executors, administrators, legal representatives and assigns) ON THE OTHER PART.

WHEREAS, NSCG is desirous of getting the Visitors’ service by implementation of ‘Chatbot based Cashless Online Ticketing System’ issued an e-Tender/e-NIT bearing No dated..... with detailed scope of work, Information & Instructions to bidders and General Terms & Conditions of contract which shall be an integral part of this contract.

AND WHEREAS, the financial bid made by the said Agency in response to the said e-NIT has been accepted as the most competitive and accordingly, a Letter of Intent (which forms part of this agreement) vide Letter of Intent (LoI) No..... dated was issued to the Agency.

NOW, THEREFORE, it is hereby agreed and declared by and between the parties hereto as follows: -

1. The NSCG remains open daily from 09.30 AM to 06.00 PM (which may be altered by the NSCG at its discretion) on all the 365 days in a year (except Holi and Deepawali) and the agency has to provide required uninterrupted service throughout the year. Hence, it is essential to keep adequate technical support team online (as per requirement)/ offline (as and when).
2. The Agency shall be liable to comply with directions of the NSCG to replace within 24 hours of receipt of such direction, shall make immediate necessary alternative arrangements to ensure proper and adequate services.
3. The Agency shall be responsible for observance and compliance of different industrial laws as in force.
4. The NSCG shall pay to the Agency nothing more than the amount as may be due under the contract terms.
5. The Agency shall ensure that all statutory wages and allied benefits like P.F., Bonus, ESI etc. (wherever applicable), as are prescribed by the Government of India from time to time, are paid to personnel deployed for the purpose of this contract. The Agency shall remain liable to the authorities concerned for compliance of the respective existing rules and regulations of the Govt. of India for this purpose and shall also remain liable for any contravention thereof. The Agency shall have to abide by the minimum wage legislations and must pay minimum wage as per law to the personnel deployed by them in the campus of NSCG for the purpose of this contract at any time.

In case the minimum wage/wages of any personnel engaged by the Tenderer/Bidder cross Rs. 21,000/- per month, such person is exempted from the purview of the E.S.I Act and no contribution to be paid/reimbursed by the NSCG. In that case, insurance policy covering the risk under the Workmen Compensation Act, 1923 for this/these exempted person/personnel may be taken from nationalized insurance companies only (viz. National Insurance Co. Ltd., Oriental Insurance Co. Ltd., The New India Assurance Co. Ltd., United India Insurance Co. Ltd.).

6. The agency shall not sub-contract or sub-let, transfer or assign the contract or any other part thereof to any person/agency.
7. The payment shall be made through e-payment on monthly 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 NSCG. In case of the Agency's failure to provide requisite services, proportionate deduction as decided by the competent authority of the NSCG, shall be made from the monthly bill.
8. The NSCG shall reimburse the amount of Goods and Service Tax (GST) as applicable and paid by the Agency (if any) to the authorities on account of services rendered by them to the NSCG. The reimbursement shall be

admissible on production of proof of deposit i.e. copy of challan by the Agency.

9. 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 NSCG on year-to-year basis for a maximum period of **three/five years**, including the trial period.

However, in the event of such renewal of the Contract each year, the service charges of the Agency shall not be revised. But the liability due to revision of statutory duties & taxes from time to time, shall only be considered for revision.

10. The contract can be terminated by the NSCG at any time without notice in the event of gross security risk or gross damage to NSCG's property due to agencies' failure or persistent failures of the Agency in providing satisfactory service to the NSCG and the decision of NSCG in this regard shall be final and binding on the agency. For reasons other than those mentioned in the Clause above, the contract can be terminated by either party by providing clear three months' notice in writing.

11. Agency is required to furnish a Declaration-cum-Irrevocable Undertaking as per ANNEXURE-XVI 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 NSCG has full right to cancel the contract with or without reason assigning reasons thereon.

12. PENALTY: -In the event of any deficiency in the services rendered by the agency, any time during the currency of the contract, the NSCG shall impose penalty as finalised by the duly constituted committee which shall be recovered from the monthly bill(s) of the agency. The decision of the NSCG shall be final and binding on the agency.

13. The Agency shall adhere and follow all the safety norms. For any violation / contravention on safety aspects, liquidated damage to the extent the NSCG suffer loss will be recovered from the Bills or / and the Security money besides the lawful action to be taken against the Agency.

13. ARBITRATION:-

In case of any dispute arising out of this contract between the NSCG 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 NSCG 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.

14. COURT JURISDICTION: All disputes arising out of the tender and this contract shall be subjected to exclusive jurisdiction of the Courts at Guwahati.

15. FORCE MAJEURE

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, pandemic, epidemic, quarantine restriction, natural calamities directly affecting the performance of the Contract, Flood and Acts and 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, NSCG shall have the option of cancelling this contract in whole or part at their discretion without any liability at their part.

16. The following documents will be the part of this agreement for all purposes in connection with the execution of this contract:

- (i) E-Tender document along with all Annexures.
- (ii) LOI
- (iii) Copies of correspondences exchanged/to be exchanged in future between the Agency & NSCG.

In witness whereof the parties hereto have set their respective hands the day and the year and the place hereinabove written:

Signed by for and on behalf of the NSCG: -

In presence of

- 1)
- 2)

Signed by for and on behalf of M/s.....

In presence of

- 1)
- 2)

ANNEXURE-XVI

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

DECLARATION-CUM-IRREVOCABLE UNDERTAKING BY THE TENDERER

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

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

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 NSCG 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