

TENDER
FOR
NON-COMPREHENSIVE
ANNUAL MAINTENANCE CONTRACT
OF
PROJECTORS OF
UNITING INDIA : SARDAR PATEL GALLERY
AT
NATIONAL SCIENCE CENTRE
DELHI



NATIONAL SCIENCE CENTRE
(NATIONAL COUNCIL OF SCIENCE MUSEUMS)
NEAR GATE NO. 2, PRAGATI MAIDAN
NEW DELHI – 110 001

NATIONAL SCIENCE CENTRE
(National Council of Science Museums)
Bhairon Road, Near Gate No. 2, Pragati Maidan
New Delhi - 110001

Tender No – 33 / 2019-20

**Tender for Non-Comprehensive Annual Maintenance Contract of Projectors of Uniting India
: Sardar Patel Gallery at National Science Centre, Pragati Maidan, Bhairon Road, New Delhi
– 110001**

1. DATE FOR ISSUE OF TENDER : 22nd January, 2020
2. LAST DATE OF SUBMISSION OF TENDER : 12th February, 2020 upto 15:30
3. DATE OF OPENING THE TENDER : 12th February, 2020 at 16:00
4. EARNEST MONEY : ₹3,200/-
5. ESTIMATED COST : ₹1,25,000/-

ISSUED TO:

M/s.....
.....

Important Note: - Original / Downloaded Tender document must be submitted with the bid. As far as possible columns given in this document should be used to provide information and each page should be signed with official seal of the agency duly affixed thereon otherwise the bid is liable to be rejected.

NATIONAL SCIENCE CENTRE
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Instructions for Filling up the Tender

01. The instructions, specifications and General Terms and Conditions given herein will be strictly binding on the tenderers and deviation, if any, shall make the tender liable to be considered invalid. Tenders incorporating additional conditions by the tenderers are liable to be rejected.
02. The tenderers shall fill up the enclosed “Offer Form” and submit the same along with the “General Terms and Conditions”, “Technical Specifications and “Declaration” in sealed envelope duly signed and stamped on all pages as a token of their acceptance.
03. **Incomplete offers i.e. offers received without prescribed “Offer Form” “General Terms and Conditions”, “Earnest Money Deposit (EMD)” & “Declaration” duly signed with official seal on all pages will be rejected straightway without any reference to the tenderer.**
04. Conditional offer shall not be accepted.
05. Tender forms can be downloaded from National Science Centre, Delhi website www.nscd.gov.in . The tenders will be received at **National Science Centre, Delhi** up to **3.30 PM on 12th February, 2020** which will be opened in presence of available tenderers at **4.00 p.m. on 12th February, 2020** and check the credentials and other documents with reference to bid security and fees of tender document, etc. Tenders received after the due date and time shall not be accepted and will be rejected straightway without any further reference.
06. **Overwriting** in the “Offer Form” is not permitted and shall be rejected straightaway without any further reference.
07. The offer shall be valid for a minimum period of **3 months** from the date of opening of tender.
08. Offers should be submitted in sealed cover along with the **Earnest Money deposit of ₹3,200/- (Rupees Three Thousand Two Hundred only)** by way of crossed Demand Draft/Pay Order / NEFT/RTGS drawn from any nationalized bank of India payable in favour of **“National Science Centre,”** payable at “Delhi”. Earnest Money Deposit in the form of Bank Guarantee bond or any other form shall not be accepted. Earnest Money Deposit in respect of such offers which are not accepted will be returned to the respective tenderers within 15 working days from the date on which the final decision is taken about the tender or within 1 month from the date of opening of the tender whichever is earlier. Earnest Money Deposit in respect of the successful tenderer will be retained with the National Science Centre, Delhi. If the successful tenderer fails to execute the order strictly as per the drawings and specifications, provided by the National Science Centre, Delhi, within the stipulated period of the work order, the Earnest Money Deposit retained shall be forfeited forthwith after cancellation of the concerned Work order. No interest will be paid on the Earnest Money Deposit with National Science Centre, Delhi.
09. Work Order shall be placed in favour of a single agency considering the total cost arrived based upon consolidated Offer Form.
10. The authorities of National Science Centre, Delhi who does not bind themselves to accept the lowest tender, reserves the right to reject or accept any or all tenders wholly or partially without assigning and reason whatsoever.

NATIONAL SCIENCE CENTRE
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Bharion Road, Near Gate No. 2, Pragati Maidan,
New Delhi-110001

TENDER No. : NSCD/18011/ Tender – 33 / 2019-20

GENERAL TERMS & CONDITIONS (GTC) FOR SUBMISSION OF TENDER FOR NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF PROJECTORS OF UNITING INDIA : SARDAR PATEL GALLERY AT NATIONAL SCIENCE CENTRE, DELHI AS PER CENTRE'S SPECIFICATIONS.

Tenders are invited, for the work of Non-Comprehensive Annual Maintenance Service Contract for **Projectors** already existing at Uniting India : Sardar Patel Gallery at National Science Centre, Delhi on contract basis. The service includes preventive maintenance/repair/replacement of accessories included in the systems for which the contract is executed. However, parts, **if burnt owing to non-maintenance/improper maintenance of the equipment by the agency**, shall be replaced by the agency free of cost. On termination or expiry of the contract, the equipment must be left functioning and no part repaired or installed can be removed or taken away by the firm. Essential conditions of the Tender are as below:

- 1. Submission of tender:** 'Technical Bid (Part I)', should contain the following documents to establish the Bidder's eligibility to the bid and his qualification to perform the contract if his bid is accepted.
 - a. **EARNEST MONEY :** Bid should be submitted along with the **Earnest Money of ₹3,200/- (Rupees Three Thousand Two Hundred only)** by way of crossed Demand Draft / Pay Order on any commercial banks or payment online by NEFT/RTGS payable in favour of "NATIONAL SCIENCE CENTRE" payable at Delhi (Bank details of NSCD is attached). Earnest Money deposit in the form of Bank Guarantee /Bond or any other instrument shall not be accepted and shall be rejected straightway. Earnest Money deposits in respect of such offers which are not accepted will be returned to the bidders within 30 working days from the date on which the final decision is taken about the source from which the items under tender are to be procured or within 2 (two) months from the date of the opening of the tenders, whichever is earlier. No interest will be paid on the Earnest Money deposited with the Council. Earnest Money Deposit in respect of the successful bidders will be retained with the NSCD until entire execution of the order as per terms of the tender. If the successful bidder fails to execute the order strictly as per the NSCD's specification in full or part within the stipulated delivery period of the Letter of Intent, the Earnest Money deposit retained with the NSCD shall be forfeited forthwith after cancellation of the concerned order.
 - b. The Offer Form with NIT (Notice Inviting Tender) signed on each page by the authorized signatory of the bidder.
 - c. Document(s) establishing that the bidder is having office in Delhi with adequate number of Engineers, spare-parts and infrastructure like telephone, fax, mobile, etc.
 - d. Attested copy of the firm's partnership/ proprietorship deed/Memorandum of Association.

f. Attested copy of registration certificate of E.P.F, E.S.I., Service Tax, etc. issued from concerned department.

g. Power of Attorney in favour of the person signing the bid

2. The firm must have the valid TIN/GST/PAN Nos, Registration Certificates.

3. The firm must have ESIC/EPF registration with last three months returning/challan.

4. ELIGIBILITY CRITERIA:

- a) The Agency should be in existence for over 3 years in the business of maintaining / servicing Projectors. The service should be of more than ₹3.00 lakh per annum during last 3 years. Documentary proof like balance sheet & Income Tax return, etc. should be attached .
- b) The firm should have previous experience in maintenance and repair of projectors in Govt. Organization / PSUs. / Autonomus Bodies. Provide details of AMC performed during the last three years in the attached Annexure B.
- c) While quoting AMC rates, base rate for individual items per year supported with taxes (GST) etc. shall be specifically mentioned in Financial Bid.

5. FORFEITURE OF EMD:

In case the successful bidder fails to furnish security deposit or fails to submit the required documents at the time of agreement or does not turn up for agreement within the prescribed time limit, the EMD of the bidder shall be forfeited and the tender approval shall be cancelled.

6. The successful tenderer shall submit the following documents within **07 (Seven)** days from the date of placement of Letter of Intent.

- i) Duplicate copy of the Purchase order duly signed and stamped as a token of acceptance of the order.
- ii) Non-judicial stamp paper of appropriate value for preparing the Agreement governing the terms and conditions of the Contract.
- iii) Security Deposit as detailed in clause No. 07 of General Terms & Conditions

7. PERFORMANCE SECURITY:

The successful bidder will have to deposit the prescribed security (**10% of the work order value**) in the form of Demand Draft payable to “National Science Centre” payable at Delhi. Earnest money deposited by the successful bidder will automatically be adjusted towards the security deposit. No interest will be payable on Earnest Money or Security in any case. The security deposit shall be payable to NSCD as compensation for any loss resulting from the contractor’s failure to complete its obligations under the contract.

The successful bidder will have to sign the contract agreement and furnish the required security deposit within 15 days of the acceptance of the tender.

The security deposit is liable to be forfeited in case the bidder violates the terms and conditions of the agreement in any manner.

The rates shall be inclusive of all taxes, compliance to this shall be responsibility of the bidder. The security deposit will be returned after 3 months of the expiry of AMC period of the last order under the contract, after deducting dues, if any, payable to NSCD. In the event of any breach of any terms and conditions or delay or default, the contract will be terminated and the security deposit will be forfeited by the NSCD. Conditional tenders in modification to the terms and conditions given in this document are liable to be rejected. The Projectors that is to be considered under AMC will be in working condition at the time of starting of AMC. The order will be placed to the lowest acceptable bidder.

8. CONTRACT

Validity of the approved rates shall be upto Three years from the date of issuing the Letter of Intent and the contract may be extended beyond the first year by the discretion of the NSCD authorities and subject to satisfactory performance by the agency during the previous year of contract.

If the contractor fails to comply with the terms and conditions of the agreement, NSCD may terminate the agreement upon 30 days written notice to the contractor, specifying any such breach.

The quantum of work mentioned in the NIT is approximate and may be increased or decreased up to 25% of the quantity.

Order for AMC may be placed in phases or in lumpsum.

9. PAYMENT TERMS

No advance payment shall be made. Quarterly payment of the AMC value shall be made at the end of the each quarter on presentation of Tax Invoice duly verified to the effect that the Projectors have been maintained and there has been no interruption of service. Preventive maintenance certificate should be enclosed with the Tax Invoice. The vender has to show separately the GST component in the Tax Invoice.

The contractor shall comply with the provision of the State/Central government rules and regulations under Minimum Wages Act 1948, Contract Labour (Regulations and abolition) Act 1970, Employees Liability Act 1938, Workman's Compensation Act 1923, Industrial Disputes Act-1947 or any modifications thereof or any other laws relating thereto and rules made thereunder from time to time.

10. SCOPE OF WORK

1. The general scope of work will include:
 - a. Carry out periodic preventive maintenance (once in a month).
 - b. Diagnose the fault and rectify the defect detected in 24 hours' time.
 - c. Repair / replace the faulty parts / components / assemblies, etc. of the Projector.
 - d. Upkeep of the projectors, recording log book of the work carried out against each projector.
 - e. Supply and fitment of the projector lamp as per the specification, as and when required. Price of the consumables (lamps & filters) must be submitted separately. Price quoted for the essential consumables must be valid for the period of contract.

2. The following shall also form the part of the scope of work:
 - a. Maintenance includes the replacement of malfunctioning spares/ parts for proper functioning of all projectors listed in **ANNEXURE-A**. If any part gives repeated problems, i.e. two repairs in minimum period of two-month time, then the Contractor must replace it immediately with a new original part without any additional charge.
 - b. All parts to be replaced by the Contractor must be of same make. In case it is not possible, the part must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.
 - c. **In case of any Part replacement, payment will be reimbursed as per actual payment made to the OEM/ authorised service provider on the basis of tax invoice.**

DESCRIPTION OF THE WORK

The maintenance services will consist of

- a. Attending to complaints raised by the Centre on daily basis.
- b. Preventive and corrective maintenance of projectors as per the AMC schedule.
- c. The maintenance Contract will include necessary repairs of the installed projectors and replacement of defective/ damaged parts, components and other accessories without any additional labour charge.
- d. Supply of lamp of the projector will not be a part of the AMC.
- e. Rates of the lamp of the projector will be submitted by the tenderer separately as part of the financial bid. On the basis of these rates, Centre will enter into a rate Contract with the Contractor for the entire duration of the Contract.
- f. The parts/ components/ sub-assemblies used for repair/ replacement by the Contractor will be of the same / equivalent OEM or higher make and functional capability as originally available in the projector, under written intimation to the Computer Section of the Centre.
- g. The Contractor will arrange all the parts/ components/ sub-assemblies (Except for the ones mentioned at sub para d above) free of cost as part of the AMC.
- h. The Contractor is required to set the defective/ damaged/ non-functional projectors in order within 24 Hours from the time the complaint login. The complaint will be communicated by the Computer Section either through phone or mail on the telephone number/ mail address given by the Contractor.
- i. The Contractor is also obliged for the provision of stand by projectors to the uses, if repair & maintenance extend beyond 24 hours.
- j. The Contractor has to carry out monthly servicing of the equipment by trained personnel including the following:
 - (i) Rectification of defects observed during inspection.
 - (ii) Preventive maintenance of each projector.
 - (iii) Cleaning of projector.
- k. Centre reserves the right to increase or decrease quantities any time. Accordingly, the charges will be increased/ decreased on pro-rata basis.
- l. The maintenance services will be provided on all working days from 9:30 hours to 18:00 hours (Monday to Sunday). Provision of availability of service engineer on Sundays or other public holidays must be made in case of emergency.
- m. In exceptional circumstances, where the equipment/ component is to be taken to Contractor's premises/ service centre for repairs, standby arrangement will be made by the Contractor. The equipment being taken to the workshop for repair would be at Contractor's own risk and expenses.
- n. The Contractor is required to hand over all defective/ damaged components to the Computer Section after the replacement.
- o. A register shall be maintained showing the cleaning & preventive maintenance of each projector and shall be produced to the HOD (Computer) / Tech Officer (Computer) for verification, after the job.

- p. The Contractor will maintain log book of equipment under maintenance Contract with detailed specifications. Details of all minor/ major, routine/ preventive repair/ maintenance job undertaken shall be entered into the log book.
- q. In the case of loss of any part in the product on account of negligence attributable to the Contractor, he/she at his own discretion will reinstate or replace the malfunctioning / non-functioning part or whole of the product with a working part or whole of the product of a matching or higher configuration. Nothing extra will be paid for such work.
- r. The Contractor shall provide maintenance services through qualified, experienced and competent engineers, **who must be made available within 2 hours of lodging a complaint through phone/ E-mail** during working hours on all the working days (**Monday to Saturday**).
- s. The systems that are not serviceable by the Contractor due to obsolescence of technology or non-availability of parts/ components/ assemblies will be withdrawn from the maintenance Contract. The decision of Centre regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the Contractor and proportionate maintenance charges shall be deducted from the amount due to the Contractor.
- t. The Contractor is obliged to ensure the availability of mobile phones with its engineers and duly communicate contact Nos to the Computer Section of the Centre. In case Centre observes that any particular service engineer doesn't possess the requisite expertise, the Contractor is bound to replace him/ her immediately.
- u. Centre shall in no way be involved in any dispute of whatever kind, between the Contractor and the staff engaged by him.
- v. The Contractor shall arrange to render efficient service as outlined in this specification. However, in case the Contractor fails to maintain the service to the satisfaction of the Centre and any expenditure incurred therein for alternative arrangements by the Centre shall be recovered from the Contractor.
- w. The Contractor or his representative should not remove, disturb, and dislocate the existing equipment and its parts from its positions until and unless it is authorized by the Centre. The entire equipment should be intact at any time of receipt inspection, as was handed over to him at the time of initial taking over of its maintenance and operation.

11. PENALTY CLAUSE

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 of the fault beyond 48 hours, a penalty of ₹100/- per day per fault on Projector will be levied.

In case of delay in rectification of the fault beyond 7 days, the penalty of ₹200/- per day per fault will be levied. In such an event, NSCD may get the faults rectified by third party and such cost of repairs 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. The total penalty during the period of AMC, in each order, under this contract, shall not be more than 10% of the concerned order value. More than one half of a day shall be treated as a day.

12. DELAYS IN CONTRACTOR'S PERFORMANCE

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:

- a) Penalty/cost of repairs as per Clause 11 above.
- b) Forfeiture of its Security Deposit
- c) Termination of the contract for default. The termination of the contract for default shall be at risk and responsibility of the contractor.

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TENDER No. : NSCD/18011/ Tender – 33 / 2019-20

DECLARATION-I

We do hereby accept the “General Terms & Conditions” as provided by the National Science Centre along with the Tender documents for **Non-Comprehensive Annual Maintenance Contract of Projectors of Uniting India : Sardar Patel Gallery at National Science Centre, Delhi** and also under take to execute the job strictly as per the technical specifications of National Science Centre as provided along with the tender documents, in the event of placement of any order on us. The Centre shall be at liberty to cancel the order in full or in part the event of failure of any of the above declaration made by us.

Signature of the Bidder / Constituted Attorney.

DECLARATION-II

This is to certify that I/We have no close relative as an employee of the National Council of Science Museums (close relatives means: Father, Mother, Brother, Sister, Son, Daughter and Spouse) nor any such close relatives are associated with us as proprietor/partner/share holder/ director and like.

Signature of the tenderer

Address :

Official seal with date

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TECHNICAL (Techno-Commercial) BID

**ALL PARTICULARS / INFORMATION SHOULD BE GIVEN IN THE FOLLOWING
FORMAT WITH COMPLETE DETAILS.**

1. Name & Address of the Firm/Bidder :
2. Telephone Number :

Office :

Office at Delhi/NCR :
3. i) Background details of the firm :
(State whether original manufacturer/direct
Dealer of the manufacturer).

ii) In case of direct dealers, submit copy of valid
dealership license issued by the manufacturer.
4. State the Name of the Banker including IFSC Code :
and Account Number of the Tenderer for releasing
digital mode of payment.
5. Past experience in such business for last 3 years :
giving details of established clients especially
Government Offices. Submit satisfactory certificate
issued by such clients and Government Offices.
6. i) Whether capable to execute the tendered item :
strictly as per enclosed technical specification.
(Please mention 'YES' or 'NO')
- ii) If it is mentioned 'NO' above, submit detailed :
deviation to be made from the enclosed technical
specification.
(Extra sheet may be attached, if required)
- iii) If it is mentioned 'YES' above submit copies :
of product brochure (for product categories) as a
proof of their statement.

7. State the Name & Address of the Manufacturer :
whose product has been offered /quoted by the tenderer.
8. Proof of financial status of the company/audited Balance :
Sheet for last 3 years indicating total turnover as well
(submit documentary evidence.)
9. Whether agreed to accept 30 days credit Payment Terms. :
(Please mention 'YES' or 'NO')
10. Minimum time required to complete the tendered item at :
NSC, Delhi.
11. Mention GST Registration Number and attach :
Current valid Tax Clearance Certificate.
12. Whether agreed to execute the tendered work as per enclosed :
list (Annexure-A) as per centre terms & conditions, failing
which ready to absorb heavy penalty, if any order is placed on
the bidder after observing tender procedure.
(Please mention 'YES' or 'NO')

I/We hereby declare that the above statements are true. I/We also declare that the decision of National Science Centre, Delhi regarding selection of eligible firms for opening of Financial Bid (Part-II) shall be final and binding on me/us.

Dated

Official Seal

Signature of the Tenderer/Constituted Attorney

ANNEXURE – A

List of Projectors installed at Uniting India – Saradar Patel Gallery at NSC, Delhi

LIST OF PROJECTORS INSTALLED IN UNITING INDIA- SARDAR PATEL GALLERY			
Sl.No.	Exhibit Name	Make and Model	Qty.
1	Aura of Sardar	Epson EB535W	1
2	Pledge United India	Casio XJ-UT310WN	1
3	Paint India	BenQ PDT8G02261000	1
4	The Trauma of Partition	Casio XJ-UT310WN	3
5	United India Experience	Panasonic PT-DZ770	1
6	Celebrating India	Casio XJ-UT310WN	2
7	An Unparalleled Achievement	Casio XJ-UT310WN	1
8	Who Was Sardar	Panasonic PT-EZ580	2
9	Meeting Sardar	Panasonic PT-EW730	1
10	Vision Of Sardar	Casio XJ-UT310WN	1
11	Sardar Patel Movie	Casio XJ-UT310WN	1
12	Uniting India Sardar Patel Outside	Casio XJ-UT310WN	1
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Projector Lamp

1	Epson EB535W Lamp
2	BenQ PDT8G02261000 Lamp
3	Panasonic PT-DZ770 Lamp
4	Panasonic PT-EZ580 Lamp
5	Panasonic PT-EW730 Lamp

List of AMC performed by the Bidder during last 3 years

Sl. No.	Name and address of the department with Contact telephone number	Details of the equipment	Period of Contract	Annual Contract Value

Performance certificates from the existing Govt. clients (organisations) must be attached.

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OFFER FORM

I/We have read, understood and accepted all the Instructions, General Terms and Conditions, for Annual Maintenance Contract for Non – Comprehensive Annual Maintenance Contract of Projectors at NSC, Delhi as per Centre's specifications as laid down by National Science Centre, Delhi.

I/We hereby offer my/our rates for the said tender: -

- 1. Name of the Tenderer :**
- 2. Address (in case of Firm/company, registered :
Office address including jurisdiction of the
Police station should be given)**
- 3. Telephone Nos. a) Office :**
 b) Workshop :
 c) Mobile :
- 4. Name of the Bankers and their addresses :**

5.

S. No.	Description of the Job / Material	Quantity	Unit Rate (₹)	Total Amount
	Non - Comprehensive Annual Maintenance Contract of Projectors of Uniting India : Sardar Patel Gallery at National Science Centre, Delhi as per list given in Annexure – A			
1.	Epson EB535W	1 no.		
2	Casio XJ-UT310WN	10 nos.		
3	BenQ PDT8G02261000	1 no.		
4	Panasonic PT-DZ770	1 no.		
5	Panasonic PT-EZ580	2 nos.		
6	Panasonic PT-EW730	1 no.		

Projector Lamp (Quote for per unit)

1.	Epson EB535W Lamp	1 no.		
2	BenQ PDT8G02261000 Lamp	1 no.		
3	Panasonic PT-DZ770 Lamp	1 no.		
4	Panasonic PT-EZ580 Lamp	1 no.		
5	Panasonic PT-EW730 Lamp	1 no.		

- 06.** Any other duties/taxes/charges (indicate
Clearly percentage of duties/taxes/charges
to be imposed), if extra. :

The above rates quoted by us for Non - Comprehensive Annual Maintenance Contract of Projectors of Uniting India : Sardar Patel Gallery at National Science Centre strictly in accordance with the specification of the National Science Centre, Delhi. Deviation, if any, will make the tender/offer liable to be considered invalid.

Date.....

Signature of the Tenderer
Office Seal

BANK DETAILS OF NATIONAL SCIENCE CENTRE, DELHI

Name of the Account Holder	NATIONAL SCIENCE CENTRE, DELHI
Account No.	2417101004100
Bank Name	CANARA BANK
Bank Address	6, Bhagwan Das Road, New Delhi
IFSC Code	CNRB0002417
MICR Code	110015045
Type of Account	Saving Account
Branch Code	2417
GST No.	07AAAAN2541C1Z5