

E-TENDER
FOR
REPAIR, OPERATION &
COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT
OF
DIGITAL INSTALLATION
(EXHIBITS)
AT
NATIONAL MUSEUM, JANPATH,
NEW DELHI



Ministry of Culture
Government of India

NATIONAL SCIENCE CENTRE
(A UNIT OF NATIONAL COUNCIL OF SCIENCE MUSEUMS)
BHAIRON ROAD, NEAR GATE NO – 4, PRAGATI MAIDAN
NEW DELHI – 110 001

National Science Centre
(A Unit of National Council of Science Museums)
Pragati Maidan, Bhairon Road,
New Delhi - 110001

TENDER No. NSCD/18011/E-Tender – 23 / 2025 – 26

NOTICE INVITING E-TENDER

On-line Digitally signed E-Tenders are invited in two Bid Systems from reputed/ Experienced/ eligible agencies for **Repair, Operation, & Comprehensive Annual Maintenance Service contract of Digital Installations (Exhibits) at the National Museum, Janpath, New Delhi.** Agencies having proven experience in the field may download the tender documents from the Central Public Procurement Portal (CPPP): <http://eprocure.gov.in/eprocure/app>.

Bid Document Published Date	30 th September, 2025 (18:45)	
Bid Clarification Start Date	30 th September, 2025 (18:50)	
Dates & time of mandatory site visit for interested bidders	06th October, 2025	11:00 AM to 01:00 PM
	07th October, 2025	
Pre-bid meeting	09 th October, 2025 (11:00 AM onwards) Link for the Meeting https://calendar.app.google/ZsoinCs3DXWSfuvd7	
Bid Clarification End Date	20 th October, 2025 (18:00)	
Bid Submission Start Date	30 th September, 2025 (18:55)	
Bid Submission End Date	21 st October, 2025 (14:30)	
Technical Bid Opening Date	22 nd October, 2025 (15:00)	
Financial Bid Opening date	Shall be communicated later on	
Earnest Money Deposit	₹3,57,500.00	
Estimated Cost of Repair, Operations & Annual Comprehensive Maintenance Contract	₹1,43,00,000/-	

The online bid both Technical Bid and Financial Bid, should be uploaded by the due date and time as per the above schedule. The responsibility to ensure the same lies with the bidders. Off-line tenders shall not be accepted and no request in this regard will be entertained whatsoever. **Online Technical Bid will be opened at 15:00 PM on 22nd October, 2025 for technical evaluation as well as selection of technically acceptable offers.** In the second stage, the Financial Bids of only the selected and techno-commercially acceptable offers / system / equipment will be opened. Decision of the Centre, regarding selection of eligible and qualified vendors / firms for opening the Financial Bid shall be final and binding on the bidders. Bidders may be present during opening of tenders.

NSC, Delhi reserves the right to accept or reject any or all tenders in full or part without assigning any reason whatsoever. NSCD shall also not be bound to accept merely the lowest tender but the technical suitability, capability and superiority of the equipment / system as well as after sales service including infrastructure to render such service, etc. shall be of prime consideration for selection of the equipment /system.

ELIGIBILITY CRITERIA FOR APPLYING

Technical Qualifications

- The bidder could be an Individual, Limited Company/Corporation, Proprietary Firm, Partnership Firm/Company etc. Consortium or Joint Venture are **NOT** allowed to bid for the Works
- The bidder should have minimum experience of 05 years preceding the proposal due date, in museum/exhibition digital system maintenance
- Proven track record with similar projects in cultural institutions
- Technical certifications from major AV and IT equipment manufacturers
- ISO certification for quality management systems preferred

Financial Requirements

- Interested firms/bidders should have 100 lakhs or more for past three financial years. Necessary papers and tax return acknowledgement received from the Income Tax department may please be attached.
- Comprehensive insurance coverage including professional indemnity
- Financial capability to handle emergency procurements and repairs
- Payment terms as per Museum's/Centre's financial policies

EVALUATION METHODOLOGY (QCBS)

Evaluation Methodology will have two stages:

Stage 1 – General cum Technical Bid Evaluation

Stage 2 – Financial Bid Evaluation

GENERAL CUM TECHNICAL BID EVALUATION

The evaluation will involve validating the credentials submitted in the format as prescribed in Annexure 'D'. Credentials without valid proof will be invalid and will not be considered for eligibility. NSCD reserves the right to accept or reject proof of credentials at its sole discretion without having to give reasons to the Bidders thereof. The following weightage criteria will be adopted during technical evaluation:

Sl. No.	Evaluation Criteria/Parameter	Max. Score	Bidder's Score
1	Company turnover 100 lakhs per annum	10	
2	Experience - The Agency's experience in the field of similar nature of work: (Digital exhibit installations, operation & maintenance) Having successfully completed 3 similar projects-40% Having successfully completed 2 similar projects-60% Having successfully completed 1 similar projects-80%	20	
3	Qualification and Work Experience of Skilled Manpower deputed for Operations and Maintenance of Exhibits (One as Resident Engineer & One as Exhibit Operator)	10+10	
	Total =	50	

EVALUATION OF FINANCIAL BID

- a) The financial bid will be opened for only those bidders who will score a minimum of 70% in the technical bid evaluation.
- b) The bidder with the individual lowest financial bid (L1) will be awarded a 100% score.
- c) Financial Scores for other than L1 bidders will be evaluated using the following formula:
Financial Score of a Bidder = $\{(Financial\ Bid\ of\ L1/Financial\ Bid\ of\ the\ Bidder) \times 100\}$ %
(Adjusted to two decimal places)
- d) Only fixed price financial bids indicating total price for all the work/services specified in this bid document will be considered.
- e) Details of the taxes and duties levy able on the basic cost to be indicated clearly in the financial bid.

Combined Evaluation of Technical & Financial Bids

- a) The technical and financial scores secured by each bidder will be added using weightage of 50% and 50% respectively to compute a Composite Bid Score.
- b) The bidder securing the highest Composite Bid Score will be declared as the Best Value Bidder for award of the Project.

In the event, composite bid scores are “tied”, the bidder securing the highest technical score will be declared as the Best Value Bidder for the award of the Project.

CHECK LIST

Check list of Tender No. NSCD/18011/E-Tender 23 / 2025-26 for “Repair, Operation, & Comprehensive Annual Maintenance Service contract of Digital Installations (Exhibits) at the National Museum, Janpath, New Delhi.”

Sl. No.	Description	Yes	No
01	Whether E-Tender uploaded on Central Public Procurement Portal of Govt. of India (i.e. Technical & Commercial) separately.		
02	Whether Tender documents are carefully studied & understood.		
03	Whether Tender documents duly signed and stamped on all pages is scanned and uploaded as Part – I of the Tender in central public procurement portal.		
04	Whether Earnest Money of ₹3,57,500/- submitted by online / vide Demand Draft No. dated..... and Scanned copy of DD uploaded as Part – I of the Tender. Please note that the original DD should be couriered /hand delivered to NSC Delhi / online payment details shall be sent to NSCD before the time of opening Technical Bid.		
05	Whether Declaration regarding Non-relation, duly signed and stamped, and scanned copy of the same uploaded as Part – I of the Tender in central public procurement portal. Annexure-C		
06	Whether Declaration certifying that there are no extra conditions quoted in the Offer Form duly signed and stamped, and scanned copy of the same uploaded as Part – I of the Tender in central public procurement portal. Annexure-C		
07	Did you agree for mandatory visiting the actual site for execution of the work before submitting the Tender (as mentioned in the NIT)		

Date:

Signature of the Tenderer

Place:

Official Seal

General Information and Instructions

1. The instruction given herein will be strictly binding on the tenderers and deviation, if any will make the tender or tenders liable to be considered invalid. Tenders incorporating additional conditions by the tenderer are liable for rejection.
2. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app> Manual bids shall not be accepted.
3. The instruction given in “Annexure-A” for “Instruction for Online Bid Submission” should be strictly followed during submission of the Bid.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. **Validity of Bids:** The Bids should remain valid for 90 days from the date of bid opening.
6. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional tenders will be rejected. Non-compliance of applicable General Information and Instruction will disqualify the Bid.
7. The tenderers should have Digital Signature Certificate (DSC) for filling up the Bids. The Person signing the tender documents should be authorized for submitting the on line e-tender.
8. The Financial Bid (BOQ) shall be filled in and signed by the authorized signatory online as per Proforma “Annexure-I” available at Central Public Procurement Portal E-Tender system website <http://eprocure.gov.in/eprocure/app>. Off line Financial Bid shall not be accepted.
9. **Tender must be uploaded online in two separate sets on Central Public Procurement Portal. The contents of sets shall be as follows: -**

Set - 1 (Technical)

S. No.	Description	Yes	No	Remarks
01.	Technical (Techno-Commercial) BID duly filled-in and signed with official stamp. (as per Annexure-D)			
02.	General Terms & Conditions (as detailed in Annexure-B) duly signed with official stamp as a token of acceptance			
03	Tender Acceptance Letter as per Annexure-P			
04	Scanned Copy of the current and valid Tax Clearance Certificate.			
05	The ‘Declaration’ duly signed with official stamp (as detailed in Annexure-C)			

06	Annexure H along with copies of documents showing the last 5 years' financial turnover of the firm.			
07	The consolidated list of digital installations and exhibits to be taken up for Repair & then for CAMC listed as Annexure-E duly signed with official stamp as a token of acceptance for providing services in accordance to the Centre's Specification			
08	Format for Articles of Agreement (As per Annexure-G) duly signed with official stamp as a token of acceptance.			
09	EMD Details (Scanned copy of EMD submitted physically to be uploaded). In case Registration as MSME Bid Securing Declaration Form as Per Annexure-K to be uploaded alongwith MSME /NSIC /UDHYAM Registration Certificate and details as per Annexure-J .			
10	Scanned copy of Demand Draft / details of online payment for Earnest Money Deposit of ₹3,57,500/- (Rupees Three Lakhs Fifty Seven Thousand Five Hundred only) being 2.5% of the project cost.			

Set – 2

- a. **The Financial Bid (Annexure-I) i.e., Schedule of Price Bid in the form of attached BOQ Performa shall be duly filled in, digitally signed and uploaded online by the bidder.**
- b. **Cost Break (in .pdf) as per Annexure-I(a).**

The Set-1, i.e. Technical (Techno-commercial) Bid shall be opened by NSC, Delhi at the first instance and evaluated by the competent authority. At the second stage, the Set-2 containing Financial Bid of only techno-commercially acceptable offers shall be opened for further evaluation and ranking before awarding the contract.

N.B.: The bidders shall consider the prevailing tax rates while quoting the rates. However, in the event of any changes in the statutory taxes and duties, the rates applicable at the time of payment shall be made by the competent authority of the NSC, Delhi against submission of supporting documentary evidence.

- 10. Order shall be placed in favour of the bidder whose technical bid is acceptable and offered OVERALL lowest rate of item(s) as per BOQ in Annexure I.**
11. 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
(A Unit of NCSM)
Bhairon Road, Near Gate No. 4, Pragati Maidan,
New Delhi-110001

TENDER No. : NSCD18011/E-Tender- No – 23 / 2025-26

Instructions for Online Bid Submission

1. The bidders are required 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 <https://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” 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's 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 search active tenders by several parameters. These parameters could include Tender ID, Organization 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 Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) 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 document.

- 3) 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 Help desk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document 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, auditor 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 document.
- 3) A standard Price Schedule format (BOQ) has been provided with the tender document to be filled by 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 Light Blue 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 secured 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.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized 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 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.
3. Any queries relating to the Tender may be addressed to nscdelhi10@gmail.com, bharti.nscd@gmail.com with proper credentials of the bidders before the bid clarification date thereafter no queries will be entertained.

NATIONAL SCIENCE CENTRE
(A Unit of NCSM)
Bharion Road, Near Gate No. 4, Pragati Maidan,
New Delhi-110001

TENDER No. : NSCD/18011/E-Tender-No – 23 / 2025-26

GENERAL TERMS & CONDITIONS (GTC) FOR SUBMISSION OF TENDER FOR REPAIR, OPERATION, & COMPREHENSIVE ANNUAL MAINTENANCE SERVICE CONTRACT OF DIGITAL INSTALLATIONS (EXHIBITS) AT THE NATIONAL MUSEUM, JANPATH, NEW DELHI. AS PER CENTRE'S SPECIFICATIONS.

On-line digitally signed E-Tenders are invited, for the work of **Repair, Operation, & Comprehensive Annual Maintenance Service contract of Digital Installations (Exhibits) at the National Museum, Janpath, New 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 agency. 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 3,57,500/- (Rupees Three Lakhs Fifty Seven Thousand Five 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. **However, exemption will be given to MSME / UDHYAM /NSIC Registered Firms.** 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 bid document (excluding BOQ), 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.

e. Power of Attorney in favor of the person signing the bid.

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

2. The firm should have ISO 20000-1 and ISO 9001:2008 with valid URL at internet.
3. The firm must have turnover of minimum of ₹100.00 lakhs or above for latest three financial years.
4. The firm must have the valid TIN/GST/PAN Nos, Registration Certificates.
5. The firm must have ESIC/EPF registration with last three months returning/challan.
6. Minimum 5 years of experience in Govt. Organization/Undertaking/PSUs/reputed Pvt. Firms in Repair, Operation, & Comprehensive Annual Maintenance Service contract of Digital Installations (Exhibits) (**copy of Performance certificate/work orders to be furnished**).
7. Agency must depute one skilled Resident Service Engineer at site. The resident engineer should be qualified Diploma/ ITI in Computer hardware or equivalent with minimum 03 years of experience in maintenance of computer hardware.
8. Agency must also depute one skilled manpower for operations of all the digital exhibits.
9. While quoting AMC rates, base rate for individual items per year supported with taxes (GST) etc. shall be specifically mentioned in Financial Bid.

10. 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.

11. PERFORMANCE SECURITY:

The successful bidder will have to deposit the prescribed security (**10% of the cost of work awarded**) 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 agency’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 equipment's / Hardware's 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.

12. 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 agency fails to comply with the terms and conditions of the agreement, NSCD may terminate the agreement upon 30 days written notice to the agency, 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.

13. PAYMENT TERMS

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 Software and Hardware has been maintained and there has been no interruption of service. Preventive maintenance certificate should be enclosed with the Tax Invoice. While submitting the bill the agency will supply the following information in respect of E.P.F. MISC. Previous Act 1952 and E.P.F. scheme 1952.

- a) List showing the details of Labor's/Employees engaged.
- b) Duration of their engagement.
- c) Amount of wages paid to such labor's/ Employees for the duration in question.
- d) Amount of E.P.F. contributions (by both employees and Employer i.e. Agency)
- e) Copies of authenticated documents of payment of such contributions to E.P.F. authorities.
- f) A declaration regarding compliance of the condition of EPF Act (to be given by the agency.) While submitting the bill the agency will supply following information in respect of ESI Act 1948. This Act is applicable to employees earning monthly wages upto ₹10,000/- only.

The bill passing authority will check this information submitted by the agency while checking the bills of the agencies. The agency will keep the records of the labors and payment made to them.

The vender has to separately show the “GST” component in the bills.

The agency 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.

14. SCOPE OF WORK

GENERAL OVERVIEW: This tender encompasses a two-phase engagement for the maintenance and operation of digital installations and exhibits at the National Museum, New Delhi. The selected agency shall be responsible for complete restoration of all faulty digital Installation (Exhibits) given in Annexure-E followed by Comprehensive Annual Maintenance Contract services including deployment of skilled technical personnel.

PART-1:

REPAIR AND RESTORATION OF DIGITAL INSTALLATIONS AND EXHIBITS

1.1.1 Assessment and Diagnosis: The selected agency shall conduct a comprehensive technical assessment of all existing digital installations and exhibits within the museum premises. A detailed diagnostic report must be prepared identifying all faulty components, systems, and installations with clear categorization of repair requirements. The current operational status of each exhibit shall be documented with photographic evidence showing both functional and non-functional states. The agency must provide a realistic timeline and detailed methodology for all proposed repair activities.

1.1.2 Hardware Repair and Replacement: The agency shall repair or replace all faulty digital display systems including LED screens, projectors, monitors, and touch panels to restore them to full operational capacity. All malfunctioning interactive kiosks and multimedia stations must be restored to their original specifications or better performance standards. Audio systems including speakers, amplifiers, and sound control equipment shall be repaired to ensure optimal sound quality throughout the exhibition spaces. Automated exhibit mechanisms must be fixed to restore proper ambiance and interactive functionality. Network infrastructure including routers, switches, and cabling shall be restored to ensure reliable connectivity across all digital installations. Computer systems, media players, and control units must be repaired or replaced to ensure smooth content delivery and system control. All power supply issues and electrical connectivity problems shall be addressed to prevent future operational disruptions.

1.1.3 Software and Content Restoration: The agency shall reinstall and configure all required operating systems and application software to ensure stable platform operation. Digital content, multimedia files, and interactive programs must be restored from backups or recreated as necessary to match original specifications in consultation with museums officials. Software versions and security patches shall be updated where applicable while maintaining compatibility with existing hardware systems. Touch interfaces and sensor-based interactive systems must be recalibrated to ensure accurate and responsive user interactions. All software functionality shall be thoroughly tested and validated before final handover to museum management.

1.1.4 Integration and Testing: The agency must ensure seamless integration between all hardware and software components to achieve optimal system performance. Comprehensive testing of all repaired systems shall be conducted under simulated operational conditions to verify functionality. Load testing and stress testing of interactive exhibits must be performed to ensure systems can handle peak visitor loads without failure. Network connectivity and data synchronization across all systems shall be validated to ensure proper information flow. All repair work must be thoroughly documented with detailed before and after status reports including photographic evidence of completed work.

1.2 Quality Standards and Warranty Requirements

1.2.1 New Hardware Warranty: All new hardware components installed during the repair phase must carry a minimum warranty period of **THREE YEARS** from the date of installation, covering parts, labor, and on-site service without additional cost to the museum. Manufacturer's warranty certificates must be provided for all new components as proof of warranty coverage and authenticity of parts. The warranty terms must include free replacement of defective parts within the warranty period along with necessary labor charges for installation and configuration. Any hardware component that fails within the warranty period shall be replaced immediately without disrupting museum operations or visitor

1.2.2 Quality Assurance: All repair work must restore exhibits to their original operational specifications or achieve better performance standards than the original installation. The use of genuine or original equipment manufacturer parts is mandatory wherever possible to ensure compatibility and longevity of the installations. Compatible alternatives may be used only with prior written approval from NSC, Delhi and must meet or exceed original specifications. All work must comply with relevant safety standards, electrical codes, and technical specifications as prescribed by local authorities and international best practices.

1.3 Documentation and Handover: The agency shall provide comprehensive documentation of all repair activities including detailed work logs, parts replacement records, and system configuration details. Updated technical manuals and operating procedures must be submitted for all repaired systems to facilitate future maintenance and operation. Complete warranty documentation for all new hardware components must be handed over to NSC, Delhi with clear instructions for warranty claims and service procedures.

PART-2: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC)

2.1 Maintenance Services

2.1.1 Preventive Maintenance:

- The agency shall perform scheduled preventive maintenance of all digital installations as per manufacturer recommendations to ensure optimal performance and longevity of equipment. Regular calibration of display systems and interactive components must be conducted to maintain visual quality and user experience standards. Software updates, security patches, and system optimization shall be implemented regularly to keep all systems current and secure against potential threats. Hardware health monitoring, Virus checking, cleaning and performance optimization activities must be conducted proactively to identify and address potential issues before they affect museum operations. Environmental monitoring and climate control system maintenance shall ensure optimal operating conditions for all digital equipment throughout the museum premises.

- Quarterly comprehensive system health reports must be submitted to museum management detailing system performance, maintenance activities, and recommendations for improvements.
- During the CAMC, any hardware can be shifted to any location/ application within the national Museum's premises. It will be the agency's responsibility to relocate and maintain the hardware ordered for CAMC installed at any location/ for any application within the premises and within the list at **Annexure E**.
- During the CAMC period, if there is a fault in the equipment which can not be repaired/ rectified at site, the equipment may be taken out the museum on issue of properly signed GATE PASS with clear information about date of return. Transportation and safety of such faulty hardware from National Museum to repair Centre and vice versa shall be sole responsibility of agency.
- The obsolescence of components shall not be taken as an excuse for declaring faulty hardware Repair Not Possible (RNP). In case it becomes impossible to maintain the hardware due to obsolescence of the technology, the agency, in order to maintain further, shall suitably upgrade them without any extra charge.
- After the end of contract, hardware will be made over by the agency to National Museum representative in same condition as at the time of entering into the agreement. No faulty hardware other than the joint list prepared at the time of commencement of the contract will be accepted.

2.1.2 Corrective Maintenance: The agency must provide round-the-clock breakdown maintenance support with a maximum response time of four hours for all critical system failures that affect museum operations. Emergency repair services during museum operating hours shall be prioritized to minimize visitor experience disruption and maintain exhibition continuity. Replacement of faulty components and parts must be executed swiftly using pre-approved spare parts inventory maintained on-site or readily available through supplier networks. System restoration and data recovery services shall be provided to ensure minimal data loss and quick restoration of full functionality following any system failure. Network troubleshooting and connectivity issue resolution must be handled by certified network specialists to maintain reliable communication between all digital systems. On-site technical support during museum events and special exhibitions shall be provided to ensure flawless operation during high-profile occasions.

2.1.3 Technology Upgrades and Enhancements: Annual technology assessment and upgrade recommendations must be provided to keep the museum's digital infrastructure current with evolving technological standards and visitor expectations. Implementation of approved system enhancements shall be carried out during scheduled maintenance windows to minimize operational disruption. Compatibility updates for new software and hardware integration must be managed seamlessly to ensure all systems continue to function optimally as technology evolves. Performance optimization and system tuning activities shall be conducted regularly to maintain peak efficiency and user satisfaction across all digital installations. Security vulnerability assessments and remediation measures must be implemented proactively to protect museum digital assets and visitor data from potential cyber threats.

2.2 Manpower Deployment Requirements

2.2.1 Resident Engineer: The selected agency must deploy one skilled resident engineer throughout the entire maintenance contract period who shall be responsible for comprehensive oversight of all digital installations within the museum. The engineer must possess a minimum of five years of hands-on experience in digital exhibition and installations, audiovisual technology, and museum-grade installations to ensure competent technical management. This professional shall be responsible for day-to-day maintenance activities, immediate troubleshooting of technical issues, and continuous system monitoring to prevent operational disruptions. The resident engineer must be available during all museum operating hours and shall maintain detailed logs of all maintenance activities, system performance, and visitor-reported issues. The individual should possess relevant technical certifications in audiovisual systems, networking technologies, and computer hardware to demonstrate professional competence in managing complex digital installations. The engineers deputed by the agency must be approved by the National Science Centre, Delhi (NSCD). **In case NSC, Delhi finds any of the engineer unacceptable, he/ she is to be replaced following a written advisory from NSC authorities. Once an Engineer is deputed with due approval of the NSC, Delhi, he/ she cannot be changed and replaced by the agency without prior written permission from the NSC, Delhi.** In the event of such unauthorized and un-called for changes, NSC, Delhi reserves the right to prematurely terminate the contract without any notice. In case of such termination security deposit of the agency will be forfeited.

2.2.2 Exhibit Operations Personnel: The contractor shall deploy one additional skilled manpower dedicated to exhibit operations support who must be present during all museum working days and throughout the complete duration of daily operating hours. This personnel shall be primarily responsible for assisting visitors with interactive exhibits, providing basic technical guidance, and ensuring smooth visitor interaction with digital installations. The individual must be capable of performing basic troubleshooting procedures and providing immediate response to minor exhibit malfunctions to maintain visitor satisfaction and operational continuity. Coordination with the resident engineer for complex technical issues shall be maintained through established communication protocols to ensure rapid resolution of problems. The operations personnel must have a minimum of two years of experience in museum operations, visitor services, or similar customer-facing technical support environments.

2.2.3 Personnel Requirements: All personnel deployed under this contract must undergo security clearance procedures as per museum requirements and policies to ensure the safety and security of museum assets and visitor information. Professional appearance and behavior befitting the museum environment shall be maintained at all times, including appropriate dress code and courteous interaction with visitors and museum staff. Fluency in the local language and basic English communication skills are mandatory to effectively communicate with diverse visitor populations and museum management. Regular training updates on new systems and technologies shall be provided to ensure personnel remain current with evolving digital exhibition technologies and museum operational procedures. Backup personnel arrangements must be established for leave coverage to ensure continuous service delivery without interruption to museum operations during staff absences, holidays, or emergency situations.

2.3 Service Level Agreements (SLA)

2.3.1 Response Times: Critical system breakdowns that affect primary museum operations or visitor safety must receive immediate attention with a maximum response time of two hours from the time of notification. Non-critical issues that do not immediately impact museum operations shall be addressed within a maximum response time of four hours to ensure minimal disruption to daily activities. Scheduled maintenance activities must be coordinated with museum management and conducted as per agreed calendar with a minimum of forty-eight hours advance notice to allow for proper planning and visitor communication. Emergency support services must be available twenty-four hours a day, seven days a week, including weekends and holidays, to address any urgent technical issues that may arise outside regular operating hours.

2.3.2 Performance Standards: All critical digital installations must maintain a minimum uptime of ninety-eight percent (95%) to ensure consistent visitor experience and operational reliability throughout the museum. Scheduled maintenance activities shall not exceed two percent (5%) downtime per month, and all such activities must be planned during off-peak hours or museum closure periods whenever possible. Zero tolerance policy shall be enforced for system failures during peak visitor hours without immediate backup solutions or alternative arrangements to maintain visitor satisfaction. Monthly performance reports and compliance documentation must be submitted to museum management detailing system availability, maintenance activities, and any deviations from established performance standards.

2.4 Contract Duration and Terms: The Comprehensive Annual Maintenance Contract (CAMC) shall be executed for a period of one year with provisions for extension further for two years based on satisfactory performance evaluation and mutual agreement between both parties. Subcontracting of the job will not be allowed in this case. Performance reviews shall be conducted quarterly with museum management to assess service quality, compliance with service level agreements, and overall satisfaction with maintenance services provided. **Penalty clauses** for non-compliance with service level agreement requirements shall be enforced to ensure accountability and maintain service quality standards throughout the contract period. Comprehensive insurance coverage for deputed personnel and equipment must be maintained by the agency to protect against potential liabilities and ensure financial security for both parties. All work must be conducted in compliance with statutory requirements and labor laws applicable in the jurisdiction, with proper documentation and certifications maintained throughout the contract duration.

2.5 Reporting and Documentation

2.5.1 Regular Reporting: Daily activity logs and system status reports must be maintained by the resident engineer detailing all maintenance activities, system performance metrics, and any issues encountered during routine operations. Weekly maintenance summary reports shall be compiled and submitted to NSC, Delhi & National Museum management highlighting significant activities, system improvements, and any recommendations for operational enhancements. Monthly performance analysis and compliance reports must provide comprehensive evaluation of service level agreement adherence, system availability statistics, and overall maintenance effectiveness. Quarterly comprehensive review and recommendation reports shall include detailed analysis of system performance trends,

technology upgrade recommendations, and strategic planning suggestions for future digital infrastructure development. Annual technology assessment and future planning reports must provide thorough evaluation of current systems, emerging technology trends, and long-term recommendations for museum digital infrastructure evolution.

2.5.2 Documentation Maintenance: The agency shall maintain an updated inventory of all hardware and software components including detailed specifications, installation dates, warranty information, and maintenance history for each system element. All maintenance activities must be documented with photographic evidence showing before and after conditions, work performed, and final system status to ensure transparency and accountability. Complete records of all spare parts usage and replacements must be maintained including part numbers, suppliers, costs, and warranty information for future reference and budgeting purposes. Technical manuals and operating procedures must be kept current with all system modifications, upgrades, and configuration changes to ensure accurate documentation for future maintenance and training purposes.

15. PENALTY CLAUSE

Delay without satisfactory justification will be calculated from the date and time of reporting the fault to the agency. In case of delay in rectification of the fault beyond 48 hours, a penalty of ₹100/- per day per fault on desktop, monitor, touch-screen, and ₹300/- per day on Workstations, projectors, large displays (above 40"), signages etc. will be levied.

In case of delay in rectification of the fault beyond 7 days, an additional penalty of ₹100/- per day per fault per equipment will be levied. In such an event, NSC, Delhi may get the faults rectified by third party and cost of repairs shall be borne by the CAMC agency, in addition to the charged penalty. In case agency 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 CAMC, 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.

16. DELAYS IN AGENCY'S PERFORMANCE

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

- a) Penalty/cost of repairs as per Clause 15 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 agency.

17. The Agency must have an office / repair workshop in Delhi / NCR.

NATIONAL SCIENCE CENTRE
(A Unit of NCSM)
Bharion Road, Near Gate No. 4, Pragati Maidan,
New Delhi-110001

TENDER No. : NSCD/18011/e-Tender No -23 / 2025-26

DECLARATION-I

We do hereby accept the “General Terms & Conditions” as provided by the National Science Centre along with the Tender documents for **Repair, Operation, & Comprehensive Annual Maintenance Service contract of Digital Installations (Exhibits) at the National Museum, Janpath, New Delhi** and also under take to execute the job strictly as per the specifications 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

NATIONAL SCIENCE CENTRE
(A Unit of NCSM)
Bhairon Road, Near Gate No. 4, Pragati Maidan,
New Delhi-110001

TENDER No. : NSCD/18011/E-Tender No – 23 / 2025-26

TECHNICAL (Techno-Commercial) BID

S. No.	Particulars	Details
01	Name of Bidder	
02	Back ground details of the Bidder Limited Company/ Corporation/ Agency etc.	
03	Complete Address for communication (Address with pin code, telephone numbers, fax no and emails)	
04	i. Phone/ Mobile Number ii. Email Id	
05	Legal status of Organization. Is it a registered Firm/ Company?	Yes/ No
06	i. PAN Number ii. GST Registration No. iii. Average Financial Turnover of the Firm/ company during last 5 (Five) years (Please see Annexure – H also)	
07	EPP / ESI No. (Documents should be enclosed)	
08	Brief Description of the Bidder's Activities	Please add extra sheet, if necessary
09	Number of years' experience in similar works (Attached work orders of earlier works with other government departments/autonomous bodies /PSUS and other)	
10	No. of Regular Employees in the firm in following criteria: a. Technical, Service Engineers/ Computer Professional b. Administrative/ HR & Marketing staff	
11	Has the Agency/ its sister concern/any director ever been blacklisted/defaulter by any organization? If yes, please provide details thereof	
12	Bank details of the Bidder with IFSC and other details (for releasing payment through digital mode)	
13	Whether agreed to accept Payment Terms as per clause 9 of General Terms & Conditions of the Tender. (Please mention 'Yes' or 'NO')	

14	Whether agreed to complete the work as per scope of work and as per clauses of the General Terms & Conditions of the Tender (Please mention 'YES' or 'NO')	
15	Details of enclosed EMD @ 2.5% of estimated amount is ₹3,57,500.00 (Rupees Three Lakhs Fifty Seven Thousand Five Hundred only)	Online Transfer..... UTR No..... DD No dated drawn on bank.....
16	Any other relevant information	

I/We hereby declare that the above statements are true. I/We also declare that the decision of National Science Centre 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 – E

Details of various digital installations (exhibits) installed at the reception and other galleries of the National Museum, Janpath, New Delhi

Sl.No.	Name of the Exhibit & Equipment	Make & Model	Qty	Unit
1	Mohini		1	Job
1.01	55-inch Transparent OLED	LG 55EW5F-A	1	No.
1.02	Customized Software & Content		1	No.
1.03	Cabinet Cases			No.
1.04	Power Cables, Data cables/ Adapters and other minor items		1	No.
2	Saraswati		1	Job
2.01	55-inch Transparent OLED	LG 55EW5F-A	1	No.
2.02	Customized Software & Content		1	No.
2.03	Cabinet Cases			No.
2.04	Power Cables, Data cables/ Adapters and other minor items		1	No.
3	Uma Maheshwari		1	Job
3.01	55-inch Transparent OLED	LG 55EW5F-A	1	No.
3.02	Customized Software & Content		1	No.
3.03	Cabinet Cases			No.
3.04	Power Cables, Data cables/ Adapters and other minor items		1	No.
4	Vishnu		1	Job
4.01	55-inch Transparent OLED	LG 55EW5F-A	1	No.
4.02	Customized Software & Content		1	No.
4.03	Cabinet Cases			No.
4.04	Power Cables, Data cables/ Adapters and other minor items		1	No.
5	Sleeping Vishnu		1	Job
5.01	55-inch Transparent OLED	LG 55EW5F-A	1	No.
5.02	Customized Software & Content		1	No.
5.03	Cabinet Cases			No.
5.04	Power Cables, Data cables/ Adapters and other minor items		1	No.
6	Ashoka Pillar (ASI Buddha Gallery)	LG 55EW5F-A	1	Job
6.01	55-inch Transparent OLED		1	No.
6.02	Customized Software & Content		1	No.
6.03	Cabinet Cases			No.
6.04	Power Cables, Data cables/ Adapters and other minor items		1	No.
7	Interactive Video walls		2	Jobs
7.1.1	46-48 inch LED (Galleries)	Samsung UM46N-E	10	Nos.
7.1.2	Media Server		1	No.
7.1.3	Touch Overlay	Vtouch/ EIS Touch	1	No.

7.1.4	Wall Mount for displays		1	No.
7.1.5	Customized Software & Content		1	No.
7.1.6	Power Cables, Data cables/ Adapters and other minor items		1	No.
7.2.1	46-48 inch LED (Master Pieces)	Samsung UM46N-E	10	Nos.
7.2.2	Media Server		1	No.
7.2.3	Touch Overlay	Vtouch/ EIS Touch	1	No.
7.2.4	Wall Mount for displays		1	No.
7.2.5	Customized Software & Content		1	No.
7.2.6	Power Cables, Data cables/ Adapters and other minor items		1	No.
8	2.5mm LED Wall- 1st Floor (Special Gallery)	Unilumian Upanel 2.5	1	Job
9	Hologram Display with Stand and Computer System with Graphics card (Reception hall)	LG 55 UM3DF	1	Job
9.1	Customized cabinet cases		1	Job
9.2	Customized Software & Content		1	Job
9.3	Power Cables, Data cables/ Adapters and other minor items		1	No.
10	270-Degree Projection Room		1	Job
10.01	Laser Projectors	Christie DWU850GS	5	Nos.
10.02	Primary Media Server		1	
10.03	Backup Media Server		1	No.
10.04	HDMI Extender		3	Nos.
10.05	Network Switch		1	No.
10.06	Show Control Master		1	No.
10.07	Ipad/Android Tablet		1	No.
10.08	WiFi Router		1	No.
10.09	Sound System		1	No.
10.10	Projection Mapping Software		1	No.
10.11	Power Cables, Data cables/ Adapters and other minor items		1	No.
10.12	Customized Software & Content		1	Job
11	Pepper-Ghost Holographic Display		1	Job
11.1	32-inch Display	LG/Philips 32SE3KE	4	Nos.
11.2	Customized Software & Content		1	No.
11.3	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		1	No.
12	Multi-touch Kiosk (CAA)		2	Jobs
12.1	55-Inch LED Display	LG55UM3DF	2	Nos.
12.2	Touch Overlay	Vtouch/ EIS Touch Overlay	2	Nos.
12.3	Computer	Dell/ HP/ Media Player	2	Nos.
12.4	UPS		2	Nos.
12.5	Kiosk		2	Nos.

12.6	Customized Software & Content		2	Nos.
12.7	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		2	Nos.
13	Multi-touch Kiosk (ASI Buddha)		2	Jobs
13.1	55-Inch LED Display	LG55UM3DF	2	Nos.
13.2	Touch Overlay	Vtouch/ EIS Touch Overlay	2	Nos.
13.3	Computer	Dell/ HP/ Media Player	2	Nos.
13.4	UPS		2	Nos.
13.5	Kiosk		2	Nos.
13.6	Customized Software & Content		2	Nos.
13.7	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		2	Nos.
14	Projection based Digital Flipbook (ASI Buddha)		1	Job
14.1	Projector	Viewsonic M2	1	No.
14.2	Computer	NUC 11PAH & IR camera	1	No.
14.3	Sound System		1	No.
14.4	Customized Software & Content		1	No.
14.5	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		1	No.
15	Pepper-Ghost Holographic Display (Three Galleries)		1	Job
15.1	32-inch Display	LG/Philips 32SE3KE	4	Nos.
15.2	Customized Software & Content		1	No.
15.3	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		1	No.
16	Interactive Touch Projection Wall (Reception & Ticket Counter, Library & Auditorium, Company Painting, CAA Circle & 1000 Buddha, Pond & ASI Buddha)		5	Jobs
16.1	Projector	Christie DHD 630HS	10	Nos.
16.2	Computer		5	Nos.
16.3	Sound System		5	Nos.
16.4	UPS		5	Nos.
16.5	Customized Software & Content		5	Nos.
16.6	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		5	Nos.
17	Linear Seamless Visual Seeker with touch interactive screen (ASI Buddha)		1	Job
17.1	32-inch Display	LG 32TA3E	1	No.
17.2	Touch Overlay		1	No.
17.3	Imaging Device		1	No.

17.4	Computer	Dell/HP/Equivalent	1	No.
17.5	UPS	Eton/NPS	1	No.
17.6	Customized Software & Content		1	No.
17.7	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		1	No.
18	Buddha Pond		1	Job
18.1	Projector		1	No.
18.2	Computer		1	No.
18.3	Interactive Sensors		1	No.
18.4	Sound System		1	No.
18.5	UPS		1	No.
18.6	Customized Software & Content		1	No.
18.7	Power Cables, Data cables/ Adapters and other minor items		1	No.

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

FORMAT FOR ARTICLES OF AGREEMENT

ARTICLES OF AGREEMENT made at

..... (Place)

this..... day of (Date) (Month & Year) between the

..... National Science Centre, Delhi, hereinafter referred to as the NSC, DELHI which expression shall include its successors and assigns on the one part and

..... (Name of the successful bidder) trading in the name and style of

..... (Name and complete address of the successful bidder) hereinafter referred to as the Agency, which expression shall include his/their respective heirs, executors, administrators and assigns on the other part. WHEREAS the NSC, DELHI is desirous of getting the work of done and has caused (Name of the work) Notice Inviting E-tender (Including appendix), drawings, schedule of quantities and specifications describing the work and conditions of contract to be prepared by.....

AND WHEREAS the said NIT (including appendix) drawings as per list attached, specifications and the priced schedule of quantities and conditions of contract have been signed by or on behalf of the parties hereto. AND whereas the Successful bidder has deposited in Bank Draft/Pay Order/ NEFT/RTGS..... (Exact amount in words) the amount being 10% of the ordered value of the e-tender) with National Council of Science Museums as Security Deposit for the due performance of this Agreement as provided in the said conditions.

NOW IT IS HEREBY AGREED AND DECLARED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

- 1. In consideration of the payments to be made to him as hereinafter provided the successful bidder shall upon and subject to the conditions herein contained execute and complete the work within days/months from the date of issue of letter of intent / Work Order (as defined in the scope of work (Annexure – E) of the NIT) and as per the said drawings and such further detailed drawings as may be furnished to him from time to time and described in the said specifications and the said priced schedule of quantities along with the progress of the building work.
2. National Council of Science Museums shall pay to the successful bidder such sum as shall become payable hereunder at the time and in the manner specified in the said conditions.
3. Time is the essence of this agreement and the successful bidder shall proceed with the work, throughout the stipulated period of this contract, strictly according to the CPM/PERT/BAR CHART attached herewith and forming a part of this agreement. At any stage during execution, if any work lags behind the target as indicated in the CPM/PERT/BAR CHART for reasons directly attributable to the successful bidder, he

shall pay or allow National Council of Science Museums to deduct from any money due to him a liquidated damage as per Penalty Clause 6 of the General Terms and Conditions of contract.

4. This agreement comprises the work above and all subsidiary works connected therewith, even though such works may not be shown on the drawings, or described in the said specifications or the priced Schedule of Quantities.
5. National Council of Science Museums reserves to itself the right of altering the drawings and of adding to or omitting any item of work or of having portions of the same carried out departmentally or otherwise and such alterations or variations shall not vitiate this agreement.
6. The General Terms and Conditions, Scope of Work (Annexure – E), Bill of Quantities etc. that are part of the tender document for this work will form an integral part of this agreement.
7. All disputes and differences of any kind whatever, arising out of or in connection with the contract on the carrying out of works (Whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the 42 contract) shall be referred to arbitration as per detailed in the NIT. In case of any legal dispute, other than the arbitration, the court of jurisdiction shall be at the place written in the first line of this agreement.

The provisions of the Arbitration & Reconciliation Act 1996 or any statutory modification or re-enactment thereof and of the rules made there under for the time being in force shall apply to arbitration proceedings under this clause. In witness whereof the parties have set, their respective hands the day, the year, and the place hereinabove written.

**SIGNED, STAMPED AND
DELIVERED for Contractor
WITH SEAL**

**SIGNED, STAMPED AND
DELIVERED for Council
WITH SEAL**

In presence of the following witnesses:
(M/s. _____.)

In presence of the following witnesses:
(National Council of Science Museums)

Signature, Name & Address of Witnesses

Signature, Name & Address of Witnesses

.....

.....

.....

.....

ANNEXURE-H

**FORMAT FOR ANNUAL TURNOVER AS PER THE AUDITED ACCOUNTS
TOWARDS THE QUALIFYING EXPERIENCE (Best Three of five will be considered)**

Sl. No.	Financial Year	Turnover in INR
01.	2023-2024	
02.	2022-2023	
03.	2021-2022	
04.	2020-2021	
05.	2019-2020	

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

(Signature of Authorised Signatory)

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

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

BILLS OF QUANTITIES (BOQ)
(IT IS A SAMPLE FORMAT (for reference purpose), RATES TO BE QUOTED ONLY
IN THE FINANCIAL COVER BOQ TEMPLATE)

Tendering Authority: National Science Centre, Delhi
Name of the Work: Repair, Operation, & Comprehensive Annual Maintenance Service contract of Digital Installations (Exhibits) at the National Museum, Janpath, New Delhi.

Name of the Bidder/bidding firm:

Price Schedule							
Sl. No.	Item Description	Qty.	Basic Rate in fig.	GST %	Total Amt. without GST	Total Amt. with GST	Total Amount in word
1	Pre-CAMC Repair of existing digital installations (exhibits) at the reception and various galleries of the National Museum, New Delhi	1 Job					
2	1 st Year Post Repair Comprehensive Annual Maintenance Contract existing digital installations (exhibits) at the reception and various galleries of the National Museum, New Delhi. (Order will be given separately by NSC, Delhi after successful & verified completion of above job listed as Sl.No.1)	1 Job					
3	2 nd Year Post Repair Comprehensive Annual Maintenance Contract existing digital installations (exhibits) at the reception and various galleries of the National Museum, New Delhi. (Order will be given separately by NSC, Delhi after successful & verified completion of 1 st year CAMC listed as Sl.No.2)	1 Job					

4	3 rd Year Post Repair Comprehensive Annual Maintenance Contract existing digital installations (exhibits) at the reception and various galleries of the National Museum, New Delhi. (Order will be given separately by NSC, Delhi after successful & verified completion of 1 st year CAMC listed as Sl.No.3)	1 Job					
5	1 st Year Operation Charges during CAMC period. Payment shall be made on monthly basis after successful submission of attendance sheet for the given month.	1 Job					
6	2 nd Year Operation Charges during CAMC period. Payment shall be made on monthly basis after successful submission of attendance sheet for the given month.	1 Job					
7	3 rd Year Operation Charges during CAMC period. Payment shall be made on monthly basis after successful submission of attendance sheet for the given month.	1 Job					
TOTAL							

COST BREAKUP

Annexure – I(a)

Tendering Authority: National Science Centre, Delhi
Name of the Work: Repair, Operation, & Comprehensive Annual Maintenance Service contract of Digital Installations (Exhibits) at the National Museum, Janpath, New Delhi.

Name of the Bidder/bidding firm:

List of Digital Installation at the National Museum, Janpath						
Sl.No.	Name of the Exhibit & Equipment	Make & Model	Qty	Unit	Repair Cost	CAMC Cost
1	Mohini		1	Job		
1.01	55-inch Transparent OLED	LG 55EW5F-A	1	No.		
1.02	Customized Software & Content		1	No.		
1.03	Cabinet Cases			No.		
1.04	Power Cables, Data cables/ Adapters and other minor items		1	No.		
2	Saraswati		1	Job		
2.01	55-inch Transparent OLED	LG 55EW5F-A	1	No.		
2.02	Customized Software & Content		1	No.		
2.03	Cabinet Cases			No.		
2.04	Power Cables, Data cables/ Adapters and other minor items		1	No.		
3	Uma Maheshwari		1	Job		
3.01	55-inch Transparent OLED	LG 55EW5F-A	1	No.		
3.02	Customized Software & Content		1	No.		
3.03	Cabinet Cases			No.		
3.04	Power Cables, Data cables/ Adapters and other minor items		1	No.		
4	Vishnu		1	Job		
4.01	55-inch Transparent OLED	LG 55EW5F-A	1	No.		
4.02	Customized Software & Content		1	No.		
4.03	Cabinet Cases			No.		
4.04	Power Cables, Data cables/ Adapters and other minor items		1	No.		
5	Sleeping Vishnu		1	Job		
5.01	55-inch Transparent OLED	LG 55EW5F-A	1	No.		
5.02	Customized Software & Content		1	No.		
5.03	Cabinet Cases			No.		
5.04	Power Cables, Data cables/ Adapters and other minor items		1	No.		
6	Ashoka Pillar (ASI Buddha Gallery)	LG 55EW5F-A	1	Job		
6.01	55-inch Transparent OLED		1	No.		
6.02	Customized Software & Content		1	No.		

6.03	Cabinet Cases			No.		
6.04	Power Cables, Data cables/ Adapters and other minor items		1	No.		
7	Interactive Video walls		2	Jobs		
7.1.1	46-48 inch LED (Galleries)	Samsung UM46N-E	10	Nos.		
7.1.2	Media Server		1	No.		
7.1.3	Touch Overlay	Vtouch/ EIS Touch	1	No.		
7.1.4	Wall Mount for displays		1	No.		
7.1.5	Customized Software & Content		1	No.		
7.1.6	Power Cables, Data cables/ Adapters and other minor items		1	No.		
7.2.1	46-48 inch LED (Master Pieces)	Samsung UM46N-E	10	Nos.		
7.2.2	Media Server		1	No.		
7.2.3	Touch Overlay	Vtouch/ EIS Touch	1	No.		
7.2.4	Wall Mount for displays		1	No.		
7.2.5	Customized Software & Content		1	No.		
7.2.6	Power Cables, Data cables/ Adapters and other minor items		1	No.		
8	2.5mm LED Wall- 1st Floor (Special Gallery)	Unilumian Upanel 2.5	1	Job		
9	Hologram Display with Stand and Computer System with Graphics card (Reception hall)	LG 55 UM3DF	1	Job		
9.1	Customized cabinet cases		1	Job		
9.2	Customized Software & Content		1	Job		
9.3	Power Cables, Data cables/ Adapters and other minor items		1	No.		
10	270-Degree Projection Room		1	Job		
10.01	Laser Projectors	Christie DWU850GS	5	Nos.		
10.02	Primary Media Server		1			
10.03	Backup Media Server		1	No.		
10.04	HDMI Extender		3	Nos.		
10.05	Network Switch		1	No.		
10.06	Show Control Master		1	No.		
10.07	Ipad/Android Tablet		1	No.		
10.08	WiFi Router		1	No.		
10.09	Sound System		1	No.		
10.10	Projection Mapping Software		1	No.		
10.11	Power Cables, Data cables/ Adapters and other minor items		1	No.		
10.12	Customized Software & Content		1	Job		

11	Pepper-Ghost Holographic Display		1	Job		
11.1	32-inch Display	LG/Philips 32SE3KE	4	Nos.		
11.2	Customized Software & Content		1	No.		
11.3	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		1	No.		
12	Multi-touch Kiosk (CAA)		2	Jobs		
12.1	55-Inch LED Display	LG55UM3DF	2	Nos.		
12.2	Touch Overlay	Vtouch/ EIS Touch Overlay	2	Nos.		
12.3	Computer	Dell/ HP/ Media Player	2	Nos.		
12.4	UPS		2	Nos.		
12.5	Kiosk		2	Nos.		
12.6	Customized Software & Content		2	Nos.		
12.7	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		2	Nos.		
13	Multi-touch Kiosk (ASI Buddha)		2	Jobs		
13.1	55-Inch LED Display	LG55UM3DF	2	Nos.		
13.2	Touch Overlay	Vtouch/ EIS Touch Overlay	2	Nos.		
13.3	Computer	Dell/ HP/ Media Player	2	Nos.		
13.4	UPS		2	Nos.		
13.5	Kiosk		2	Nos.		
13.6	Customized Software & Content		2	Nos.		
13.7	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		2	Nos.		
14	Projection based Digital Flipbook (ASI Buddha)		1	Job		
14.1	Projector	Viewsonic M2	1	No.		
14.2	Computer	NUC 11PAH & IR camera	1	No.		
14.3	Sound System		1	No.		
14.4	Customized Software & Content		1	No.		
14.5	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		1	No.		
15	Pepper-Ghost Holographic Display (Three Galleries)		1	Job		
15.1	32-inch Display	LG/Philips 32SE3KE	4	Nos.		

15.2	Customized Software & Content		1	No.		
15.3	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		1	No.		
16	Interactive Touch Projection Wall (Reception & Ticket Counter, Library & Auditorium, Company Painting, CAA Circle & 1000 Buddha, Pond & ASI Buddha)		5	Jobs		
16.1	Projector	Christie DHD 630HS	10	Nos.		
16.2	Computer		5	Nos.		
16.3	Sound System		5	Nos.		
16.4	UPS		5	Nos.		
16.5	Customized Software & Content		5	Nos.		
16.6	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		5	Nos.		
17	Linear Seamless Visual Seeker with touch interactive screen (ASI Buddha)		1	Job		
17.1	32-inch Display	LG 32TA3E	1	No.		
17.2	Touch Overlay		1	No.		
17.3	Imaging Device		1	No.		
17.4	Computer	Dell/HP/Equivalent	1	No.		
17.5	UPS	Eton/NPS	1	No.		
17.6	Customized Software & Content		1	No.		
17.7	Cabinet Cases, Power Cables, Data cables/ Adapters and other minor items		1	No.		
18	Buddha Pond		1	Job		
18.1	Projector		1	No.		
18.2	Computer		1	No.		
18.3	Interactive Sensors		1	No.		
18.4	Sound System		1	No.		
18.5	UPS		1	No.		
18.6	Customized Software & Content		1	No.		
18.7	Power Cables, Data cables/ Adapters and other minor items		1	No.		
	Cost of Repair					
	Calculated GST on Repair					
	Total Cost of Repair with GST					
	Cost of CAMC					
	Calculated GST on CAMC					
	Total Cost of CAMC with GST					

Declaration on Registration as MSME

DECLARATION ON REGISTRATION AS MSME

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

This is to certify that our Company (Name of the Company) located at (Address of the Company) 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 Aadhaar Number	
5	GST Number	
6	PAN Number	
7	Type of Enterprise	Micro / Small / Medium
8	Major Activity	
9	Type of Organization	Proprietary / Hindu Undivided Family / Partnership / Co-operative / Private Limited Company / Public Limited Company / Self Help Group / Limited Liability Partnership / Society / Trust / Non-MSME (not a MSME)
10	Have your investment in plant and machinery crossed the prescribed limits of MSME Act	Yes / No Value (for MSME only):
11	Copy of Udyog Aadhaar	Yes / No (for MSME only):
12	Annual ceiling amount upto which they can take contract under MSME	
13	Value of orders already at hand as on date of application	

I / we undertake to keep the National Science Centre, Delhi informed if at any point in future, we cease to become MSME vendor or change in category as per the extant rules and such disclosures is entirely our responsibility. Until then, the company does not hold NSCD as responsible for any issues related to MSME

Date:

Signature of Authorized Person with
Company Seal

Bid Securing Declaration Form
(To be submitted on Agency's Letter Head)

Date -----

Tender No.NSCD/18011/E-Tender-23/2025-26

To

National Science Centre
Near gate No. 4, Pragati Maidan
Bhairon Marg, New Delhi – 110001

I/We. The undersigned, declare that:

I/We undersigned that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from date of notification if I am/We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i)fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the performance Security, in accordance with the instructions to bidders.

I/We undersigned this Bid Securing Declaration shall cease to be valid if I am/ we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my /our Bid.

Signed :

(insert signature of person whose
name and capacity are shown)

In the capacity of

(insert legal capacity of person signing
the Bid Securing Declaration)

Name:

(insert complete name of person
signing he Bid Securing Declaration)

Duly authorized to sign the bid for and on
behalf of (insert complete name of Bidder)

Dated on-----day of ----- (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

[Department User may ask for Tender Acceptance Letter instead of asking Signed Tender Document from the Bidders. This is a sample format; User may revise it as per their Tender Conditions]

Date:

To,

Acceptance of Terms & Conditions of Tender.

Tender Reference No:

Name of Work:

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned ‘ Tender/Work’ from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

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