

E-TENDER
FOR
NON-COMPREHENSIVE
ANNUAL MAINTENANCE CONTRACT
OF
PROJECTORS
AT
NATIONAL SCIENCE CENTRE
DELHI



Ministry of Culture
Government of India

NATIONAL SCIENCE CENTRE
(A Unit of National Council of Science Museums)
NEAR GATE NO. 4, PRAGATI MAIDAN
NEW DELHI – 110 001

NATIONAL SCIENCE CENTRE
(A Unit of National Council of Science Museums)
NEAR GATE NO. 4, PRAGATI MAIDAN,
BHAIRON MARG, NEW DELHI-110001

TENDER No. NSCD/18011/E-Tender 33 / 2025-26

NOTICE INVITING E-TENDER

On-line Digitally signed E-Tenders are invited in two Bid System from eligible agencies / dealers for “**Non-Comprehensive Annual Maintenance Contract of Projectors at National Science Centre, Delhi**” The experienced / eligible manufacturers/reputed authorized dealers may download the tender documents from the Central Public Procurement Portal (CPPP): <http://eprocure.gov.in/eprocure/app>

Bid Document Published Date	18-11-2025 15:00
Bid Document Download Start Date	18-11-2025 15:10
Bid Clarification Start Date	18-11-2025 15:15
Bid Submission Start Date	19-11-2025 12:00
Bid Clarification End Date	05-12-2025 12:00
Bid Submission End Date	10-12-2025 14:00
Technical Bid Opening Date	11-12-2025 14:30
Financial Bid Opening date	Shall be communicated separately
Earnest Money Deposit	₹9,000/-
Estimated Value of Work	₹3,00,000/-
Period of Completion of Work	365 Days

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 the first instance in National Science Centre, Delhi at 02:30 PM on 11-12-2025 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.

CHECK LIST

Check list of Tender No. **NSCD/18011/ E-Tender 33/ 2025-26** for Non-Comprehensive Annual Maintenance Contract of Projectors at National Science Centre, 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 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 ₹9,000/- 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 is 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 visit the actual site for execution of the work / supply order before submitting the Tender		
08	Authorization Letter issued from OEM enclosed with the Technical Bid. (if applicable)		

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.
- i) Bid should be submitted along with the **Earnest Money of ₹9,000/- (Rupees Nine Thousand Only)** through NEFT/RTGS in the account of National Science Centre as per Annexure F or by way of crossed Demand Draft / Pay Order on 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 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 purchase order, the Earnest Money deposit retained with the NSCD shall be forfeited forthwith after cancellation of the concerned order. In case of non-receipt of EMD, the Tenders are liable to be rejected. However, exemption will be given to the MSME/NSIC registered agencies for submission of EMD.
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-G**” 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 on-line in two separate sets - namely Set – 1 and Set – 2 (Technical & Financial) on Central Public Procurement Portal. The contents of Cover shall be as follows:-**

Set - 1

- i) Complete Tender Document Copy (NIT) duly filled-in and signed with official stamp.**
- ii) Scanned Copy of the current and valid Authorisation Certificate from OEM/ Trade License or Authorised Dealership Certificate as applicable.**
- iii) Scanned Copy of the current and valid Tax Clearance Certificate.**
- iv) The scanned copy of the Demand Draft / Online payment details for ₹9,000/- (Rupees Seven Thousand Five Hundred only) as Earnest Money Deposit. (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.)**

Set – 2

- i) The Financial Bid (Annexure-G) i.e. Schedule of Price Bid which is available in the e-procurement portal duly filled in, digitally signed and uploaded online by the bidder.**
10. 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.
11. Work Order shall be placed in favour of a single agency considering the total cost arrived based upon **CONSOLIDATED BOQ** as per **Annexure G**.
12. 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.

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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, mayank.chaurasia@gmail.com with proper credentials of the bidders before the bid clarification date thereafter no queries will be entertained

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TENDER No. : NSCD/18011/ E-Tender 33/ 2025-26

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

On-line digitally signed E-Tenders are invited, for the work of Non-Comprehensive Annual Maintenance Service Contract for **LED/ LCD/ DLP Laser Projectors** already existing 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 ₹9,000/- (Rupees Nine Thousand 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 issued 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. Attested copy of registration certificate of E.P.F, E.S.I., Service Tax, etc. issued from concerned department.
 - f. 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 ₹12.00 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 E2**.
- 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 ₹100/- 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 (**3% 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. Periodic preventive maintenance of all projectors installed in various galleries or other location inside the Centre on the basis of once in a month.
 - b. Cleaning and replacement of filter is under the scope of the AMC. There will be NO extra payment for this.
 - c. Diagnose fault/s and rectify the defects detected in 24 hours' time.
 - d. Repair/ replace the faulty parts / components / assemblies, etc. of the Projector.
 - e. Upkeep of the projectors, recording log book of the work carried out against each projector.
 - f. Supply and fitment of the projector lamp as per the specification, as and when required. Price of the consumables such as lamps etc. 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-E1**. 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.
 - c1 – Proper cleaning of filters, lenses and inside of the projector is also part of the service.
 - c2 – Testing of all cable connection & power/ data connectivity and resolving of all such issues.
- 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 & replacement of filter is also under the scope of the AMC
- 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 09:30 hours to 17:30 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. Complaint / Feedback / Performance report: The Contractor will maintain all records of the complaints in a register. The format of the register is enclosed as **ANNEXURE-E3**.
- r. 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.
- s. 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**).
- t. 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.
- u. 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.
- v. Centre shall in no way be involved in any dispute of whatever kind, between the Contractor and the staff engaged by him.
- w. 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.
- x. 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. 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.

13. All disputes and differences between the successful bidder and the Centre of any kind except quality of workmanship and materials whatever arising out of or in connection with the order on carrying out the supply (whether during the progress of the work or after their completion and whether before or after the determination, abandonment or breach of the Terms & conditions of the order) shall be referred to the sole arbitration of a person nominated by the Director General, National Council of Science Museums, whose decision in this regard will be final and binding on both the successful bidder and the Centre.
The provisions of the Arbitration and Conciliation 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's proceedings under this Clause.

14. FORCE MAJEURE

Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after signing of the present contract. In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

15. Make in India (MII)

The tender abide with GOI order date 15th June 2017 to give purchase preference to Make In India (MII) product mentioned in order. Document link as follows:
https://dpiit.gov.in/sites/default/files/publicProcurement_MakeinIndia_15June2017.pdf

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

TENDER No. : NSCD/18011/ E-Tender 33/ 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 **Non-Comprehensive Annual Maintenance Contract of Projectors 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.

I / We hereby declare that I / We have not quoted any extra condition along with Part – II (Financial Envelope) of the tender.

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 / INFORMATIONS 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-E1) 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') :
13. Visited National Science Centre, Delhi and physically see the listed projectors :

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

Note : Visit to the Centre to see the installation of all the listed projectors is not mandatory. Agency may visit the Centre before submitting the bid.

List of Projectors installed at NSC, Delhi

S/No	Name of the Gallery	Floor	Name of the Exhibit	Projector Make & Model	Projector S/N	Qty.	Status
1	Uniting India: Sardar Patel	Ground Floor	Orientation movie	HITACHI LP-WU6600	DC7IW01159	1	Working
2				HITACHI LP-WU6600	DC7IW01143	1	Working
3			Meeting Sardar	OPTMA -ZH406ST	Q406233HAAA1B0017	1	Working
4			United India	OPTMA -ZH406ST	Q406233HAAA1B0023	1	Working
5			Trauma of Partition	OPTMA -ZH406ST	Q406233HAAA1B0004	1	Working
6					Q406233HAAA1B0022	1	Working
7			Celebrating India	OPTMA -ZH406ST	Q406233HAAA1B0003	1	Working
8			Pledge-Sardar Patel	Casio XTUT310WN	C961EEBY62-159264	1	Working
9			Paint India	OPTMA -ZH406ST	Q406233HAAA1B0021	1	Working
10	Digital	First Floor	DIGITAL PAYMENT PLATFORM	EPSON EB-760WI	XCA83600002	1	Working
11			ISRO	EPSON EB-735FI	X8W41B00015	1	Working
12			AR (WATER WALL)	EPSON EB-735FI	X8W41600002	1	Working
13			AR JURASSIC STUDIO	EPSON EB-PU10078	XA3K2600030	1	Working
14			FUTURE AHEAD	EPSON EB-735FI	X8W41600007	1	Working
15	Computer Section			EPSON - EB 1470UI	X55J810061L	1	Laser Issue
16				OPTOMA -ZH406ST	Q406241HAAA1B0010	1	Working
17				EPSON EB-735FI	X8W41600012	1	Temperature error
18				Benq- LH890UST	PDG1K0006201L	1	Partially working
19				Epson- EB L200SW	X9KB470011L	1	Temperature error
20				VIEWSONIC LS-860WU	VVN215001066	1	Partially working
21	Nuclear Power		Ask Budhia	EPSON - EB 1470UI	X55J860026L	1	Working
22	Fun Science	Second Floor	3D Show	BenQ - LU935ST	PDB2P01452000	1	Working
23			3D Show (Audi-2)	BenQ - LU935ST	PDB32P01124000	1	Working
24	SOS	Second Floor	SOS	Panasonic PT-DZ780B	SH5462020	1	Working
25				Panasonic PT-DZ780B	SH5462021	1	Working
26				Panasonic PT-DZ780B	SH5462019	1	Working
27				Panasonic PT-DZ780B	SH5462011	1	Working
28				Panasonic PT-DZ780B	SH5512020	1	Working

29	Indian Heritage	Third Floor	Indus Valley Civilization	Casio XTUT310WN		1	Working
30	Pre-Historic Life	Third Floor		ViewSonic M1		1	Working
31	Pre-Historic Life	Third Floor	Brachiosaurus	BenQ - Portable		1	Working
32	Human Biology	Fouth Floor	Holo Show			1	Working
33	Human Biology	Fouth Floor	Innovation	ViewSonic ST	VVN215001070	1	Not working
34	Human Biology	Fouth Floor	Innovation	LG BU60PST	210NTDV3A562	1	Working
35	Human Biology	Fouth Floor	Innovation - Idea Lab	Casio XTUT310WN		1	Working
36	Human Biology	Fouth Floor	Bio Lab	Epson EBU32	WF5K5Y00048	1	Working
37	Auditorium	Ground Floor		Hitachi		1	Working
38	Conference Hall1	Ground Floor		Hitachi		1	Working
39	Conference Hall2	Ground Floor		Casio XTUT310WN		1	Working
						39	

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.

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

Rate Quote Sheet

Sl. No.	Item Description	Quantity	Units	Estimated Rate (including Taxes) in Rs. P	TOTAL AMOUNT including Taxes in Rs. P	TOTAL AMOUNT In Words
1	Non-Comprehensive Annual Maintenance Contract of Projectors at National Science Centre, Delhi					
1.01	As per detailed specification given in Annexure E-1 tender document	1.00	Job	300000.00	300000.00	INR Three Lakh Only
Total in Figures					300000.00	INR Three Lakh Only
Quoted Rate in Figures			Select (Less/ Excess)			
Quoted Rate in Words						