

Science City
J.B.S Haldane Avenue
Kolkata – 700046.

EOI No. I/18011/08/16(108)

EXPRESSION OF INTEREST (ONLINE)

Science City, Kolkata invites Expression of Interest (EOI) from reputed manufacturers or their authorized registered Indian agents who are technically capable to serve as a single window solution provider for **supply, installation, testing and commissioning of a computerized ticketing system with access control at Science City Kolkata with 5 years onsite warranty and post warranty comprehensive maintenance for a further period of two years.** Interested agencies who are confident of their capability to execute the work and having sound technical knowledge and capable to render after sales service may submit their application online in prescribed format to the Central Public Procurement Portal website <http://eprocure.gov.in/eprocure/app> in single cover system using valid Digital Signature Certificate (DSC) obtained from the authorized agencies of NIC as per the following schedule:-

EOI Document Published Date	January 25, 2017 (As per portal time)
EOI Document Download Start Date	January 25, 2017 (As per portal time)
EOI Submission Start Date	January 27, 2017 (As per portal time.)
EOI Clarification Start Date	January 25, 2017 (As per portal time)
EOI Clarification End Date	February 3, 2017 (As per portal time)
EOI Document Download End Date	February 25, 2017 (As per portal time)
EOI Submission End Date	February 25, 2017 (As per portal time)
End Date of submitting hard copies of the document super-scribing EOI number in a separate Sealed Envelope to the tender inviting authority with complete postal address	February 25, 2017 up to 5 p.m.
EOI opening date	February 27, 2017 (at 11.00 a.m.)

Prescribed format for submitting the application with all other details are also available and may be downloaded from the Science City's website **www.sciencecitykolkata.org.in**. Manual submission of EOI will not be accepted. Applications must be submitted as per prescribed format of the Science City failing which it will be liable for cancellation. Technical competence and proven experience of the applicants will be the only parameter to shortlist suitable single window solution providers for execution of the above job and shall form the basis for obtaining competitive tenders from such vendors. The agencies may be required to make detailed technical presentation in Science City, Kolkata on all available options as detailed in Annexure-C (Scope of work and technical specification), schedule for presentation shall be communicated later. Decision of the Science City with regard to short-listing of suitable solution providers for execution of the job shall be final and binding on the respondents of this advertisement. Mere submission of EOI shall not confer any right

whatsoever on the submitting entity. It shall be obligatory on the part of the submitting entity to furnish any further information as may be sought by Science City.

Neither the issue of this invitation for EOI nor any part of the contents of the EOI is to be taken as any form of commitment or acknowledgement on part of Science City to proceed with any EOI or any entity and Science City reserves the right to annul or terminate the process or reject any EOI at any time or stage without assigning any reason whatsoever.

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General Information and Instructions

1. The instruction given herein will be strictly binding on the solution providers and deviation, if any will make the Expression of Interest liable to be considered invalid. Expression of Interest incorporating additional conditions by the solution providers is liable for rejection.
2. Expression of Interest (EOI) shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Manual submission of EOI shall not be accepted.
3. The instruction given in “**Annexure-A**” for “**Instruction for Online Submission of Expression of Interest**” should be strictly followed during submission of the EOI.
4. EOI documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 5 **Validity of EOIs:** The EOIs should remain valid for 180 days from the date of EOI opening.
- 6 **Rejection of EOIs:** Canvassing by the solution provider(s) in any form, unsolicited letter and post-EOI correction may invoke summary rejection. Conditional EOIs will be rejected. Non-compliance of applicable General Information and Instruction will disqualify the EOI.
7. The solution providers should have Digital Signature Certificate (DSC) for filling up the EOIs. The Person signing the EOI documents should be authorized for submitting the on-line e-EOI.
8. **EOI must be uploaded in single cover marked Cover-I. The contents of Cover-I shall be as follows:-**

Cover-I

- i) **ANNEXURE - B duly filled in signed and stamped by the competent authority along with the relevant documents.**
 - ii) **ANNEXURE - C duly filled in and signed and stamped by the competent authority along with the relevant documents.**
 - iii) **Any other documents justifying the Technical capability of the vendor / Applicant.**
9. The authorities of Science City reserve the right to annul or terminate the process or reject any EOI at any time or stage without assigning any reason whatsoever.

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Instructions for Online Expression of Interest Submission

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

REGISTRATION

- 1) Solution providers 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 solution providers will be required to choose a unique username and assign a password for their accounts.
- 3) Solution providers 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 solution providers 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 solution provider. Please note that the solution providers are responsible to ensure that they do not lend their DSC“s to others which may lead to misuse.
- 6) Solution provider 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/EOI DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate solution providers 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 solution providers 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 solution providers have selected the tenders/EOI they are interested in, they may download the required documents / tender schedules. This tenders/EOI can be moved to the respective “My Tenders” folder. This would enable the CPP Portal to intimate the solution providers through SMS / e-mail in case there is any corrigendum issued to the tender/EOI document.
- 3) The solution provider should make a note of the unique Tender ID assigned to each tender/EOI, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS/EOI

- 1) Solution providers should take into account any corrigendum published on the tender/EOI document before submitting their bids/EOI.
- 2) Please go through the tender/EOI advertisement and the tender/EOI document carefully to understand the documents required to be submitted as part of the bid/EOI. Please note the number of covers in which the bid/EOI 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/EOI.
- 3) Solution providers, in advance, should get ready the bid/EOI documents to be submitted as indicated in the tender/EOI document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid/EOI 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/EOI, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the solution providers. Solution providers 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/EOI, and need not be uploaded again and again. This will lead to a reduction in the time required for bid/EOI submission process.

SUBMISSION OF BIDS/EOI

- 1) Solution provider should log into the site well in advance for bid/EOI submission so that they can upload the bid/EOI in time i.e. on or before the bid/EOI submission time. Solution providers will be responsible for any delay due to other issues.
- 2) The solution provider has to digitally sign and upload the required bid/EOI documents one by one as indicated in the tender/EOI document.
- 3) 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/EOIs by the solution providers, opening of bids/EOI etc. The solution providers should follow this time during bid/EOI submission.

- 4) All the documents being submitted by the solution providers 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/EOI opening. The confidentiality of the bids/EOIs is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid/EOI 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 opener's public keys. Overall, the uploaded tender/EOI documents become readable only after the tender/EOI opening by the authorized bid/EOI openers.
- 5) The uploaded tender/EOI documents become readable only after the tender/EOI opening by the authorized bid/EOI openers.
- 6) Upon the successful and timely submission of bids/EOIs (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid/EOI submission message & a bid/EOI summary will be displayed with the bid/EOI no. and the date & time of submission of the bid/EOI with all other relevant details.
- 7) The bid/EOI summary has to be printed and kept as an acknowledgement of the submission of the bid/EOI. This acknowledgement may be used as an entry pass for any bid/EOI opening meetings.

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Details of EXPRESSION OF INTEREST (EOI)

Expression of Interest for supply, installation, testing and commissioning of a computerized ticketing system with access control at Science City Kolkata with 5 years onsite warranty and post warranty comprehensive maintenance for a further period of two years.

Science City, Kolkata is a unit of National Council of Science Museum (NCSM), an autonomous body under the Ministry of Culture, Government of India. Annual footfall of Science City is about 15 lakh. Presently cash registers are being used for issue of tickets to the visitors for various facilities which remain open on all days in a year except Holi festival from 9:00 am to 9:00 p.m (April to September) and 9:00 am to 8:00 p.m (October to March). Science City intends to install a robust computerized ticketing system with access control with integrated digital payment options and booking of tickets through smart phone based apps and online booking from the website of Science City.

Location	Area	Site Characteristics
J.B.S. Haldane Avenue Kolkata 700046 West Bengal India	Computerized ticketing system for 15-20 networked ticket counters with access control and integrated digital payment options and booking through website and smart based apps. Details of existing facilities provided in EOI document.	Agencies shall provide complete details of networked computerized ticketing system with hardware and software details and integration of digital payment options with online and app based booking.

Details of existing facilities and ticket counters

1. **Entry Gates:** Entry tickets to Science City are provided through 8 nos. of gates which remain open from 9:00 a.m to 7:00 p.m /8:00 p.m.
2. **Space Theatre:** This facility has seating capacity for 360 people and shows are screened for visitors every hour and have separate entry and exit gates. Tickets are being issued with show timings as per loaded show schedules for weekdays and holidays.
3. **3D Theater:** This facility has seating capacity for 50 people and shows are screened for visitor every half an hour and have separate entry and exit gates. Tickets are being issued with show timings as per loaded show schedules for weekdays and holidays.

4. **Time Machine:** This facility has seating capacity for about 30 people and shows are screened for visitors every 45 minutes and have one gate for both entry and exit. Tickets are being issued with show timings as per loaded show schedules for weekdays and holidays.
5. **Science on Sphere:** This facility has seating capacity for about 100 people and shows are screened for visitors every 45 minutes and have separate entry and exit gates. Tickets are being issued with show timings as per loaded show schedules for weekdays and holidays.
6. **Toy Train and Monocycle:** Through this counter tickets are being issued to visitors continuously.
7. **Cable Car Entrance:** For this facility tickets are being issued both for cable car and general entry tickets continuously and can be availed on first come first service basis.
8. **Cable Car exit and Gravity Coaster:** For this facility tickets are being issued continuously for each facility and can be availed on first come first service basis.
9. **Evolution of Life – Dark Ride:** For this facility tickets are issued continuously and can be availed on first come first service basis. The facility has separate entry and exit gates.
10. **Panorama on Human Evolution:** This facility can accommodate about 150 people and shows are screened for visitors every half an hour. This facility has separate entry and exit gates. Tickets are being issued with show timings as per show schedules for weekdays and holidays.
11. **Parking facility:** Tickets are being issued for parking of different type of vehicles.

Note: Concessional tickets are being issued to general people in groups, school students and people below poverty line for all the above mentioned facilities. Special package rates are also available for school groups which are sold through the existing ticket counters located at the entry gates.

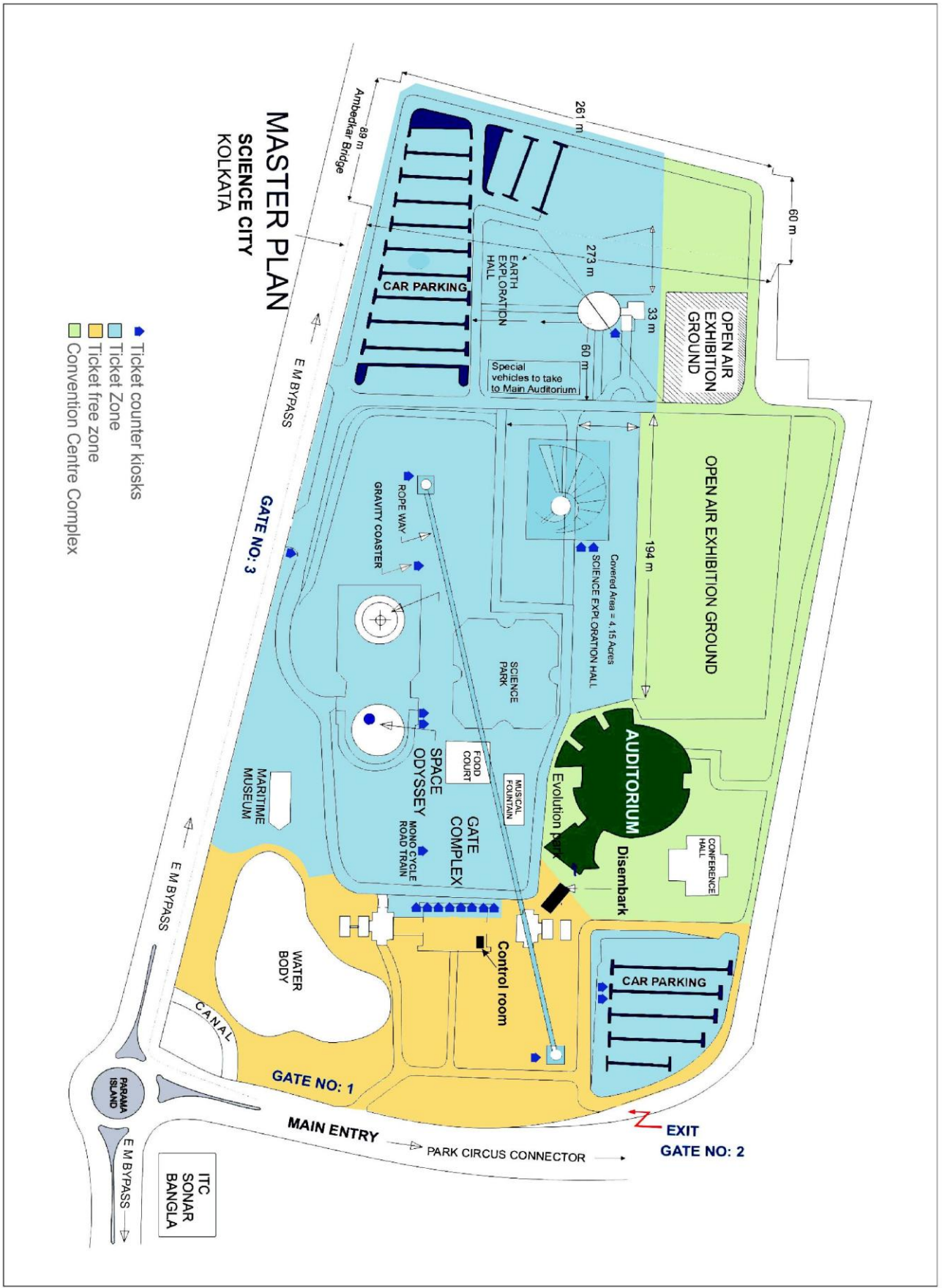
Location of ticket counters:

S. No.	Location	No. of Counters
1	Gate Plaza	8
2	Space Odyssey	2
3	Monorail	1
4	Parking Area in Convention Centre Complex	2
5	Cable Car Entrance	1

6	Cable Car Exit	1
7	Science Exploration Hall	2
8	Earth Exploration Hall	1
9	Gate no. 3	1

Desired Solution:

1. Issue of computerized tickets from the designated ticket counters as mentioned in the above table. Booking of tickets through smart phones and website of Science City. The visitors should be allowed to procure tickets for all the facilities/attractions from ticket counters located at gate plaza or they may also buy only entry tickets at gate plaza counters and other tickets from the rest of the ticket counters spread across the campus of Science City, Kolkata. Visitors may also get tickets from self operated kiosk with provision of payment through debit/credit card.
2. The system should offer different modes of digital payments apart from cash transactions.
3. Validation of tickets at required points so as to know about the number of visitors in a particular show as well as inside the ticketed zone of Science City.
4. The system should have the facility to give report regarding total number of visitors that have entered in Science City, total number of visitors present in the Science City campus at any particular time and total number of visitors who have exited Science City after visiting.
5. Design of various hourly/daily/monthly/yearly reports as per the requirement of Science City so as to perform required analysis from the transactions carried throughout the day , like total no. visitors, total concessional tickets issued to students, total no. of visitors in a particular show, reconciliation of total sales etc.
6. The system should allow real-time viewing of total number of tickets sold for different facilities/shows from all counters to enable ticket issuing personnel to know the availability of available seats and the system should also block sale of tickets for shows beyond the programmed capacity for a particular show and suitable alert system should be displayed in such situations. The programme should also provide data on number of tickets sold from each counter for a particular facility/show as part of MIS.
7. Integrated parking management system for parking of vehicles in the designated parking zones with boom barriers, tracking of vehicles, tariff based on hourly slabs as decided by the authorities of Science City, Kolkata.



Scope of work

The selected solution provider shall be responsible for the following:

1. Planning, design, preparation and submission of all necessary drawings, assistance in site preparation through required drawings after studying the existing site conditions and supply, installation, testing and commissioning of a computerized ticketing system with access control at Science City Kolkata.
2. Submission of hardware, software and networking details with access control integration including supply of all related hardware.
3. Design and development of customized user friendly software as per the requirements of Science City.
4. Embedded card payment / digital wallet solution with ability to view live transactions and which can be easily reconciled to the days' sales, in order to check for accuracy and for financial reporting purposes.
5. Mobile/ website optimized booking process through smart phone based apps/website for online sale of tickets with provision for choosing the percentage of tickets to be booked online and from counters in Science City.
6. Periodic system upgrades to incorporate new developments and technological advances.
7. Updating software with addition or deletion of a facility and change in rates from time to time.
8. All customer card payments (including online) to go directly into Science City bank accounts.
9. Training for operation and maintenance.
10. Provide round the clock support for smooth functioning of the system.

Interested and reputed Indian/International Developers and Manufacturer of **computerized ticketing system with access control** having **experience in designing, developing and maintaining of computerized ticketing system** and having independent legal entities / joint venture / consortium of firms etc. and meeting the following criteria may submit the Expression of Interest along with concept and vision for the project and their intended approach for making the project a success. More details about the project and deadlines for submissions are available in the EOI document.

Technical

- a) Experience in the design and development of **computerized ticketing system with access control** and its maintenance.
- b) Completion of similar installations as mentioned above during last five years. **Installations completed in India may be specifically highlighted.**

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Evaluation Criteria

Bid Process Criteria (EOI Stage) for Selection of Bidders for supply, installation, testing and commissioning of computerized ticketing system with access control at Science City Kolkata with 5 years onsite warranty and post warranty comprehensive maintenance for a further period of two years

Stage-I: Invitation of EOI

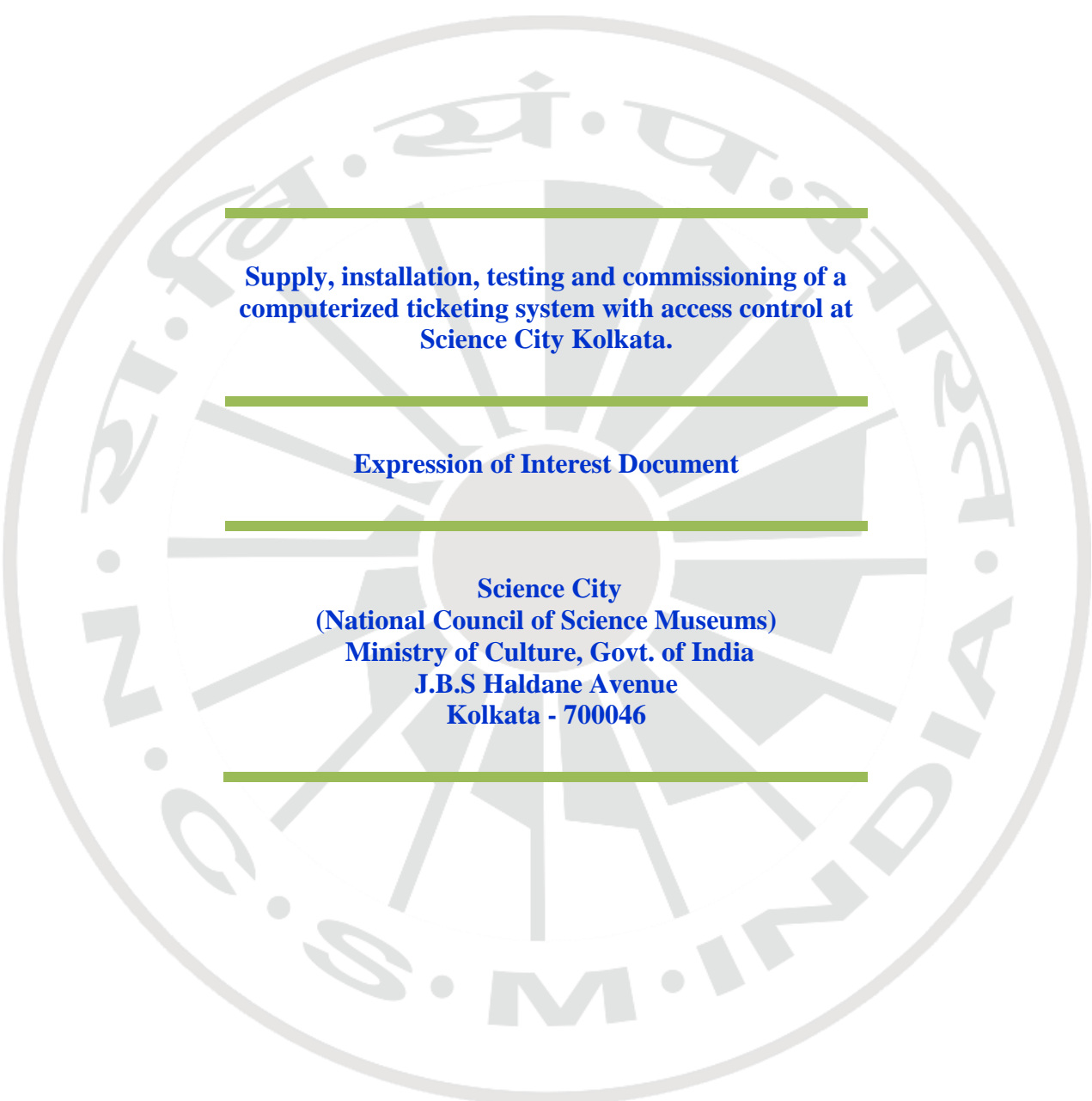
- Expression of Interest (EOI) is invited in prescribed format as per **Annexure-B** for understanding the feasibility of the project.
- Last 3 (*Three*) year's turnover - In INR or in foreign currencies (Audited Balance Sheets, for the relevant years should be enclosed).
- Applications without required information or enclosures are liable to be rejected.

Stage-II: Short listing of EOIs Criteria:

Firms having experience in supply, installation, testing and commissioning of computerized ticketing system with access control at Science City Kolkata with 5 years onsite warranty and post warranty comprehensive maintenance for a further period of two years shall require to make a presentation and demonstration on available options as submitted at Stage-I.

- Applicants who fulfill the criteria as laid down in the EOI document shall be required to make detailed technical presentation on all available options as submitted at Stage-I (EOI). The technical presentation shall include atleast one recent installation done during last three years with demonstration.

Request for two-bid tender documents will be issued online through Central Public Procurement Portal to the shortlisted EOI applicants only. Bid process criteria will be issued along with the two bid tender documents.



Supply, installation, testing and commissioning of a computerized ticketing system with access control at Science City Kolkata.

Expression of Interest Document

**Science City
(National Council of Science Museums)
Ministry of Culture, Govt. of India
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EXPRESSION OF INTEREST

Application for supply, installation, testing and commissioning of computerized ticketing system with access control at Science City Kolkata with 5 years onsite warranty and post warranty comprehensive maintenance for a further period of two years. (All information should be given in the following format with complete details and attach extra sheets if required)

1.	Name & Address of the firm	:	
2.	Telephone, Fax and e-mail ID	:	
	i) Office	:	
	ii) Service Centre in India, if any	:	
3.	i) Background details of the firm (State whether original manufacturer/direct dealer or Registered Authorized Indian Agent of the manufacturer).	:	
	ii) In case of direct dealer/registered authorized Indian agent, submit copy of valid dealership license / agreement with the foreign manufacturer along with the relevant document related to their enlistment with DGS&D under Compulsory Registration Scheme of Govt. of India.	:	
4.	i) Whether the agency has any experience in the field of design, development, supply, installation, integration, testing and commissioning of computerized ticketing system with access control at Science City Kolkata. (Please mention 'YES' or 'No').	:	
	ii) If it is mentioned 'YES' above, submit details of the successful similar	:	

	comparable installation done by the agency giving details of established Clients. Submit satisfactory completion certificate of execution of order(s) issued by such client(s) and also submit technical details and videos of the installations in CDs/DVDs. (attach extra sheets, if required).		
	iii) If it is mentioned 'YES' above, submit detailed time schedule followed for completion of the Project.	:	
	iv) If it is mentioned 'YES' above, state whether the said installation is still functional (Please mention the location details of the installation).	:	
5.	i) Whether capable to design, develop, supply, install, integrate, test and commission computerized ticketing system with access control at Science City Kolkata as per details provided in Annexure 'A', 'B' & 'C' . (Please mention 'YES' or 'NO').	:	
	ii) If it is mentioned 'NO' to 5(i) above, detailed deviations suggested with alternative configuration proposed for the project. (Extra sheet may be attached, if required)	:	
	iii) If it is mentioned 'YES' to 5(i) above, submit detailed system architecture as per given format Annexure C the arrangement of server, desktop, handheld RFID reader, software, customized or OEM software and network hardware units, etc.	:	
	iv) If it is mentioned 'YES' to 5(i) above, submit detailed workflow diagram showing all steps required to computerized ticketing system with access control. Please submit a video of actual execution of the steps at your lab as capability demonstration to authenticate the claim.	:	
	v) If it is mentioned 'YES' to 5(i) above,	:	

	submit proposed time schedule to be followed in the current project.		
6.	Proof of financial status of the company. Audited Balance Sheet for last 3 years indicating total turnover may be submitted as documentary evidence.	:	
7.	Whether agreeable to execute the job without any advance payment. (Please mention 'YES' or 'NO').	:	
	If it is mentioned 'NO' above, whether agreeable to retain Bank Guarantee for the same amount of advance payment valid upto the date of receipt of all the materials.	:	
8.	Whether agreeable to submit an Earnest Money Deposit (EMD) of INR 4 lakh or equivalent amount through demand draft in foreign currency along with the tender which shall be retained in respect of successful tenderer till successful completion of the entire job. No interest shall be paid for this EMD. (Please mention 'YES' or 'NO'). Please note that submission of Bank Guarantee as EMD is not acceptable to the Science City.	:	
9.	Whether 5 years comprehensive onsite warranty on all supplied equipment and 2 years post warranty onsite comprehensive support shall be provided by the agency. (Please mention 'YES' or 'NO').	:	
10.	If it is mentioned 'YES' above, state the detailed maintenance setup link with postal address, Telephone number, Email Id, etc.	:	
11.	Any additional information not covered above	:	

I/We hereby solemnly declare that I/we have downloaded all the documents from CPP e-Procurement Portal of NIC and all the uploaded information / statements are true to the best of my/ our knowledge. I/we also declare that my/our firm is not involved in any Litigation or Arbitration with Science City during the last 05 (five) years. I/We further declare that the decision of Science City in this regard shall be final and binding on me/us.

Signature with Seal & Date

Annexure-C**Details of the proposed computerized ticketing system with access control (*To be submitted in the company's letterhead*)**

Sl. No.	Attributes		Response / Offer
1.	Server Station for storing ticket transactions, mirror server for data backup etc.	:	
2.	Client station for issue of tickets with digital payment options	:	
3.	Mechanism for access control like barcode/RFID/Turnstile/Flap/boom barriers etc	:	
4.	Type of media/consumables for tickets	:	
5.	Customized application software for issuing of tickets through various client stations with required security levels	:	
6.	Networking of all the components of ticketing system	:	
7.	Centralized report generation and reconciliation of accounts	:	
8.	Any other item not covered above		

Signature with Seal & Date