

F.No. 64-5/2014-NM(L&E) Part-I

***TENDER DOCUMENT***

***PROVIDING MULTIMEDIA DIGITAL AUDIO  
VIDEO GUIDE SERVICE IN THE NATIONAL  
MUSEUM***

LAST DATE & TIME FOR SUBMISSION : 6<sup>th</sup> June, 2018 OF TENDER  
(up to 1400Hrs)

DATE & TIME OF OPENING OF TENDER : 6<sup>th</sup> June, 2018  
(1500 Hrs)



***NATIONAL MUSEUM  
JANPATH, NEW DELHI – 110011***

NATIONAL MUSEUM, MINISTRY OF CULTURE, GOVT. OF  
INDIAJANPATH, NEW DELH-110011

## **NOTICE INVITING TENDERS**

Sealed bids are invited from firms having experience and background for providing Multimedia digital audio video guide service to the visitors at National Museum, New Delhi. The main objective of this service is to apprise the visitors about the art objects displayed in the galleries of the National Museum in a precise and lucid language.

The tender form containing the detailed specifications, eligibility criteria, terms and condition, etc. can be collected from the Reception Counter of the National Museum, Janpath, New Delhi. **The tender documents may also be downloaded from the website of [www.nationalmuseumindia.gov.in](http://www.nationalmuseumindia.gov.in) and Central Public Procurement Portal website <http://eprocure.gov.in>. Application for issue of tender documents by post/fax will not be entertained.**

The bid shall consist of two parts-**Technical bid and Financial bid**. Both the bids are to be placed in two separated sealed envelopes (Clearly superscribing "Technical Bid" and "Price Bid") which in turn are to be placed in a sealed cover. The bids of all the parties whose financial Bid is not in a separated sealed cover or the rates quoted by them find mention in their Technical Bid shall be rejected forthwith. All the information sought under the head 'Conditions' and 'other information to be supplied' is to be given in Technical Bid while prices quoted for the same will have to be mentioned only in the Price Bid. The Price Bids of only those parties shall be opened whose Technical Bids are found to be eligible while the disqualified bidders Price Bid shall be returned unopened.

Interested parties are requested to send their tender forms complete in all respect, along with all relevant documents and EMD of Rs 1,00,000/- (Rupees One Lakh only), along with FDR, super scribing the tender enquiry No. and the name of the work on the envelope, to the **Director General, National Museum, Janpath, New Delhi-110011**. The tender document may be put in the Tender Box kept outside Administration Section (First floor) of the National Museum latest by 1400 Hrs on 6<sup>th</sup> June, 2018.

Technical Bids will be opened on 6<sup>th</sup> June, 2018 at 1400 Hrs in the National Museum, New Delhi. The Financial Bids of only those bidders who qualify in the Technical Bid will be opened subsequently under intimation to the bidders. The bidders, who wish to be present at the time of opening the bids, may represent themselves or authorize their representative with authority letter.

The Director General, National Museum reserves the rights to postpone/reject/ recall/modify the tender without assigning any reasons thereof.

**NATIONAL MUSEUM, MINISTRY OF CULTURE**  
**GOVERNMENT OF INDIA, JANPATH, NEW DELHI-110011**

Sub: -MULTIMEDIA DIGITAL AUDIO VIDEO GUIDE SERVICE IN THE NATIONAL MUSEUM.

**GENERAL TERMS & CONDITIONS**

1. Issue of tender form does not necessarily mean that the tenderer is an eligible party.
2. The 'Tenderer' and/or 'Party' and/or 'Service Providers' as used in the tender documents, shall mean the one who has signed the tender Form and Format in response to our Tender Notice.
3. The individual signing the tender or other documents in connection with the tender must certify his/her signature as (a) sole proprietor of the firm or constituted attorney of such sole proprietor, (b) constituted attorney of the firm, if it is a 'Company', (c) authorized signatory of the firm.
4. Any tenderer giving tender in different names will be disqualified and his tender will be rejected.
5. The Tender Forms submitted by the tenderer shall contain all requisite information along with supporting documents.
6. The tenderer shall give the official mailing address, phone mobile fax number, e-mail address to which all correspondence shall be made by the National Museum, New Delhi. Also, if address is changed the same shall have to be immediately intimated to the National Museum, Janpath, New Delhi.
7. The incomplete or conditional tenders would not be accepted and are liable to be rejected.
8. Bids received by National Museum, New Delhi after the specified date and time, will not be considered.
9. Tender without Earnest Money Deposit will not be accepted and is liable to be rejected summarily.
10. Tender not conforming to the requirements mentioned in the Tender Form will be rejected and no correspondence shall be entertained in this regard.
11. The tender form should be clearly filled in ink legibly or typed. The Tenderer should quote the number, rates and amount tendered by him/them in figures as well as in words. Alterations, if any in the tender should be attested properly by the tenderer failing which the tender is liable to be rejected. Attested copies of the Registration Number for the firm along with PAN No. allotted by the Income Tax/Customs Department and copy of the last Income Tax return shall also be enclosed.
12. The tenderer should take care that the rate and amount should be written in such a way that interpolation is not possible. No column should be left blank which would otherwise make the tender liable for rejection.
13. False information/documents provided for consideration would result in disqualification of the bidder before or after award of the work.
14. The Tenderer/Agency/firm shall not sublet the work to other Tenderer/Agency/Firm after the award of the work.
15. Bids received by the National Museum after the given date and time, will not be considered.
16. The deployed persons should be in the prescribed uniform with name plate or badge which is to be provided by the Agency.
17. The bidder should be complying with all the applicable labour laws of NCT Delhi and other relevant laws during the operation of the bid.
18. The bid shall remain valid for 180 days from the date of opening of bids valid for a short period shall be rejected as non-responsible.

## TECHNICAL CONDITIONS

1. Forwarding letter should clearly indicate the list of enclosures. Every paper of the tender should be signed by the Tendered with seal of Agency/Firm.
2. The contractor /Agency/Firm will provide 03 persons at the desk in the National Museum (Minimum qualification graduate).
3. The bidder must have a currently valid Sales Tax/VAT/Service Tax/ESI No/PAN No GST is to be submitted.
4. Copy of the Income Tax Return Certificates of last Three years, Service Tax Certificate and satisfactory performance certificate issued by the concerned agency (s) organizations where such type of work/jobs have been performed by the contractor earlier shall also be enclosed.
5. The firm will submit the detailed concept of the Audio video Tour and detail of hardware & software.
6. The firm will prepare audio video of 100 masterpieces i.e. Multimedia Audio Video Guide Players that will provide video, picture text, touch screen and LCD/LED display.
7. The audio video stop would be 100 and the content information shall be of about two to three hours duration.
8. The audio guide should include all the objects displayed in Anubhav Gallery for blind visitors.
9. Master Script in English and pictures will be given by the National Museum to the firm for converting into digital format as software for audio video which is to be approved by the National Museum.
10. The Audio Tour will be in 07 **languages-English, Hindi, Japanes, French, German, Korean and Chinese.**
11. The equipment for this purpose shall be supplied and maintained by the firm or National Museum may use existing device & digital content.
12. Each Audio Guide player must be capable of holding multi-language facility and the tourist shall have the liberty to select the language of his/her choice.
13. Printing of maps / information broacher / leaflet of the stops / signage would be done by the firm in consultation with the National Museum.
14. The copy right of the text, software & hardware video pictures will rest with the National Museum forever.
15. **Audio Guide equipment has to be the latest technology, high capacity MP 3 based players that can be used with/without headphones, backlit numbered keypad with raised central button for visually impaired, CD quality sound, backlit LCD/LED screen and 100x64 graphic display, onscreen messages in any language, shock resistant, fire retardant material, water proof, possibility of infra-red/RF triggering of GPS, inter player communication. The devices should be Blind visitor friendly.**
16. **Contract period:01 year. Extendable for further period of one year on existing terms & condition. The company should have a minimum of 01 fully operational sites in India**
17. **The company should have at least 03 years of experience handling audio video guide service in India.**
18. Bidder should have at least turnover of Rs 20 lakh per year.
19. A general undertaking that all terms and conditions of this Bid document are acceptable as in the format placed at **Annexure-A** to this documents. This need to be signed by an authorized person of the applying firm.

## **FINANCIAL TERMS AND CONDITIONS**

1. The National Museum will bear cost of equipment and cost of development of software / hardware which will be recovered by the service provider @ 10% per month out of total cost of software & hardware if software / hardware is ordered by National Museum
2. Maintenance of equipment service and safety, customer service, and printing of map / information broacher / leaflet etc. All taxes including service tax income tax, etc. shall be payable by the company.
3. National Museum regularly organizes temporary exhibitions for which the company should be available to develop and provide Audio Guide facility if and when required/ National Museum demands. In this regard all printing related to this should be done by the company.
4. Agency shall have to abide by Minimum wages Act as revised from time to time to the members of staff deployed by them in the desk of the National Museum.
5. The National Museum will deduct income Tax& other taxes at source as applicable from the service provider.
6. **EARNEST MONEY:-** The Bidder will furnish along with the Tender Form, earnest money of Rs 1,00,000/- (Rs. One Lakh Only) in the form of F.D.R. only drawn in favour of Drawing & Disbursing Officer, National Museum with validity for a period not less than 12months from date of opening of tender. The earnest money shall be refunded to the unsuccessful Bidder (s) within 30 days of final decision of selection of the bidder without any interest. EMD will be converted into performance guarantee failure to commence the service the performance guarantees will be forfeited.
7. In case of failure to commence the audio service on the stipulate time/date, the EMD shall be forfeited.
8. The use of the multimedia audio video guide shall be compulsory for the foreigners and optional for Individual Domestic Visitors. The National Museum is charging from the public, audio charges as below:-
  1. Foreigners Rs 150/- compulsory
  2. Indians English/Hindi Rs 150/-optional
  3. Persons with disabilities Free (i.e. paid by National Museum).
9. Visitor's profile who used the audio tour for the last 3 years.

Year	Foreigners	Indians	Disable
2015	38763	2173	---
2016	35317	2110	185
2017	37896	3031	476
10. The audio guide firms shall quote the share of the National Museum out of Rs 150/- per audio charge from the user in whole Rupees and not in paise in the enclosed format of Financial Bid **Annexure-B.**
11. **The duration of contract shall remain for 01 years from the effective date of its implementation and extendable for further period of another year subject to satisfactory discharge of guiding service to the visitors.**
12. The safety, security and maintenance of the equipment shall rest with the firm.
13. The National Museum would provide reasonable space in the Museum premises for extending the digital audio service facility to the tourists.
14. Salary slip with all relevant columns has to be provided to all the works every month and photo copies of such salary slips will be submitted to the National Museum.

15. Unauthentic/Unrealistic financial bids will not be accepted.
16. **Signing of Agreement:** An agreement will be signed with the successful bidder on the non-judicial stamp paper (value of stamp paper shall be as applicable at the time of agreement) after submission of required Performance Guarantee.
17. The new contract will start tentatively from 01.09.2018.
18. The DG, National Museum reserves right to reject all or any tender without assigning any reason.

ADMINISTRATIVE OFFICER  
NATIONAL MUSEUM, MINISTRY OF CULTURE  
JANPATH, NEW DELHI-110011.

**ANNEXTURE-A**Sub: -**MULTIMEDIA DIGITAL AUDIO VIDEO GUIDE SERVICE IN THE NATIONAL MUSEUM.**

Sl.No.	Name of the document	Yes/No	Page Nos		Remarks
			From	To	
1.	Name of the firm/company address, telephone no., fax no, e-mail, website etc.				
2.	Whether the applicant is the owner or partner of the firm. If so, furnish name(s) of other (s)				
3.	Service Tax No.				
4.	Balance sheet with profit & loss for Preceding three year i.e. a) 2014-15 b) 2015-16 c) 2016-17				
5.	PAN of Income Tax Department and clearance certificate				
6.	EPF Regn. No and authority with whom Registered				
7.	ESI Regn. No.				
8.	3 years' Experience in providing Audio Tour, handled by the firm.				
9.	Annual turnover of Rs 20 lakh				
10.	Undertaking by the bidder (as per copy enclosed)				
11.	Earnest Money (Rs one lakh)				
12.	Profile of the Firm (attach a separate sheet along with brochure) *				10 Marks
13.	Concept of the Audio video Tour *				10 Marks
14.	Multimedia Audio Video Guide Technology to be used in rendering well-equipped digital guide service (Specifications as given at page no 3 Technical conditions) *				10 Marks
15.	Four samples of the Audio Guide content in different languages developed by the firm in India to be enclosed. *				20 Marks

\*Technical Committee will analyze& grade the firms / service provider profile, concept, and Multimedia presentation of guide service.

\*only those firms who will secure 25 marks will be technically qualified.

Place \_\_\_\_\_

Signature\_\_\_\_\_

Date\_\_\_\_\_

Seal

Name\_\_\_\_\_

Sub: -MULTIMEDIA DIGITAL AUDIO VIDEO GUIDE SERVICE IN THE NATIONAL MUSEUM.

Si No.	Description of Financial Bid	National Museum Share in whole Rupees	Company/firm Share in whole Rupees
1.	The share of the National Museum, out of Rs 150/-per audio/ video visitor		
2.	Person with Disabilities charge	National Museum will pay that charge to the company.	
3.	Total cost of development of software- Point No 6& 7 (Technical Conditions)		
4.	Total cost of hardware i.e. 100 equipment (Device)		

**Note:-**

1. The company will have to claim total cost of development of software and total cost of 100 hardware equipment's @10% per month in 10 months. After that software & hardware will be the sole property of the National Museum, Ministry of Culture, Government of India. The company will have to provide source code of software & CD to the National Museum. National Museum may use existing digital content & existing devices.
2. Price to be quoted both in figure and in words. In case of discrepancy in the two, price quoted in words will be taken as valid.
3. The Bidder/Firm/Agency should take care that the rate and amount should be written in such a way that interpolation is not possible and in whole rupees. No column should be left blank which would otherwise make the tender liable for rejection.
4. Tender will be decided after considering reasonable cost of software development & reasonable cost of 100 hardware equipment as well as share of revenue to the National Museum i.e. say 40,000 visitors x 01 year = 40,000 total visitors @ say 10% to the firm and 90% to the National Museum  
Rs 135 x 40,000 = 54,00,000 Minus(-) cost of software say 01 lakh Minus (-) (54,00,000-1,00,000= 53,00,000) Minus charge for disable user say 500 x 150 = 75000 Minus (-) (53,00,000-75,000 = 52,25,000). Highest net revenue provider to the National Museum (Govt.) in 01 years will be considered successful.

Place \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Seal

Name \_\_\_\_\_



UNDERTAKING BY THE BIDDER

DECLARATION

I \_\_\_\_\_ son/Daughter/Wife of Shri \_\_\_\_\_ Signatory of the agency/firm mentioned above is competent to sign this declaration and execute this tender document.

I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.

The information/documents furnished along with the above application are true authentic to the best of my knowledge and belief. I/we/am /are well aware of the fact that furnishing of any false information/fabricate document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law:-

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_