

बिहार स्टेट टूरिज्म डेवलपमेंट कॉर्पोरेशन लि०

Bihar State Tourism Development Corporation Ltd.

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Date-17.12.2020

Notice Inviting Tender for Operation and Maintenance of Computerized ticketing system for Ropeway at Rajgir.

Bihar Tourism invites two bid sealed offers in prescribed format for **Operation and Maintenance of Computerized ticketing system for Ropeway at Rajgir** from agencies/ companies who have adequate qualification and experience in handling similar nature of work as per mentioned in the tender document.

Process of Tender:-

Period for Operation & Management Contract	2 Years
EMD	25,000.00 (Twenty five thousand) only
Tender Fee (Non-refundable)	1,000.00 (One thousand) only
Pre bid Meeting	05.01.2021 at 3:00 PM
Last Date and Time for Submitting Tender	09.01.2021 upto 3:00 PM
Date and Time for opening Technical Bid:	09.01.2021 at 3:30 PM
Venue of Opening of Bid:	Hotel Kautilya Vihar, Beerchand Patel Path, Patna-800 001

Interested experienced Agency from the related field can download the tender form and other particulars from the website:- www.bstdc.bih.nic.in of Bihar State Tourism Development Corporation Ltd. Patna. Earnest money deposit will be paid through demand draft in favor of Bihar State Tourism Development Corporation Ltd. The tender will be not accepted without requisite EMD. BSTDC reserved the right to accept or reject any clauses of tender or entire Tender. For detail information you may contact to Mr. Ratnesh Kumar, Manager, Hotel and Lease, on Mobile no- 85444-18256 & email- contactbstdc@gmail.com.

Sd/-
Managing Director
Bihar State Tourism Development Corporation
Ltd., Patna

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I. INTRODUCTION:-

BSTDC intends to put in place computerized ticketing system for the Ropeway at Rajgir. The agency needs to provide Systems & its Software, Networking and Internet connectivity for Operation and Maintenance of the entire system for Five years. The entire system shall be integrated with the back end data application of BSTDC's Website in order to make the ticketing operations transparent. The agency shall execute the day to day work of ticketing by software on the booking terminals and process the MIS data/reports through a server for visibility on the back end application of the website.

II. ELIGIBILITY

- a. Registered Indian companies/firm/ whose average annual turnover in the last 3(three) financial years is not less than Rs. 50 Lakhs (required financial competency) are eligible to participate in this Bid.
- b. The bidder should have capability and experience for execution of similar type of work such as ticketing at stadiums, toll barriers, Multiplex, fair etc. for at least 3 years or more of Ropeway.
- c. The agency should also have a well qualified team having an expertise in information technology system integration/ distribution of information on e-connectivity/combination of any of the above.

Tender Document Fee and Earnest Money Deposit

Intending bidders may obtain copy of the tender document from the BSTDC Head quarter office in Patna on payment of ₹ 1,000 only (non-refundable), in the form of a DD in favor of "Bihar State Tourism Development Corporation Ltd." payable at Patna; or may also download it from our website www.bstdc.bih.nic.in in which case the cost of bid document of ₹ 1,000 only shall be submitted along with tender document in the form of DD as mentioned above.

The last date for the submission of tender document is **dt.-09-01-2021** by 1500 hrs at Bihar State Tourism Development Corporation, head quarter, Paryatan Bhavan, Birchand Patel Marg, Patna 800001. The technical bid will be opened on the same day at **15:30 hrs** in the presence of the bidders or its representatives if they wish to.

Earnest Money Deposit (EMD) shall be **₹ 25,000 only (Twenty five thousand only)** payable in the form of demand draft in favor of "Bihar State Tourism Development Corporation Ltd", payable at Patna. Bids received without EMD and cost or documents will be out rightly rejected.

Managing Director BSTDC reserves the right to accept or reject any or all bids without assigning any reason thereof.

The Earnest Money Deposit of the successful bidder will get converted into security deposit and will be discharged to the agency after completion of the Agreement Period. EMD of unsuccessful bidders will be refunded after finalization of the tender.

III. Submissions for Tender document :

The Following documents are required to be submitted in two bid form system i.e. Technical bid and financial bid in two separate envelopes and both envelopes put in another envelope duly sealed:

Sl. No.	Documents to be enclosed with the Technical Bid	Documents to be enclosed with the Financial Bid
1.	Application in prescribed format duly filled in.	1. Price Schedule
2.	EMD and cost of document(if required)	
3.	Experience Certificates	
4.	Details of similar nature/magnitude work executed.	
5.	Service network, customer feed back	
6.	Turnover Certificate of last three years audited by registered chartered accountant.	
7.	Other documents asked for in the offer form	
8.	Any other document as the bidder may wish to submit in support of the bid.	

The Agency is expected to examine all instructions, forms, terms and conditions, specifications etc. in the Tender Documents. Failure to furnish all information required as per the Tender Documents or submission of bids not substantially responsive to the Tender Documents in every respect will be at the bidders risk and shall result in rejection of the Tender.

IV. Scope of Work :-

- a. The Agency will provide computerized ticketing system as per the works and job description as mentioned in the document under the supervision of Authorized representative of Bihar State Tourism Development Corporation Ltd. for the execution of day to day work of ticketing.
- b. To dispense tickets to the visitors
- c. Agency will be only taking care of operation and maintenance.
- d. Issuing & checking of tickets, traffic flow of the Queue both down station & upper station shall be the responsibility of the agency.
- e. Assisting the tourists to take a seat will be the responsibility of Bihar State Tourism Development Corporation Ltd.
- f. The Agency shall run an electronic entry gate accessible through the bar code system for the tourists.
- g. The Agency shall run a system for issuing tickets at upper station entry junction of the Ropeway.
- h. The Agency shall also run a Display screen of appropriate dimension for exhibiting entry related information to the tourists and it should be linked to a public address system for the announcement of the entry information.
- i. The Agency should run a public addressing system at the ticket counter for communication between tourist and the counter person issuing the ticket.
- j. Profit generation from the sale of the ticket shall be handed over to the authorized representative of BSTDC on daily basis along with computer generated summary sheet.
- k. The agency shall make arrangement for power supply of its own and also ensure uninterrupted power supply for the operation of the entire ticketing system and also have a power back up for the emergency situation.
- l. The system install shall provide real time transparency of data of ticket sale by integration of ticketing software with the back end data application of BSTDC's Website which will be the part of the system installed by Agency for ticketing.
- m. The tentative running time will be 9 hours. This time shall be tentative and the BSTDC reserves the right to fix/change the timings. No compensation on his account will be allowed by BSTDC.
- n. The agency shall install terminals for sale of rickets and link all the terminals to a Server through which the data of ticket sale shall be transferred to the back end application of the BSTDC's Website.
- o. The terminals shall be installed with web based software through which the tickets will be generated and managerial reports / status can be accessed by BSTDC headquarter at real time basis.
- p. The Agency shall ensure transferring of Daily, Monthly, Quarterly and Yearly consolidated computer generated report of ticket sale and other MIS data to the back end data application of BSTDC's Website for this purpose.
- q. Cost of tickets / stationary is to be borne by the agency
- r. The minimum size of the ticket would be 9 cm. X 6 cm where branding of BSTDC and other information / instruction would be done in consultation with BSTDC.
- s. The paper of ticket should be minimum made of Indian art paper with minimum 70 GSM. The ticket should have a unique bar code, ticket no. and a batch no. printed on it. The front side of the ticket should be multi colored and blank (no print) at the back side.
- t. The information to be given on the ticket shall be approved by BSTDC.
- u. The ticket should not have any perforation.
- v. The source code and the rights for the software will be a property of BSTDC.

- w. The Computerized ticketing system should basically consist of following components
- i.) Server for networking terminals.
 - ii.) Router for Internet Connectivity
 - iii.) Power consumption and UPS back up for ticketing system & other equipment
 - iv.) Terminals (Four in no.) with scope of extending further
 - v.) EDC Machine for accepting debit & credit cards
 - vi.) Printer for printing tickets
 - vii.) Stationery i.e. Ticket rolls, Cartridges etc.
 - viii.) Furniture and Air conditioner.
 - ix.) Electronic Gate for Entrance (2 at each stations, down as well as upper station)
 - x.) LCD Display Screen for ticket information (at least three)
 - xi.) Public Address System for addressing the tourist (at least three speakers)
 - xii.) Public address System for ticketing counters.
 - xiii.) Software for ticketing system, MIS reports and Web Linking.

The Defect Liability period of the installed system would be for five years.

V. General Terms and Conditions

1. Each and every page of the tender papers should be signed by the agency before submitting the tender papers: in the event of tender being submitted by a firm it must be signed by each partner of the firm or any person holding power of attorney to sign such documents as per registered partnership deed. Such documents shall be produced on demand.
2. Under no circumstances the process of ticket dispensation will be stopped. The Agency will make arrangement for manual ticketing as backup in the event of breakdown of system, power failure or due to any other reason whatsoever. In the event of stoppage of ticket dispensation from any window due to non valid reason whatsoever for more than 30 minutes a penalty @ Rs. 2000/- per window per 30 minutes will be imposed. For example if the ticketing operations at any window remain suspended for two hours the penalty would be Rs. 8,000/-.
3. **The essence of this contract is the transparency in ticketing operations. Under no circumstances the Agency will hide, tamper, and modify ticketing data. If found, legal -----**
4. Initially the contract will be for a period of two years (Which can be further extended).
5. The period of two year will be counted from the date of operation of the system.
6. If the tentative run time is reduced (as mentioned in scope of work) without any valid reason or without any directions from BSTDC then amount shall be deducted from the security deposit.
7. In the event of Agency leaving before completion of Contract period, the performance security will be forfeited the agency will also be forfeited without settlement of the Installation Charges.
8. On successful completion of two year of the contract, and on the basis of mutual agreement between the BSTDC and the contract can be extended on the basis of performance.
9. The Agency will inform 120 days before the completion of the contract of its intention to renew the contract to the Managing Director, BSTDC in writing. If he fails to do so it will be presumed that he is not interested in extending the contract and BSTDC will be free to initiate the process of engagement of the new agency or operating the system by the BSTDC.
10. All pages of the tender documents shall be signed at the lower portion by the agency or by person holding power of attorney authorizing him to sign on his behalf.
11. Bidder shall be presumed to have carefully read the conditions of tender documents, specification of the work and have inspected the site and satisfied themselves independently as to the nature, extent, practicability of all works, all existing and required. It will also be presumed that they have fully equipped and satisfied themselves with all details of site and other information's before submitting the tender, No claim or application for extension of time will be entertained on account of ignorance of the site conditions or special conditions.
12. Agency shall be bound by the minimum wages act for payment of wages to labour and provision of other facilities as per enjoyed by the act like labour hutment's, drinking water, health, sanitation, general welfare etc. at his own cost.

13. All expenditures on establishing the ticketing system which includes installation of hardware, software, manpower and other equipments etc. will be incurred by the Agency.
14. The running and maintenance cost including payments to personnel employed by the Agency, printing of stationary, maintenance, payments of electricity bills & Internet Charges etc. will be paid by BSTDC against the bill submitted under Operation fee by the Agency.
15. Manpower / Personnel recruited for selling ticket or any other staffs at the Ropeway, Rajgir for the purpose of operation of ticketing- system shall be employee of the Agency not BSTDC. Such personnel should be well dressed, well behaved and with good moral character.
16. Agency has to make its own arrangement for vehicles (Transport) and other machinery's required for the execution of works and shall abide by the provision of motor vehicle act.
17. Agency shall be responsible for compensation under workman compensation act for accidents or loss of life, if any.
18. No claim will be entertained on the ground of fluctuation of rates for labour, railway freight, ideal labour or any other contingency at any time during the execution of the work after the agreement has been accepted.
19. The Agency will submit a program of work after the tender is approved.
20. The Agency is liable to be rescinded after giving proper notice in writing if the BSTDC feels that the work is not being done as per specification and proportionate to time schedule.
21. The BSTDC will not pay any compensation for the loss incurred due to labour strike, compensation if any, paid for the strike period or enhanced wages decided by the labour tribunal, war, any action either declared or undeclared, fire, epidemic and stoppage of work due to any circumstances.
22. When the tender is selected for acceptance the tendered shall deposit the required amount of the security money in favour of the "Bihar State Tourism Development Corporation Ltd." and execute agreement for the work. No tender shall be finally accepted until the required amount of earnest money is submitted by the agency.
23. Tickets will be sold as per the existing rates. The ticket rates will be determined by the BSTDC.
24. The BSTDC reserves the right to check tickets and restrict the entry of any person who is found not suitable to enter in the BSTDC. In that case the cost of tickets will be refunded to the visitor by the Agency.
25. In the event of exigency or unforeseen circumstances the sale of tickets can be stopped temporarily and the Agency will be asked to refund the cost of the tickets at any time for which no compensation would be paid to the Agency.
26. The BSTDC reserves the right to develop other ticketing facilities inside the said premises to which the Agency will have no objection.
27. The Agency will provide detailed account of the system established along with the diagram (layout) including hardware and software along with the equipments, wiring, plan etc.
28. Agency will not be entitled to any claim of compensation for any loss suffer by him due to:
 - a. Natural calamity.
 - b. Act of enemies.
 - c. Transport of procurement difficulties.
 - d. Circumstances beyond the control of Government.
 - e. Civil commotion, riots, strikes and etc of any order of current department /Government.
29. In case of any difference of opinion in any item of work the decision of the Managing Director, Bihar State Tourism Development Corporation will be binding on the Agency.
30. Defect liability period shall be two year from the date of actual completion of the work as per certificate of completion issued by the Engineer-in-charge. Any defect appearing in the work during this period shall be rectified by the Agency at his own cost. In case of his failure to do so the defects shall be got rectified through other agency and the cost involved shall be recovered from the security deposit. Security deposit or part there of shall be refunded after five year of completion of work, ie, after the defect liability period is over.
31. Only those offers shall be considered who are found suitable as per the documents required for the qualifications.
32. The successful agency shall execute an agreement according to the terms and conditions.

33. The date of commencement of the contract will be from the date of operation of the system.
34. The EMD of the agency shall be forfeited if they do not fulfill any of the following conditions
 - a. Execution of the agreement in the prescribed format within 10 days of the receipt of the letter of award of the contract.
 - b. Taking up the work within 10 days of the receipt of the award letter or as notified by BSTDC.
35. EMD of the successful bidder shall be converted into security deposit. The successful bidder shall furnish performance security in the form of a Bank Guarantee with a validity of 2 years to the BSTDC for an amount of 2.5% or contract value as security deposit within 10 days of receipt of offer letter for agreement.
36. An amount of 5% will also be deducted from the bill in the form of retention money as security deposit.
37. The Security deposit will be discharged to the agency after successful completion of the Defect Liability Period under the Contract.
38. Duration of period may be increase or decreased on the basis of direction given by the court of Bihar or Central Govt. or Case may be.
39. Any and all dispute, difference or questions related to or on being out of this RFP or agreement related with it including with it including without limitation, any question related to the resistance, validity and enforceability of any of the procession of the RFP / Agreement will be submitted for arbitration /settlement to the Principal Secretary Dept. of Tourism, Govt. of Bihar, and his decision will be binding & Final for each parties. The place of arbitration of courts shall be Patna only and applicable law will be the Law of India.
40. The agency will comply with the procession of all statutes, ordinance, rules and regulations applicable to the services agreed to be presided by him.
41. The agency will designate and notify a team for also charging obligations prescribed in scope of marks and they will provide all or any data/ information as may be requested by BSTDC time to time.
42. Agency shall provide such evidence of their continued eligibility satisfactory to BSTDC, as BSTDC shall reasonably request.
43. BSTDC requires that all the agencies observe the highest standard of ethics during the selection process and throughout the execution of such assignment in pursuit of this policy the BSTDC defines for the definition of corrupt practice, fraudulent practice, coercive practice etc.
44. The Cooperating agency shall ensure that the personnel deployed at Rajgir ropeway conform to the technical specifications of age, education and shall be qualified to be prescribed in the tender document.

VI. Project Timeline :-

Serial No.	Task	Timeline	Remarks
1.	Site Inspection by the Successful Agency for retirements	Week 1 — Week2	After Signing the Agreement
2.	Testing & Commissioning	Week 6 — Week 7	After Installation of entire system
3.	Commencement of Operations	Week 8	After Testing the system

Payment Terms:-

<u>B. Operation & Maintenance Charges of Power Consumption charges -</u>	On Monthly Basis at the first week of next month.
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VII. SELECTION CRITERIA :

Selection of Agency will be made based on combined techno financial bid, evaluation system where weight age for technical & financial bids would be in the ratio of 60: 40 respectively.

- a. Technical Bid: Must contain eligibility & Technical details, earnest money deposit and other related documents in a sealed envelope super scribed as Technical Bid. Selection will be done on the basis of Company Profile including financial status, Experience in similar work, Methodology & design of ticketing system. The Eligible Agency will be called for making technical presentation on the selection criteria mentioned above.
- b. Financial Bid:
 - a. The rates shall be filled in Bid document in lump sum clearly and legibly in ink, in figures as well as in words in the prescribed format. The offer containing over writing, cutting and alterations are liable to be rejected out-rightly. In case of difference of figure and words the amount shown in word shall be taken to be correct
 - b. The Financial bid of the agency who qualifies in the Technical evaluation will be opened thereafter.

<u>Financial Quote</u>	<u>Description / Formulae</u>
1. L1 Bidder	Full points for financial weight age i.e. 40 points
2. L2 Bidder	$L1 / L2 \times 40$
3. L3 Bidder	$L1 / L3 \times 40$

Technical Evaluation Criteria	Points
1. Company Profile including financial status	5
2. Experience in similar work	10
3. Methodology & design of ticketing system	15
4. Specification of proposed Equipments	10
5. Presence in Bihar	5
6. Proposed MIS Design	15
Total	60

*Points obtained in technical evaluation will be added to points obtained in financial quote.

Agency fetching highest point will be selected.

Application Form

(The application should study carefully the rules of enlistment and the list of documents to be Annexed with the application form before filling the form. Application found deficient in any respect are liable to be rejected without any further correspondence)

- Class / Category.....
1. Name of applicant Shri M/s
.....
 2. Nationality
 3. Office Address:
Home Office Regd. Office
 4. Telephone Number
 5. Fax No Email ID
 6. Constitution - (Tick the Appropriate)
Individual Sole Proprietorship Concert Partnership Firm
Public Ltd Private Ltd Company
 7. Names of Partner / Directors:
If Company - Names of Directors If Partnership Firm - Name of Partners
 - a. a.
b. b.
c. c.
 8. Is the Individual / sole proprietor/any partner/directors of company/companies.
Sr.No Particulars Yes / No
 - (a) Dismissed Government Servant
 - (b) Removed from approved list of Agency
 - (c) Having business banned/suspended by any government in past
 - (d) Convicted by court of law
 - (g) Director or Partner of any other company/firm enlisted with BSTDC or any other
(If answer to any of the above is yes furnished details on a separate sheet.)
 9. A. Name of person holding power of Attorney
B. Nationality
C. Liabilities
 10. Name of bankers with complete address
.....
 11. Place of Business
 12. Full time Staff / technical staff employed by the bidder/agency
Categories Number
 - Graduate with 5 years experience
 - Graduate engineer with 3years experience
 - Diploma with 3years experience
 - Other qualification & Experience (if any)
 13. Does the applicant have sufficient Equipments arrangement for quality control and as per requirements?
(Attach details on separate sheet)
 14. Registered with GST authorities(Give details of registration and enclose copies thereof)
 15. Financial Reports: Prove the copies of last three 3 years annual report/Balance sheet/profit and loss statement audited by registered chartered accountant.
 16. (a) Whether already enlisted with any other organization: Yes/No
(b) If yes, give details:
(i) Name of department
.....
(ii) Class of category
.....
(iii) Empanelment authority & address
.....
(iv) Empanelment No & date
.....
(v) Date of Validity
 - (vi)Tendering Limit
 17. Is any person working with the applicant is a near relative of the officer/official of BSTDC: Yes/No
(If yes give details)

18. Empanelment fee & Earnest Money. deposit enclosed:

Date	Draft No.	Amount	Issuing Bank	In favour of

19. Details of work completed and in process during the last 3 years. The list should include all works whose gross amount of work done is more than the required magnitude for the class in which registration is required.

20. Technical specification of software proposed to be installed (Full details).

21. Period of contract proposed: Years for the project.

22. Certificates:

- i) I/We (including all partners) certify that I/We have read the Rules of Enlistment of Agency in BSTDC as amended up to date and shall abide by them.
- ii) I/We certify that the information given above is true to the best of our knowledge. I/We also understand that if any of the information is found wrong, I am liable to be debarred.
- iii) I/We certify that I/We will not get myself /our self registered as Agency in BSTDC under more than one name.

Signature(s) of applicant(s)

S.No	Name	Signature	Address
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Date:

No. of documents attached

Price Schedule (Financial Bid)

Item Details	Unit rate (Rs)	Qty. Amount (Rs)
A) Installation, testing and operationalisation of entire system including hardware, software, networking and its peripherals as per scope of work.	i) For 2 yr. In figures	(per year) In words
B) Operation & Maintenance Charges of entire system including power Consumption charges etc for 5 Years.	i) Per Month. In figures	In words

Notes:

1. Rates Quoted above would be inclusive of all applicable taxes.

Sign of Applicant
(Seal with designation)