

VICTORIA MEMORIAL HALL
1, Queen's Way,
Kolkata – 700071

Tender No. 1323/VIIB-37/04

21st /25th August 2010

NOTICE INVITING TENDER

Sealed tenders under two-bid system are invited from national and internationally reputed firms for providing "Audio and Multimedia Guide Services at Victoria Memorial Hall". Quotations should reach this office on or before **2 p.m.** on **07.09.2010** and will be opened on the same day at **2.30 p.m.**

The general terms and conditions are as follows:

1. Submission of tenders:

The tenders must be submitted as under

(A) **Envelope-1 (EMD of Rs. 5.000/- and pre-qualifying documents)**

Earnest Money Deposit of Rs. 5000/- (Rupees five thousands) only and Technical bid along with PQ documents should be submitted in a sealed envelope marked as "Envelope – 1" and superscribed "PQ documents for providing of Audio and Multimedia Guide Service at VMH" and will contain the following:

- (a) Documents showing experience of firm and reputations earned in providing audio and audio-cum-multimedia services.
- (b) Copy of necessary registration / clearance certificate / licence from concerned department like IT, ST, PT etc.
- (c) A brief statement on technology to be used for providing audio & multimedia guide services.
- (d) Copy of audited accounts for last 5 years.
- (e) *An earnest money draft of Rs. 5000/- (Rupees five thousand) only purchased from any nationalized bank drawn in favour of "the Trustees of Victoria Memorial"*

(B) **Envelope – 2 (Financial offer)**

The financial offer shall be submitted in another sealed cover marked as Envelope – 2 and superscribed "Financial offers for providing audio & audio-multi media guide system at VMH". The firm should quote the following:

- (i) Start up cost for programme: (which will include cost of equipment and accessories)
- (ii) Recurring Cost: (which will include cost of providing operational support including personnel and management)
- (iii) Proposed fee for visitors using the service
 - (a) Indian National

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- (b) Foreign National
- (iv) Offer for sharing the revenue

(C) Both the envelopes should be sealed in a third envelope addressed to the "Secretary & Curator, Victoria Memorial Hall". The quotations should be dropped in a box provided for the purpose in the office chamber of Administrative Officer, VMH. Quotations by email will not be accepted. Quotations by post / Courier will be accepted provided they reach Administrative Officer, VMH before the time and last date of receipt tender.

Unsealed quotations and quotation without EMD are liable to be rejected. Financial offers will be opened only if the concerned committee of VMH is satisfied with the experience and reputation of the agency and use of appropriate technology by it.

2. The selected agency should provide Audio and Multimedia Guide Services to VMH for a period of five years from the date of commencement of service. Such services will consist of audio & multimedia tour programming, supply of equipment and accessories required, providing operational support including personnel and management of such services.
3. The agency shall launch the audio / multimedia tour within six months from the date of issue of work order.
4. The selected agency shall have to make the "Audio and Multimedia Guide Services" available to the visitors without any direct cost to VMH. The entire investment required for providing the services will have to be borne by the agency.
5. The tour programming shall include a broad menu of layered information developed with the approval of VMH for general audience in at least three languages Hindi, English and Bengali. Tour guide in languages other than these three may also be explored.
6. The selected agency shall develop, write and produce the programme of audio and multimedia tour of VMH. VMH will provide the agency with the required information for developing the said programme.
7. The audio / multimedia contents will be of about 60 minutes duration.
8. The selected agency shall depute a Site Manager and as many personnel (but not less than two) as required for managing and rendering the audio & multimedia guide service.

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9. VMH will provide a space or counter with electricity and intercom facilities where the personnel of the agency can sit and maintain their equipment & files and store space parts required in connection with providing the Audio & multimedia guide services.
10. Initially the selected agency have to provide 50 audio & multimedia players that may be increased on the basis of assessment of further requirement depending on the number of visitors.
11. the distribution and collection of the audio and multimedia players and collection of charges will be the responsibility of the agency. VMH will have no responsibility in this regard.
12. The agency will collect charges for visitors for providing audio / multimedia players. They will submit a report each day immediately after closure of museum, on number of visitors availing the services and the amount collected from them. VMH will have the right to inspect the documents relating to audio & multimedia tour guides service through its authorized officials as and when required.
13. The agency will remit the agreed share of VMH every fortnight on a mutually fixed day.
14. The safety and security of the equipment will be the responsibility of the agency. It may at its discretion require the visitors taking the players to leave behind an ID or some other acceptable form of security or to make cash deposit.
15. The agency shall make arrangement for periodical inspection of the services by its higher officials and to make available the report of such inspection to VMH
16. The selected agency will require to sign an agreement with VMH immediately after receipt of offer letter from VMH.
17. The selected agency shall have to deposit an amount equal to 10% of the total project cost as security deposit.
18. *The "Audio and Multimedia Guide Service" will be optional for both the Indian and Foreign Visitors.*

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19. *The selected agency can charge Indian and foreign visitors a maximum fee of Rs. 50 (Rupees fifty) and Rs. 100 (Rupees hundred) only respectively for using audio and multimedia guide facilities at VMH.*
20. Those firms, who had applied against our tender notice no. 990/VIIB-37/04 dated 2nd July, 2010 and whose PQ documents and EMD were found in order, may not apply again. The financial offer submitted by them will be opened and considered along with the tender received against this tender notice. However, they will be free to submit fresh financial bid withdrawing the earlier one, if they so desire.
21. The Administrative Officer, VMH (Mobile no. 9433154182) may be contacted for any further information/clarification.

Administrative Officer
