



1, क्वीन्स वे, कोलकाता - 700 071  
1, Queen's Way, Kolkata - 700 071

# विक्टोरिया मेमोरियल हाल VICTORIA MEMORIAL HALL

(भारत सरकार के संस्कृति मन्त्रालय के प्रशासनिक नियन्त्रण  
के तहत एक स्वायत्त संगठन)  
(An autonomous organisation under the administrative  
control of the Ministry of Culture, Govt. of India)

**V.M. No. 1217/XV-15/191/2017**

**Date: 23/06/2017**

## **TENDER NOTICE**

### **REQUEST FOR PROPOSAL FOR SUPPLY AND INSTALLATION OF NOTE AND CARD (DEBIT/ CREDIT) OPERATED TOUCH SCREEN TICKET VENDING KIOSK WITH CUSTOMIZED SOFTWARE FOR ENTRY IN THE GARDEN/ MUSEUM AT VICTORIA MEMORIAL HALL, KOLKATA.**

Victoria Memorial Hall, (hereinafter referred to as VMH) Kolkata proposes to install Note and Card (Debit/ Credit) operated Touch screen Ticket vending kiosk with customized software and online facility for entry in the Garden/ Museum at VMH, Kolkata.

VMH therefore intends to engage an agency with sufficient experience in such work to provide Note and Card (Debit/ Credit) operated Touch screen Ticket vending kiosk with customized software.

The VMH therefore invites proposals from competent & experienced firms to provide the necessary services in accordance with the Terms of Reference of this tender document. The tender document in two bid systems, technical bid and financial bid, in prescribed format can be downloaded from the website of VMH, victoriame-morial-cal.org. Both the technical bid and financial bid are to be submitted in the Tender Box placed in the New Administrative Building, VMH, 1, Queen's Way, Kolkata -700071 on or before 12<sup>th</sup> JULY 2017 upto 2.00 PM. The technical bids of the tenderers will be opened on the same day at 3.00 PM. The financial bids of the tenderers who will qualify in the technical bid will be opened after intimating them the date and time of opening the financial bids for further evaluation and ranking before awarding the contract.

**Administrative Officer**  
**Tele: 2223-2962**

### **SCOPE OF WORK**

Supply of Hardware, Software and other essential items, installation, commissioning and maintenance of Note and Card (Debit/ Credit) operated Touch screen Ticket vending kiosk with customized software at VMH as per following details.

Note and Card (Debit/ Credit) operated Touch screen Ticket vending kiosk with customized software should have the following specifications.

- Automatic Ticket Vending Machine is configured for issuing tickets for entry in the Garden/ Museum.
- Note and Card (Debit/ Credit) operated Touch screen Ticket vending kiosk should accept Indian Notes, not accept the soiled / cut, taped, coloured and fake notes and dispense the tickets.
- The Thermal paper Ticket width is 58mm and the machine is configured with a



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thermal printer with Auto-Cutter facility.

- d. IR Touch Screen displays the information for the user such as value of Ticket, Note and Card (Debit/ Credit) accepted and ticket issue status making it more user friendly.
- e. Built-in Audit Function for total transactions, transaction Value, number of tickets issued, Note collected and denomination wise break-up details are available in the machine. Provision for security key is required for collecting the Note and Card (Debit/ Credit) at the end of every shift.
- f. Kiosk should put under a metallic booth with sliding door to protect the kiosk from Water, Dust, Environmental Hazard, Physical Damage, etc.

## Specifications and Components:

1	<b>Specification of kiosk body :</b> a) Floor standing permanent base b) Security locks : Yes c) Cooling fan: 2 Cooling Fan Fitted for better cooling. d) Spike guard : Stainless Steel e) Height: 49 inches f) Width: 17 inches g) Depth: 12 inches h) Weight: 48Kg (Approx) mm thick CRCA steel, polymer powder coating, 2X cooling fans fitted inside the enclosure. i) Cash vault with Metallic box with security features inside the Kiosk.
2	<b>PC- Configuration:</b> a) Intel Core i3 Processor (7 <sup>th</sup> ) b) Integrated graphics card (VGA & HDMI Port) c) DDR3 4GB RAM d) HDD 1TB 7200 RPM e) LAN/Wi-Fi Connection f) 3.5 mm jack speaker (10 Watt) g) 4 port USB (2X2.0, 2X3.0) h) PS2 port supported for keyboard & Mouse i) 600 VA UPS with 20 minutes Power Back up – Off Line j) Operating System – Windows 10
3	<b>Monitor Features &amp; Score</b> a. Type: LED Backlit LCD b. Screen Size: 15.6 inch c. Resolution : 1366 x 768 d. VGA : Yes e. Response Time: 16 ms f. Number of Colors : 0.262 M Colors g. Aspect Ratio : 16:09 h. Contrast Ratio : 400:01:00, 11520:01:00 (Dynamic) i. Power Supply : 100 - 240 V, 50/60 Hz
4	<b>IR touch screen 15.6"</b> a. Ultra Light aluminum design b. Quick and smooth touch response c. Effortless touch, no pressure required

☎ : 2223-1890/1891/0953/5142 • फैक्स / Fax: +91-33-2223-5142

ई-मेल / E-mail: victomem@gmail.com

• वेबसाइट / Website: www.victoriameorial-cal.org



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	<ul style="list-style-type: none"> <li>d. Resistance against cracks</li> <li>e. Scratch resistance</li> <li>f. Longer service life</li> <li>g. Can be used with gloved or wet hands</li> <li>h. Scales with perimeter and not area</li> <li>i. Have high clarity as there is no requirement for multiple layers or patterning on the screen</li> </ul>
5	<p><b>Note Acceptor Specifications</b></p> <p>i) <b>Note Acceptor</b></p> <ul style="list-style-type: none"> <li>a. Indian Currencies acceptable</li> <li>b. New generation design of verification system</li> <li>c. Anti-String technology</li> <li>d. Selective interfaces</li> <li>e. Multicolor illumination bezel design</li> <li>f. Acceptance Rate: 96% or greater</li> <li>g. Acceptance Speed : Approx. 3 seconds to cash box</li> <li>h. Interface : Pulse, CCNET, RS232, cc Talk, MDB, Parallel</li> <li>i. Power Source : 12V DC(10~16V DC)</li> <li>j. Power Consumption : Standby: 0.3A, 3.6W Operation: 1.2A, 14.4W Maximum: 2A, 24W</li> <li>k. Dimension : 102.4 x 134 x 88.8 mm/ 4.03 x 5.28 x 3.5 inches</li> <li>l. Weight : Approx. 0.44kg/ 0.97 lbs</li> <li>m. Environmental : (Operation Temperature) - 0°C/ 32°F~60°C/ 140°F</li> </ul>
6	<p><b>Outer Booth</b></p> <ul style="list-style-type: none"> <li>a. Metallic with transparent Acrylic windows and doors</li> <li>b. Height 7 foot approx</li> <li>c. Ample space inside for smooth operation</li> <li>d. Automatic door closing</li> <li>e. Grouting</li> <li>f. Metallic Booth with sliding door to protect the kiosk from Water, Dust, environmental Hazard, Physical Damage, etc.</li> </ul>
7	<p><b>Customized Software</b></p> <ul style="list-style-type: none"> <li>a. Customized software for users to print the tickets</li> <li>b. Smooth Operation</li> <li>c. Clear &amp; easy menus for users</li> <li>d. The software can work as a standalone basis without any network connection.</li> <li>e. If LAN Connection is available then the software will upload periodic data to central server.</li> <li>f. Software will have the facility to connect to the central web ticketing system through API.</li> <li>g. Software can automatically check the availability of Ticket Printing paper and accordingly make the Kiosk Online or Offline.</li> <li>h. Software will automatically check the availability of Internet connection to enable / disable e payment system.</li> <li>i. Day end report will be automatically updated through email to the concern person Kiosk Wise and all in total through email without any manual intervention.</li> <li>j. Unavailability of the paper in particular Kiosk will be updated through email in a periodic manner.</li> </ul>



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8	<b>Thermal Ticket Printer</b>	
	<p>Printing method Dot structure Resolution Paper feed Dot pitch Effective printing area Number of columns Paper width Dimensions Paper thickness</p> <p>Power Supply Weight</p> <p>Life</p> <p>Operating environment</p> <p>Detection function</p>	<p>thermal-line dot method 384 dots/ line 8 dots/ mm Auto paper loading 0.125 mm (8 dots/ mm) 48 mm ANk 32 columns/ line (maximum 12 x 24 dot font) 57.5_+ 0.5mm 82.5x52x36mm (WxDxH) 60 to 100µ m (some paper in this range may not be used because of paper characteristics) 4.2 – 8.5 VDC, 0.87A (average) 4.2 – 8.5 VDC 5-9 VDC, Max 0.1A 2.7 – 5.25 VDC, Max 0.1A 5V-8DVC, Max. 5A, Rated Voltage: 7.4V. 0.22KG 100 million pulses or more (print ration = 12.5%) 50km or more 1,000,000 cuts 0° C to 50° C 20 to 80% RH (no condensation) -25° C to 70° C 5 to 95% RH (no condensation)  Via thermistor Via photo interrupter Via photo interrupter</p>
9	<b>Metallic Pin PAD</b> <ol style="list-style-type: none"> <li>Number of key: 16 key</li> <li>Material: stainless steel 304</li> <li>Key travel: 0.4mm</li> <li>Key switch lifespan: more than 10 million of operations</li> <li>Key switch technology: metal dome and rugged PCB</li> <li>Key graphics: laser engraved legends</li> <li>Mounting style: rack mount or top mount</li> <li>G.W.:0.3KGs</li> <li>Dimensions: 114.2 mm x 108.5mm (front panel)</li> <li>Supply Voltage: +5V DC+/-5%</li> <li>Communication interface: USB or PS2 (optional)</li> <li>Protection Level: IP 65 (front panel)</li> </ol>	

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	<p>m. Operating temperature: -40 C~+70 C</p> <p>n. Storage temperature: -50 C~+80 C</p> <p>o. RoHS Compliant</p> <p>p. OS support: DOC/Windows95/98/NT/ME/2000/2003/XP/Visa//7, Linux, Mac, etc</p> <p>q. MTBF&gt;5000H</p> <p>r. MTTR&lt;30min</p>
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## ELIGIBILITY CRITERION:

(i) The tenderer must be registered / incorporated under Indian Companies Act, 1956 or other relevant Act/Rules and should have a base in India.

(ii) The tenderer should have a service network in Kolkata where Kiosks are envisaged to be installed. The tenderer shall provide addresses of their service network in Kolkata.

(iii) The tenderer should have experience with Self service kiosk's and relevant software for a period of not less than a year. Bids should be submitted either by Original Equipment Manufacturers (OEMs) or its authorized system integrator (SI). OEM can either directly quote or can authorize one SI.

(iv) The tenderer has to provide the list of their clients in India particularly in Kolkata with their contact numbers to whom similar system has been supplied / installed.

(v) The tenderer has to submit satisfactory performance certificates from minimum two users to whom similar type & make of Self Service Kiosks have been supplied. The performance certificate should be from any reputed Corporate(s)/PSU(s)/Govt. Department/ Organisation.

(vii) The tenderer should have trained manpower with adequate experience to undertake AMC of Self Service Kiosk.

(viii) The tenderer must possess a valid PAN issued by Income Tax Authority in India, Service Tax Registration, valid VAT and CST No. Photo copies of the relevant documents are to be furnished.

(ix) The agency should have professional competence/ ability to provide dedicated team of professionals for timely execution and maintenance.

(x) The agency should not have been debarred or blacklisted by any Central Government Department/ Organization, Public Sector Undertaking and State Government.

(xi) The firm/agency should have supplied and maintained at least 1 such Kiosk during 2016-17 or 2017-18.



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(xii) The agency should have executed one single order of 15 lacs for self service kiosk.

### **ANNUAL MAINTENANCE CONTRACT:**

#### **a) SCOPE OF WORK:**

The Supplying Firm shall get into a comprehensive annual maintenance contract immediately on completion of guarantee period. VMH order will be placed on the Firm as per the AMC prices quoted in the tender. The scope of work includes comprehensive annual maintenance of all items supplied vide this tender. The firm shall ensure that all the systems working trouble free and continuously. For this purpose monthly servicing is to be done.

#### **b) CONTRACT PERIOD:**

The AMC order will be issued after successful completion of the guarantee period. Based on the performance of the first year Annual Maintenance Contract, the AMC order will be renewed every year till Five years as per the price quoted by the Tenderer. During AMC, the Firm has to replace all the spares necessary free of cost.

#### **c) TERMS OF PAYMENT:**

On satisfactory completion of monthly servicing and on certification by the Competent Officer, VMH, Quarterly payment will be recommended on pro-rata basis on production of pre-receipted bill in the VMH format.

#### **d) SECURITY DEPOSIT FOR AMC:**

A Security deposit of 5% to be paid by the successful Tenderer in the form of A/c Payee D/D on any Nationalized Bank in favour of the Trustees of Victoria Memorial for the Annual Maintenance Contract for a period of five years and the same will be refunded after successful completion of 5 years AMC period.

#### **e) PENALTY CLAUSE (FOR AMC)**

- i) 70% of the contract value pertains towards the cost of spare parts for the maintenance of the Touch Screen Ticket Vending Kiosk and the balance 30% is for the labour cost. Hence if the minimum servicing once in a month is not carried out, 30% of the contract value for the respective month will be deducted from the bill towards the labour cost alone.
- ii) Breakdown calls shall be attended by the firm within 24 hours from the time of receipt of breakdown message from the VMH. In case the firm is not responding to VMH's urgent calls, ½% of the AMC cost per week (a week is defined as 7 days inclusive of holidays) or part thereof subject to a maximum of 5% of the AMC cost will be deducted from the firm's bill.



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- iii) Advance information of at least 24 hours shall be given by the firm before undertaking maintenance and servicing works.

### **OTHER CONDITIONS :**

- 1) The technical bid form and financial bid form including AMC are to be downloaded from VM Website and submitted simultaneously. Photo copies of documents in respect of items under **eligibility criterion** are to be submitted with the technical bid.
- 2) The Tenderer shall fill all the details of the both the forms without fail.
- 3) The offer shall mention the make and model of the equipment and shall agree with the specification mention in this notice.
- 4) The rate should be quoted as per unit.
- 5) The rate quoted should be maintained till the completion of supply and no upward price revision will be agreed to.
- 6) The work shall be completed within **30 days** from the date of receipt of order.
- 7) The prices for the equipment and Net Present Value (NPV) of AMC Charges inclusive of taxes for five years will be taken for arriving at the order of merit. However the NPV will be calculated manually and the lowest offer will be intimated.
- 8) Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees ten thousand) only in form of Accounts Payee Demand Draft on any Nationalized Bank in favour of "The Trustee of Victoria Memorial, Kolkata" should be submitted with the tender / quotation, which will remain valid for a period of 45 days beyond the final bid validity period. EMD is returnable to the unsuccessful tenderers on or before 30<sup>th</sup> day after the award of the contract.  
The successful tenderer will have to deposit Performance Security of 5% of the value of the contract in the same manner as in case of deposit of EMD, which should remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations. The EMD will be forfeited if the performance Security is not deposited within 7 days from the date of issue of supply order in this regard.
- 9) For clarifications, if any, the firm may contact Administrative Officer, VMH, Kolkata Telephone No. 2223-2962, E-mail: [admnofficervmh@gmail.com](mailto:admnofficervmh@gmail.com)

### **INDEMNITY**

The selected agency/organization shall indemnify and hold it harmless from all claims, demands, damages, actions, costs and charges to which the VMH become subject, or which it may have to pay or be held liable therefor, by reason of any injury to persons, reputation or property suffered or



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sustained by any agency or employee of VMH or arising out of any activity or negligence or omission of the agency/organization.

## FORCE MAJEURE

**(a) Definition:** For the purpose of this contract "Force Majeure" means an event which is beyond the reasonable control of a party, and which makes a party performance of its obligations under the contract impossible or so impractical as to be considered impossible under the circumstances.

**(b) Breach of Contract:** The failure of the agency to fulfill any of its obligations under the contract shall not be considered to be a breach of or default under this Contract in so far as such inability arises from an event of Force Majeure, provided that the agency affected by such an event (a) has taken all precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the contract, and (b) has informed the other party as soon as possible about the occurrence of such an event.

## ARBITRATION

All disputes and differences arising out of or in any way touching or concerning the contract shall be referred to the sole arbitration of any person nominated jointly by the Secretary & Curator and the successful Tenderer. There will be no objection to any such appointment that he had to deal with matters to which this indenture relates or that in the course of his duties as such government servant, he has expressed views on all or any of the matters in dispute or differences. The award of the arbitrator so appointed shall be final and binding on the parties to the Agreement.

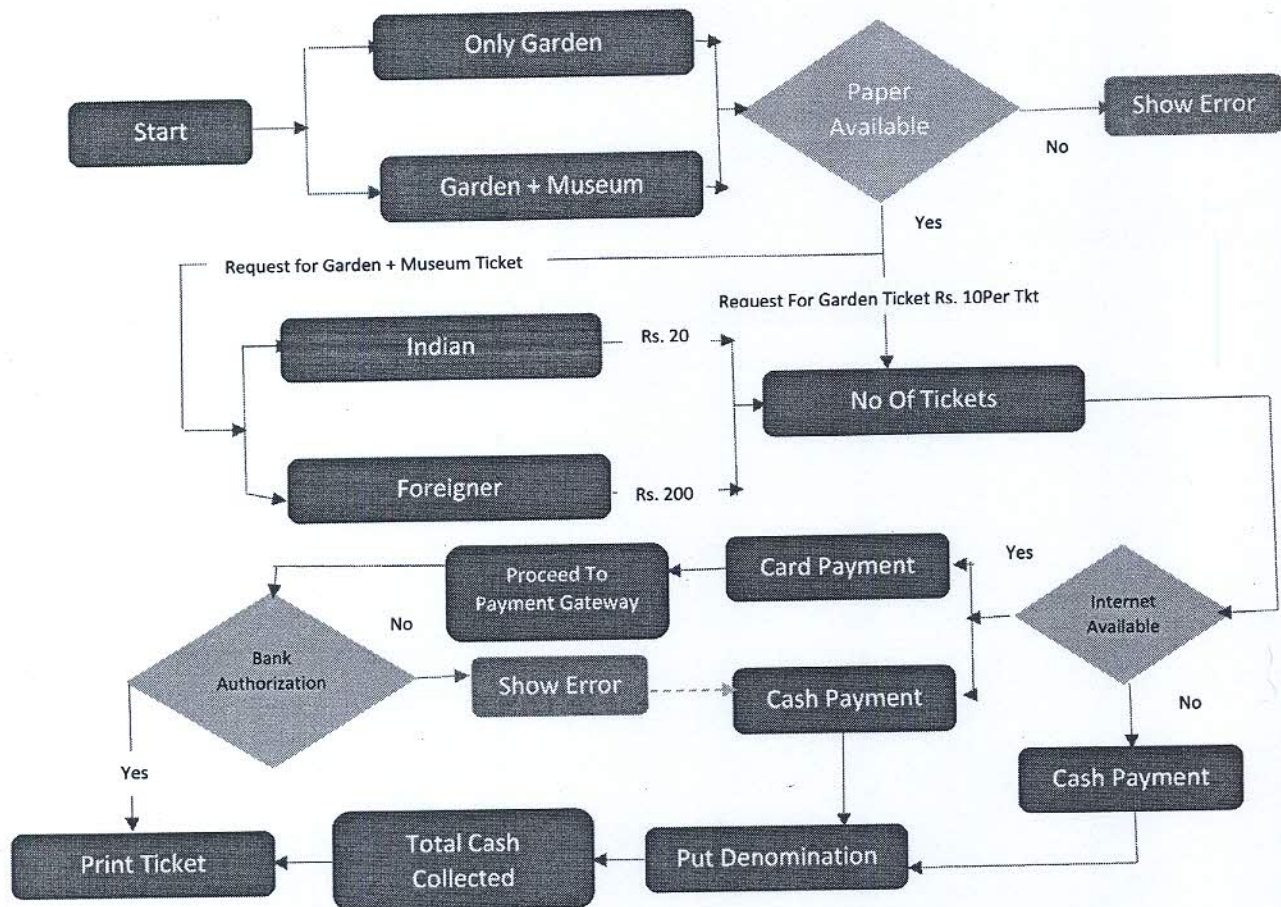
## JURISDICTION OF COURT

All matters connected with this Tender/Contract shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of the Courts at Kolkata.

Administrative Officer  
Victoria Memorial Hall



Flow Diagram for Proposed Ticket Vending Kiosk in Victoria Memorial



TECHNICAL BID				
Sl. No	Technical Specification	Requirements	Complied	Not Complied
1	Make :			
2	Model :			
3	Specification of kiosk body :	a) Floor standing permanent base b) Security locks : Yes c) Cooling fan: 2 Cooling Fan Fitted for better cooling. d) Spike guard : Stainless Steel e) Height: 49 inches f) Width: 17 inches g) Depth: 12 inches h) Weight: 48Kg (Approx) mm thick CRCA steel, polymer powder coating, 2X cooling fans fitted inside the enclosure.		
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5	Monitor Features & Score:	a. Type: LED Backlit LCD b. Screen Size: 15.6 inch c. Resolution : 1366 x 768 d. VGA : Yes e. Response Time: 16 ms f. Number of Colors : 0.262 M Colors g. Aspect Ratio : 16:09 h. Contrast Ratio : 400:01:00, 11520:01:00 (Dynamic) i. Power Supply : 100 - 240 V, 50/60 Hz		
6	IR touch screen 15.6" :	a. Ultra Light aluminum design b. Quick and smooth touch response c. Effortless touch, no pressure required d. Resistance against cracks e. Scratch resistance f. Longer service life g. Can be used with gloved or wet hands h. Scales with perimeter and not area i. Have high clarity as there is no requirement for multiple layers or patterning on the screen		
7	Note Acceptor Specifications:	i) <b>Note Acceptor</b> a. Indian Currencies acceptable b. New generation design of verification system c. Anti-String technology d. Selective interfaces e. Multicolor illumination bezel design f. Acceptance Rate: 96% 96% or greater g. Acceptance Speed : Approx. 3 seconds to cash box		



			motor	2.7 – 5.25 VDC, Max 0.1A		
			For logic	5V-8DVC, Max. 5A, Rated Voltage:		
			For Module	7.4V.		
			Module	0.22KG		
		Life	Head	100 million pulses or more (print		
			Cutter	ration = 12.5%)		
			Operating	50km or more		
			Temperature	1,000,000 cuts		
			Operating	0° C to 50° C		
			humidity	20 to 80% RH (no condensation)		
		Operating		-25° C to 70° C		
		environment	Storage	5 to 95% RH (no condensation)		
			temperature			
			storage	Via thermistor		
			humidity	Via photo interrupter		
				Via photo interrupter		
		Detection	Head			
		function	temperature			
			detection			
			Head-up			
			Detection			
			Out-off-			
			paper			
			detection			

All documents in respect of Eligibility criterion are enclosed.

Tenderer



## **FINANCIAL BID**

### **ITEM No. I**

#### **COST OF NOTE AND CARD (DEBIT/ CREDIT) OPERATED TOUCH SCREEN TICKET VENDING KIOSK**

<b>Sl. No.</b>	<b>Description of Work</b>	<b>Qty</b>	<b>Unit</b>	<b>Rate per Unit Rs.</b>	<b>Total Amount Rs.</b>
1.	Supply of note and card (Debit / credit) operated touch screen ticket vending kiosk with customize software and online facility	2	Nos		
1a	VAT @ ..... for the items (1)		Lumpsum		
1b	Installation and commissioning Charges for the items (1)	2	Nos		
1c	Service Tax for item 1b @.....%		Lumpsum		
<b>Total Rs.</b>					

(Rs. ....only inclusive of all Taxes)

#### **Note:**

The Tenderer shall furnish their Offers for all the items mentioned above else it will be treated as incomplete offer and will not be considered for further evaluation.

If any of the statutory levy mentioned above is Not required the same may be stated as NIL.

If any of the statutory levy is required other than the one mentioned above, the same may be indicated separately along with the rate at which it is charged. Service Tax will be paid only on production of applicable documentary proof for evidence as per VMH Condition.

**Tenderer's Signature and Seal**

**ITEM No. II**

**COST FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR FIVE YEARS AFTER THE GUARANTEE PERIOD**

<b>Sl. No</b>	<b>Description of Work</b>	<b>Cost for the Comprehensive Maintenance Contract</b>
<b>I.</b>	<b>Comprehensive Annual Maintenance Contract for five years after the guarantee period</b>	
1	1 <sup>st</sup> year	
1(a)	Service Tax @.....%	
	Total cost for the first year	
2	2 <sup>nd</sup> year	
2(a)	Service Tax @.....%	
	Total cost for the second year	
3	3 <sup>rd</sup> year	
3(a)	Service Tax @.....%	
	Total cost for the third year	
4	4 <sup>th</sup> year	
4(a)	Service Tax @.....%	
	Total cost for the fourth year	
5	5 <sup>th</sup> year	
5(a)	Service Tax @.....%	
	Total cost for the fifth year	
<b>6</b>	<b>Grand Total (for 5 Years) Rs. inclusive of all taxes and duties</b>	

**Note:**

- (a). Tenders without quote for 5 years AMC will be treated as incomplete and will not be considered for further evaluation.
1. The prices for the equipment and Net Present Value (NPV) of AMC Charges inclusive of taxes for five years will be taken for arriving the order of merit. However the NPV will be calculated manually and the lowest offer will be intimated.
2. VMH's order for the Annual Maintenance Contract will be placed only on the year-wise AMC Price quoted by the Tenderer.

**TENDERER**