

EXPRESSION OF INTEREST

FOR

ONLINE TICKETING SOLUTION

FOR

**NATIONAL SCIENCE CENTRE,
DELHI**



Ministry of Culture
Government of India

NATIONAL SCIENCE CENTRE
(A UNIT OF NATIONAL COUNCIL OF SCIENCE MUSEUMS)
BHAIRON ROAD, NEAR GATE NO – 4, PRAGATI MAIDAN
NEW DELHI – 110 001

INSTRUCTIONS TO THE TENDERERS/BIDDERS FOR E-SUBMISSION OF BIDS (EOI) ONLINE THROUGH E-PROCUREMENT SITE <https://eprocure.gov.in/eprocure/app>

This NIT for expression of interest (EOI) has been published on the Central Public Procurement (CPP) Portal (URL: <https://eprocure.gov.in/eprocure/app>). The tenderers/bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates (DSC). The instructions given below are meant to assist the tenderers/bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Applicants/Tenderers/bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link **"Click here to Enrol"** on the CPP Portal. Enrolment is free of Charge.
- 2) As part of the enrolment process, the applicants/tenderers/bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Applicants/Tenderers/bidders 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 applicants/tenderers/bidders 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 / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a applicants/tenderers/bidders. Please note that the tenderers/bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder 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 EOI DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate applicants/tenderers/bidders to search active tenders by several parameters. These parameters could include organization name, location, date, value, etc. There is also an option of **'Advanced Search'** for tenders, wherein the applicants/tenderers/bidders 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 applicants/tenderers/bidders have selected the EOI they are interested in, they may download the required documents (EOI). These EOI can be moved to the respective "My Tenders" folder. This would enable the CPP Portal to intimate the tenderers/bidders through SMS / e-mail in case there is any corrigendum issued to the EOI document.
- 3) The bidder should make a note of the unique tender (EOI) ID assigned to each tender (EOI), in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS (EOI)

- 1) Applicants/Tenderer/bidder should take into account any corrigendum published on the EOI document before submitting their bids (EOI). Please go through the EOI advertisement and read the 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 documents have to be submitted, the number of documents - including the names and contents of each of the documents that need to be submitted.
- 2) Applicants/Tenderer/bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally they can be in PDF / XLS / RAR / DWF formats as mentioned. **Bid documents may be scanned with 100 dpi with black and white option.**
- 3) If there are any clarifications, this may be obtained through the Tender site, or through “the contact details. Applicants/Tenderer/bidder should take into account the corrigendum published before submitting the EOIs online.
- 4) It is construed that the applicants/tenderers/bidders has read all the terms and conditions before submitting their EOI. Bidder should go through the EOI schedules carefully and upload the documents. Any ignorance in this regard shall not be entertained.
- 5) The applicants/tenderers/bidders will submit the bids through online e-tendering system to the EOI Inviting Authority (EIA) well before the bid submission end date & time (as per Server System Clock). The EIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.
- 6) All the documents being submitted by the applicants/tenderers/bidders 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 opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- 7) The uploaded EOI documents should become readable after the BID (EOI) opening by the authorized tender/bid openers.
- 8) Upon the successful and timely submission of bids (EOI), the portal will give a successful tender/bid submission message & a tender/bid summary will be displayed with the tender/bid (EOI) no. or Name of Work and the date & time of submission of the tender/bid with all other relevant details.
- 9) The bid (EOI) summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid (EOI) opening meetings.

ASSISTANCE TO BIDDERS

1. Any enquiries relating to the Expression of Interest document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority or the relevant contact person indicated in the tender.

2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal helpdesk. The contact number for the helpdesk is 1800 233 7315.
3. Any queries relating to the Expression of Interest may be addressed to nscdelhi10@gmail.com with proper credentials of the bidders before the bid clarification date thereafter no queries will be entertained.

For any queries or clarifications, please contact

Mrs. Vijay Laxmi, Section Officer (S&P), Mobile: 98718 60142

Mrs. Bharti, Technical Officer, Mobile: 98182 68505

Mr. Mayank Chaurasia, Technical Officer, Mobile: 92123 80760

We look forward to your participation and collaboration in this important digital initiative.

PROPOSAL INVITING EXPRESSION OF INTEREST (EOI) FOR ONLINE TICKETING SOLUTION

No: NSCD/18011/EOI-04/2025-26

Dated 30/05/2025

1. The**National Science Centre, Delhi**..... is a constituent unit under the National Council of Science Museums, Kolkata* (*hereinafter referred to as the Museum/Centre)
2. Online **EOI (Expression of Interest)** are hereby invited from reputed and experienced agencies capable of carrying out the work of “**Online Ticketing System for National Science Centre, Delhi**” with excellent quality. Documents are to be submitted online to the Central Public Procurement Portal website <https://eprocure.gov.in/eprocure/app> in single cover system, before the prescribed date & time in EOI using the valid Digital Signature certificate (DSC) obtained from the authorized agencies of NIC.
3. The place of work would be**National Science Centre**Pragati Maidan, Bhairon Road, Near Gate No.4.....
.....**New Delhi-110001**.....

4. **Important Information & Dates:**

Dates & Time For:-	:	Dates and Time
Bid Document Publishing Date	:	30 th May, 2025 (18:15 PM)
Bid Document Download Start Date	:	30 th May, 2025 (18:30 PM)
Bid Submission Start Date	:	30 th May, 2025 (18:30 PM)
Bid Submission End Date	:	16 th June, 2025 upto 18:00 Hrs.
Last date of submitting EOI documents as per Cover detail, specified in EOI document (Superscribing Name of Work, EOI No. and Date/Time of Opening) in a separate sealed envelope to the EIA with Complete postal address). (*The documents can be submitted physically)	:	17 th June, 2025 upto 15:00 Hrs.
Date of Opening	:	18 th June, 2025 at 15:00 Hrs.
Details of Submission of Hard Copies/Address of EOI Inviting Authority	:	Director National Science Centre, Pragati Maidan, Bhairon Road, New Delhi- 110001

5. **Introduction**

National Science Centre, Delhi, a leading institution dedicated to the promotion of science education and interactive learning experiences, invites Expressions of Interest (EOI) from experienced and qualified vendors/ agencies for the **design, development, and implementation of an Online Ticketing System**.

The proposed system will manage **mandatory entry tickets** and facilitate bookings for various **shows, events, and exhibitions** conducted throughout the year.

6. Objective

The aim of this EOI is to shortlist capable and experienced agencies that can deliver a robust, secure, and user-friendly online ticketing solution tailored to the needs of the Centre. The proposed ticketing solution enables:

- Real-time booking and payment for entry tickets.
- Scheduling and ticketing for time-based shows and events.
- Integration with POS and on-site ticket validation systems.
- Detailed reporting and analytics dashboard.

7. BRIEF DETAILS OF WORK (Scope of Work):

The selected vendor will be responsible for end-to-end development and deployment of the ticketing system, including (but not limited to):

- **User Registration & Login** (with optional social sign-in).
- **Online Ticket Booking** for:
 - General entry tickets (mandatory for all visitors).
 - Time-based shows, special events, and workshops.
- **Secure Payment Gateway Integration** supporting multiple payment modes.
- **QR / Barcode Generation** for on-site validation.
- **Mobile-Friendly Web Interface** and potential **mobile app integration**.
- **Admin Dashboard** with role-based access for ticket and event management.
- **Visitor Analytics & Reporting Dashboard** (daily footfall, revenue, booking trends).
- **Data Backup, Security & Compliance** with data protection laws.
- **Optional Features:** CRM integration, POS System linkage.

8. Eligibility Criteria

Interested applicants must meet the following minimum criteria:

- Prior experience in developing and managing online ticketing or event registration systems.
- Technical and managerial capacity to deliver the project within a defined timeline.
- Demonstrated experience in working with public sector institutions or museums (preferred).
- Financially sound organization with a proven track record.

9. Submission Requirements

Interested vendors are requested to submit an Expression of Interest including:

- Company profile and legal registration details.
- Portfolio of relevant past projects, especially ticketing solutions.
- Brief overview of the proposed technical approach and features (optional).
- List of key personnel available for the project.
- Contact details (official email, phone number, office address).
- Agency must have filled up the form given in **Annexure – “E”** along with supporting documents.
- Agency is not in the negative/black list of any State / Central Government Department / PSU/Autonomous. An affidavit on a non-judicial stamp paper of value ₹100/- is to be furnished certifying the same. (As per format given in **Annexure – “C”**)
- Legal status of the firm indicating registration details, partnership deed, power of attorney in case of partnership firm, affidavit in case of proprietorship firm, memorandum and article of association in case of company.
- Certified I.T. return for the last 03 (three) years and copy of PAN Card.
- Audited Balance Sheet and P/L Statement for last 03 (three) Years.
- EPF Registration / Code No.

- The Bidder must furnish details of GST Number and PAN Number (mandatory) and also upload the scanned copy of these documents in e-procure portal.
 - Service Tax Regn.
 - Notarized document for possession of equipment's. All such equipment's shall be in good working condition.
 - List of Technical Personnel along with their Qualification & Experience.
 - No Joint Venture /Consortium of any form shall be considered for experience as well as for participation in the EOI.
 - In support of above, document/details shall be submitted along with the EOI **as per Cover details & Declaration at Annexure 'A' & 'B' and Affidavit at Annexure 'C'.**
10. Evaluation and Presentation
 - The submitted EOIs will be **evaluated based on experience, capability, and relevance** to the scope.
 - **Shortlisted agencies will be invited to present their concept, capabilities, and a high-level technical approach** before the final selection process.
 11. EOI submitted along with all requisite documents will be evaluated by the Technical Committee of NCSM/SCIENCE CENTRES at its sole discretion and pre-qualified agencies will be intimated only for participation in e-tender at specified date and time which will be intimated through <https://eprocure.gov.in/eprocure/app>.
 12. Canvassing in any form whether directly or indirectly, in connection with the submission of EOI is strictly prohibited and the EOIs submitted by the agencies who resort to canvassing will be liable for rejection.
 13. If the Applicant gives wrong information in his EOI or creates circumstances for the acceptance of his EOI, the Employer reserves the right to reject such EOI at any stage.
 14. Applicants/Tenderers/Bidders are advised to follow the instructions provided for submission of Mandatory documents for Evaluation of the NIT for the e-submission of the EOI online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app> before proceeding with the EOI. Agencies are advised to submit the requisite details / credentials, in the appropriate given cover only.
 15. Agency should submit/upload the entire EOI document duly signed along with all corrigendum / Addendum's, if any, published later on, as it is downloaded from the Portal, as a token of acceptance, as per cover details given.
 16. **The EOI shall be valid for a period of 90 days from the date of opening of the EOI or any extension thereto.**
 17. EOI documents in which the EOI is submitted by an Applicant shall become the property of the Employer and the Employer shall have no obligation to return the same to the Applicant, no claim on this score shall be entertained.
 18. **NO CONDITIONAL/ INCOMPLETE EOI** will be accepted under any circumstances.
 19. **National Science Centre, Delhi reserves the right to:**
 - Accept or reject any or all the applications received, at its own discretion, without assigning any reasons whatsoever. EOIs, in which additional conditions put forth by the agencies, shall be summarily rejected.
 - Evaluate the EOIs as per laid down norms, procedures, guidelines, works manual and GCC of NSCD etc. by a designated committee with approval of Competent Authority against which no interim queries / correspondence will be entertained.
 - Ask for further Clarifications / verification etc. anytime, as and when required during the process.
 - Be at liberty to cancel the Advt. / Enlistment of the Agency against the above Notice, anytime without assigning any reason whatsoever

- For the above no claim on any ground shall be entertained.

20. Procedures for Submission of EOI / e-Tenders in e-Procurement system in CPPP are as below:-

- Applicants shall submit the mandatory documents in Original as detailed in Cover-I comprising of **EOI, Declaration & Affidavit**, in sealed envelope by due date and time to the TIA along with the scanned copies uploaded in the Portal without which the tender will be considered invalid.
- Other Documents to be uploaded / submitted online by the intending Applicant are clearly spelt out in the EOI document / Additional Instruction to Applicant. Applicant will submit the physical document duly page numbered, as indicated in EOI to EIA before the due date and time which will be referred for comparing with the uploaded copies if required.

21. Summarized List of Documents / Cover Details for EOI / e-Tenders are indicated below :-

Sl. No.	Cover	Description	Documents for Online submission	Documents Offline/Hard copy for submission to EIA
	Cover-I	EOI/Tender	Scanned copy of EOI/Tender	Original copy of EOI/Tender
		Declaration & Affidavit	Scanned copy of Declaration as per (Annexure-A) & Affidavit as per (Annexure – C)	Original copy of Declaration as per (Annexure-A) & Affidavit as per (Annexure – C)
		Technical Criteria		
		(i) Similar completed works	Scanned copy of Certificate for completed works, LOI, photographs, etc. related to similar work during last 05 years with a covering page of Annexure – D	Certificate for completed works, LOI, photographs, etc. related to similar work during last 05 years with a covering page of Annexure – D
		(ii) Similar ongoing works	Scanned copy of Certificate to similar works for completed works (in case of final bill, copy of summarized copy of bill may be given) during last 05 years with a covering page of Annexure – E	Certificate to similar works (summarized copy of final bill statement) or certificate for completed works, LOI, photographs, etc. related to similar work during last 05 years with a covering page of Annexure – E
		Statutory Documents		
		Statutory documents & Affidavits etc	As indicated in the Bid (EOI) document -company Details, PAN, ITR, VAT/TIN, Service Tax, EPF, Statement for Manpower, Equipment Details (affidavit/invoice)	As indicated in the EOI – Company's documents, details thereof along with supporting documents.
		EOI Document & corrigendum's, if any, etc.	Digitally signed and uploaded, as it is downloaded from the Portal, as a token of acceptance.	No Hard copy

- 22.** If the document asked for submission online is submitted in hard copy only without uploading in portal, the bid (EOI) shall become invalid and will not be considered under any circumstances.

23. The Museum/Centre does not bind itself to accept the any bids (EOIs) and the right to reject or accept any or all the e-bids or EOIs received without assigning any reason whatsoever. Bids (EOIs) incorporating additional conditions are liable to be rejected.
24. **Opening & Evaluation of EOI :**
- ❖ EOI will be opened online. **EOI document, Declaration & Affidavit, must be submitted by the due date.** Evaluation will be done on the basis of uploaded documents only which will be compared from the Hard copy / Original copies of Technical bid submitted by the due date.
 - ❖ If any discrepancy is noticed between the Eligibility documents as uploaded at the time of submission of EOI and hard copies as submitted physically in the office of EIA by due date and time, **the evaluation will be done on the basis of uploaded documents in CPP Portal only.**
 - ❖ Clarifications, if any required will be sought on the submitted documents in the portal and may be obtained by email or through portal regarding eligibility of applicants.
 - ❖ Every bid (EOI) shall be evaluated based on documents of respective tender and no reference shall be drawn from other document(s) uploaded in the Portal earlier.
25. Applicants will submit the requisite details / credentials, in the appropriate given cover only. However, submission of EOIs through using default samples given by NIC in **My Document List** / Other Important Documents, its sub-folders, will not be taken into cognizance and shall be ignored during evaluation.
26. The tenderer(s) must declare in writing that neither he nor any of them is in anyway related to any officer in the National Council of Science Museums, Kolkata, or any of its constituent units as per the format given in **Annexure – “B”**
27. **It may be noted that the Bid (EOI) Envelope which are not found in order as per NSC, Delhi requirements may be summarily rejected.**

Annexure-A

(To be submitted on Agency's Letter Head in the Portal as well as hard copy to the EIA)

Ref: NSCD/18011/EOI-04/2025-26

Date :

DECLARATION

We, M/s., hereby solemnly declare as follows, in respect of the EOI No. :-

- a) That, 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 our knowledge.
- b) That, our firm is not involved in any **Litigation or Arbitration** with NCSM/Science Centre during the last 05 (five) years.

Yours faithfully,

Signature of the Agency With Seal

Annexure – “B”

(Format for Declarations to be typed on bidder agency's letterhead and to be submitted with bid (EOI) document in the Portal as well as hard copy to the EIA)

DECLARATION -1

This is to certify that neither I/we/any of us is in anyway related to any employee in the National Council of Science Museums, Kolkata, or any of its constituent units.

Date: (Signature of the Applicant)
with company seal/rubber stamp
Place:

DECLARATION -2

I/We hereby declare that I/we have not quoted any extra condition along with the bid (EOI) documents.

Date: (Signature of the Applicant)
with company seal/rubber stamp
Place:

(Affidavit to be submitted by the Agency on a non-judicial stamp paper of value Rs. 100/- duly notarized, in the Portal as well as hard copy to the TIA)

Ref: NSCD/18011/EOI-04/2025-26

Date :

AFFIDAVIT

I/We,, S/O.

resident of

Contractor / Partner or sole Proprietor (strike out which is not applicable)
of firm

M/s..... do hereby solemnly affirms and declare that our

Individual / Firm / Companies is **not blacklisted** by any State / Central Govt. Deptt. or any PSUs.

DEPONENT

Place :

Date :

Address :

.....

**DETAILS TO BE FURNISHED FOR COMPLETED WORKS DURING LAST FIVE AUDITED
FINANCIAL YEARS**

Sl. No.:	Details	Work -1	Work -2
1.	Project name & Location:			
2.	Owner or client: (Name and Address, contact Number of Officer to whom reference can be made)			
3.	Whether For Government/Semi Government/ Government undertaking/ Government autonomous bodies: Please Mention			
4.	Tendered Project Cost:			
5.	Actual Project Cost:			
6.	Actual Cost with breakup of Works			
7.	Project duration (as per contract): (in months)			
8.	Start date (dd/mm/yy):			
9.	Actual date of Completion (dd/mm/yy):			
10.	Actual duration (Months):			
11.	Reasons for delay (if any):			
12.	Any penalty/ Bonus:			
13.	Any litigation/Arbitration/claim/Dispute pending (with details of claim and award if any):			

I/We certify that above information furnished by me/us is true and correct to the best of my information and knowledge.

(Signature of the Applicant & date)
with company seal/rubber stamp

INFORMATION ABOUT ALL ONGOING WORKS:

Sl. No.:	Details	Work -1	Work -2
1	Project name & Location			
2	Owner or client: (Name and Address, contact Number of Officer to whom reference can be made):			
3	Project details in brief:			
4	Stipulated start date			
5	Actual Start date			
6	Time period			
7	Stipulated completion date			
8	Present Status of work in Percentage completion:			
9	Work Order Value (in lakhs)			
11	Type/nature of works details			
12	1) slow progress if any and Reasons for Delay, if any:			

Note:

- 1) Original or attested scanned copies as well as hardcopies of initial work order from client have to be uploaded.
- 2) The certificate shall mention Name of work, Work order value, duration, Client name & Address, Location of work, Stipulated start and completion date, Actual Start and Completion date, Reasons for Delay (if any), Nature of Work etc.
- 3) Attach Photographs of the projects.

I/We certify that above information furnished by me/us is true and correct to the best of my information and knowledge.

(Signature of the Applicant & date)
with company seal/rubber stamp