

Request for Proposal (RFP) for Supply, Installation, Testing & Commissioning (SITC) of Computerized and Online Ticketing System at Museum

(Reference: Bid Ref CO/DB&FP/2237/R1/2024-25)

NOTICE - I Addendum / Corrigendum

S.No	Pg No/ Clause	Original Content		Amended Content	
		Particulars	Existing guidelines	Particulars	Revised guidelines
1	36, 9.1	Eligibility Criteria (sr. no. 4)	<p>Average Annual financial turnover of the Bidder during any consecutive three years of the last six years, ending 31st March of the previous financial year (2018-19, 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24) should be at least Rs. 2 Crores. Note: In case of consortium / JV, Lead Partner should have at least 50 percent of the average annual turnover as mentioned in the tender. The JV / Consortium together, however, must have the average annual turnover of as mentioned.</p>	Eligibility Criteria (sr. no. 4)	<p>Average Annual financial turnover of the Bidder during any consecutive three years of the last six years, ending 31st March of the previous financial year (2018-19, 2019-20, 2020-21, 2021-22, 2022-23 and 2023-24) should be at least Rs. 2 Crores. Relaxation only for MSE/Start up: The bidder must have an average turnover of Rs. 0.75 crore during the last 02 (two) financial years i. e. FY 2022- 23 and FY 2023-24 for its Indian operations. (CA Certified along with UDIN - Provisional Balance Sheet can also be submitted for the last financial year ending 31/03/2024).</p>

Response to Pre-Bid queries

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S.No	Page No	Para No.	Description (Ref: CO/DB&FP/2237/R1/2024-25)	Query details	Replies to Pre-bid Query
1	38	Eligibility Criteria Point no. 8	The bidders (Lead partner in case of JV/Consortium) should have minimum experience of 7 years since their establishment / inception with at least two project of similar nature of SITC of Online Ticketing System in India and which should be in use /live as on date of publishing RFP. (At least one Purchase order/ agreement to be submitted prior to 7 years).	The bidders (Lead partner in case of JV/Consortium) should have minimum experience of 3 years since their establishment / inception with at least two project of similar nature of SITC of Online Ticketing System/ Multi Function Kiosk in India and which should be in use /live as on date of publishing RFP. (At least one Purchase order/ agreement to be submitted prior to 3 years).	Please adhere RFP Terms.
2	19	6.v	Verification of Local Content	What is the minimum criteria for the extent of local content needed? 50 percent or more?	Please refer Make in India Guidelines.
3	25	Section II- 9.a.1	Company Profile	Request for waiver of this clause as most of the POS manufacturers currently operational are in countries sharing border with India. And if one has assembly unit in India will that OEM be considered eligible	RFP is self-explanatory.
4	25	Section II- 9.a.2	Implementation Experience	Need exception and allow for the experience of 3 years	Please adhere RFP Terms.

5	39	9.1.9	OEM should have its development & support centre in India	Please clarify Bidder's partner's experience in offsite ticketing solution will be considered even if the one having experience is not the Primary bidder	RFP is self-explanatory.
6	77	Part- II	Commercial Bid	Need clarity on the business potential associated with the project as that will help us to decide future course of action and finalise the rate quotations. Parameters like Average Ticket Sales Per Month, Revenue from Ticket Sales per Month, Bifurcation of ticket sales from online and offsite etc	Details will be shared with successful bidder.
7	37		Average Annual financial turnover of the Bidder during any consecutive three years of the last six years, ending 31st March of the previous financial year (2018-19, 2019 20, 2020-21, 2021-22, 2022-23 and 202324) should be at least Rs. 2 Crores. Note: In case of consortium / JV, Lead Partner should have at least 50 percent of the average annual turnover as mentioned in the tender. The JV / Consortium together, however, must have the average annual turnover of as mentioned.	As per start up circular of Indian. Startups are exempted from turn over criteria. In previous bid following criteria get allocated. Relaxation for Start-up the Bidder must have an average turnover of 0.75 crore during the last 02 (Two) financial years i.e. FY 2022-23 and FY 2023-24 for its Indian operation. (CA certified along with UDIN -Provisional Balance Sheet can also be submitted for the last financial years ending 31/03/2024	Please refer addendum.
8	29	Functional Specification (point no 9)	Development of Mobile App	A mobile app is needed to be developed for ticket booking and validation and a dashboard for admin purpose.	A separate dashboard needs to be provided along with mobile app having facility to integrate with counter ticketing system, online ticketing system through website and booking of tickets through QR Code or any other available mode. Museum Authority can check the MIS report related to footfalls, amount collected and any mandatory data for admin purpose for museum authority.