

TENDER NOTICE

FOR

**SUPPLY, INSTALLATION AND
COMMISSIONING OF
SOFTWARE FOR
COMPUTERIZED TICKETING
AT
PUSHPA GUJRAL SCIENCE CITY
KAPURTHALA (PUNJAB)**

TN/PGSC/2018-19/1/Computerized Ticketing

Pushpa Gujral Science City
Jalandhar – Kapurthala Road,
Kapurthala, Punjab
Telephone: 01822-5077063 / 64

Tender Advertisement

PUSHPA GUJRAL SCIENCE CITY

Jalandhar-Kapurthala Road, Kapurthala

Telephone: 01822 501963 / 64

TENDER FOR SUPPLY, INSTALLATION AND COMMISSIONING OF SOFTWARE FOR COMPUTERIZED TICKETING AT PUSHPA GUJRAL SCIENCE CITY KAPURTHALA (PUNJAB)

Sealed offers are invited from experienced and reputed IT Firms for supply, installation & commissioning of software for computerized ticketing at Pushpa Gujral Science City (PGSC), Kapurthala, Punjab.

Tender Fee: Rs. 1000/- (In case tender document is downloaded by the bidders, no tender fee will be charged) **Earnest Money:** Rs. 10,000/- **Time Period:** 3 Month

Pre-Bid Meeting: **21.07.2018** at PGSC, Kapurthala

Last Date for Submission of Tender: **27.07.2018** (1500 Hrs) at PGSC, Kapurthala

Tender document consisting of detailed scope of work and terms & conditions may be purchased from the office of PGSC, Kapurthala on any working day or can be downloaded from PGSC website www.pgsciencecity.org

**Pushpa Gujral Science City
Jalandhar – Kapurthala Road, Kapurthala**

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COVERING LETTER

From,

(Full name and address of the Tenderer)

M/S.....
.....

To,

**The Administrative Officer,
Pushpa Gujral Science City,
Kapurthala**

**Subject: SUPPLY, INSTALLATION AND COMMISSIONING OF
SOFTWARE FOR COMPUTERIZED TICKETING AT
PUSHPA GUJRAL SCIENCE CITY, KAPURTHALA
(PUNJAB)**

Sir,

We hereby submit our offer in full compliance with terms & conditions of the attached tender. The tender is submitted in two separate and sealed envelopes marked:

- **Part-I** (EMD + Tender Document Fee)
(In case of purchase of tender document from PGSC attach Receipt. No tender fee will be charged in case of tender downloaded by bidders.
- **Part-II** (Technical Bid)
- **Part-III** (Financial Bid)

Dated:

**(Signature of Tenderer)
With seal**

Particulars of Tender

**SUPPLY, INSTALLATION AND COMMISSIONING OF SOFTWARE FOR
COMPUTERIZED TICKETING AT PUSHPA GUJRAL SCIENCE CITY
KAPURTHALA**

- Date for Pre-Bid Meeting : 21.07.2018 at 1100 Hours
Place for Pre-Bid Meeting : Committee Room, Administrative Block,
Pushpa Gujral Science City (PGSC),
Kapurthala
- Last Date for submission of Offer : 27.07.2018 (1500 Hours)
Place for submission of Offer : Pushpa Gujral Science City,
Jalandhar Kapurthala Road,
Kapurthala 144601
- Validity of the Offer : 1 (One) Month from the last date of submission of Tender
Earnest Money Deposit : **Rs. 10,000/-** (Rs. Ten Thousand only) payable either
through Demand Draft in favor of "Pushpa Gujral Science
City", payable at "Kapurthala" or RTGS (To provide
documentary proof of RTGS transfer details giving
transaction reference number) as per detail below:
Bank Name: Allahabad Bank
Branch Name: The Mall, Kapurthala
Account No. : 20850898685
Branch Code: 210169
Account Type: Savings
RTGS/IFSC NO. : ALLA0210169
- Cost of Tender Document : The Tender Document can be purchased from the Admin
section of Pushpa Gujral Science City, Kapurthala by
depositing **Rs. 1000** in cash or through Demand Draft in
favor of "Pushpa Gujral Science City", payable at
"Kapurthala"
**In case Tender Document has been downloaded by
bidders then no tender fee will be charged.**
- Budget: : Rs. 2.5 Lakhs (Approx.)
Contact Person: : Ritesh Kumar Pathak, Scientist(C), PGSC, Kapurthala
-
- Particulars of Tenderer : Tenderer is requested to fill their general particulars as per
Annexure: I

Note: PGSC may, at its discretion, extend the date for the submission of tender by amending the Tender Documents in which case all rights and obligations of the PGSC and the Bidder previously subject to the original date shall thereafter be subject to the new deadline as extended. If such nominated date for pre-bid or submission of tender is subsequently declared as a Public Holiday by the PGSC / Government, the next official working day shall be deemed as the date for pre-bid and submission of tender

GENERAL PARTICULARS
Use Additional Sheet if necessary

- 1 Name of Agency
- 2 Status of Organization (Whether Public/ private Co., partnership firm/ Sole Proprietor etc...) (**Attach Documentary proof**)
- 3 Postal Address
 - E-mail address
 - Mobile/Telephone No.
 - Fax No
- 4 Name and designation of the representative of the Agency to whom all references shall be made (**Attach Authorization letter**)
- 5 At least three works pertaining to software development on Enterprise Resource Planning executed by bidder in a govt. / private organizations in last three years bearing minimum value of single work for **Rs 1.0 lac (Attach self-attested copies of work orders & references).**
- 6 Has the contractor/firm been ever debarred / black listed by any Government Department /Undertaking? (**Attach self-attested declaration as per Annexure II.**)
- 7 FINANCIAL STATUS: Average turnover for the last 3 financial years (15-16, 16-17 & 17-18) should not be less than **20.0 lac** per year (**Attach self-attested copies of documentary proof for last 3 years turnover**)
- 8 PAN & GST registration no of the Agency (**Attach self-attested documentary proof**)
- 9 EMD details
 - Bank
 - Date
 - Amount
 - Mode(DD/RTGS)
- 10 Tender Document Fee details
 - Bank
 - Date
 - Amount
 - Mode(Cash/DD/RTGS/Downloaded)

(Name & Signature of Agency)
With Seal

DECLARATION BY THE TENDERER

I./We.....

(Hereinafter referred to as the Tenderer) being desirous of tendering for the work, under the above mentioned tender and having fully understood the nature of the work and having carefully noted all the terms and conditions, specifications etc. as mentioned in the tender document, DO HEREBY DECLARE THAT:

1. The tenderer is fully aware of all the requirements of the tender document and agrees with all provisions of the tender document.
2. The tenderer is capable of executing and completing the work as required in the tender.
3. The tenderer accepts all risks and responsibilities directly or indirectly connected with the performance of the tender.
4. The tenderer has no collusion with other contractors, any employee of Pushpa Gujral Science City (PGSC) Kapurthala or with any other person or firm in the preparation of the bid.
5. The tenderer has not been influenced by any statement or promises by PGSC Kapurthala or any of its employees but only by the tender document.
6. The tenderer is financially solvent and sound to execute the tendered work.
7. The tenderer is sufficiently experienced and competent to perform the contract to the satisfaction of PGSC Kapurthala.
8. The information and the statements submitted with the tender are true. The tenderer is familiar with all general and special laws, acts, ordinances, rules and regulations of the Municipal, District, State and Central Government that may affect the work, its performance or personnel employed therein.
9. The tenderer has never been debarred from any type of work by any Government Undertaking /Department.
10. This offer shall remain valid for acceptance for 3 (three) months from the last date of submission of the tender.

11. The tenderer has attached herewith the earnest money as required in the tender document.
12. The tenderer accepts that the earnest money may be absolutely forfeited by PGSC Kapurthala if the tenderer fails to undertake the work or sign the contract within the stipulated time or as per terms and conditions.
13. Tenderer accepts and agrees to complete the whole work within stipulated time given by the Pushpa Gujral Science City.
14. The tenderer gives the assurance to execute the tendered work as per specifications, terms and conditions of the tender.
15. Tenderer understands that issue of tender document alone does not mean that tenderer meets the eligibility conditions and technically competent to do the work and is qualified.

(Name & Signature of Tenderer with Seal)

SCOPE OF THE WORK

- A. Supply, Installation and commissioning of Software for Computerized Ticketing at Pushpa Gujral Science City, Kapurthala, Punjab. The representative specifications are enclosed at *Annexure A***
- B. Hosting of the ticketing software on virtual Private Server. The representative specifications are enclosed at *Annexure B***
- C. AMC for maintenance of Computerized Ticketing Software for the next 3 years after the expiry of warranty period of one year from the commissioning.**
- D. Training of the staff of PGSC/ User required for effective operation and Maintenance of the system.**

Note:

1. Deviations, if any, can be discussed in Pre-Bid Meeting.
2. Tenders with any deviations in specifications after its finalization in the Pre-Bid Meeting will not be accepted.
3. Data Fields for forms and report format given in the specifications are for representative reference. Firm can add any additional data fields as per their requirement to develop the software as per the requirement of PGSC. The format of the report to be generated can be altered as per requirements of the PGSC.

INSTRUCTIONS

Supply, Installation & Commissioning of software for computerized ticketing at PGSC, Kapurthala

1. The offer should be submitted in three separate envelopes.

Part - I	(Envelope - I):	containing Earnest Money Deposit of Rs.10,000/- or documentary proof of RTGS/NEFT of the same & receipt of Rs. 1000/- against the purchase of Tender Document from PGSC office (In case of tender document downloaded from PGSC website no fee will be charged)
Part – II	(Envelope - II):	containing Technical Bid
Part – III	(Envelope - III):	containing Financial Bid

2. The procedure for submitting the tender shall be as under: -

ENVELOPE – I: superscribed **“EARNEST MONEY DEPOSIT”** should contain Earnest Money Deposit in the form of Demand Draft or documentary proof of RTGS/NEFT of the same

 - Tender submitted without the Earnest Money will be summarily rejected.
 - The earnest money deposited with PGSC will be refunded to the unsuccessful bidder after finalization and the award of work as per terms & conditions of the contract.
 - In case of successful Tenderer, the Earnest Money will be retained as part of the Security Deposit for satisfactory execution of the contract. In case the Tenderer does not return the signed copy of the work order within 15 days of the award of work, the earnest money shall be forfeited by the PGSC. The Earnest Money shall be returned after one year from the date of installation subject to satisfactory performance of the ticketing software.
 - No interest will be payable on the EMD/Security deposit.

ENVELOPE - II: superscribed **“TECHNICAL BID”** should contain following:

 - Particulars of Tenderer as per Annexure: I attached
 - Declaration by the Tenderer as per Annexure II attached
 - Documentary proof about the status of Organization (Whether Public/ private Co., partnership firm/ Sole Proprietor etc...)
 - Signed and Stamped Tender Document.

- The person signing the tender shall be deemed that he has the authority to sign the tender on behalf of the said company. Letter of Authority to be attached.
- Proof of PAN & GST Registration number (As applicable): Self attested copies to be attached.
- Audited Balance Sheets (amount in Rupees) for last three financial years (15-16, 16-17 & 17-18) should be submitted.
- Vendors should have executed at least three works pertaining to software development on Enterprise Resource Planning having value of Rs. 1 Lac or above in the last 3 years in Government/Private sector. The company has to provide self-attested proof of work Order.

ENVELOPE III: superscribed "**FINANCIAL BID**" should contain only the price bid. The price bid shall be opened on the date and time as decided by the Committee to be constituted by the PGSC for this purpose.

All the envelopes mentioned above should be submitted in a larger envelope double-sealed cover, super-scribing the Tender for "**Supply, Installation & Commissioning of software for computerized ticketing at PGSC Kapurthala**"

3. PROCEDURE

- 3.1.** Envelope – I shall be opened in first instance. Bids without proper Earnest Money & Tender Fee (in case of tender purchased from PGSC) shall be out rightly rejected and Envelope – II and III shall not be opened.
- 3.2.** Envelope – II shall only be opened with Earnest Money or Tender Fee (in case of tender purchased from PGSC) in Envelope–I as required and the Technical Bid will be evaluated.
- 3.3.** Envelope - III of only those bidders shall be opened who are technically qualified in Part – II (Envelope II).
- 3.4.** PGSC reserves the right to accept or reject any application and to annul the process at any time, without any liability and assigning any reason thereof.
- 3.5.** Conditional bids will be out rightly rejected.

4. CRITERIA FOR QUALIFYING TECHNICALLY BID

- 4.1 The bidder must have executed minimum three works pertaining to software development on Enterprise Resource Planning in a govt. / private organizations

in last three years bearing minimum value of single work for **Rs 1.0 lac** (attach copies of work orders & references).

- 4.2 The Average turnover of the bidder for the last 3 years(i.e. 15-16, 16-17 & 17-18) should not be less than **20.0 lac** per year (Self Attested copies of Balance sheet/ documentary proof for last 3 years turnover)

5. TECHNICAL PRESENTATION

Tenderer will be required to make a Technical presentation before an Expert Committee on the following

1. Understanding of the Scope of work.
2. Methodology and Work Plan for execution of work
3. Prototype of the software

A soft and hard copy of the proposed presentation should be submitted at the time of presentation.

6. SELECTION CRITERIAN

The overall score of the Agencies (Technical, Presentation and Financial) will be calculated as under:

TECHNICAL SCORE (S_T): MAXIMUM MARKS: 25

The criterion for evaluation of Technical proposal submitted by the Agencies is as follows:

	Evaluation Criteria	Max Marks 25	Tenderer to submit following documents for the Technical Bid
1.	Past Relevant Experience Number of Experience Certificate in last 3 years (For 1 year relevant experience 3 marks, Maximum 15 marks)	15	➤ Satisfactory Completion of Work / Experience Certificates. Attach copies of the works having value more than 1 lakhs executed in last 3 years.
2	Average Turnover of last 3 years =>Rs. 100 Lakhs: 10 marks Rs. 75-100 Lakhs: 9 marks Rs. 50-75 Lakhs: 8 marks Rs. 40-50 Lakhs: 7 marks Rs. 30-40 Lakhs: 6 marks Rs. 20-30 Lakhs: 5 marks Rs. 10-20 Lakhs: 4 marks Rs. 05-10 Lakhs: 3 marks <= Rs. 5 Lakhs: 0 marks	10	➤ Attach Audited Annual Account/ Balance sheet of the last 3 years.
	TOTAL	25	

Note: The bidders may please note that their offers will be evaluated as per the documents submitted along with their tenders. However, PGSC reserve the right to any clarifications / additional documents after opening of the bids.

PRESENTATION SCORE (S_p):

MAXIMUM MARKS: 50

The presentation would include:

- | | | |
|------|---|----------|
| i. | Understanding of scope of work | 10 marks |
| ii. | Methodology and work plan for execution of work | 10 marks |
| iii. | Prototype of the software | 30 marks |

Agencies will make presentation before the Technical Evaluation Committee.

Note: A soft / hard copy of the presentation would be submitted at the time of presentation.

FINANCIAL SCORE

MAXIMUM MARKS: 25

Financial Scores (S_F) will be calculated as under:

$$S_F = (100 \times F_m / F) \times 0.25$$

F_m – Lowest bid received.

F – Price quoted by the bidder under consideration.

OVERALL SCORE (S_o)

MAXIMUM MARKS: 100

The sum of Technical Score & Presentation Score and Financial Score.

$$S_o = S_T + S_p + S_F$$

The agency having maximum overall score will be considered for award of work.

7. PRE-BID MEETING

- 7.1 A pre-bid meeting shall be held for clarifying any issue raised by the prospective bidders. The prospective bidders may send their queries in advance preferably.
- 7.2 The minutes of the pre-bid meeting shall be posted on the website of PGSC on next working day.
- 7.3 Decisions taken in the pre-bid meeting shall have overriding effects on the provisions mentioned in scope, terms and conditions of the Tender Document and shall form part of the tender document.

8. OTHER INSTRUCTIONS

- 8.1 PGSC will process the tender as per PGSC norms & procedures and PGSC would not be under any obligation to give any clarification to the agencies whose bids are rejected.
- 8.2 Tenderers are advised to understand the magnitude of the work and visit Science City during office hours on any working day.
- 8.3 PGSC reserves the right to reject / cancel any or all or part of the tender of the bidder without assigning any reasons and shall also not be bound to accept highest bidder. The decision of PGSC shall be final and binding.

Omission, neglect or failure on the part of bidder to obtain requisite reliable and full information or any matter affecting his / her tender, shall not relieve the bidder, from any liability in respect of the contract.

For any clarification the prospective bidder can contact

Engineer-In charge
Pushpa Gujral Science City,
Jalandhar Kapurthala Road,
Kapurthala-144601
Tel No: 01822-501963-64-65

GENERAL CONDITIONS OF CONTRACT

1. PAYMENT SCHEDULE

- 1.1 70% of the payment will be released by the PGSC after successful completion of the awarded work by account payee cheque subject to:
 - The tenderer submitting tax invoice in duplicate (original + copy) giving the reference number of the supply order along with copies of delivery note.
- 1.2 20% of the payment shall be released after reviewing the successful operation of the software after completion of three months of installation.
- 1.3 10% (Ten Percent) of the Contract Value shall be shall be deducted as performance security and will released to supplier after one year from the date of installation subject to satisfactory performance of the Computerized Ticketing Software. This amount can also be released provided the Contractor furnishes the Bank Guarantee for the same amount. No interest will be payable on the amount so refunded.
- 1.4 TDS and / or any other tax will be deducted as per rules.

2. DELIVERY

- 2.1 The successful tenderer shall complete the ticketing software development work within 90 days (3 Months) from the issue of award letter / Supply Order.
- 2.2 The liability of Computerized Ticketing Software till commissioning shall lie with the tenderer.

3. PENALTY (COMPENSATION FOR DELAY)

In the event of failure of the successful tenderer to deliver the Computerized Ticketing Software within the stipulated time, without prejudice to other remedies under the contract a penalty equivalent to 1% (One Percent) of the value of awarded work will be levied per week with a maximum of 10% of the contract value. If requested by the tenderer, it is the discretion of the Director General, PGSC to grant extension of time with penalty/without penalty.

4. BREACH OF CONTRACT

Engineer-in-Charge may, without prejudice to other right and remedies, under the provisions of the contract or otherwise after issuing a notice, in writing and getting the final bill prepared absolutely determine the contract after levying compensation for damages of ten percent of the amount of the contract, if the contractors, commits breach of contract under any clause of the contract, or in any of the following cases:-

- (i) If the contractor suspends the execution of the work and in spite of having been given a notice in writing by the Engineer -in-Charge fails to resume the work within ten days of the issue of the said notice,
- (ii) If the contractor, having been given a notice in writing by the Engineer -in-Charge , fails to rectify or replace any defective work or continues the execution of work in an insufficient, improper, unworkman-like

manner or without complying with the directions and requirements within a period of 10 days of the issue of said notice.

- (iii) If the contractor being a company shall pass a resolution or a court shall make an order of the effect that the company shall be wound up or if a receiver or a manager on behalf of the credit or shall be appointed or if circumstances shall arise which entitle the court of creditor to appoint a receiver or manager or to make a winding up order.

Provided further, that in case action under clause 4 as afore said levy or liquidated damages is also taken, total amount of liquidated damages and compensation for breach of contract under both the clauses shall be limited to 10 percent of the amount of the contract or the amount available with the Deptt. including Bank Guarantee whichever is less.

After the termination of the contract under this clause, the department shall be at liberty to (i) get the balance work executed through some other contractual agency or through departmental means or to (ii) abandon the balance work altogether or to (iii) modify the design and scope of the work in any manner. The contractor shall have no claim against the department for treating the work in any manner deemed fit.

5. EXTENSION OF TIME

If the contractor shall desire an extension of the time for completion of the work on the ground of his having been unavoidably hindered in its execution or any other ground or due to force majeure, he shall apply in writing to the Engineer-in-Charge (with corresponding time extension in performance Bank Guarantee) within thirty days of the date of hindrance (but before the expiry of time limit) on account of which he desires such extension as a foresaid and the Director General, Pushpa Gujral Science City shall, if in his opinion (which shall be final) reasonable grounds be shown therefore, authorize such extension of time, as may in his opinion be necessary or proper, No application for extension of time received late or addressed to any officer other than the Engineer-in-Charge shall be considered valid. If the contractor fails to apply for extension as aforesaid and the work is not completed within the time limit, the contract shall be determined absolutely after action under clauses 4 and 5 above.

6. GENERAL

- 6.1 Director General, PGSC reserves the right to increase or decrease the quantity or delete some of the items depending on the needs of the institute.

- 6.2 The Director General, PGSC reserves the right to reject any or all tenders without assigning any reason whatsoever.
- 6.3 If the Computerized Ticketing Software found to be different than those in the accepted offer and are of specifications lower than those stipulated in the accepted offer, PGSC shall have right to totally reject the said items and claim for compensation. The supplier shall be responsible for arranging the rejected said items to be removed at his cost from PGSC premises.
- 6.4 The PGSC may, at his discretion, extend this date for the submission of tender by amending the Tender Documents in which case all rights and obligations of the PGSC and the Bidder previously subject to the original date shall thereafter be Subject to the new deadline as extended. If such nominated date for pre-bid or submission of tender is subsequently declared as a Public Holiday by the PGSC / Government, the next official working day shall be deemed as the date for pre-bid and submission of tender.
- 6.5 In case the work is not carried out in accordance with prescribed specifications or is not considered to be of the required standard or is not completed within the prescribed time limit, it will be open to PGSC to get the work done from other sources.
- 6.6 In the event of the Agency winding up its business whether voluntarily or compulsorily or making compensation or arrangements with its creditors or in case any proceedings under Insolvency Act is taken against them or a receiver of their business is appointed or failing to observe and perform any of the provisions of this agreement or is in opinion of PGSC not satisfactory proceeding with the work or unsatisfactorily completes the work, the PGSC shall have the right to terminate the work forthwith without prejudice to any other rights or remedies.
- 6.7 Legal jurisdiction will be judicial courts of Kapurthala District.
- All disputes and differences arising out of or in connection with, touching or concerning this work shall be referred to the sole Arbitrator appointed for the purpose by the Director General. The decision of the Arbitrator shall be final and shall be binding on both the parties subject to the provisions of the Indian Reconciliation and Arbitration Act, 1996 or any statutory modifications or reenactment there of and the rules made thereunder and for the time being in force shall apply to the arbitration proceeding under this clause. Place for Arbitration will be Kapurthala, Punjab

7. WARRANTY / QUALITY:

- 7.1 The supplier firm shall warrant as per standards for quality that anything to be furnished shall be free from all defects and faults in material and workmanship.

The software of the type ordered, shall be in full conformity with the specifications or samples if any and shall operate properly.

- 7.2 In addition to the warranty as already provided, the supplier firm shall guarantee satisfactory performance of the software and shall be responsible for the removal of any bugs found during the testing and operation period. Here after the equipment has been accepted by the PGSC. Such bugs shall be removed at his own cost when called upon to do so by the PGSC.
- 7.3 The WARRANTY period shall be 12 months after commissioning of the computerized Ticketing Software at the site. This warranty covers removal of all type of software error and bugs to the satisfaction of PGSC.
- 7.4 The supplier firm shall rectify software bugs developed in the software within warranty period within days of occurrence of any fault promptly. For delays beyond 10 days a penalty will be effective @ 1% of software cost per week w.e.f. time of complaint recorded. In case the supplier firm does not rectify with the defects in further 10 days, PGSC shall have full liberty to restore the system in working condition. The expenditure so incurred by PGSC shall be deducted from the supplier firm pending claims, security deposit or in other law full manner.

8. DEFECT LIABILITY PERIOD:

- 8.1 The defect liability period shall be 12 (twelve) months from the date of completion of the work. The successful tenderer shall be responsible for all software errors/bugs in the ticketing software for a period of 12 (twelve) months from the date of completion of the job. The successful tenderer shall rectify the errors/bugs within a reasonable time up to the satisfaction of the competent authority or otherwise the PGSC shall have the right to rectify the defect at the successful tenderer's own risk and the cost of which will be adjusted from the Security Deposit. Decision of Pushpa Gujral Science City, Kapurthala in this regard shall be final and binding on the successful tenderer.
- 8.2 In case the work is not carried out in accordance with prescribed specifications or is not considered to be of the required standard or is not completed within the prescribed time limit, it will be open to PGSC to get the work done from other sources.
- 8.3 In the event of the Agency winding up its business whether voluntarily or compulsorily or making compensation or arrangements with its creditors or in case any proceedings under Insolvency Act is taken against them or a receiver of their business is appointed or failing to observe and perform any of the provisions of this agreement or is in opinion of PGSC not satisfactory proceeding with the work or unsatisfactorily completes the work, the PGSC shall have the right to terminate the work forthwith without prejudice to any other rights or remedies.

9. RISK AND COST

After giving notice to the contractor to measure up the work done by firm, get the balance work done by another contractor. Any expenses which may be incurred in excess of the sum which would work had been executed by firm, shall be borne and paid by the original contractor and may be deducted from any of its dues.

10. PATENT RIGHT AND ROYALTIES:

The tenderer shall indemnify the PGSC against all third party claims of infringement of patent, royalties trademark or industrial design rights arising from use of the goods or any part thereof.

FINANCIAL BID

PRICE SCHEDULE OF WORK

Supply, Installation & Commissioning of Software for Computerized Ticketing

Item of work	Amount in Figures	Amount in Words
Supply, Installation & Commissioning of software for computerized ticketing at PGSC, Kapurthala As per the specifications enclosed at Annexure A		
Sub Total (FOR PGSC, Kapurthala)		
Installation Charges (if any)		
Taxes / Duties (If any)		
1.		
2.		
TOTAL		
Annual Recurring charges for Virtual Private Server hosting as per Server specifications given in Annexure B		
Annual Maintenance Charges for next 3 years after warranty period of 1 year is over from the date of commissioning of PGSC Ticketing Software		
GRAND TOTAL		

The above quoted prices will be NET PAYABLE. No taxes or duties other than indicated above will be charged.

Name, Signature & Seal of Tenderer

Note:

1. *The Employer (PGSC) reserves to itself the right of omitting altogether or any item of work at the time of award of the work or at later date and the contractor shall not be entitled for any compensation due to this omission.*
2. *No taxes or duties other than the indicated above will be paid by the PGSC.*
3. *If there is a difference between amount in figures and amount in words, the amount in words shall prevail*

CHECK LIST

Date of Issue of Tender : 02.07.2018
 Date of Pre-Bid Meeting : 21.07.2018 (11.00 Hours)
 Venue of Pre- Bid Meeting : PGSC, Kapurthala
 Last Date of submission of Tender : 27.07.2018 by 15.00 Hours
 Date of Technical Evaluation : Will be intimated
 Date of Technical Presentation : Will be intimated
 Date of opening of Financial Bid of technically qualified tenders : Will be intimated

	Items	Check List
	PART – I – EMD	
1	Demand Draft of Earnest Money/Documentary proof in case of RTGS payment	
1.1	Demand Draft of Tender fee if tender document is downloaded from PGSC Web site/ Documentary proof in case of RTGS payment	
	PART – II – TECHNICAL BID	
1.	Covering Letter	
2	General Particulars of Tenderer (Annexure I)	
3.	Declaration by the Tenderer (Annexure II)	
4	Company Profile	
4.1	Documentary proof about the status of Organization Whether Public/ private Co., partnership firm/ Sole Proprietor etc.	
4.2	Authorization letter for the agency representative to whom all references shall be made	
4.3	Copies of Testimonials regarding past experience/work orders	
4.4	Proof of FINANCIAL STATUS (Self Attested copies of documentary proof for last 3 financial years (15-16, 16-17 & 17-18) turnover)	
4.5	Documentary proof of PAN & GST registration No.	
5	Signed and Stamped Tender Document	
	PART – III – FINANCIAL BID	
1.	Price schedule of work	

Annexure A

Specification for Supply, Installation & Commissioning of Software for Computerized Ticketing at Pushpa Gujral Science City, Kapurthala.

Scope of Work:

PGSC ticketing software will be developed on server client mode based system. The ticketing software will be installed on the server machine. The client machines will be installed in ticket counters. Dedicated Virtual private server will be used for the ticketing software. The specifications for the server are given as per Annexure B. The client machines will be connected to the Server system through internet.

The ticketing software will consist of following modules

- 1. Ticketing Module**
- 2. Online ticket booking Management Module**
- 3. PGSC Membership Module**
- 4. Tour Operator Management Module**
- 5. PGSC Discount Scheme Management Module**
- 6. PGSC Staff family Tickets/ Media/press tickets/Science city publicity passes**
- 7. Third Party Contract services module**
 - **Souvenir Shop**
 - **Boating**
 - **Toy Train**
 - **Photography**
- 8. Ticketing reports**

Ticketing Module

The ticketing module will consist of software for the PGSC ticket packages, parking tickets and additional facilities like toy train, bowling machine etc. The software will have the admin and client users. The users will have following privileges.

Admin User

- a. Full rights except for deletion of issued tickets
- b. Create New Ticket Packages (Package can only be edited if never used)
- c. Create/Edit ticket categories (Adult, Student, teacher, Family etc.)
- d. Create/edit Discount categories (Student/teachers, Senior Citizen, handicapped etc.
- e. Create/Edit commission based Ticket packages (Adult, Student, teacher, Family etc.). The PGSC share of commission will be added to daily PGSC sales report. The commission of the third party will be generated automatically.
- f. Create/edit Complimentary ticket policy for groups
- g. Create Dome Theatre Seat Layout (showing booked seats in red color, vacant seats in green color and reserved online booked seats in blue color)
- h. Create/Edit Dome Theatre Show times
- i. Create/edit Dome Theatre Film Name / Planetarium Shows
- j. Create Additional Ticket Counters (Toy Train, Bowling Machine etc.)
- k. Create ticket issue clerk login ID
- l. Create/Edit PGSC members
- m. Create/Edit tour Operator ID
- n. Show/Hide unused Packages
- o. Create/Edit Frequently Used packages
- p. Generate all ticketing /login Reports

2. Ticket Issue clerk users

- a. limited rights
- b. Issue/ Print ticket

- c. Advance ticket booking (Offline through ticket counter)
- d. Screen Ticketing reports

TICKETING ISSUE MANAGEMENT– Ticket Issue Clerk

Data Fields for Science City Ticket Issue

1. Ticket / Package
2. Counter Number
3. Date and Time
4. Login Name
5. Individual Ticket
 - 5.1 Category: Adult/ Child or Student / Family / Member / Senior Citizen / BPL / Handicap ...
 - 5.2 If Category member checked then Member window showing the id and validity
 - 5.3 In case of parking Ticket- Date, Vehicle no, Time In, Vehicle Type and amount will be displayed.
6. Group Ticket
 - 6.1 Number:
 - 6.2 Category: Adult/ Child or Student / Family / Member /Senior Citizen / BPL / Handicap ...
 - 6.3 Complimentary tickets
7. Theatre Shows
 - 7.1 Show Time
 - 7.2 Seat Number Selection through Theatre Layout Window
8. Mobile No. of visitor
9. Tour Operator ID
10. Discount Schemes
11. Membership number
12. Online ticket booking number
13. Payment
 - 13.1 Cash
 - 13.2 Credit
 - 13.2.1 Tax (Automatically Calculated)

13.3 Debit

10.2.2 Tax (Automatically Calculated)

Functions:

- Select Seat/time of Dome theatre
- Printing of ticket
- Advance Booking

SHIFT END – Ticket Issue Clerk

Data Fields

1. Date
2. Time In and Out
3. Counter Id
4. Login Name
5. Ticket Packages Id / Names Issued

6. Cash

Entry of amount Denominations wise: 1 / 2/

5/10/20/50/100/200/500/2000/Demand/Draft(D.D)

7. Credit Card Entries - Automatically
8. Debit Card Entries – Automatically
9. Cancelled Tickets - Automatically

9.1 Ticket / Package Id / Name

9.2 Amount

Functions

1. Entry of Denominations
2. Printing Reports

Printing of Tickets

The Tickets will be printed through thermal POS printers. The software should provide fast ticket printing speed. The ticketing software will also be

compatible with wireless POS printers.

Payment Mode

The software should be compatible to accept ticket payments through cash/ debit card/credit card/wallets etc. The payment accepted through card swipe machines should be automatically detected by the software.

Ticket Layout

The admin will have the rights to display the theatres/ shows to be printed on the ticket. The tickets generated will have following matter printed

- Date/Time
- Ticket Number/Membership ID/ Online Ticker Number/ PGSC staff ID/Science City Pass ID
- QR code/ Barcode
- Number of students/ Adult/ Family
- Complimentary tickets if any
- Amount
- Name of shows
- Dome Theatre show time

Security Features:

1. Each ticket generated through the software will have a unique QR code/barcode. The access to the software should be restricted outside the PGSC premises.
2. Each ticket will be scanned with QR/barcode reader at Entry Gate to check the authenticity of the ticket. The software will consider the tickets scanned at Entry Gate as basic eligibility criteria to allow entry to any other gallery/theatre. The ticket when re scanned at any theatre/ gallery entrance will check the database for entry at main gate to allow entry. Any visitor who has not scanned his ticket at main entry will not be allowed entry in to any theatre/gallery.
3. At every scanning location, scanning of tickets will result in "IN" entry into the database of the respective location. If any visitors wants to go out of the Entry Gate/gallery/theatre for some reason, the software will have the provision to mark these tickets as "OUT" in the database. The same ticket when rescanned will mark the ticket as "IN". Any visitor who has turned out from the exit gate without scanning the ticket and wants to reenter the Science City will not be allowed entry.

4. The valid ticket on scan will display VALID TICKET message by the scanner.
5. The invalid tickets scan will display INVALID TICKET message by the scanner.
6. The ticketing software should be capable to handle all types of interrupts (printer/software/hardware) occurring during the issue of tickets. The software will create logs of all the interrupts handled. Admin will have rights to clear the interrupts.

Source Code of the software

Science City will have the ownership rights of the complete source code of the ticketing software. Source code needs to be submitted to PGSC after the final commissioning of the software.

Bulk SMS Support

The database generated by the software should be compatible with the common bulk SMS software's available in the market.

Data Backup

The software will have provision to create daily backup of the ticketing database.

Data Segregation

The software will have provision to segregate the database financial year wise so that database size is not exceeded resulting in slowing of the ticketing.

Provision of Taxes

At present PGSC admission receipts are not covered under GST. The receipts from parking & all third party modules are taxable. The ticketing software will be developed for incorporating the provision of taxes (GST) in these modules.

The breakup of GST w.r.t. CGST, SGST, IGST & other levies must be kept as separate fields.

General Specifications

- The total Visitor count will be displayed on the front screen of the software. The visitor count of tickets sold through additional ticket counters will not add to the total visitors count for the day.
- Ticket Package once created and used cannot be edited/deleted from the database
- **Cancelling inadvertently Issued Ticket-** At day end Ticketing Issuing Clerk will take approval from competent authority for cancelling tickets issued

inadvertently. Ticket number of such tickets cannot be deleted but amount and visitor count will not reflect in the ticket reports. In ticketing reports such tickets will be displayed with remarks "cancelled". There should be provision to print report of the cancelled tickets.

- **Reprinting of issued Ticket lost by the visitors-** The software should have the facility to reprint the already issued tickets lost by the visitor after taking approval from competent authority. There should be provision to print reports of the reprinted tickets.
- The software should have the facility to manage the ticket roll utilization i.e. records of the tickets printed by each login ID.
- Software will have the facility to create separate Login ID for all kind of users who enter the data such as Administrator, Ticket issue clerk, Information Assistant, Assistant Estate Officer, Account Section, tour operators, Institutions etc.
- Software should have some provision to print tickets in case of no internet connectivity/server issue.
- The software should have facility to select the best economical package automatically according to the number of visitors feed (students/adults) by the ticket issue clerk
- Login Password should be encrypted and 128 Bit Secured
- Login Time (In and Out) should be with Date and Time Stamp.
- System will automatically Log off, when the system is idle for specific time.

Note: Specifications mentioned are for reference purpose only. Any number of data fields/privileges can be added to the specifications as per the requirement of PGSC.

Online ticket booking Management Module

The online ticket booking facility through PGSC website needs to be developed. PGSC has already setup payment gateway account. The ticketing software needs to be integrated with the online booked tickets.

The online visitor will show the online generated ticket to the Entry gate security person. The ticket will be scanned for authenticity through QR/barcode scanner.

The tickets booked online will reflect in the dome theatre seat layout with blue color.

PGSC Membership Module

PGSC has facility of annual membership with unlimited visits in a year. Membership module needs to be developed to register member and integrate it with the ticketing software. The module will consist of admin and client users. The client will have only facility to create and print membership card. The card will be printed through smart card printer machine available with the PGSC. The admin user will have rights to create client login, edit membership fee, edit categories and edit member information. The validity of the membership card will be one year from the date of issue. The module will have the provision to renew the card on expiry after the receipt of membership fee.

The module should be developed in such a manner that it should be linked to PGSC website. Any visitor can become the PGSC member by filling online form and by submitting the required fee online. The membership number will be generated online. The online registered members can get their membership card printed at PGSC by showing his online fee receipt and membership number.

The PGSC member during his visit to Science City will give his membership card number to the ticket issue clerk along with the membership card. The software will validate the validity of the card & after successful validation will generate membership ticket. The membership form will have following probable data fields

Data Field

1. Member ID
2. Date
3. Member Name
4. Title
5. Address
6. City
7. State
8. Pin Code
9. Phone
10. Mobile
11. E-mail
12. Category
 - 12.1 Category Id
 - 12.2 Category Name

- 12.3 If Category – Family add names of Family members (2 Adults + 2 Children)
- 12.4 Fees (To be editable by the Admin)
- 13. Photograph (To be uploaded through webcam)
- 14. Validity (one year)
- 15. Number of visits
- 16. Payment
 - 16.1 Cash – Receipt Number
 - 16.2 Credit
 - 16.3 Debit
 - 16.4 Online

Tour Operator Management Module

PGSC has associated private tour operators for promoting Science City among the school students and tourists. A special financial package has been worked out with following commission structure

Up to 1000 visitors	10%
Between 1001 and 5000 tourists	12.5%
Between 5001 and 10000 tourists	15%
Between 10001 and 20000 tourists	17.5%
Between 20001 and 30000 tourists	20%
Between 30001 and 50000 tourists	22.5%
Above 50000 tourists	25%

Note

- During the year starting April, the commission will be released at the rate of 10 % on monthly basis. The higher rate of commission becoming due with the visitor numbers exceeding 1000, the same will be settled yearly in April of the following year.
- At the end of every financial year i.e. (March 31) Registration will be renewed and figures will be reset (i.e. No. of reference visitors will be zero).

The tour operator module will include registration of the tour operators, integration with ticketing software and calculation of the commission to be paid to the tour operators. The software will have the facility to create login id of the tour operators registered with PGSC so as to enable them to book tickets, generate their commission reports (monthly/annually).

The probable data fields for registering the tour operators will be as under

Data Fields

1. Registration Id (To be automatically generated)
2. Date
3. Name
4. Contact Person
5. Address

6. City
7. State
8. Pin Code
9. PAN / TAN
- 10.GST
- 11.Phone
- 12.Mobile
- 13.E-mail
- 14.Website

Functions

1. Add
2. Modify
3. Activate
4. Deactivate

GROUPS THROUGH TOUR OPERATORS

The groups coming through tour operators will be registered through following probable data fields

Data Fields

1. Tour Operator Registration ID
2. School Name
3. School Contact Person
4. School Address
5. School City
6. School State
7. School Pin Code
8. School Phone
9. School E-mail
- 10.School Website
- 11.School Strength

12. Visiting Date
13. Visiting Number of Students
14. Visiting number of Teachers
15. Ticket Numbers
16. Ticket Package
17. Total Ticket Charges
18. Under Bulk Scheme: Yes / No
19. Bulk Scheme ID

Functions

- Add
- Modify

PGSC Discount Scheme Management Module

PGSC gives discount to Institutions (schools/colleges/etc) coming in bulk numbers (>1000 in financial year). The discount pattern under the scheme is as under

500 students	10%
Between 501 and 1000 students	12.5%
Above 1001 students	15%

The PGSC Discount Scheme Management Module will register the institution interested in bulk discount scheme and commission/discount to be payable to the institute will be automatically generated by the software at end of every quarter. The software will have the facility to create login id of the registered institutions with PGSC so as to enable them to book tickets, generate their commission reports (monthly/annually).

The groups for the discount scheme will be registered through following probable data fields

Data Fields

1. School Registration ID (to be automatically generated)
2. School Name
3. School Contact Person
4. School Address
5. School City
6. School State
7. School Pin Code
8. School Phone
9. School E-mail
10. School Website
11. School Strength
12. Visiting Date
13. Visiting Number of Students
14. Visiting number of Teachers
15. Ticket Numbers

16. Ticket Package

17. Total Ticket Charges

Functions

➤ Add

➤ Modify

PGSC Staff family Tickets/ Media/press tickets/Science city publicity passes

The software will have the provision to register the PGSC staff family members –four number (Dependent only) for two complimentary visits in one year. The software will manage the staff family ticket and will print the ticket after validations.

The complimentary tickets for the press/media person will be generated through the module.

Science City passes issued for promotion of science city will be managed through the software. The pass number will be entered in the software to generate the ticket.

Third Party Contract services module (Souvenir Shop, Boating, Toy Train, Photography)

PGSC has outsourced some of the facilities (Souvenir Shop, Boating, Toy Train, and Photography) on commission based. The separate ticketing module needs to be developed for managing these services. The software should have the provision to add any new service to the ticketing module as and when required. Admin will have the rights to edit the commission rates, GST rates etc. The PGSC commission from each of these services will be calculated by the software and will be added daily to the total sale report.

SOUVENIR SHOP SOFTWARE

Software will have the following facilities

Inventory management

Software will keep track of all incoming and outgoing items, whilst you get on with the day to day processes. Means it's easy for you and all your staff to see exactly what you have in stock, what's on order with vendors, and when new inventory is due to arrive. The system presents key reports that help you make the right buying decisions.

Product Management

Add/Edit/Delete product descriptions, availability, and prices

Category Management

Add/Edit/Delete Product Category descriptions, availability and prices.

Account Management

Manage all account details, Invoices and billing information.

Define all Items centrally

This will reduce/remove the confusion when you are dealing with lots of items in store room.

Streamline your requirements

When any one requires any item from store, they have to first make a requisition against which the material will be issued.

Purchase Control

Store management software, you can control your purchase

BOATING SOFTWARE

Software will have the following facilities

Boat Management

- Add/Edit/Delete Boat Details
- Add Photos of Boats
- Manage Boat Inventory

Ticket Management

- Counter User Can Book the Tickets, fast and friendly.
- Ticket Printing will be very easy to handle
- Each Visitor Have a Unique Serial Number Printed on the Ticket
- Counter Operator Can Easily Book the Ticket by Just Three Steps
 - a. Select Plan (From Only Displaying Active Plan)
 - b. Select Person (No of Children/Adults/Employees/Group)
 - c. Complimentary ticket provision for groups >25
- c. Click on Print Button
- Counter User can able to generate the whole day REPORT of Ticket Amount, ticket and time wise
- Counter User can generate Ticket Booking Report any time or number of time in a day

Account Management

Manage all account details, Invoices and billing information and export data for another uses.

Ticketing Reports

The reports generated will be in ready to print format. The software should have the provision to export the reports to excel/ pdf format. The software should have the flexibility to print various types of reports required from time to time other than the report format mentioned below. **The report with respect to Nationality, State, and Govt/Pvt. etc. of the visitors / institutions should be available in the software.**

PGSC Ticketing Software

Sale Report (Ticket wise / Amount Wise) of Login Day

Advance Booking Report (Day wise/Month Wise/Year Wise)

Report Format

Daily Sale Summary Report- __/__/____ to __/__/____ Print Date: __/__/____ : __ PM

Ticket No.	Booking		Clerk	Facility Set/Package	Adult	Child	Amount
	Date	Time					

Total Daily Sale Report – Ticket / Package Category wise – cash + Credit + debit + Online

Report Format

PGSC Share Details

Facility Set Name / Package	Adult	Child	Non PGSC Share	PGSC Share	Total Collection
-----------------------------	-------	-------	----------------	------------	------------------

Hour wise Ticket Sale

Report Format

Daily Sale Summary Report- __/__/____ to __/__/____ From __: __ AM/PM to __: __ AM/PM Print Date & Time: __/__/____ : __

Ticket No.	Booking		Clerk	Facility Set/Package	Adult	Child	Amount
	Date	Time					

Combined PGSC Sale Reports –

S.No.	No. Of		PGSC	PGSC	Tickets	No. Vehicles	Parking	Boating	PGSC	Souvenir	PGSC
	Tickets / Vistors		Non	Share	Sales	Car / MotorCycle / Bus	Sale	Sale	Share @__%	Sale	Share @__%

Online Ticket	Total PGSC										
Earning	Earning										

Parking

Report Format

Date- __/__/____

Daily Collection Clerk Wise- Parking Print Date & Time: __/__/____ __: __

Clerk Name	Counter	Visitors	Tickets	CGST	SGST	Other taxes/Cess	Amount
------------	---------	----------	---------	------	------	------------------	--------

Daily Sales Summary report Parking Print Date & Time: __/__/____ __: __

Ticket No.	Date	In time	Clerk	Vehicle Type	Vehicle No.	Basic	CGST	SGST	Other taxes/Cess	Total	Amount
------------	------	---------	-------	--------------	-------------	-------	------	------	------------------	-------	--------

Shift End

Report Format

Clerk Name- Print Date: __/__/____ __: __ PM

S.No	Payment made	Total Amount
------	--------------	--------------

Enter Denomination

S.No	Denomination	No of Notes	Total Amount
------	--------------	-------------	--------------

	2000 *	_____	
	500*		
	100*		
	50*		
	20*		
	10*		
	5*		
	2*		
	1*		
	D.D		
	Total =		

Online ticket booking Management Module

Report Format – ONLINE TICKETS

Date- __/__/_____

Daily Collection Clerk Wise- Online Tickets Print Date & Time: __/__/_____

Clerk Name	Counter	Visitors	Tickets	Amount
------------	---------	----------	---------	--------

Daily Sale Summary Report- __/__/_____ to __/__/_____ From __: __ AM/PM to __: __ AM/PM Print Date: __/__/_____ : __ PM

Online Ticket No.	Booking Time Am /Pm	Clerk Name	Counter	Adult	Child	Package	Date of Visit	Total Amount
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Membership Module

Category wise, Period Wise, Valid / Invalid Status wise, Visit wise

Report Format

Date- __/__/____ to __/__/____ Print Date: __/__/__ __: __ PM

Member Category	Member ID	Member Names	Membership Expiry Date	Membership Status	Date of Visit
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Tour Operator Management module

Report Format

Tour Operator Name wise

Date- __/__/____ to __/__/____ Print Date: __/__/__ __: __ PM

Name of the Firm	Tour Operator ID	Name of the School	Total Ticket Sale	Total Commission
------------------	------------------	--------------------	-------------------	------------------

Tour Operator ID wise, Period Wise and Amount Wise

Report Format

Date- __/__/____ to __/__/____ Print Date & Time: __/__/__ __: __

Tour Operator ID	Name of the Firm	Name of the School	Date of Visit	Total Ticket Sale	Total Commission
------------------	------------------	--------------------	---------------	-------------------	------------------

Collective report of total sale through tour operators

Report Format

Date- __/__/____ to __/__/____ Print Date & Time: __/__/__ __: __

Tour Operator	Name of the Firm	Name of the School	Date of Visit	Total Ticket Sale	Total Commission
---------------	------------------	--------------------	---------------	-------------------	------------------

ID					
----	--	--	--	--	--

PGSC Discount Schemes Module

School Commission Report

School Name/ID wise

Report Format

Date- __/__/____ to __/__/____ Print Date & Time: __/__/__ __: __

Name of the School	School ID	Date of Visit	No of Students	Total Ticket Sale	Total Commission
--------------------	-----------	---------------	----------------	-------------------	------------------

Additional Ticket Counter Module (Toy Train/Bowling Machine)

Toy Train

Report Format-

Date- __/__/____

Daily Collection Clerk Wise- Toy Train Print Date & Time: __/__/____ __:

Clerk Name	Counter	Visitors	Tickets	Amount
------------	---------	----------	---------	--------

Daily Sale Summary Report- __/__/____ to __/__/____ From __: __

AM/PM to __: __ AM/PM Print Date & Time: __/__/____ __: __

Ticket No.	Booking Time Am /Pm	Clerk	Facility Set/Package	Adult	Child	Amount
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Bowling Machine

Report Format

Date- __/__/____

Daily Collection Clerk Wise- Bowling Machine Print Date & Time: __/__/____
__: __

Clerk Name	Counter	Visitors	Tickets	Amount
------------	---------	----------	---------	--------

Daily Sale Summary Report- __/__/____ to __/__/____ From __: __
AM/PM to __: __ AM/PM Print Date: __/__/____ __: __ PM

Ticket No.	Booking Time Am /Pm	Clerk	Facility Set/Package	Adult	Child	Amount
------------	------------------------	-------	-------------------------	-------	-------	--------

PGSC Staff family Tickets/ Media/press tickets/Science city publicity passes Module

PGSC Family Tickets

Report Format

Date- __/__/____

Daily Collection Clerk Wise- Staff Family Tickets Print Date & Time: __/__/____
__: __

Clerk Name	Counter	Visitors	Tickets	Amount
------------	---------	----------	---------	--------

Daily Sale Summary Report- __/__/____ to __/__/____ From __: __
AM/PM to __: __ AM/PM Print Date & Time: __/__/____ __: __

Ticket No.	Booking Time Am /Pm	Staff ID	Clerk	Facility Set/Package	Adult	Child	Amount
------------	------------------------	----------	-------	-------------------------	-------	-------	--------

Media Tickets

Report Format

Date- __/__/____

Daily Collection Clerk Wise- Media Tickets Print Date: __/__/____ __: __
PM

Clerk Name	Counter	Visitors	Tickets	Amount
------------	---------	----------	---------	--------

Daily Sale Summary Report- __/__/____ to __/__/____ From __: __
AM/PM to __: __ AM/PM Print Date & Time: __/__/____ __: __

Ticket No.	Booking Time Am /Pm	Media ID	Clerk	Facility Set/Package	Adult	Child	Amount
------------	------------------------	----------	-------	----------------------	-------	-------	--------

Science City Passes

Report Format

Date- __/__/____

Daily Collection Clerk Wise- Science City Passes Print Date & Time: __/__/____
__: __

Clerk Name	Counter	Visitors	Tickets	Amount
------------	---------	----------	---------	--------

Daily Sale Summary Report- __/__/____ to __/__/____ From __: __
AM/PM to __: __ AM/PM Print Date & Time: __/__/____ __: __

Ticket No.	Booking Time Am /Pm	Pass Number	Clerk	Facility Set/Package	Adult	Child	Amount
------------	------------------------	-------------	-------	----------------------	-------	-------	--------

Third Party Contract services module (Souvenir Shop, Boating, Toy Train, Photography)

Souvenir Shop

Format for Bill Day Book Reports

Bill Day Book Item Wise/Bill No Wise for Counter Clerks-

Souvenir Shop

Date \rightarrow __/__/____ to __/__/____ Print Date - __/__/____

Date	Bill Number/Items Description	Time	Quantity	Sale Amount	GST			Discount	Net Amount
					CGST	SGST	Other taxes		

Daily Sale Summary Report Bill Day Book for Counter Clerks-Boating

Daily Sale Summary Report- __/__/____ to __/__/____ Print Date: __/__/____ : __ PM

Ticket No.	Booking		Clerk	Facility Set/Package	Adult	Child	Amount
	Date	Time					

Admin Sales Report- Souvenir Shop, Boating

PGSC Sales Summary report Detailed Souvenir __/__/____ to __/__/____ From __: __ AM/PM to __: __ AM/PM Print Date & Time: __/__/____ : __

Date	Sale Price	CGST	SGST	Other taxes/Cess	Total	PGSC Share

Boating Reports

Format for Bill Day Book Reports

Report Format

Daily Sale Summary Report- __/__/____ to __/__/____ From __: __
AM/PM to __: __ AM/PM Print Date & Time: __/__/____ __: __

Ticket No.	Booking		Clerk	Facility Set/Package	Adult	Child	Amount
	Date	Time					

PGSC Sales Summary report Detailed Boating __/__/____ to __/__/____
From __: __ AM/PM to __: __ AM/PM Print Date & Time: __/__/____
__: __

Date	Sale Price	CGST	SGST	Other taxes/Cess	Total	PGSC Share
------	------------	------	------	------------------	-------	------------

Toy Train tickets (Battery operated)

Report Format

Date- __/__/____

Daily Collection Clerk Wise- Toy train Print Date & Time: __/__/____ __: __

Clerk Name	Counter	Visitors	Tickets	Amount
------------	---------	----------	---------	--------

Daily Sale Summary Report- __/__/____ to __/__/____ From __: __
AM/PM to __: __ AM/PM Print Date & Time: __/__/____ __: __

Ticket No.	Booking		Clerk	Facility Set/Package	Adult	Child	Amount
	Date	Time					

PGSC Sales Summary report Detailed Toy Train (battery) __/__/____ to __/__/____
From __: __ AM/PM to __: __ AM/PM Print Date & Time: __/__/____
__: __

Date	Sale Price	CGST	SGST	Other taxes/Cess	Total	PGSC Share
------	------------	------	------	------------------	-------	------------

Photography Services

Report Format

Date- __/__/____

Daily Collection Clerk Wise- Photography Print Date & Time: __/__/____
 : __

Clerk Name	Counter	Visitors	Tickets	Amount
------------	---------	----------	---------	--------

Daily Sale Summary Report- __/__/____ to __/__/____ From __: __

AM/PM to __: __ AM/PM Print Date & Time: __/__/____ : __

Ticket No.	Booking		Clerk	Facility Set/Package	Adult	Child	Amount
	Date	Time					

PGSC Sales Summary report Detailed Photography __/__/____ to __/__/____

From __: __ AM/PM to __: __ AM/PM Print Date & Time: __/__/____
 : __

Date	Sale Price	CGST	SGST	Other taxes/Cess	Total	PGSC Share
------	------------	------	------	------------------	-------	------------

Annexure B

VPS Hosting Specifications

The virtual Private Server (VPS) will have the following specifications

- Linux with cPanel available
- Minimum RAM 2GB
- Minimum Space 40GB
- Unlimited Bandwidth
- Coherency for minimum 1000 users
- PHP 7.0
- MYSQL
- SSL
- Auto File and Database backup
- ROOT Access
- Premium DNS
- Minimum two Static IP