

ZOOLOGICAL GARDEN,ALIPORE
2,Alipore Road,Kolkata-700 027

Memo No.724

Date: 06.03.2017

Notice Inviting e-Tender No.15/Accts/ZGA/E-Tender/17-18 invites e-tender for the work detailed in the table below.

(Submission of Bid through **online**)

List of Schemes:

Sl. No	Name of the work (1)	Quoted on rate (Rs.) (2)	Earnest Money (Rs.) (3)	Period of Award (4)	Name of the Concerned Officer (5)	Eligibility of Contractor (6)
1.	Maintenance of cleanliness & hygiene with Cleaning of toilets at office & garden, at Zoological Garden,	Online on Financial bid (monthly basis)	35,000/-	730 (seven hundred and thirty) days.	Director Zoological Garden, Alipore	1) minimum of three years of experience in <i>maintenance of cleanliness & hygiene with cleaning of toilet</i> (engaging 10 or more personnel in government departments/Public Sector Undertakings/autonomous bodies/industrial campuses /educational institutions/local bodies .) 2)Professional Tax registration & current challan 3) Income Tax current return. 4) Current Trade License 5) Service Tax Registration No.& current challan 6) EPF &ESI Registration No. & Current challan 7) Minimum annual turnover of Rs. 5 lakh. Audited Balance Sheet and Profit & Loss for last(2015-16) 1 (one) year.

In the event of e-filling, intending bidder may download the tender documents from the website <https://wbtenders.gov.in> (the web portal of West Bengal Zoo Authority) directly with the help of Digital Signature Certificate. Earnest Money may be remitted through Demand Draft / Pay Order issued from any nationalized bank in favour of the "Zoological Garden,Alipore" payable at KOLKATA and also to be documented through e-filling. The original Demand Draft / Pay Order against cost of tender document , Earnest Money Deposit (EMD) or documents in support should be submitted physically in the Office of Director, Zoological Garden under sealed cover before 24 Hrs. of the date and time of opening of tender.

1) Both **Technical Bid** and **Financial Bid** are to be submitted concurrently duly digitally signed in the website <https://wbtenders.gov.in> Tender documents may be downloaded from website and submission of Technical Bid and Financial Bid will be done as per Time Schedule stated in Sl. No. 03.Technical bid will be accompanied the above documents mentioned in column – 7 and photocopy of demand draft both cost of tender documents & earnest money and special terms & conditions. A hard copy of the Technical bid documents to be submitted in our office before opening of the technical bids.(see bidder instructions)

2) The FINANCIAL OFFER of the prospective tenderer will be considered only if the TECHNICAL BID of the tenderer is found qualified by the 'Tender Evaluation Committee' formed by the Director, ZGA. The decision of the 'Tender Evaluation Committee' will be final and absolute in this respect. The list of Qualified Bidders will be displayed in the website.

Bid shall remain valid for a period not less than 120 (*one hundred twenty*) days from the last date of submission of Financial Bid / Sealed Bid. If the bidder withdraws the bid during the validity period of bid, the earnest money as deposited will be forfeited forthwith without assigning any reason thereof.

3) Date and Time Schedule:

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	09.03.2017
2	Bid submission and download start date (On line)	09.03.2017 at 14.00 PM
3	Bid Submission closing (On line)	30.03.2017 at 15.00 PM
4	Last Date of submission of original copies for the Earnest Money Deposit (Demand Draft) Off line	30.03.2017 at 13.00 PM
5	Bid opening date for Technical Proposals (Online)	03.04.2017 at 14.00 PM
6	Date for opening of Financial Proposal (Online)	05.04.2017 on wards

4) Description of work :

I) Maintenance of cleanliness & hygiene at Garden:---

- a). Through removal of garbage from Zoological Garden, Alipore. daily
- b). Sweeping of roads, foot path, foot trails, lawns, open space etc. inside the garden and staff qrts, committee Room, NIC, Ticket plaza, hospital ,aquarium, RBSSS etc daily
- c). Washing of roads inside the garden .daily
- d). Cleaning of moats inside the garden .daily
- e). Cleaning of water bodies inside the garden. daily
- f). Cleaning of garbage from veterinary Hospitals, Aquarium, RBSS Sadan, staff quarters compound and its adjacent area etc. daily
- g). Cleaning of adjacent area of animal cages/enclosures/houses. daily

(All the above work may be done one or more times if necessary

II) Cleaning of toilets at office & garden :-----

Total floor area of building including toilets 12,000 sq feet.(Approx.)

- A. Office (New & Old)
- B. Store
- C. Guest House
- D. Visitor toilets 4 (four) units
- E. Ticket Plaza
- F. Veterinary Hospital
- g. Aquarium

S.No	Particulars of the work	Works to be made
1	Cleaning and disinfecting of floors of the two office buildings, ticket plaza, hospital and store etc	Daily, two times
2	Cleaning of four units of visitors toilet (Khidderpur, near monami restaurant ,near marmoset enclosure. and national library gate).	Daily two times
3	Cleaning of Toilets of office staff, Director, Dy. Director and Assit. Director ,store etc	Daily, two times
4	Cleaning (dusting ,mopping rubbing with soft cloth) of all furniture & fixtures including doors ,window glasses, window panes etc.	Daily one time
5	Cleaning and dusting of table top, telephones and computers	Daily one time
6	Cleaning of door mats and waste paper baskets of all rooms using appropriate detergent and chemicals.	Daily one times
7	Cleaning of toilets scrubbing of floors, commodes ,urinals and wash basins and tiles and cleaning them with appropriate detergents and chemicals.	Daily one time
8	All the visitor toilets and urinals are to be water washed and cleaned every two hours.	Daily
9	Cleaning of lights, fans and exhaust fans of office ,ticket plaza, store and all toilets	Monthly

(All the above work may be done one or more times if necessary

Toilets & floors of the mentioned buildings need to be all respects by sweeping ,washing and mopping of floors, washing of glazed tiles on walls, urinal pots, W.C.pans , sinks, wash basins, and all other fittings and fixtures using disinfecting material like phenyl, acid detergent powder etc on daily basis(**cleaning material will be supplied by the agency**). Attendance will be available from 8.00 a.m. to 6.00 p.m. or later as require all working days except garden closing day.

In addition to the above work 6 (six) sweepers will be required for inspecting & washing 4(four) Nos. visitor toilets inside the garden from 9.00 a.m to 6.00 p.m daily (except garden closing day) .The agency shall engage competent & adequate staff for the mentioned work.

5) **Earnest Money:** The amount of Earnest Money Rs.35,000/- to be deposited in the shape of Bank Draft / Pay Order of any nationalised bank drawn in favour of the , **Zoological Garden,Alipore payable at Kolkata** against the tender as per the NIT. The Earnest Money of all the unsuccessful and successful tenderers deposited in favour of Zoological Garden, Alipore will be refunded by the Director, Zoological Garden, Alipore on receipt of application from tenderers .The said amount may be adjusted with the security money of the successful bidder.

6) **Security Deposit:** The contractor whose tender will be accepted will have to furnish security deposit by Pay Order/ Demand Draft amounting to 50% of the value of the monthly bill according to the quoted price. No interest will be paid on Security Deposit.

7) The Bidder, at his own responsibility and risk is encouraged to visit and examine the place and obtain all information that may be necessary for preparing the Bid and entering into a contract for the work as mentioned in the Notice Inviting Tender, before submitting offer with full satisfaction and the cost of visiting the place shall be at his own expense.

8) The intending Bidders shall clearly understand that whatever may be the out come of the present invitation of Bids, no cost of Bidding shall be reimbursable by the garden authority. The tender accepting authority of Zoological Garden,Alipore reserves the right to accept or reject any offer without assigning any reason whatsoever and is not liable for any cost that might have been incurred by any Tenderer at the stage of Bidding.

9) **Conditional / Incomplete tender will not be accepted under any circumstances.**

10) The intending tenderers are required to quote the rate *online*. The rates are insisted both for conventional and digital display system.

11) During scrutiny, if any document submitted by a bidder is found either manufactured / fabricated, incorrect or false, in such cases bids of that bidder will be rejected without any prejudice.

12) The Director, Zoological Garden, Alipore reserves the right to cancel the N.I.T. due to unavoidable circumstances and no claim in this respect will be entertained.

13) If there be any objection regarding prequalifying the Agency that should be lodged on line to the Chairman of Tender Evaluation Committee within 2 (two) days from the date of publication of list of qualified agencies and beyond that time schedule no objection will be entertained by the Tender Evaluation Committee.

14) Before issuance of the WORK ORDER, the tender inviting authority may verify the credential and other documents of **the lowest or competent tenderer if found necessary. After verification if it is found that the documents submitted by the lowest** tenderer is either manufactured or false in that case work order will not be issued in favour of the said Tenderer under any circumstances without any reference to the lowest tenderer.

15) Qualification criteria:

The tender inviting and Accepting Authority through a "Tender Evaluation Committee" will determine the eligibility of each bidder. The bidders shall have to meet all the minimum criteria regarding:

a) Financial Capacity

b) Experience / Credential & others eligibilities mentioned in coloumn-7.

The eligibility of a bidder will be ascertained on the basis of the document(s) in support of the minimum criteria as mentioned in Column no. 7. If any document submitted by a bidder is either manufactured or false, in such cases the eligibility of the bidder / tenderer will be rejected at any stage without any notice.

16. Escalation of Price on any ground and consequent cost over run shall not be entertained under any circumstances. Rates should be quoted accordingly.

17. No. price preference and other concession will be allowed.

copy forwarded to the Member Secretary, West Bengal Zoo Authority for his kind information :-

Director,
Zoological Garden, Alipore

ANNEXTURE- A

TERMS AND CONDITIONS

1. The intending tenderers should have :

- minimum of three years of experience in *maintenance of cleanliness & hygiene with cleaning of toilet*(engaging 10 or more personnel in government departments/Public Sector Undertakings/autonomous bodies/industrial campuses /educational institutions/local bodies .)
- Professional Tax registration & current challan
- Income Tax current return.
- Current Trade License
- Service Tax Registration No.& current challan
- EPF &ESI Registration No. & Current challan
- Minimum annual turnover of Rs. 5 lakh. Audited Balance Sheet and Profit & Loss for last(2015-16) 1 (one) year.

2. Description of work:

I) Maintenance of cleanliness & hygiene at Garden:---

- Through removal of garbage from Zoological Garden, Alipore. daily
- Sweeping of roads, foot path, foot trails, lawns, open space etc. inside the garden and staff qrts, committee Room,NIC, Ticket plaza, hospital ,aquarium, RBSSS etc daily
- Washing of roads inside the garden .daily
- Cleaning of moats inside the garden .daily
- Cleaning of water bodies inside the garden. daily
- Cleaning of garbage from veterinary Hospitals, Aquarium, RBSS Sadan, staff quarters compound and its adjacent area etc .daily
- Cleaning of adjacent area of animal cages/enclosures/houses. daily

(All the above work may be done one or more times if necessary

II) Cleaning of toilets at office & garden :-----

Total floor area of building including toilets 12,000 sq feet.(Approx.)

- Office (New & Old)
- Store
- Guest House
- Visitor toilets 4 (four) units
- Ticket Plaza
- Veterinary Hospital
- Aquarium

S.No	Particulars of the work	Works to be made
1	Cleaning and disinfecting of floors of the two office buildings, ticket plaza, hospital and store etc	Daily, two times
2	Cleaning of four units of visitors toilet (Khidderpur, near monami restaurant ,near marmoset enclosure. and national library gate).	Daily two times
3	Cleaning of Toilets of office staff, Director, Dy. Director and Assit. Director ,store etc	Daily, two times
4	Cleaning (dusting ,mopping rubbing with soft cloth) of all furniture & fixtures including doors ,window glasses, window panes etc.	Daily one time
5	Cleaning and dusting of table top, telephones and computers	Daily one time
6	Cleaning of door mats and waste paper baskets of all rooms using appropriate detergent and chemicals.	Daily one times
7	Cleaning of toilets scrubbing of floors, commodes ,urinals and wash basins and tiles and cleaning them with appropriate detergents and chemicals.	Daily one time
8	All the visitor toilets and urinals are to be water washed and cleaned every two hours.	Daily
9	Cleaning of lights, fans and exhaust fans of office ,ticket plaza, store and all toilets	Monthly

(All the above work may be done one or more times if necessary)

Toilets & floors of the mentioned buildings need to be all respects by sweeping ,washing and mopping of floors, washing of glazed tiles on walls, urinal pots, W.C.pans , sinks, wash basins, and all other fittings and fixtures using disinfecting material like phenyl, acid detergent powder etc on daily basis(**cleaning material will be supplied by the agency**). Attendance will be available from 8.00 a.m. to 6.00 p.m. or later as require all working days except garden closing day.

In addition to the above work 6 (six) sweepers will be required for inspecting & washing 4(four) Nos. visitor toilets inside the garden from 9.00 a.m to 6.00 p.m daily (except garden closing day) .The agency shall engage competent & adequate staff for the mentioned work.

3. The agency shall engage competent adequate staff for the mentioned work. **The cleaning staff deployed by the agency should in proper distinguishable uniform.**

4. The contract shall be for a period of one year from the date of commencement of the contract unless extended further by the Director, Zoological Garden. The contract can be curtailed or terminated at any time by the Director, Zoological Garden, Alipore owing to deficiency of service, sub-standard quality of cleaning work, breach of contract or change in requirements of the Zoological Garden, Alipore.

5. The contract may be extended, on the same terms and conditions or with same additions / deletions / modifications, for a further specific period by the Director, Zoological Garden, Alipore.

6. The Contracting Service provider shall not transfer, assign pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of the Director, Zoological Garden.

7. **All the cleaning materials to be supplied by the agency** .The cleaning area may increase or decrease during the period of contract on the same terms and conditions. The Sanitary officer of Zoological Garden, Alipore will check all the cleaning materials & respective stock register to ascertain the supplied materials.

8. The request calls for the cleaning works should be attended by the agency within 12 hours from the call time. In case the agency is not responding to the urgent calls, an amount of Rs. 200.00 per day will be deducted from the bill from the 1st day to 7th day and Rs. 500.00 per day from 8th day to 15th day. Beyond 15th day (in 3 occasions), the contract will be liable for termination.

9. The Sanitary officer or the other officer authorized by the Director of Zoological Garden, Alipore will certify daily cleaning work of the cleaning agency and the same certificates will be submitted with the monthly bill of the agency. The monthly bill as aforesaid will be deducted proportionately as per the said certificate if the cleaning is not done satisfactorily.

10. The service provider will be bound by the details furnished by it to the Zoological Garden while submitting the tender or at subsequent stage. In case any of such documents furnished by the service provider is found to be false at any stage, it would be deemed to be a breach of terms of contract making the service provider liable for legal action besides termination of contract.

11. The tendering authority reserves the right to accept or reject any or all bids without assigning any reasons thereto.

12. The Director, Zoological Garden reserves the right to terminate the contract after giving a week's notice to the service provider.

13. The service provider(cleaning agency) will submit the bill in duplicate in the 1st week of every month.

14. The claims/ bills should be necessarily accompanied with documentary proof regarding Employees State Insurance, Provident Fund ,Service Tax and certificate of payment from the personnel for the preceding month etc. pertaining to the concerned bill every month. A part of the bill is not furnished.

15. The Service Provider shall be solely responsible for redressing the grievances of the personnel provided by the service provider to the Zoological Garden.

16. The Zoological Garden shall not be responsible for any financial loss or injury to any person provided by the service provider in the course of their duties or for payment towards any compensation.
17. The cleaning agency by the service provider shall not claim any benefit / compensation / absorption/ regularization of services in the Zoological Garden.
18. The cleaning agency by the service provider shall not claim any Master and Servant relationship against the Zoological Garden, Alipore.
19. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment.
20. The personnel provided by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their salary every month.
21. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service provider shall not be entitled to and will have no claim for any absorption in the regular / otherwise capacity in the Zoological Garden.
22. The service provider will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this Garden. The agency shall have liability in this regard.
23. The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/Rules, as amended from time to time and a certificate to this effect shall be provided to the service provider by this Institute.
24. In case, the service provider fails to comply with any statutory/ taxation liability under appropriate law, and as a result thereof the Zoological Garden is put to any loss/ obligation, monetary or otherwise, the Garden will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the service provider, to the extent of the loss or obligation in monetary terms.
25. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD), refundable without interest, of Rs.35,000/-(Rupees Thirty five Thousand only.) in the form of Demand Draft / Pay Order drawn in favour of Zoological Garden, Alipore failing which the tender shall be rejected out rightly.
26. The Earnest Money Deposited in respect of the agencies which do not qualify the Technical Bid (First Stage)/Financial Bid (Second Competitive Stage) shall be returned to them without any interest. However, the EMD in respect of successful tenderer shall be adjusted towards the security deposit. Further, if the agency fails to deploy the required manpower against the initial requirement within 10 days from date of placing the order the EMD shall stand forfeited without giving any further notice.
27. The successful tenderer will have to deposit a security amounting to 50%of the value of the monthly bill according to the quoted price in the form of Pay Order/Demand Draft.
28. In case of breach of any terms and conditions attached to this contract, the Security Deposit of the Agency will be liable to be forfeited by the Zoological Garden besides annulment of the contract.
29. The Director, Zoological Garden, Alipore reserves the right to withdraw / relax any of the terms and conditions mentioned above so as to overcome the problem encountered at a later stage.
30. All legal proceedings in any matter arising out of this tender shall be settled by the appropriate court under the jurisdiction of the High Court of Calcutta.
31. Successful tenderer is required to get an agreement executed with the tendering authority before issue of work order as per usual procedure.

SECTION – A

General guidance for e-Tendering

Instructions/ Guidelines for tenders for electronic submission of the tenders have been annexed for assisting the contractors to participate in e-Tendering.

Registration of Contractor

Any contractor willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement system, through logging on to <https://etender.wb.nic.in> (the web portal of West Bengal Zoo Authority) the contractor is to click on the link for e-Tendering site as given on the web portal.

Digital Signature certificate (DSC)

Each provider is required to obtain a class-II or Class-III Digital Signature Certificate(DSC) for submission of tenders, from the approved service provider of the National Information's Centre(NIC) on payment of requisite amount, details are available at the Web Site stated in Clause 2 of Guideline to Tenderer DSC is given as a USB e-Token.

The contractor can search & download NIT & Tender Documents electronically from computer once he logs on to the website mentioned in Clause 2 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

Submission of Tenders.

General process of submission - Tenders are to be submitted through online to the website stated in Cl. 2 in two folders at a time for work, one in Technical Proposal & the other is Financial Proposal before the prescribed date &time using the Digital Signature Certificate (DSC).The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

Technical proposal

The Technical proposal should contain scanned copies of the following further two covers (folders).

A-1. Statutory Cover Containing:-

- 1) Photocopy of Demand Draft/bankers cheque of cost of Earnest money as prescribed in the NIT.
- 2) General Terms & condition (Annexure –A)
- 3) Professional Tax registration & current challan
- 4) Income Tax current return.
- 5) Current Trade License
- 6) Service Tax Registration No and current challan.
- 7) Minimum annual turnover of Rs. 5 lakh. Audited Balance Sheet and Profit & Loss for last (2015-16) year.

Note:- Failure of submission of any of the above mentioned documents (as stated in A1) will render the tender liable to summarily be rejected the statutory cover.

THE ABOVE STATED STATUTORY/TECHNICAL DOCUMENTS SHOULD BE ARRANGED IN THE FOLLOWING MANNER

Click the check boxes beside the necessary documents in the My Document list and then click the tab "Submit Statutory Documents". Next Click the tab "Click to Encrypt and upload" and then click the "Technical" Folder to upload the Technical Documents.

Tender Evaluation Committee (TEC)

Evaluation Committee constituted by the Director, Zoological Garden, Alipore will function as Head of Evaluation Committee for selection of technically qualified contractors.

Opening of Technical Bid:

Technical proposals will be opened by the Concerned Tender Inviting Authority or his authorized representative electronically from the website using their Digital Signature Certificate (DSC).

Intending tenderers may remain present if they so desire.

Cover (folder) for Technical Proposal will be opened first . If there is any deficiency in the Technical Proposal the tender will summarily be rejected.

Decrypted (transformed into readable formats) documents of the statutory cover will be downloaded & handed over to the Tender Evaluation Committee.

Summary list of technically qualified tenderers will be uploaded online.

Pursuant to scrutiny & decision of the Tender Evaluation Committee the summary list of eligible tenderers & the work for which their proposal will be considered will be uploaded in the web portals.

During evaluation the committee may summon of the tenderers & seek clarification / information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

Financial Bid

The financial bid should contain the following documents in one cover (folder) i.e. Bill of Quantities (BOQ). The contractor is to quote the rate (per sq. ft.) online through computer in the space marked for quoting rate in the BOQ.

Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the contractor.

Financial capacity of a bidder will be judged on the basis of information furnished .

Penalty for suppression / distortion of facts:

If any tenderer fails to produce the original hard copies of the documents like Completion Certificates and any other documents on demand of the Tender Evaluation Committee within a specified time frame or if any deviation is detected in the hard copies from the uploaded soft copies, it may be treated as submission of false documents by the tenderer and action may be referred to the appropriate authority for prosecution as per relevant Act.

Rejection of Bid:

Tendering authority reserves the right to accept or reject any Bid and to cancel the Bidding processes and reject all Bids at any time prior to the award of Contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the ground for Tendering authority's action.

Award of Contract

The Bidder whose Bid has been accepted will be notified by the Tender Inviting Authority through acceptance letter / Letter of Acceptance.

The notification of award will constitute the formation of the Contract.

The Agreement in prescribed Format will incorporate all agreements between the Tender Inviting Authority and the successful bidder. All the tender documents including N.I.T. & B.O.Q. will be the part of the contract documents. After receipt of Letter of Acceptance, the successful bidder shall have to submit requisite copies of contract documents downloading from the website stated in Sl. No. 1 of N.I.T. along with requisite cost through Demand Draft / Pay Order issued from any nationalised bank in favour of the Zoological Garden, Alipore within time limit to be set in the letter of acceptance.