

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

Memo No.455

Date: 29.11.2016

Notice Inviting e-Tender No. 04/ZGA/E-TENDER(3rd CALL)/16-17, 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 (5)	Name of the Concerned Officer (6)	Eligibility of Contractor (7)
1.	Maintenance work at Aquarium of the Zoological Garden, Alipore	Online on Financial bid (monthly basis)	5,000/-	365 (three hundred and sixty five) days.	Director Zoological Garden, Alipore	<p>a) The tenderer should have experience of minimum three consecutive Years ending on 31.03.2016 in Maintenance work at Aquarium under the control of government institution/ Public Sector Undertakings/ autonomous bodies/industrial institutions/local bodies. The same should be provided in details in tabular form. Duly certified copies of the satisfactory services where the tenderer is providing such services for the last three years with respective work orders have to be submitted with tender.</p> <p>b) Valid Trade License. c) VAT registration certificate</p> <p>d) Service Tax Registration particulars</p> <p>e) Professional Tax Registration No. & Current challan</p> <p>f) Income tax Pan No & Current I.T. Return.</p> <p>g) ESI Registration No. & Current challan.</p> <p>h) EPF Code No. & Current challan.</p> <p>i) Annual turnover of the firm should not less than 10 lakhs per annum. Certified balance sheet of the firm for three years of the service contract ending on 31.03.2016 by the Chartered Accountant must be submitted.</p>

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 of the 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)	01.12.2016
2	Bid submission and download start date (On line)	01.12.2016 at 11-00 hours
3	Bid Submission closing (On line)	08.12.16 at 13-00 hours
4	Last Date of submission of copies (photocopies of the same duly self attested) for Documents and Earnest Money Deposit (Demand Draft) Off line	08.12.16 at 16.00 hours
5	Bid opening date for Technical Proposals (Online)	09.12.16 at 14.00 hours
6	Date for opening of Financial Proposal (Online)	12.12.16 onwards

4) Description of work :

i) Food (Tubifex, liver , meat , shrimps , dry food etc.) for the fishes of the aquarium procured by the authority of the Zoo has to be given daily to the respective fishes by the successful tenderer.

ii) Everyday clean water has to be made available in all the tanks of the aquarium.

iii) Thorough cleaning of 17 Nos. of big tanks (9'-8" (L) x 3'-2"(B) x 4'-3" (H) approx.), 12 Nos. of medium sized tanks (6'0" (L) x 2'0" (B) x 3'-4" (H) approx.), 24 Nos. of small tanks (2'-0" (L) x 1' 6" (B) x 1' 6" (H) approx.) and central pool in all respects has to be done regularly so that fishes of the respective tanks can survive in a better way.

iv) All the aforesaid tanks and central pool should be decorated naturalistically.

v) Everyday all the aforesaid tanks have to be cleaned by way of siphoning unwanted materials from the tanks before starting of the visiting hours of the Aquarium of the Zoological Garden, Alipore.

vi) Different types of filters which would be used in all aforesaid tanks, has to be maintained regularly.

vii) The floor area of the visitors' gallery along with the service passages of the said aquarium has to be cleaned everyday before starting of the visiting hours of the Aquarium of the Zoological Garden, Alipore.

viii) The temperature of the respective tanks has to be maintained as & when necessary by thermostat.

x) Continuous supply of air in the water of all the aforesaid tanks has to be ensured.

xi) Preventive measures to be taken regularly to maintain health of the fishes of the said tanks.

xii) Curative measures to be taken against any disease/s noticed in the fishes of the Aquarium.

xiii) A report book has to be maintained for acquisition & death of fishes together with particular of cleaning of tanks & other related activities carried out in the Aquarium of the Zoo.

xiv) Fishes have to be replaced regularly as per the order of the authorised Officer/competent authority of the zoo.

xv) Necessary equipments & accessories like different type of filters, thermostat, air pump, rubber pipe, t, stop cock, live plants etc. have to be supplied by the agency.

xvi) Necessary repairing in the individual tank like change of glass etc. has to be carried out by the agency.

xvii) Proper signage of the fishes of the respective tanks has to be maintained.

xviii) After visiting hours, all electrical switches have to be turned off and all the doors & shutters have to be locked properly & meticulously so as to prevent any loss of property of the aquarium. The same operation has to be carried out also on the closing day of the Aquarium.

5) **Earnest Money:** The amount of Earnest Money Rs.5,000/- 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 adjusted with the security money of the successful bidder.

6) **Security Deposit:** The contractor whose tender will be accepted, will be required to deposit security money amounting to Rs. 25,000.00 (Rupees twenty five thousand) in the form of Pay Order/ Demand Draft in favour of "**Zoological Garden, Alipore**" payable at Kolkata.

7) The Bidder is advised to visit the site and get acquainted regarding the nature of the work involved at site conditions before quoting the rate with full satisfaction; 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. 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 it comes to the notice of the tender inviting authority that the credential or any other paper found incorrect / manufactured / fabricated, that bidder would not be allowed to participate in the tender and that application 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.

16) Qualification criteria:

a) The tenderer should have experience of minimum three consecutive Years ending on 31.03.2016 in **Maintenance work at Aquarium** under the control of government institution/ Public Sector Undertakings/ autonomous bodies/industrial institutions/local bodies. The same should be provided in details in tabular form. Duly certified copies of the satisfactory services where the tenderer is providing such services for the last three years with respective work orders have to be submitted with tender.

b) Valid Trade License.

c) VAT registration certificate

d) Service Tax Registration particulars

e) Professional Tax Registration No. & Current challan

f) Income tax Pan No & Current I.T. Return.

g) ESI Registration No. & Current challan.

h) EPF Code No. & Current challan.

i) Annual turnover of the firm should not less than 10 lakhs per annum. Certified balance sheet of the firm for three years of the service contract ending on 31.03.2016 by the Chartered Accountant must be submitted.

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.

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

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

copy forwarded for information to:-

a) Member Secretary, West Bengal Zoo Authority.

Director
Zoological Garden, Alipore

ANNEXTURE- A

TERMS AND CONDITIONS

1. The intending tenderers should have :

a) experience of minimum three consecutive years in **Maintenance work at Aquarium** under the control of government institution/Public Sector Undertakings / autonomous bodies/industrial institutions/local bodies. The same should be provided in details in tabular form. Duly certified copies of the satisfactory services where the tenderer is providing such services for the last three years with respective work orders have to be submitted with tender.

b) Valid Trade License.

c) VAT registration certificate

d) Service Tax Registration particulars

e) Professional Tax Registration No. & Current challan

f) Income tax Pan No & Current I.T. Return.

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i) Annual turnover of the firm should not less than 10 lakhs per annum. Certified balance sheet of the firm for three years of the service contract ending on 31.03.2016 by the Chartered Accountant must be submitted.

2. Description of work:

i) Food (Tubifex, liver , meat , shrimps , dry food etc.) for the fishes of the aquarium procured by the authority of the Zoo has to be given daily to the respective fishes by the successful tenderer.

ii) Everyday clean water has to be made available in all the tanks of the aquarium.

iii) Thorough cleaning of 17 Nos. of big tanks (9'-8" (L) x 3'-2" (B) x 4'-3" (H) approx.), 12 Nos. of medium sized tanks (6'-0" (L) x 2'-0" (B) x 3'-4" (H) approx.), 24 Nos. of small tanks (2'-0" (L) x 1'-6" (B) x 1'-6" (H) approx.) and central pool in all respects has to be done regularly so that fishes of the respective tanks can survive in a better way.

iv) All the aforesaid tanks and central pool should be decorated naturalistically.

v) Everyday all the aforesaid tanks have to be cleaned by way of siphoning unwanted materials from the tanks before starting of the visiting hours of the Aquarium of the Zoological Garden, Alipore.

vi) Different types of filters which would be used in all aforesaid tanks, has to be maintained regularly.

vii) The floor area of the visitors' gallery along with the service passages of the said aquarium has to be cleaned everyday before starting of the visiting hours of the Aquarium of the Zoological Garden, Alipore.

viii) The temperature of the respective tanks has to be maintained as & when necessary by thermostat.

x) Continuous supply of air in the water of all the aforesaid tanks has to be ensured.

- xi) Preventive measures to be taken regularly to maintain health of the fishes of the said tanks.
- xii) Curative measures to be taken against any disease/s noticed in the fishes of the Aquarium.
- xiii) A report book has to be maintained for acquisition & death of fishes together with particular of cleaning of tanks & other related activities carried out in the Aquarium of the Zoo.
- xiv) Fishes have to be replaced regularly as per the order of the authorised Officer/competent authority of the zoo.
- xv) Necessary equipments & accessories like different type of filters, thermostat, air pump, rubber pipe, t, stop cock, live plants etc. have to be supplied by the agency.
- xvi) Necessary repairing in the individual tank like change of glass etc. has to be carried out by the agency.
- xvii) Proper signage of the fishes of the respective tanks has to be maintained.
- xviii) After visiting hours, all electrical switches have to be turned off and all the doors & shutters have to be locked properly & meticulously so as to prevent any loss of property of the aquarium. The same operation has to be carried out also on the closing day of the Aquarium.

The staff of the tenderer will be allowed to enter the Aquarium everyday at 09:00 am and they may work at the site till 05:00 pm. But during exigency , entry & exit time for the said work will be altered after having approval for the same from competent authority.

3. The tenderer is advised to visit the site and get acquainted regarding the nature of the work involved at site conditions before quoting the rate.
4. The tenderer shall engage competent and adequate staff for the mentioned work.
5. The tenderer shall quote the address of the service centre at Kolkata with the organization structure of the service centre along with the offer.
6. The contract shall be for a period of one year from the date of commencement unless extended further by the Director, Zoological Garden. The contract can be curtailed or terminated at any time by the Director, Zoological Garden owing to deficiency of service, sub-standard quality of cleaning work, breach of contract or change in requirements of the Zoological Garden.
7. The contract may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period by the Director, Zoological Garden, Alipore.
8. The tenderer shall not transfer, assign pledge or sub-contract its rights and liabilities under this contract to any other agency.
9. The tenderer 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 agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making the agency liable for legal action besides termination of contract.
10. The Director, Zoological Garden, Alipore reserves the right to accept or reject any or all bids without assigning any reasons thereto. **No conditional tender will be entertained.**
11. The Director, Zoological Garden, Alipore and /or the agency may terminate the contract by issue of one calendar month's notice in writing from either side.
12. No advance payment will be made.

13. The tenderer 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/whole of the bill amount shall be held up till such proof is not furnished.
15. The successful tenderer shall take utmost care during the execution of the work. If any damage to the property caused by the agency, the cost of damage shall be deducted from the bill of the agency.
16. The tenderer shall be solely responsible for redressing the grievances of the personnel deployed from the end of the agency.
17. The Zoological Garden shall not be responsible for any financial loss or injury to any person deployed by the agency in course of their duties or for payment towards any compensation.
18. The attendants of the tenderer shall not claim any benefit / compensation / absorption/ regularization of services in the Zoological Garden, Alipore.
19. The attendants of the tenderer shall not claim the Master Servant relationship with the Zoological Garden, Alipore.
20. The character and antecedents of each attendant of the tenderer will be got verified by the tenderer before their deployment and identity cards for regular entry to the Aquarium will be issued from end of Zoo authority.
21. The attendants provided by the tenderer shall be the employees of the tenderer and it shall be the duty of the tenderer to pay their wages every month.
22. In case of termination of this contract on its expiry or otherwise, the attendants deployed by the tenderer shall not be entitled to and will have no claim for any absorption in the regular / otherwise capacity in the Zoological Garden, Alipore.
23. The tenderer 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 tenderer shall have liability in this regard.
24. 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 tenderer from this end.
25. In case, the tenderer 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 Security Deposit of the tenderer, to the extent of the loss or obligation in monetary terms.
26. The request calls for the works shall be attended by the agency within 24 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 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.
27. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD), refundable without interest, of Rs.5,000/- (Rupees 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.
28. 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 30 days from date of placing the order the EMD shall stand forfeited without giving any further notice.

29. The successful tenderer will have to deposit Security money amounting to Rs. 25,000.00 (Rupees twenty five thousand) in the form of Pay Order/Demand Draft in favour of "Zoological Garden, Alipore".

30. In case of breach of any terms and conditions attached to this contract, the Security Deposit of the tenderer will be liable to be forfeited by the Zoological Garden besides annulment of the contract.

31. The Director, Zoological Garden, Alipore reserves the right to alter any of the terms and conditions mentioned above so as to overcome the problem encountered at a later stage after executing a separate supplementary agreement.

32. 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.

33. Successful tenderer is required to execute an agreement with the tendering authority before issue of work order as per usual procedure.

34. Conditions may be modified/added/deleted in the final Agreement.

Dated : 13.08.2016

Director
Zoological Garden, Alipore,
Kolkata.

DECLARATION

(To be submitted on non-judicial stamp paper of rupees fifty only)

1. I,.....Son/Daughter/Wife of shri/Smt.....
Proprietor/Director/authorized signatory of the agency, mentioned above, am competent to sign this declaration and execute this tender documents.
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.
3. The information / documents furnished along with the above tender are true and authentic to the best of my knowledge and behalf. I/We, am/are well aware of the fact that furnishing of any false information / fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person :

(Seal)

Full Name :

Date :

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 tender documents and 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) VAT Registration No. (if necessary)
- 7) Service Tax Registration No.(if necessary)
- 8) Minimum annual turnover of Rs. 5 lakh. Audited Balance Sheet and Profit & Loss for last 2 (two) years.

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. within time limit to be set in the letter of acceptance.