



ZOOLOGICAL GARDEN
Alipore, Kolkata 700027

e-NIT No. 57/ZGA/E-tender(2nd call)/2025 , date:

Food Stall/kiosk at beside Main and NL gate entrance and KP toilet of Zoological Garden,Alipore

Category A : Number of food Stall/kiosk :04

Stall No	Product category	FSSAI Category	Area (sq .ft)	Base price/sq.ft	Base Price / month	EMD	Location (Approx)
A1	Tea (Ready-to-Drink in Cup), Cakes, Muffins, Pastries, Pies, Sandwiches, Burgers, Wraps, Puffs, Croissants, Biscuits, Popcorn, Chips, Crackers etc	Beverages (Non-Alcoholic), bakery snacks , desserts & other foods, cereal based products	110	₹1383	₹1,52,130	₹36,511	As per annexure Food- 1, Food- 2, Food - 3
A2	Tea (Ready-to-Drink in Cup), Cakes, Muffins, Pastries, Pies, Sandwiches, Burgers, Wraps, Puffs, Croissants, Biscuits, Popcorn, Chips, Crackers etc	Beverages (Non-Alcoholic), bakery snacks , desserts & other foods, cereal based products	60	₹1383	₹82,980	₹19,915	
A3	Tea (Ready-to-Drink in Cup), Cakes, Muffins, Pastries, Pies, Sandwiches, Burgers, Wraps, Puffs, Croissants, Biscuits, Popcorn, Chips, Crackers etc	Beverages (Non-Alcoholic), bakery snacks , desserts & other foods, cereal based products	60	₹1383	₹82,980	₹19,915	
A4	Tea (Ready-to-Drink in Cup), Cakes, Muffins, Pastries, Pies, Sandwiches, Burgers, Wraps, Puffs, Croissants, Biscuits, Popcorn, Chips, Crackers etc	Beverages (Non-Alcoholic), bakery snacks , desserts & other foods, cereal based products	60	₹1383	₹82,980	₹19,915	

Intending bidder may download the tender documents from the website
<https://wbtenders.gov.in> directly with the help of Digital Signature Certificate.

- 1. Qualification criteria:- The self attested, photocopies of following document are to be submitted online by the intending bidders in the Technical bid folder:-**

Sl no	Items
1.	NIT
2.	EMD
3.	PT Deposit receipt Challan for the current year
4.	GST registration Certificate and latest GST return of the last month
5.	I.T.R Acknowledgement latest receipt
6.	PAN Card
7.	Voter ID card
8.	ESI and EPF registration Certificate (if applicable)
9.	Trade license

10.	Experience Profile {List of completed projects of similar nature in last 3(three) years}
11.	Bidder's Annual Turn Over should be at least 50% in the last 3 preceding years
12.	Bidder's profit made after taxes for each of last 3 financial years.
13.	Profit and loss balance sheet for last 3 financial years.
14.	Audit report/Tax audit report
15.	AFFIDAVIT-Y
16.	FSSAI certificate/license of current year.

2. **Both Technical Bid and Financial Bid** are to be submitted concurrently duly digitally signed in the website <https://wbttenders.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.05** Technical bid will accompany the above **documents mentioned and photocopy of demand draft both cost of tender documents & earnest money and special terms & conditions.**
3. **The FINANCIAL OFFER** of the prospective Bidders will be considered only if the TECHNICAL BID of the Bidders 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.
4. **Bid shall** remain valid for a period of not less than 180 (one Eighty) 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.

5. Date and Time Schedule:

Sl. No.	Particulars	Date
1	Date of uploading of N.I.T. & other Documents (online) (Publishing date)	02.12.2025 & 10.00 Hrs.
2	Documents download/ submission start date (Online)	02.12.2025 & 10.00 Hrs.
3	Bid Submission closing date (On line)	30.12.2025 & 12.00 Hrs.
4	Bid opening date for Technical Proposals (Online)	01.01.2026 & 12.00 Hrs.
5	Bid opening date for Financial Proposals (Online)	The date and time of financial bid opening will be announced after Technical bid evaluation

6. Earnest Money: Payment procedure:

A. Payment by Net Banking (any listed bank) through ICICI Bank Payment Gateway:

On selection of net banking as the payment mode, the bidder will be directed to ICICI Bank Payment Gateway webpage (along with a string containing a Unique ID) where he will select the Bank through which he wants to do the transaction. Bidder will make the payment after entering his Unique ID and password of the bank to process the transaction.

Bidder will receive a confirmation message regarding success/failure of the transaction. If the transaction is successful, the amount paid by the bidder will get credited in the respective Pooling

account of the State Government /PSU/Autonomous Body/Local Body/PRIs, etc maintained with the Focal Point Branch of ICICI Bank at R.N. Mukherjee Road, Kolkata for collection of EMD/Tender Fees. If the transaction is failure, the bidder will again try for payment by going back to the first step.

B. Payment through RTGS/NEFT:

(i) On selection of RTGS/NEFT as the payment mode, the e-Procurement portal will show a pre-filled challan having the details to process RTGS/NEFT transaction.

(ii) The bidder will print the challan and use the pre-filled information to make RTGS/NEFT payment using his Bank account.

Once payment is made, the bidder will come back to the e-Procurement portal after expiry of a reasonable time to enable the NEFT/RTGS process to complete, in order to verify the payment made and continue the bidding process.

(iii) If verification is successful, the fund will get credited to the respective Pooling account of the State Government/PSU/ Autonomous Body/Local Body/PRIs, etc. maintained with the Focal Point Branch of ICICI Bank at R.N. Mukherjee Road, Kolkata for collection of EMD/Tender Fees.

(iv) Hereafter, the bidder will go to e-Procurement portal for submission of his bid. But if the payment verification is unsuccessful, the amount will be returned to the bidder's account.

C. Refund/Settlement Process:

I. After opening of the bids and technical evaluation of the same by the tender inviting authority through electronic processing in the e-Procurement portal of the State Government, the tender inviting authority will declare the status of the bids as successful or unsuccessful which will be made available, along with the details of the unsuccessful bidders, to ICICI Bank by the e-Procurement portal through web services.

II. On receipt of the information from the e-Procurement portal, the Bank will refund, through an automated process, the EMD of the bidders disqualified at the technical evaluation to the respective bidders' bank accounts from which they made the payment transaction. Such refund will take place within T+2 Bank Working Days where T will mean the date on which information on rejection of bid is uploaded to the e-Procurement portal by the tender inviting authority.

III. Once the financial bid evaluation is electronically processed in the e-Procurement portal, EMD of the technically qualified bidders other than that of the H1 and H2 bidders will be refunded, through an automated process, to the respective bidders' bank accounts from which they made the payment transaction. Such refund will take place within T+2 Bank Working Days where T will mean the date on which information on rejection of financial bid is uploaded to the e-Procurement portal by the tender inviting authority. However, the H2 bidder should not be rejected till the LOI process is successful.

IV. If the H1 bidder accepts the LOI and the same is processed electronically in the e-Procurement portal, EMD of the H2 bidder will be refunded through an automated process, to his bank account from which he made the payment transaction. Such refund will take place within T+2 Bank Working Days where T will mean the date on which information on Award of Contract (AOC) to the H1 bidder is uploaded to the e-Procurement portal by the tender inviting authority.

V. As soon as the H1 bidder is awarded the contract (AOC) and the same is processed electronically in the e-Procurement portal EMD of the H1 bidder for tenders of State Government offices will automatically get transferred from the pooling account to the State Government deposit head "8443 00-103-001-07" through GRIPS along with the bank particulars of the H1 bidder.

VI. EMD of the H1 bidder for tenders of the State PSUs/Autonomous Bodies/Local Bodies/PRIs, etc will automatically get transferred from the pooling account to their respective linked bank accounts along with the bank particulars of the H1 bidder. In both the above cases, such transfer will take place within T+1 Bank Working Days where T will mean the date on which the Award of Contract (AOC) is issued.

VII. The Bank will share the details of the GRN No. generated on successful entry in GRIPS with the E-Procurement portal for updation. Once the EMD of the H1 bidder is transferred in the manner

mentioned above, Tender fees, if any, deposited by the bidders will be transferred electronically from the pooling account to the Government revenue receipt head "0070-60-800-013-27" through GRIPS for Government tenders and to the respective linked bank accounts for State PSU/Autonomous Body/Local Body/PRIs, etc tenders.

VIII All refunds will be made mandatorily to the Bank A/c from which the payment of EMD & Tender Fees (if any) were initiated.

7. **Security Deposit:** EMD submitted by successful bidder shall be converted as part of the security deposit. Remaining part of the Security Deposit of the accepted tender value will be adjusted from the bill of the contractor. No interest will be paid on Security Deposit (SD) by the authority.
8. **The Bidder**, at his own at their expenses may visit and examine the place and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Food Stall as mentioned in the Notice Inviting Tender, before submitting offer with full satisfaction, the cost of visiting the place shall be at his own expense.
9. **The intending Bidders** shall clearly understand that whatever may be the outcome of the present invitation of Bids, no cost of Bidding shall be reimbursed 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 Bidders at the stage of Bidding.
10. **Conditional / Incomplete** tender, sub contract will not be accepted under any circumstances.
11. **The intending Bidders** are required to quote the rate into financial bid online.
12. **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.
13. **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.
14. **If there be any objection regarding disqualification of an 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.
15. **Before issuance of License**, the tender inviting authority may verify the credential and other documents of the highest bidder if found necessary. After verification, if it is found that the documents submitted by the highest bidder are either manufactured or false in that case License will not be issued in favour of the said bidder under any circumstances without any reference to the highest bidder.
16. **Escalation of Price** on any ground and consequent cost overrun shall not be entertained under any circumstances. Rates should be quoted accordingly.
17. **List of the catering food items** and their rates should be submitted along with the tender through scanned copy duly signed by the bidders. The rate should be approved by the authority before selling of the food items. No additional rate will be taken from the visitors by the stall owner in case of branded product

Sd/-
Director
Zoological Garden, Alipore

INSTRUCTION TO BIDDERS

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 Bidders 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

Tender Evaluation Committee (TEC)

Evaluation Committee constituted by the Director, Zoological Garden, Alipore will function 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 Bidders 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 Bidders will be uploaded online.

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

During evaluation the committee may summon of the Bidders & 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 (monthly), **(Above / At par) online through computer** only 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 Bidders.

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

Penalty for suppression / distortion of facts: If any Bidder 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 Bidders 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 along with requisite cost through **NEFT/RTGS/Demand Draft / Pay Order issued from any Scheduled public sector/private sector banks (except co-operative banks) in favour of the Zoological Garden, Alipore** within time limit mentioned in the letter of acceptance.

ANNEXURE-A

GENERAL TERMS AND CONDITIONS

1. Guideline of CZA- as per guideline 2f of CZA "Food court /kiosk should be restricted at the entrance of the zoo. However some kiosk (1-3 nos) may be located suitably inside the zoo. It is also pointed out that such kiosk should not cater/sell any take away food, package or disposable water bottles. Sale of alcoholic beverage should also be banned.
2. Each Food kiosk shall primarily be placed near the main entry gate /administrative area, away from enclosures in one place as per CZA guidelines. In cases of space constraints, only 2 to 3 stalls may be permitted near the NL entry Gate as an exception.
3. **Regulations on Material Usage:** No disposable plastic items, plastic packets, or single use plastic water bottles are allowed. Only biodegradable packaging materials will be permitted. Take away to be avoided
4. **Space allocation & Restrictions:** The allotted area will be fixed and cannot be exceeded under normal circumstances. Additional space (not exceeding 10% of the allotted area) may be provided only in extreme cases, subject to a charge of twice the rate of allotted rate.
5. **All stall** to be as per approved design in specific location and area, to be constructed by the successful bidder at their own cost
6. **The Stall will be** decorated by the agency as identified by Zoological Garden, Alipore.
7. The licensee could not exhibit any advertisement except displaying his own/brand name. If the licensee exhibits any advertisement other than his own name/brand name, his license will be terminated.
8. **Without the approval of the Director**, Zoological Garden, Alipore, rate/rates of any food items cannot be increased by the licensee.
9. **The Director, Zoological Garden, Alipore** may terminate the contract earlier by issuing of one calendar months' notice in case of violation of terms & condition.
10. **The successful Bidder** must follow the minimum hygiene standard as per guidelines by **FSSAI of their products and articles offered for sale** as well as the process of each item of food and drinks offered for sale at the stall/kiosks.
11. **The intending Bidders** are required to quote rate online in their tenders, the amount of the licence fee per month in English Both in figure and in words legibly, which is payable to the garden authorities.
12. The shop will be run by the party for the entire period of contract, if the party is desirous to stop running of the stall/kiosk at any time of the contract period, the party shall have to pay Licensee Fee for rest period of the contract tenure and in such case Security Deposit money may be adjusted to the License Fee on request of the party. Failing which Security Deposit will be forfeited and the party will be debarred.
13. **Annual Escalation:** License fee shall increase **10 % annually** over the previous year's rate.
14. Selling of alcohol, tobacco & allied prohibited predicted is not allowed. Single use plastic is not allowed and responsibility lies on seller of the product inside the zoo.
15. **The tender whose** tender will be accepted must enter into an Agreement and shall have to furnish security money deposit equivalent to 2(two) months license fees. The licensee has to pay the license fee within or before 7th day of every month. The security money is liable to forfeiture if the agency fails to deposit license fee as aforesaid within the last day of the respective month with additional charges of twenty percent of the monthly license fee.

16. **The licence fee will** not include any other charges for running the business. The firm shall have to bear all such charges required for conducting their business including electricity and water etc. if any. Separate private Meter for consumption of electricity in the pavilion/stall will have to be installed by the successful Bidder at their own cost before commencement of their business.
17. The licence fee fixed by the Director, Zoological Garden, Alipore will be payable at the office of the Zoological Garden Alipore, as per terms and conditions of the contract.
18. The licence, so granted by the Director, Zoological Garden, Alipore to the firm, cannot be assigned or sublet in whole or in part to anyone else.
19. Stall should be made at the cost of the successful tenderer subject to approval of designs by the authorities of this Garden at the sites mentioned here above.
20. No relaxation in licence fee will be given to the successful licensee for the loss of time in creation of the stall.
21. The agency besides paying the quoted bid price to the Zoological Garden will be liable to pay such other Government dues/fees as well as be levied to such authority on his own responsibility without burdening the Zoological Garden on that account.
22. Taxes as applicable by Govt. time to time will have to bear by the licensee.
23. The decision of the Director, Zoological Garden, Alipore will be final and binding in all the cases. Including extension of area or creation of additional kiosk/stall outside the refreshment pavilion will not be permitted.
24. The licensee will be liable to pay the damages caused to the property of the ZGA, if any, during the execution/creation of the kiosk/stall, the full liability and responsibility will also lie over the agency due to any damage to the property, animal or human due to any unforeseen incident/accident caused by the said agency.
25. The agency shall handover the peaceful possession of the stall (land & structure and other fittings owned in this garden through tender) and remove all particles/assets of their own within seven days from the date of expiry/ termination of the contract, failing which, the Zoo garden Authority will take the possession of the Stall/kiosk with immediate effect, necessary expenses for this purpose incurred by the garden authority will be paid by the party on demand, failing which it will be deducted from the security Deposit money.
26. All disputes in any matter arising out of this tenders shall be settled by the Director, Zoological Garden, Alipore.
27. Successful tenderer is required to execute an agreement with the tendering authority before commencement of business as per usual procedure.
- 28. License Fees, Utility & Other Charges**
 - a. The successful bidder shall pay a **monthly license fee** as per the financial bid.
 - b. The vendor shall bear **electricity, water, and cleaning charges** separately as per actual consumption and rates determined by the zoo authority.
 - c. A **refundable security deposit** (equivalent to 2 months' license fee) must be deposited before signing the contract.
- 29. Key Terms & Conditions**
 - A. **Tenure of License:** The contract period would be for **01(one) year** which can be extended up to 03 (three) years in case of satisfactory operation.
 - B. **Product Restriction:** Vendors shall **only** sell approved items under their allotted category. Selling tobacco, alcohol, Gutkha, or non-approved items is strictly prohibited.
 - C. **Pricing Regulation:** Packaged food and beverages must be sold at MRP or below. Overpricing beyond **MRP** for packaged items is strictly prohibited.
 - D. **Ignition of fire** in zoo campus is strictly prohibited
 - E. **Playing Sound box, loudspeaker** and other allied instruments is strictly prohibited in side garden premises by the Stall/kiosk owner.

- F. **Vendors may charge** a service fee if serving tea, coffee, or cold beverages in separate cups/glasses, but this fee must be clearly displayed.
- G. **Hygiene & Sanitation:** Vendors must maintain high cleanliness standards, use eco-friendly packaging, and comply with FSSAI hygiene norms.
- H. **Operating Hours:** Vendors must operate strictly within zoo visiting hours, as per zoo authority guidelines.
- I. **Failure to comply** with the terms will result in penalties, suspension, or termination of the contract.

Sd/-
Director
Zoological Garden, Alipore

AFFIDAVIT – “Y”

(To be furnished in Non-judicial stamp paper of Rs. 100.00 (Rupees Hundred Only) duly notarised after publication of E-NIT & e-NIT No. & date should be mentioned in the body of Affidavit)

Subject: Name of the Work with Tender reference no. _____.

Reference: (N.I.T No.) _____

Dear Sir / Madam,

1) I, the under-signed do certify that all the statements made in the attached documents are true and correct. I have all machineries as per NIT & all will be at site during entire period of work. In case of any information submitted proved to be false or concealed, the application may be rejected and no objection/claim will be raised by the under-signed.

2) The under-signed also hereby certifies that neither our firm
M/S..... nor any of constituent partner had been
debarred to participate in tender by the any Government Department during the last 3 (three) years
prior to the date of this N.I.T. I/We have presently.....nos of works in my hand & I
would finish the work in time.

3) The under-signed would authorize and request any Bank, person, Firm or Corporation to furnish
pertinent information as deemed necessary and/or as requested by the Department to verify this
statement.

4) The under-signed understands that further qualifying information may be requested and agrees to
furnish any such information at the request of the Department.

5) Certified that I have applied certified that I have applied in the tender in the capacity of individual/
as a partner of a firm/authorized representative of company or society and I will not handover the job
to any other person except my employee to supervise.

Date: _____

Signature of authorized officer of the firm: _____

Title & Capacity of the officer: _____

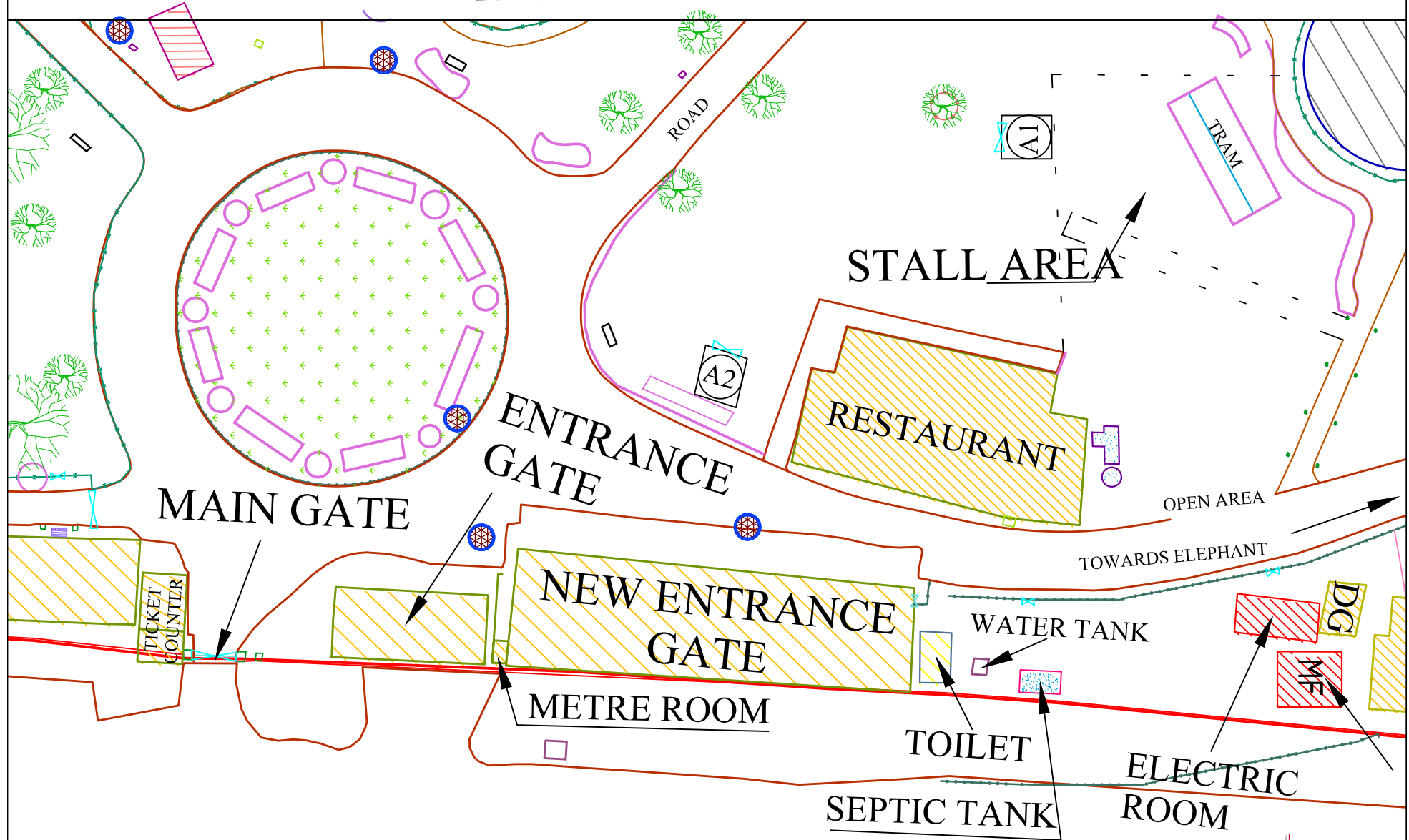
Name of the Firm with Seal: _____

Enclosure:

(1) Statutory Documents

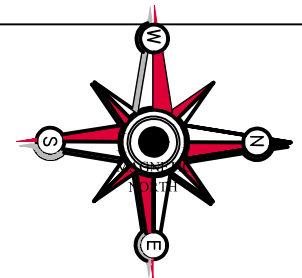
(2) Non Statutory Documents

ANNEXURE - FOOD-1

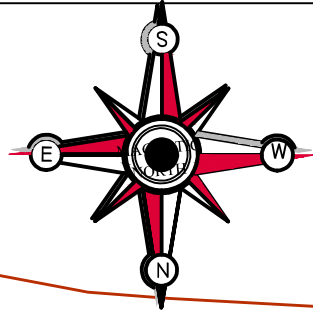


FOOD STALL/KIOSK BESIDE MAIN GATE IN ZOO PREMISES

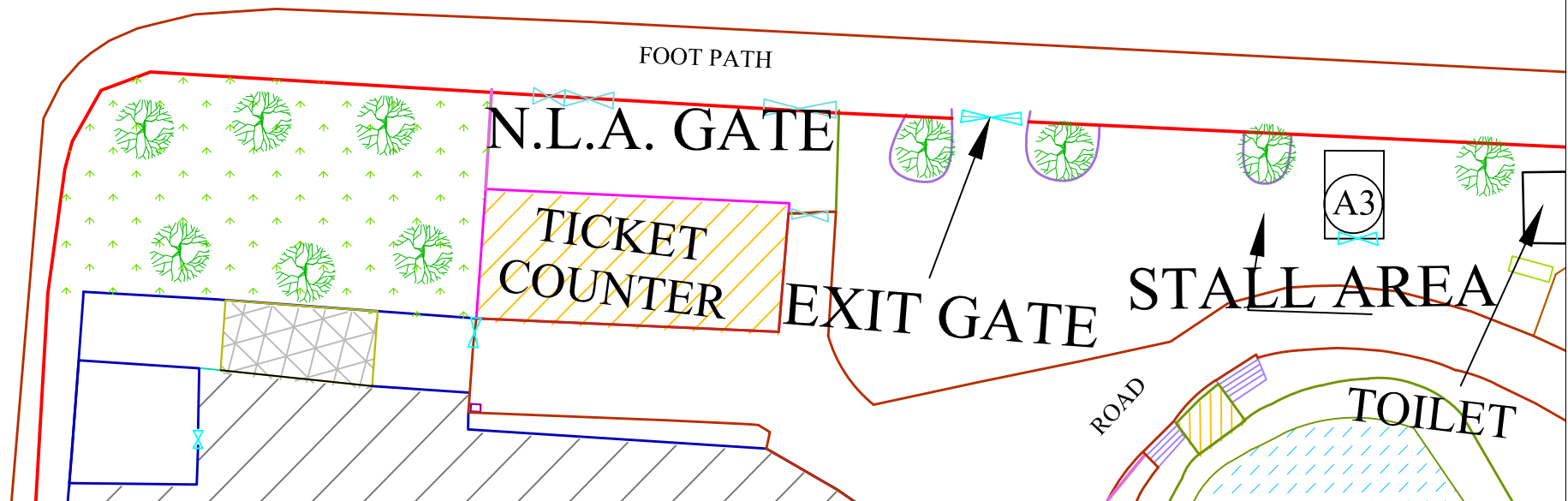
NO :- A1 (110 Sqft.) , A2 (60 Sqft.) ,



KOTHARI MEDICAL CENTRE

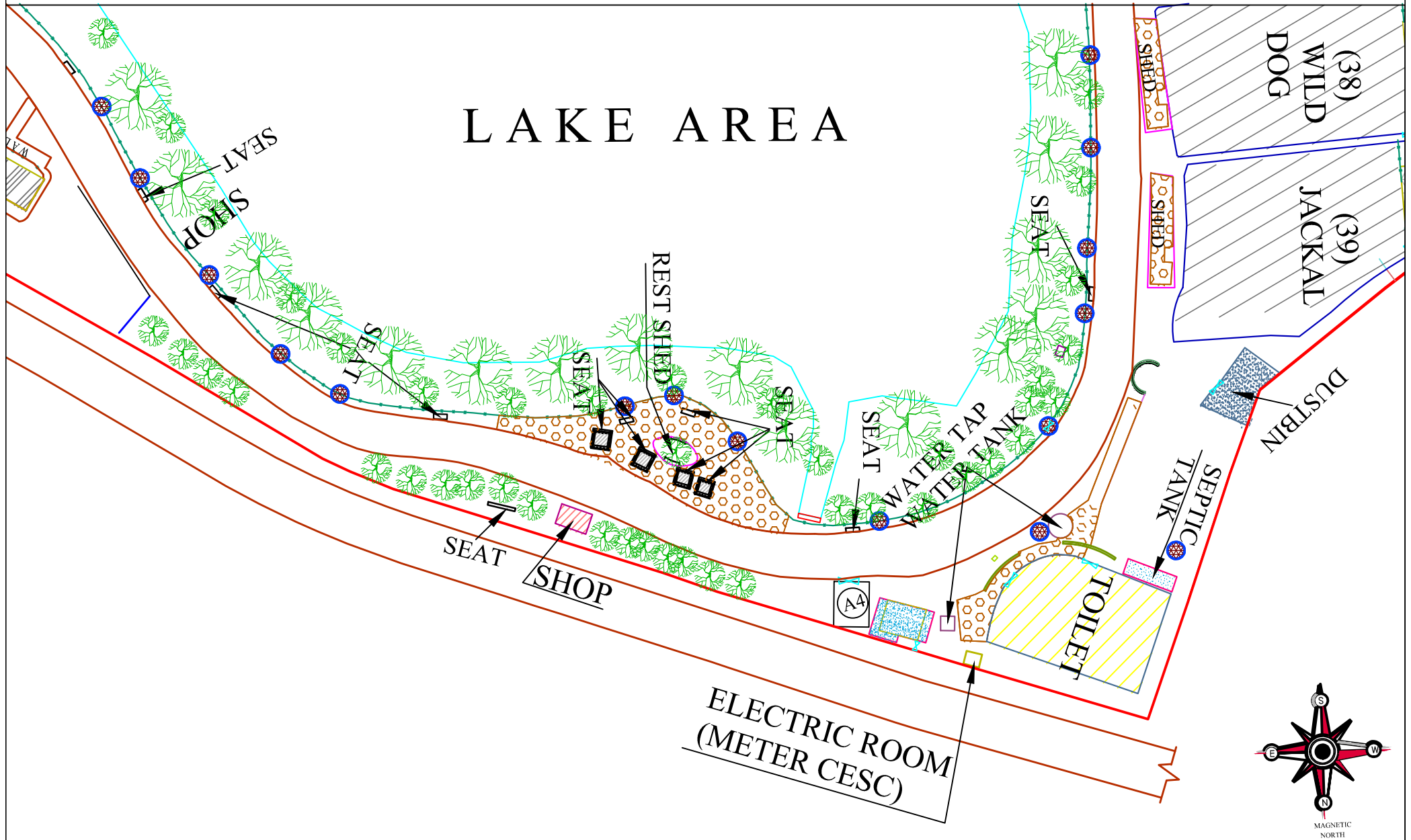


NATIONAL LIBRARY AVENUE ROAD



NO :- A3 (FOOD STALL EACH 60 Sqft.)

ANNEXURE - FOOD-3



FOOD STALL/KIOSK BESIDE KP TOILET IN ZOO PREMISES

NO :- A4 (FOOD STALL EACH 60 Sqft.)