



ZOOLOGICAL GARDEN
Alipore, Kolkata 700027

e-NIT No. 01/ZGA/E-tender (2nd Call)/2026, date:19.02.2026

Official Social media page handling, maintenance and boosting at Zoological Garden Alipore.

List of Works:

Sl. No.	Name of the work (1)	Amount of Earnest Money to be deposited (Rs.) (3)	Period of Completion (4)	Name of the Concerned Officer (5)	Eligibility of Contractor (6)
1.	Official Social media page handling, maintenance and boosting of Zoological Garden, Alipore.	8,160.00	365 (three hundred sixty-five) days	Director Zoological Garden, Alipore	Eligibility Criteria as per serial No. 1 mentioned below)

Intending bidders 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% of the amount put to tender in the last 3 financial years
12.	Profit and loss balance sheet for last 3 financial years .
13.	AFFIDAVIT-Y

2. 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. 05.

Technical bid will accompany the above-mentioned **documents, photocopy of EMD receipt, cost of tender documents & earnest money and special terms & conditions.**

3. **The FINANCIAL OFFER** of the prospective Bidder will be considered only if the TECHNICAL BID of the Bidder 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)	20.02.2026 & 10.00 Hrs.
2	Documents download/ submission start date (Online)	20.02.2026 & 10.00 Hrs.
3	Bid Submission closing date (On line)	27.02.2026 & 04.30 Hrs.
4	Bid opening date for Technical Proposals (Online)	02.03.2026 & 04.30 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:

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/PRI, 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.

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/PRI, 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.

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 L1 and L2 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 L2 bidder should not be rejected till the LOI process is successful.
- IV. If the L1 bidder accepts the LOI and the same is processed electronically in the e-Procurement portal, EMD of the L2 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 L1 bidder is uploaded to the e-Procurement portal by the tender inviting authority.
- V. As soon as the L1 bidder is awarded the contract (AOC) and the same is processed electronically in the e-Procurement portal EMD of the L1 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 L1 bidder.

EMD of the L1 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 L1 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.

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 L1 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.

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

There is no exemption of any kind for any of the eligible contractors towards cost of tender document fee or EMD.

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. Additional Performance Security:

When the bid rate is 80% or less of the Estimate put to tender then an Additional Performance Security in the form of Bank Guarantee to be submitted as per Memo No. 796-F(Y) Dated: 25.02.2022 from Finance Department, Audit Branch. **The Bank Manager of the bank issuing Bank Guarantee to submit in the prescribed format as mentioned Annexure-A in the NIT alone will be accepted. Non-submission of the prescribed Bank Guarantee in the prescribed format is the sufficient reason to reject the bidder and no further bid will be entertained, whatsoever, the case may be.**

9. The Bidder, at his own responsibility and risk is encouraged to visit and examine the place and materials to be supplied and obtain all information's 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, the cost of visiting the place shall be at his own expense. The bidder may bid all of the 3 subgroup or any one /two sub group

10. The intending Bidders shall clearly understand that whatever may be the outcome 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.

11. Conditional / Incomplete tender will not be accepted under any circumstances.

12. The intending tenderers are required to quote the rate *online*.

13. The intending tenderers have to deposit sample of items (non-perishable) in office before opening of tender.

14. 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.

15. 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. The volume of specific item may change based on actual requirement of the zoo.

16. 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.

17. Before issuance of the WORK ORDER, the tender inviting authority may verify the credential and other documents of the lowest 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.

18. If any discrepancy arises between two similar clauses on different notification, the clause as stated in later notification will supersede former one in following sequence:

- i)N.I.T.
- ii) Terms & Conditions
- iii) Technical Bid
- iv) Financial Bid

19. 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 above

The eligibility of a bidder will be ascertained on the basis of the document(s) in support of the minimum criteria as mentioned in above. 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.

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

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

22. Mandatory engagement of Job Card holders:

Wherever applicable, as per the Gazette Notification No. 1140 PRD-33011/1/20-24-MGNERJSEC Dated: 07.03.2024, Job Card holders shall mandatory be engaged in the works where rural unskilled worker can be engaged. The agency executing the works shall also furnish a certificate after completion of works that only Job Card holder was engaged for unskilled works during execution.

**Sd/-
Director
Zoological Garden, Alipore**

ZOOLOGICAL GARDEN, ALIPORE
SECTION - A
INSTRUCTION TO BIDDERS

General guidance for e-Tendering:

Instructions / Guidelines 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 (the web portal of ZGA the contractor is to click on the link for e- Tendering site as given on the web portal.

Digital Signature certificate (DSC):

Each contractor is required to obtain a Digital Signature Certificate (DSC) for submission of tenders from the approved service provider of the National Informatics Centre (NIC) on payment of requisite amount. Details are available at the Web Site stated in Clause A.1. above. DSC is given as a USB e-Token.

The contractor can search & download N.I.T. & Tender Document(s) electronically from computer once he logs on to the website mentioned in Clause A.1. using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

Submission of Tenders:

Tenders are to be submitted through online to the website stated in Clause A.1. 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 in one covers (folders).

(a). Statutory Cover Containing the following documents:

1) EMD AND OTHER DOCUMENTS:

a) Photocopy of NEFT/RTGS towards Earnest Money (EMD) as prescribed in the N.I.T. against the work in favour of Zoological Garden, Alipore.

b) N.I.T.

(NIT & Tender Document downloaded properly and upload the same Digitally Signed). The rate will be quoted in the B.O.Q. Quoted rate will be encrypted in the B.O.Q. under Financial Bid. 0.

N.B.: Failure of submission of any of the above-mentioned documents as stated in Sl. No. A.5.(a). and Sl. No. A.5.(b). will render the tenderer liable to be rejected.

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 & evaluation of tender:

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).

Cover (folder) for Statutory Documents (Ref. Sl. No. A.5.(a)&(b.)) will be opened first . If there is any deficiency in the Statutory Documents 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 serial number of work for which their proposal will be considered will be uploaded in the web portals.

During evaluation the committee may summon 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. Item of Quantities (BOQ). The contractor is to quote the rate (own rate) 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.

Evaluation of Lowest Bidder (L₁):

L1 SELECTION MECHANISM

1. The Tender consists of two components:

A. Maintenance, uploading content (text, Photo, Video) and updating the profile where the agency will hold the moderator/collaborator role only.

B. Deliverable of soft content for uploading in electronic /Social media

The Bidder must quote rates for both components.

2. Evaluation will be done on:

(i) Component-wise lowest rate (**L1-A & L1-B**)

(ii) Overall lowest combined total

3. The bidder having the Lowest Total (A+B) shall be treated as “Lowest Total BidderLT

4. For award of the contract, the LT bidder must also be the lowest in both components, i.e., L1 for both Component A and Component B.

5. If the LTbidder is not L1 in either Component A or Component B, the committee will:

Offer LT bidder the opportunity to match the lowest rates in the component(s) where he is **higher**.

Upon written acceptance, the LT bidder will be declared as **Final L1**.

6. If the LT bidder does not agree to match the lowest component rates, the committee will:

1. Reject the **LT bidder**
2. Move to the second-lowest total bidder and repeat the process

Continue until a bidder agrees to match both component-wise lowest rate

7. The bidder who satisfies all the above conditions and/or agrees to match **L1-A and L1-Brates** will be considered **Final L1 and awarded the work.**

Financial capacity of a bidder will be judged on the basis of information furnished in Section - B.

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 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.

SECTION-B

Estimate for Social Media Management Services

A. Component - A

Sl no	Item of services	Frequency	Rate (Rs.)	Estimated cost/Month (Rs.)
1	Modification & Updating inclusive maintenance & Google My Business SEO	Monthly	8000	8000
2	Modification & Updating & maintenance and updates for meta with Static and dynamic contents	Monthly	8000	8000
3	Modification & Uploading of copy right free content & maintenance and updates for YouTube Channel	Monthly	8000	8000
Total=				24,000=00

B. Component - B

Sl no	Item of services	Frequency	Rate (Rs.)	Estimated cost/Month (Rs.)
1	Deliverable soft materials (Pictures/Photos) with specific size as per industry standards & policy guidelines –Static Poster with JPEG/PSD/PNG/ web format /PDF as per concerned Social media requirement.	3 Nos. /month	1000	3000
2	Deliverable soft materials (Video) with specific size as per industry standards & policy guidelines –videos (30sec -5 min) with copy right free quality editing with audio and graphics & subtitle. Resolution 1080/2k/4k with 16:9/9:16/3:4/1:1	2 Nos. /month	3500	7000
Total =				10,000=00
Grand Total (A+B) excluding GST =				34,000=00

❖ Total Amount Annually excluding GST is (Rs. 34000.00 X 12) = Rs. 4,08,000.00/-

ANNEXURE – B
Zoological Garden, Alipore
2, Alipore Road, Kolkata-700027

Terms and Conditions

1. e-Tender should submit on or before the mentioned date published on the tender notice.
2. The tenderers will have to produce original documents to prove their past experience, capabilities and financial resources to do such type of business and up to date Trade License, Current Income Tax Return & P. Tax Challan after opening of Technical Bids to the Tender Committee of the Zoological Garden, Alipore
3. Tender is submitted in the approved system for the ingredients in the accompanying Group of the tender.
4. The tender will be opened by the tender committee, Zoological Garden, Alipore at the place and time to be notified in the office Notice Board and Websites.
5. The final acceptance of the tender is subject to the approval of the Director, Zoological Garden, Alipore
6. The Director, Zoological Garden, Alipore is not bound to accept the lowest or any tender.
7. The Director, Zoological Garden, Alipore can accept any tender either wholly (as per group) or for one or more ingredients only.
8. The successful tenderer shall have to execute an Agreement of contract and deposit security money for the due performance of the work within a week from the date of receipt of the letter of acceptance. This security deposit will be refunded in accordance with terms of the contract upon certifying satisfactory completion/performance of the work by the competent authority.
9. The successful tenderer shall have to furnish up to date Trade License, GST & Income Tax Return **& credential** soon after signing the contract but before any payment is received. In case of failure to do so the payment of the bills will be kept held up and if found necessary the contract will be terminated and security money is to be forfeited.
10. The contract shall not be assigned or subject to sold even in part. Sub contract now allowed
11. The Director, Zoological Garden, Alipore reserves the right of accepting the tender wither wholly or partly or rejecting any tender without assigning any reason.
12. Canvassing in any form whether direct or implied will be a disqualification.
13. Any other conditions appearing in the notice for the tenders will also be binding on the tenderers.
14. The AMC will be for a period of one year, with payment terms to be agreed upon. The contractor is responsible for maintaining the vehicles in good working condition
15. Payment terms (monthly).
16. Liability and indemnity clauses.
17. Termination and renewal options.

Special Term and Condition:

The 1st Party has decided to facilitate Social media content and marketing services to be provided the 2nd Party on Facebook platform of ZGA.

The First Party will promote and facilitate 2nd Party in management activities of the 2nd Party on all official social platforms of ZGA.

Accordingly, the 1st Party floated Expression of interest to identify and empanel suitable firms who are interested in providing content generation services for social media.

The 2nd Party showed its interest in providing its services and had participated in the Expression Of interest floated by the 1st Party and has subsequently been empanelled by the 1st Party to provide the social media content generation and marketing services.

The term of the Agreement will be for periods of one year which can be extend by another one year subject to satisfactory services and quarterly review.

Now, this Agreement is made on the following terms and conditions as stated below by and between the 1st Party and 2nd Party.

1) Scope of Work of 2nd Party

Facebook: content generation and social media

1. Deliverable soft materials with specific size as per industry standards & policy guidelines –Static Poster with PSD/PNG/ webformat /PDF
2. Deliverable soft materials with specific size as per industry standards & policy guidelines –short videos (30sec -2 min) with PSD/PNG/ web format /PDF

Maintenance of Social Media Platforms

1 Maintaining & handling all the Social Media Platforms (Facebook, YouTube, GMB etc.) 24/7. Also posting updates as it is on behalf of Zoological Garden, Alipore whenever they are communicated

2) Scope of Work of the 1st Party

- a. To facilitate information dissemination about the various activities of the corporation.
- b. To develop social media publishable content to be shared with the 2 suitable uploading.

3) If the services provided by the 2nd Party is found to be unsatisfactory by the 1st Party, the 1st Party shall have the right to terminate the contract by giving a notice of 2 months without incurring any liability to the 2nd Party.

4) The 1 Party shall have the right to empanel more agency/ies in future and the 2nd Party shall not have any objection in this regard.

5) Any dispute arising out of non-compliance of any terms & conditions sought to be Resolved initially through negotiations failing which the matter will be placed before the Member Secretary, West Bengal Zoo Authority for amicable settlement, whose decision will be final and binding on the Parties. If not settled, then the DISPUTE RESOLUTION CLAUSE as mentioned in clause no. 14 of this agreement shall apply.

6) That this Agreement can be terminated by either of the parties by giving 60 (Sixty) days' notice in advance to the other side.

7) The role of 1st Party is only to provide facilitation to the 2nd Party and the Primary responsibility of complying with all the requirements of the Applicable Laws and practices for social media content and marketing. Activities shall be of the 2nd Party and the 2 Party shall keep 1st Party (including its Directors, employees, agents and representatives) fully indemnified against all cost's, charges, damages, penalties or Litigation that may arise on account of any contravention or violation thereof.

8) The 2nd Party shall not assign the contract or any part thereof to any other Agency/party without the prior written consent/ approval of the 1 Party. The 2nd Party shall also not sublet the work or part thereof except with the prior written consent of the 1st Party and such consent, even if provided, shall not relieve the 2nd Party from any liability or any obligation under the contract.

9)CONFIDENTIALITY CLAUSE: The 2nd Party shall maintain absolute confidentiality with respect to any confidential information received from the FIRST PARTY (1st Party).

The 2nd Party shall not disclose any such information without obtaining FIRST PARIYS specific prior consent, otherwise than in compliance with statutory requirements.

10)GOVERNING LAWS: The First Party (1st Party) and 2nd Party shall comply with all statutory regulations. This agreement will be subject to Kolkata Jurisdiction

11)PAYMENT TERMS AND CONDITIONS (FEES AND REMUNERATION):- In an agreement, there must be specific payment terms and conditions for payment schedule and it must be a part of an agreement. As per the Payment terms and conditions vide Dept. of Forest. Govt. of West Bengal vide Notification No 24011/10/2022 SECTION (FOR) -Dept. of Forests dated 07/04/2022. Wherein, it has been stated that the cost of such social media management shall be borne by ZGA.

12)INDEMNITY CLAUSE: -The 2nd Party shall indemnify and keep the 1st party indemnified against all losses, expenses or damages that may be suffered by the 1st Party due to any default or breach of terms by the 2nd Party under this Agreement and under any circumstances.

13) MODIFICATION IN TERMS: - Any changes in the terms and conditions contained herein shall have effect only prospectively, and shall be valid only if recorded in writing and signed by the authorized officials of the 1st Part and 2nd Party

14) DISPUTE RESOLUTION CLAUSE: - Any disputes, differences or question(s) arising out of this agreement shall be settled amicably between the parties, failing which the same shall be referred to arbitration under the Indian Arbitration Act, and the place of arbitration shall be in Kolkata.

15) International Law on Cyber Security/ Cyber Law:- The 2nd party has to ensure that there should not be any violation breach of law under any circumstances either International Law on Cyber Security/ Cyber Law/ Information technology and related laws of the land and if any violation / breach of law or non-compliances or any disputes arises under the said International Law on Cyber Security/ Cyber Law/ Information technology and related laws of the land the 1st Party shall not be liable in any way and under any circumstances.

16) Logo and Symbol:- The 2nd Party never use the symbol, logo or name of Govt. of West Bengal to facilitate or dissemination of information under any circumstances without the specific written instruction from competent authority(ies) of Zoological Garden, Alipore.

17) Technical Terms and Conditions

- All content created must be original, copyright-free, and designed exclusively for Zoological Garden Alipore.
- All intellectual property rights, including but not limited to graphics, videos, and textual content, shall solely belong to Zoological Garden Alipore.
- The service provider must not use stock images, third-party copyrighted material, or AI-generated content that violates intellectual property rights.
- The contractor must provide editable source files for all creative assets (e.g., PSD, AI, MP4, etc.).
- Any modification or revision requests by Zoological Garden Alipore should be accommodated within a reasonable timeframe.
- The service provider must ensure regular backups of all posts and submitted reports.
- The contract duration will be 1 year, with performance evaluation every Quarter.
- Any breach of contract terms will result in termination without liability to Zoological Garden Alipore.
- Payment shall be processed in accordance with agreed milestones and deliverables.
- The service provider must maintain confidentiality regarding all data, insights, and strategies related to Zoological Garden Alipore's social media management.

AFFIDAVIT – “Y”

(To be furnished in Non Judicial Stamp paper of appropriate value duly notarized)

- 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.

Signed by an authorized officer of the firm.

Title of the officer

Name of the Firm with

Seal Date: