

ZOOLOGICAL GARDEN Alipore, Kolkata 700027



No: 1378/ZGA /E-tender/2025

Date : 03.07.2025

Notice inviting e-Tender No. e-Tender No. **33/ZGA/E-tender(3rd call)/2025** , invites e-tender for the work detailed in the table below. (Submission of Bid through **online**)

List of Schemes:

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

Category A : Number of food Stall/kiosk :04 Space allowed:56 Sq ft.

Stall name	Product category	FSSAI Category	Area (sqft)	Base price /sqft (Rs)	Base Price / month (Rs)	EMD (Rs)	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	56	1383	77,448	18,588	As per annexure 1, 2
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	56	1383	77,448	18,588	
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	56	1383	77,448	18,588	
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	56	1383	77,448	18,588	

Total EMD Amount = 74,352.00

In the event of e-filling, intending bidder may download the tender documents from the website <https://wbtennders.gov.in> directly with the help of Digital Signature Certificate.

1. Qualification criteria

sl	Items
1.	NIT

2.	EMD
3.	PT Deposit receipt Challan
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 licence
10.	Experience Profile (List of completed project of similar nature)
11.	Bidder's Annual Turn Over should be at least 100% of estimated project of this NleT in the last 3 preceding years
12.	Bidder's profit should have made after taxes for each of these last 3 financial years.
13.	Profit and loss balance sheet for last 3 financial years.
14.	Audit report/Tax audit report
15.	FSSAI certificate

2. Both **Technical Bid** and **Financial Bid** are to be submitted concurrently duly digitally signed in the website <https://wbtennders.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 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 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.
4. Bid shall remain valid for a period 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)	04.07.2025 & 10.00 Hrs.

2	Documents download/ submission start date (Online)	04.07.2025 & 10.00 Hrs.
3	Bid Submission closing date (On line)	17.07.2025 & 17.00 Hrs.
4	Bid opening date for Technical Proposals (Online)	19.07.2025 & 17.00 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:

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.

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.

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.

6. 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. 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 Tenderer at the stage of Bidding.
10. Conditional / Incomplete tender, sub contract will not be accepted under any circumstances.
11. The intending tenderers 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 disqualifying 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.
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 with the tender (hard copy). The rate should be approved by the authority before selling of the food items.
No addition of rate will be taken from the visitors by the party in case of company's 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 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).

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 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 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 Materials (BOM). The contractor is to quote the rate (monthly), (Above / At per) online through computer in the space marked for quoting rate in the BOM.

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 Scheduled public sector/private sector banks (except co-operative banks) in favour of the Zoological Garden, Alipore within time limit to be set 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. Sell of alcoholic beverage should also be banned”.*
2. Each Food kiosks shall primarily be placed near the near 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 rated 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 exhibit any advertisement except displaying his own name. If the licensee exhibits any advertisement other than his own name, his license will be terminated.
8. The successful tenderer will have to allow 25% rebate on approved rate of food articles, tea etc. as are prepared by them in their stall to the garden staff.
9. Without the approval of the Director, Zoological Garden, Alipore, rate/rates of any food items cannot be increased by the licensee.
10. The tender must satisfy the Director, Zoological Garden, Alipore about the hygienic conditions of their products and articles offered for sale as well as the reasonableness of the process of each item of food and drinks offered for sale at the stall
11. The tender 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 for Sweet shop.
12. The shop will be run by the party for the entire period of one year, if the party is desirous to stop running of the restaurant at any time of the contract period, the party shall have to pay Licence Fee for rest period of the contract tenure and in such case Security Deposit money will 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. The Director, Zoological Garden, Alipore may terminate the contract earlier by issuing of one calendar month's notice if any violation of terms & condition
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. **No conditional tender /sub tender will be considered.**

16. 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.**
17. The license fee will not include any other charges for running the business of fast food centre. The licensee shall have to bear all such charges e.g. electricity and water etc. if any.
18. 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.
19. 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.
20. The licence, so granted by the Director, Zoological Garden, Alipore to the firm, can not be assigned or sublet in whole or in part to any one else.
21. 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.
22. No relaxation in licence fee will be given to the successful licence for the loss time required for creation of the stall
23. 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.
24. Taxes as applicable by Govt. time to time will have to bear by the licensee.
25. The decision of the Director, Zoological Garden, Alipore will be final and binding in all the cases.
26. Extension of area or creation of additional kiosk/stall outside the refreshment pavilion will not be permitted.

27. T

28. The licensee will be liable to make good the damages caused to the property of the ZGA, if any, during the execution/creation of the refreshment pavilion/restaurant. 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 restaurant.

29. The agency shall handover the peaceful possession of the restaurant (land & structure and other fittings owned by this garden) 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 restaurant 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.

30. Separate private Meter for consumption of electricity in the pavilion/restaurant will have to be installed by the successful tenderer at their own cost before commencement of their business.

31. All dispute in any matter arising out of this tender shall be settled by the Director, Zoological Garden, Alipore

32. Successful tenderer is required to execute an agreement with the tendering authority before commencement of business as per usual procedure.

33. 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.
- d. Food stall/kiosk will be operation up to maximum 3 years

34. Key Terms & Conditions

- a. **Tenure of License:** The initial contract period will be **1 year**,
- 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**.
- d. Ignition of fire in zoo campus strictly prohibited
- e. Vendors may **charge a service fee** if serving **tea, coffee, or cold beverages in separate cups/glasses**, but this fee must be **clearly displayed**.
- f. Overpricing beyond MRP for packaged items is strictly prohibited.
- 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**.

AFFIDAVIT – “Y”

(To be furnished in Non Judicial Stamp paper of Rs. 100.00 (Rupees Hundred Only) of appropriate value duly notarized)

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: _____

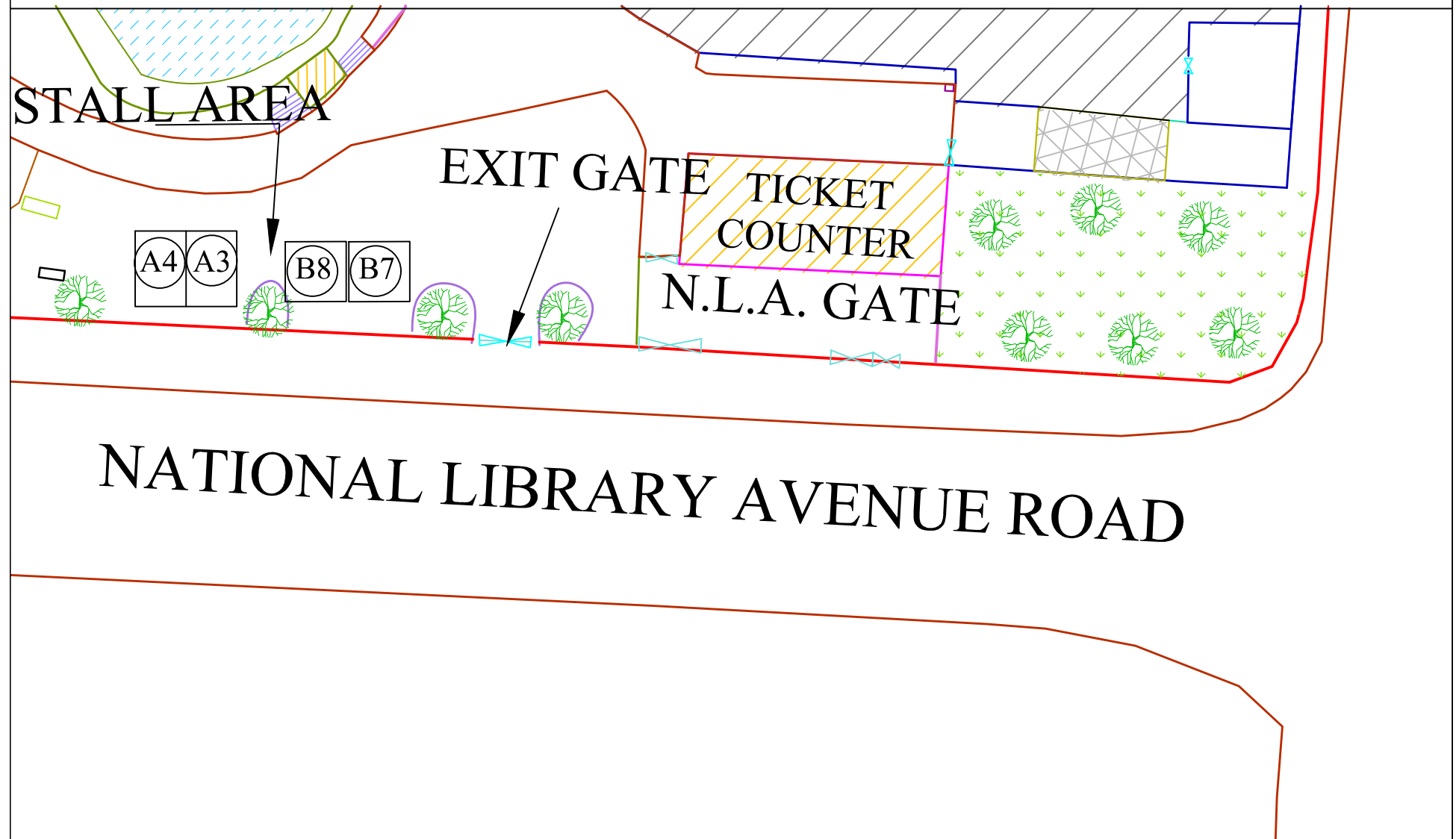
Enclosure:

(1) Statutory Documents

(2) Non Statutory Documents


Director
Zoological Garden, Alipore
Director
Zoological Garden, Alipore

ANNEXURE - 2

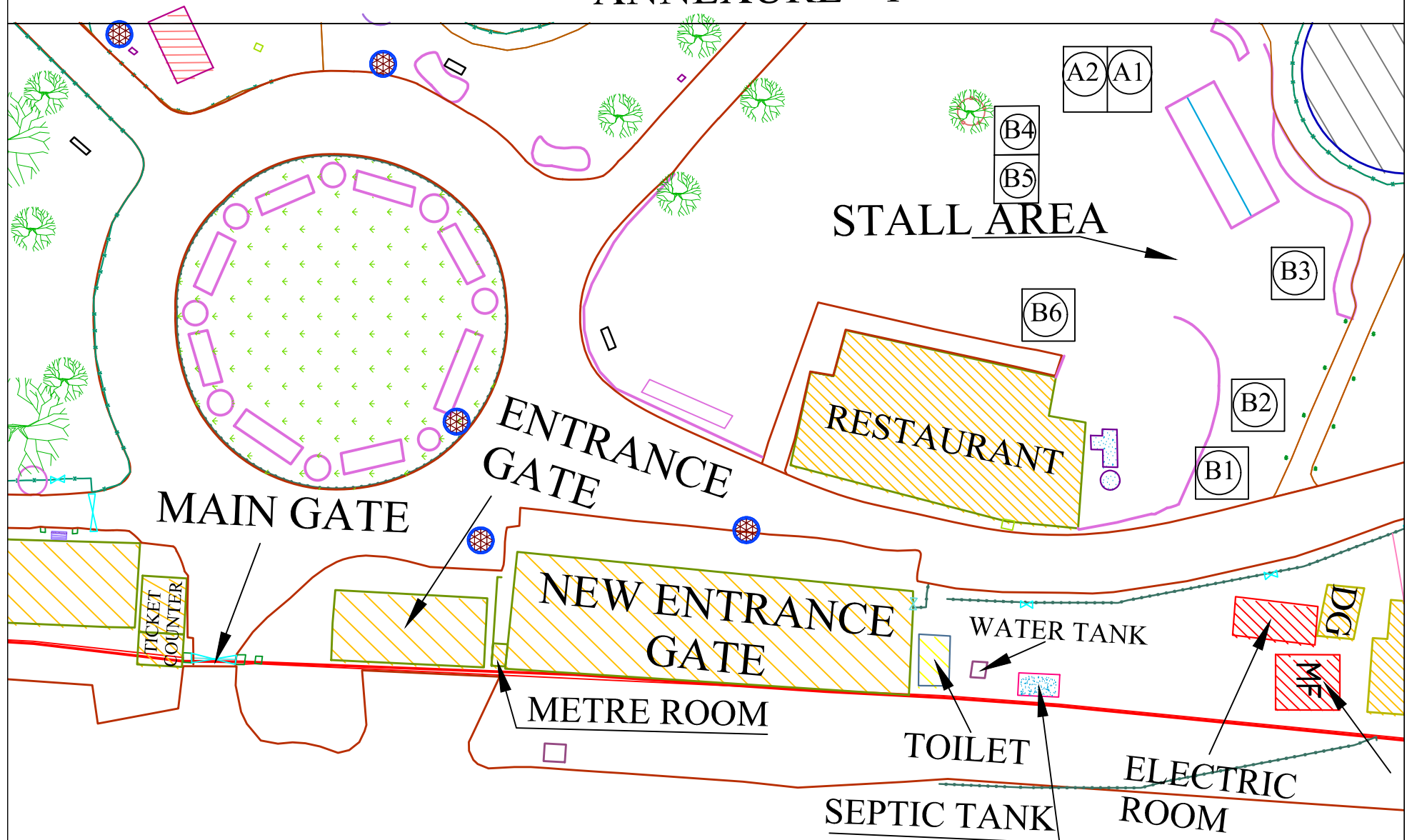


FOOD STALL AND ICE STALL BESIDE NL EXIT GATE IN ZOO PREMISES

NO :- B7 & B8 (ICE CREAM STALL EACH 40 Sqft.)

NO :- A3&A4 (FOOD STALL EACH 56 Sqft.)

ANNEXURE - 1



FOOD STALL AND ICE STALL BESIDE MAIN GATE IN ZOO PREMISES

NO :- A1 & A2 (FOOD STALL EACH 56 Sqft.)

NO :- B1,B2,B3,B4,B5,B6 (ICE CREAM STALL EACH 40 Sqft.)