



**ZOOLOGICAL GARDEN
Alipore, Kolkata 700027**

e-NIT No. 18/ZGA/E-tender/2026 , date: 21.08.2026

Supply of working lunch, Tiffin etc for different training program for students, Special guest and others time to time at Zoological Garden, Alipore .

Sl. No.	Item.	Unit	Reserved Rate (Rs) (Excluding GST)	EMD (Rs)
1	Working Lunch:- Veg- (Veg-biriyani with potato, salad,gulab jamun, 250ml. water etc.) / (Veg-fried rice , Veg manchurian or Chilli paneer (4 pcs.), salad,gulab jamun, 250ml. water etc.) as per direction. Non-Veg- (Chicken biriyani with potato, salad,gulab jamun, 250ml. water etc.) / (Veg-fried rice, Chilli chicken (4 pcs), salad, gulab jamun, 250ml. water etc.) as per direction.	Each	250.00	10,000.00
2	Tiffin:- Veg- (Veg. sandwich, Muffin, Laddu or dry gulab jamun, frooti 125ml. etc) / Non-Veg- (Chicken sandwich, Muffin, Laddu or dry gulab jamun, frooti 125ml. etc) as per direction.	Each	75.00	

Intending bidder may download the tender documents from the website <https://wbtdenders.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} completion certificate / Work order copies to be uploaded as supporting document.
11.	Profit and loss balance sheet for last 3 financial years.
12.	AFFIDAVIT-Y
13.	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)	22.08.2026 & 10.00 Hrs.
2	Documents download/ submission start date (Online)	22.08.2026 & 10.00 Hrs.
3	Bid Submission closing date (On line)	29.08.2026 & 16.00 Hrs.
4	Bid opening date for Technical Proposals (Online)	31.08.2026 & 16.00 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 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.

VI. 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.

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 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.

VIII 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:** The contractor whose tender will be accepted will have to furnish security deposit by NEFT / RTGS/Pay Order/ Demand Draft in favour of Zoological Garden, Alipore, and Payable at Kolkata amounting to same amount of EMD. No interest will be paid on Security Deposit.

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

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, Alipore reserves the right to accept or reject any offer without assigning any reason whatsoever and is not liable for any cost that might have been incurred by any Tenderer at the stage of Bidding.

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

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

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

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 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.

15) 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:

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

a) Financial Capacity

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

The eligibility of a bidder will be ascertained on the basis of the document(s) in support of the minimum criteria as mentioned in Column no. 1. 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.

SD/-
Director
Zoological Garden, Alipore

ANNEXTURE- A

TERMS AND CONDITIONS

1) Description of work :

I) Working Lunch :-

a) Specific menu items may be,

Veg- (Veg-biriyani with potato, salad, gulab jamun, 250ml. water etc.) / (Veg-fried rice , Veg manchurian or Chilli paneer (4 pcs.), salad, gulab jamun, 250ml. water etc.) as per direction.

Non-Veg- (Chicken biriyani with potato, salad, gulab jamun, 250ml. water etc.) / (Veg-fried rice, Chilli chicken (4 pcs), salad, gulab jamun, 250ml. water etc.) as per direction.

b) Delivery Schedule : sharply at 12.00 P.M. in Alipore Zoo as per direction.

c) Meals to be served on good quality standard packaging.

d) Emphasis on cleanliness of equipment and serving utensils

e) The terms also cover service expectations, including menu specifications, hygiene standards, serving times, and the requirement for good quality utensils.

II) Tiffin :-

a) Specific menu items may be,

Veg- (Veg. sandwich, Muffin, Laddu or dry gulab jamun, frooti 125ml. etc) / Non-Veg- (Chicken sandwich, Muffin, Laddu or dry gulab jamun, frooti 125ml. etc) as per direction.

b) Delivery Schedule : sharply at 8.00 A.M. in Alipore Zoo as per directed.

c) Meals to be served on good quality standard packaging.

d) Emphasis on cleanliness of equipment and serving utensils

e) The terms also cover service expectations, including menu specifications, hygiene standards, serving times, and the requirement for good quality utensils.

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

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

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

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

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

7. The Director, Zoological Garden reserves the right to terminate the contract after giving a 1(one) month notice to the service provider.

8. The service are provider and submit the bill in duplicate accordingly.
9. The Service Provider shall be solely responsible for redressing the grievances of the personnel provided by the service provider to the Zoological Garden.
10. The Zoological Garden shall not be responsible for any financial loss or injury to any person provided by the service provider in the course of their duties or for payment towards any compensation.
11. In case, the service provider fails to comply with any statutory/ taxation liability under appropriate law, and as a result thereof the Zoological Garden is put to any loss/ obligation, monetary or otherwise, the Garden will be entitled to get it self reimbursed out of the outstanding bills or the Performance Security Deposit of the service provider, to the extent of the loss or obligation in monetary terms.
12. Successful tenderer is required to get an agreement executed with the tendering authority before issue of work order as per usual procedure.

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://wbtenders.gov.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 Bidders 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 (Excluding GST), **(at per / lowest) 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 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.

Sd/-

DIRECTOR

ZOOLOGICAL GARDEN ALIPORE

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: