



ZOOLOGICAL GARDEN
Alipore, Kolkata 700027

e-NIT No. 17/ZGA/E-tender/2026 , date: 15.07.2026

Non-Comprehensive AMC for Air Conditioners, Computers and Supply of Thermal paper at Zoological Garden, Alipore, West Bengal. The Director, Zoological Garden Alipore invites e-tenders for the following work(s) from the eligible persons/agencies/companies, including consortium and partnership firms as detailed in the table below. [Collection (downloading) and Submission (uploading) of Tender can be made online through the website <https://wbtennders.gov.in only>].

List of Works:

Sl. No.	Name of the work (1)	Quoted Rate (Rs.) (2)	Amount of Earnest Money to be deposited (Rs.) (3)	Period of Completion (4)	Name of the Concerned Officer (5)	Eligibility of Contractor (6)
1.	Non-Comprehensive AMC for Air Conditioners of Zoological Garden, Alipore	To be submitted online (Inclusive GST and All Taxes)	10,000/-	365 (Three Hundred and Sixty Five) days from the date of commencement.	Director Zoological Garden, Alipore	Eligibility Criteria as per serial No. 1 mentioned below)
2.	Non-Comprehensive AMC for Computers, Printers and UPS of Office at Zoological Garden, Alipore		10,000/-			
3.	Non-Comprehensive AMC for Computers, Printers, UPS of Main gate ticket counter and total networking system of Zoological Garden, Alipore		10,000/-			
4.	Supply and delivery of Thermal Paper at Zoological Garden, Alipore		10,000/-			

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

1. Eligibility Criteria for participation in tender:

(a) All categories of intending Tenderers shall have satisfactorily completed as a prime agency during the last 5 (five) years prior to the date of issue of this Tender Notice and as per Notification no. 03-A/PW/O/10C- 02/14 dated 12.03.2015

For 1st Call of NIT :

Intending tenderer should produce credentials of similar nature of completed work (supply) of the minimum value of 40% of the estimated amount put to tender during 5(five) years prior to the date of issue of the tender notice; or,

Intending tenderers should produce credentials of 2(two) similar nature of completed work, each of minimum value of 30% of the estimated amount put to tender during 5(five) years prior to the date of issue of the tender notice;

or

Intending tenderers should produce credentials of 1(one) single running work of similar nature which has

been completed to the extent of 80% or more and value of which is not less than the desired value at above; In case of running works , only those tenderers who will submit the certificate of satisfactory running work from the Competent authority, or equivalent competent authority will be eligible for the tender. In the required certificate it should be clearly stated that the work is in progress satisfactorily and also that no penal action has been initiated against the executed agency, i.e., the tenderer.

For 2nd Call of NIT :

Intending tenderer should produce credentials of similar nature of completed work (supply) of the minimum value of 30% of the estimated amount put to tender during 5(five) years prior to the date of issue of the tender notice;

or,

Intending tenderers should produce credentials of 2(two) similar nature of completed work, each of minimum value of 25% of the estimated amount put to tender during 5(five) years prior to the date of issue of the tender notice;

or

Intending tenderers should produce credentials of 1(one) single running work of similar nature which has been completed to the extent of 75% or more and value of which is not less than the desired value at above; In case of running works , only those tenderers who will submit the certificate of satisfactory running work from the Competent authority, or equivalent competent authority will be eligible for the tender. In the required certificate it should be clearly stated that the work is in progress satisfactorily and also that no penal action has been initiated against the executed agency, i.e., the tenderer.

Documents:

Sl. No.	Category Name	Sub-Category Description		Document Name
A	Certificates	Certificates	1.	GST Registration Certificate and Acknowledgement
			2.	PAN Card
			3.	P. Tax (Challan) (for the Preceding financial year)
B.	Company Details	Company Details	1	Proprietorship Firm –(Trade License) Structure & Org
			2	Partnership Firm –(Partnership Deed) (Trade Licence)
C.	Credential Certificate	Credential -1	1	Similar nature of work done & completion certificate along with Work Order and BOQ which is applicable for eligibility in this works
D.	Financial Info	Turn Over	1	I.T. Return for Assessment year (for the last 3(three) financial year)*
			2	Last three years Audited Balance Sheet and Profit and Loss A/c statement
			3	Form –I (Structure & Organization) (To be submitted by Company's Letter Head)
			4	Form –II (Experience Profile) (To be submitted by Company's Letter Head)
			5	Form –III (Financial Statement) (To be submitted by Company's Letter Head)
F.	Affidavit		1	Affidavit- Y (to be submitted in notarized format)

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. 03.

3. The **FINANCIAL OFFER** of the prospective tenderer will be considered only if the **TECHNICAL BID & sample of the items** 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.

Joint Ventures/sub contract will not be allowed.

A prospective bidder shall be allowed to participate in the instant job either in the capacity of individual or as a partner of a firm. Running payment for work may be made to the executing agency as per availability of fund. The executing agency may not get a running payment unless the gross amount of running bill is 05 (five) lakh or 20% of the tendered amount whichever is less.

No mobilization advance and secured advance will be allowed.

Bid shall remain valid for a period not less than 180 (*one hundred 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.

4. Date and Time Schedule:

Sl. No.	Particulars	Date & Time
1	Date of uploading of N.I.T. & other Documents (online) (Publishing Date)	16.07.2026& 10.00 Hrs.
2	Documents download/sell/submission start date (Online)	16.07.2026& 10.00 Hrs.
3	Bid Submission closing (On line)	23.07.2026& 17.00 Hrs.
4	Bid opening date for Technical Proposals (Online)	25.07.2026& 17.00 Hrs.
5	Date for opening of Financial Proposal (Online)	The date and time of financial bid opening will be announced after Technical bid evaluation

5. Scope of work for Sl. No. 1

The successful bidder shall provide Non-Comprehensive Annual Maintenance Contract (AMC) services for 34 (Thirty-Four) Air Conditioners of different makes, capacities, and types installed at various offices and locations within Zoological Garden, Alipore.

The scope of work shall include, but not be limited to, the following:

1. Preventive maintenance of all air conditioners once every quarter (minimum four preventive maintenance visits during the contract period).
2. Routine servicing of each air conditioner, including:
 - Cleaning of air filters.
 - Cleaning of indoor and outdoor units.
 - Cleaning of evaporator and condenser coils.
 - Checking and tightening of electrical connections.
 - Cleaning of drain trays and drain pipes.
 - Checking operation of blower motors and fans.
 - Inspection of compressor performance.
 - Checking thermostat and control functions.

- Lubrication of moving parts wherever applicable.
 - General performance testing after servicing.
3. Breakdown maintenance shall be carried out whenever any complaint is lodged by the Zoological Garden authorities.
 4. The contractor shall diagnose faults and carry out necessary repairs to restore normal functioning of the equipment.
 5. Minor consumables required during maintenance such as insulation tape, screws, nuts, bolts, cable ties, cleaning materials, PVC tape, terminals, etc., shall be supplied by the contractor without any additional cost.
 6. Gas pressure shall be checked during every preventive maintenance visit. Refrigerant gas charging, if required, shall be carried out only after obtaining prior approval from the Engineer-in-Charge. The cost of refrigerant gas shall be paid separately as per approved rates or actuals, if not included in the contract.
 7. Electrical parameters including voltage, current, insulation condition, earthing, and functioning of MCBs shall be checked during servicing.
 8. The contractor shall maintain a service logbook for every air conditioner indicating:
 - Date of servicing.
 - Nature of work carried out.
 - Fault detected.
 - Spare parts replaced (if any).
 - Signature of service engineer.
 - Signature of the authorized representative of Zoological Garden.
 9. The contractor shall ensure that all air conditioners remain in satisfactory working condition throughout the contract period.
 10. All servicing and repair works shall be carried out without disturbing the normal functioning of offices as far as practicable.

11. List of Air Conditioner installed inside different places of Zoological Garden, Alipore

Sl. No.	Place	Type	Make	Capacity	Quantity
1	Director's office chamber	Tower	VOLTAS	2 Ton	1 No.
2	Deputy Director's office chamber	Split	VOLTAS	1 Ton	1 No.
3	Assistant Director's office chamber	Split	VOLTAS	1 Ton	1 No.
4	Dietician, Biologist, Educator's office chamber	Split	VOLTAS	1 Ton	1 No.
5	Lounge	Split	VOLTAS	1.5 Ton	1 No.
6	Assistant Director's office chamber 1 st floor	Split	VOLTAS	1.5 Ton	1 No.
7	Conference Room	Tower	VOLTAS	2 Ton	2 Nos.
8	Work Section	Split	VOLTAS	1.5 Ton	1 No.
9	Account Section	Split	VOLTAS	1.5 Ton	1 No.

10	Establishment Section	Split	VOLTAS	1.5 Ton	1 No.
11	Head Clerk’s office chamber	Split	VOLTAS	1.5 Ton	1 No.
12	Store Keeper’s office chamber	Split	VOLTAS	1.5 Ton	1 No.
13	Guest House	Split		1.5 Ton	4 Nos.
14	Ticket Counter	Split		1.5 Ton	2 Nos.
15	Library	Split	VOLTAS	1.5 Ton	2 Nos.
16	Veterinary Doctor’s office chamber	Split	VOLTAS	1.5 Ton	2 Nos.
17	Microbiology LAB	Split	VOLTAS	1 Ton	1 No.
18	X-Ray Room	Split	VOLTAS	1.5 Ton	1 No.
19	Operation Theatre	Split	VOLTAS	1.5 Ton	1 No.
20	Cash Section	Split	Panasonic	1.5 Ton	1 No.
21	N.I.C	Cassette	Mitsubishi	4.5 Ton	5 Nos.
		Cassette	Mitsubishi	2 Ton	2 Nos.
Total =					34 Nos.

❖ Scope of work for Sl. No. 2

The successful bidder shall provide **Non-Comprehensive Annual Maintenance Contract (AMC) services for the following IT equipment installed at offices of Zoological Garden, Alipore:**

Sl. No.	Description	Quantity
1	Desktop Computers	31 Nos.
2	UPS	17 Nos.
3	Laser Printers	19 Nos.

4	Printer-cum-Scanners (Multi-Function Printers)	2 Nos.
5	Colour Printers	2 Nos.

2. Services Covered under AMC

The AMC shall include the following services:

1. Preventive maintenance of all equipment at least **once every quarter** (minimum four preventive maintenance visits during the contract period).
2. Breakdown maintenance on receipt of complaint from the office.
3. Routine servicing and cleaning of all equipment.
4. Checking and testing of hardware performance.
5. Installation, reinstallation and configuration of operating systems, device drivers and utility software provided by the department.
6. Configuration of printers, scanner software, printer drivers and UPS management software, wherever applicable.
7. Detection and rectification of hardware faults.
8. Checking and tightening of internal connections, power cables and connectors.
9. Cleaning of CPU cabinets, SMPS, motherboard, RAM slots, cooling fans, keyboards, mouse, monitors and peripherals.
10. Cleaning and servicing of printers, including paper path, rollers, pickup rollers, separation pads, fuser area (external cleaning only), scanner glass and document feeder.
11. Testing and servicing of UPS units, including battery terminals, wiring, charging system and output voltage.
12. Virus scanning and removal using licensed antivirus software provided by the department.
13. Optimization of system performance and troubleshooting of operating issues.
14. Maintaining proper records of preventive maintenance and breakdown calls.
15. Coordination with OEM/service centres whenever required for replacement of approved defective components.

❖ Scope of work for Sl. No. 3

The successful bidder shall provide **Non-Comprehensive Annual Maintenance Contract (AMC)** services for the following equipment installed at the Main Gate Ticket Counters and the networking infrastructure of Zoological Garden, Alipore.

Sl. No.	Description	Quantity
1	Desktop Computers	9 Nos.
2	UPS	7 Nos.
3	Laser Printer	1 No.
4	Thermal Printers	8 Nos.

5	Complete Networking System (Switches, Routers, LAN Cabling, Network Racks, Patch Panels, I/O Boxes, Connectors and allied accessories)	As Installed
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A detailed inventory indicating the make, model and location of all equipment shall be provided by the Zoological Garden, Alipore.

2. Scope of Services

The contractor shall provide comprehensive maintenance support (excluding the cost of spare parts) to ensure uninterrupted operation of the offline ticketing system and networking infrastructure.

The scope shall include:

A. Desktop Computers

- Preventive maintenance once every quarter (minimum four visits per year).
- Cleaning of CPU, motherboard, RAM slots, SMPS, processor fan and cabinet.
- Checking hardware performance.
- Installation/reinstallation of operating system and device drivers supplied by the department.
- System configuration and troubleshooting.
- Detection and rectification of hardware faults.
- Virus scanning and system optimization using licensed software provided by the department.
- Checking power supply and electrical connections.

B. UPS

- Cleaning and servicing.
- Battery terminal cleaning.
- Output voltage testing.
- Charging system verification.
- Internal inspection.
- Backup performance testing.
- Checking input/output wiring.

C. Laser Printer

- Cleaning of paper path.
- Roller cleaning.
- Functional testing.
- Driver configuration.
- Troubleshooting of paper feeding and printing problems.
- General servicing.

D. Thermal Printers

- Cleaning of print head and platen roller.
- Calibration and configuration.
- Driver installation.
- Testing of print quality.
- Paper feeding adjustment.
- Interface cable checking.

- Troubleshooting of communication errors.
- General servicing.

E. Networking System

The contractor shall maintain the complete networking system, including:

- Network switches.
- Routers.
- LAN cabling.
- Patch panels.
- Network racks.
- I/O boxes.
- RJ-45 connectors.
- Network sockets.
- Patch cords.
- Power supply to networking devices.
- Structured cabling.
- Network configuration support.

The services shall include:

- Preventive inspection.
- Fault diagnosis.
- LAN cable testing.
- Connector replacement.
- Network troubleshooting.
- Configuration assistance.
- Restoration of network connectivity.
- Coordination with Internet Service Provider (ISP), if required, for fault reporting.

❖ Scope of work for Sl. No. 4

- The successful bidder shall supply **thermal paper rolls of different sizes and colours** for use in the offline ticketing system of Zoological Garden, Alipore, as and when required during the contract period.
- The supply shall be made on a **rate contract basis** for a period of **one (01) year** from the date of issuance of the work order or agreement. The quantities mentioned in the tender are indicative only and may increase or decrease depending upon the actual requirement of the Zoological Garden, Alipore. No claim shall be entertained on account of variation in quantity.

➤ Items to be Supplied

The bidder shall supply thermal paper rolls of different sizes and colours as specified in the Schedule of Items (BOQ), which may include, but not be limited to:

- Thermal paper rolls of different widths and lengths compatible with the ticketing system and thermal printers installed at the Main Gate Ticket Counter.
- Thermal paper in different colours as specified by the Zoological Garden, Alipore.
- Any other size of thermal paper rolls required during the contract period.

The exact specifications, dimensions, colour, core size and estimated quantity shall be provided in the BOQ.

➤ Technical Specifications

The thermal paper supplied shall conform to the following minimum specifications:

- Premium quality thermal paper suitable for direct thermal printing.
- Smooth and uniform surface with high print sensitivity.
- Clear, sharp and smudge-free printing.
- Dust-free and lint-free paper to prevent damage to printer heads.
- Uniform winding with properly aligned edges.
- Standard core size compatible with the existing thermal printers.
- Good resistance to fading under normal storage conditions.
- Free from wrinkles, folds, moisture, cuts and manufacturing defects.
- Rolls shall be individually packed or packed in suitable cartons to prevent damage during transportation and storage.

➤ Supply Schedule

1. Supply shall be made **as and when required** against written purchase orders issued by the Zoological Garden, Alipore.
2. Each supply shall be completed within **7 (seven) days** from the date of issue of the purchase order or as specified therein.
3. In case of urgent requirements during weekends, public holidays or peak visitor seasons, the supplier shall ensure delivery within the time stipulated by the Engineer-in-Charge.
4. Partial deliveries may be accepted only with prior approval of the Engineer-in-Charge.

❖ Types of Thermal Paper required for offline Ticket printing at Zoological Garden, Alipore

SL No.	Item Description	Purpose
1.	Colour Thermal Paper Roll (Colour) 79 mm X 50 mtr. 54 gsm	For Computer Ticket
2.	Thermal Paper Roll (White) 79 mm X 50 mtr. 54 gsm	For Computer Ticket
3.	Thermal Paper Roll (White) 55 mm X 15 mtr. 54 gsm	For POS ticket
4.	Thermal Paper Roll (Colour) 55 mm X 15 mtr. 54 gsm	For POS ticket

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 ICIICI 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/PRI, etc maintained with the Focal Point Branch of ICIICI 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 ICIICI 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/PRI, 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/PRI, etc.

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 successful Tenderee to whom a Letter Of Acceptance has been issued shall submit within 10(ten) days from the date of Letter of Acceptance, **Security Deposit which is 10% (inclusive 2% of EMD)** of the contracted value of the work as per the G.O.NO. 201-F(Y),dt. 18/01/2021 this shall have to be deposited by NEFT/RTGS. In case of written request from the L1 bidder justified with sufficient reason, provision may be made for deduction of security deposit from Progressive/R.A. Bills. Refund of the Security Deposit Money and Additional Performance Security is subject to fulfillment of conditions and defect liability period as per G.O. No. 5784-PW/L&A/2M-175/2017, dt.12.09.2017 of Principal Secretary, Public Works Department.**No interest will be paid on Security Deposit.**

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 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.

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

11. The intending tenderers are required to quote the rate *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. The volume of specific item may change based on actual requirement of the zoo.

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 EACH 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.

The work will be commenced after the fund is available with the authority.

16. 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

17. 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.

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

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

20. 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 were engaged for unskilled works during execution.

21. Contractor shall have to comply with the provisions of (a) the contract labour (Regulation Abolition) Act. 1970 (b) Apprentice Act. 1961 and (c) minimum wages Act. 1948 of the notification thereof or any other laws relating there to and the rules made and order issued there under from time to time.

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 Demand Draft/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 of the tenderers & seek clarification / information or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

Financial Bid

The financial bid should contain the following documents in one cover (folder) i.e. 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.

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 in Form No. 2911(ii) 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

ZOOLOGICAL GARDEN, ALIPORE Special Terms, Conditions and Specifications.

1) General:

Unless otherwise stipulated all the works are to be done as per general conditions and general specifications as mentioned either in—

Public Works Department Schedule of Rates for Building Works and Sanitary & Plumbing Works in force including up-to-date addenda and corrigenda, if any, issued from competent authority as applicable for the working area of concerned Circle at the time of submission of tender, or in

Public Works (Roads) Department Schedule of Rates for Road Works, Bridge & Culvert Works and Carriage, etc. in different district of West Bengal for the working area including up-to-date addenda and corrigenda, if any, issued by the Superintending Engineer,

GOODS AND SERVICE TAX (GST) will be applicable as per Notification No.5050-F(Y) dt. 16.08.2017 of Finance Department, Audit Branch, Govt. of West Bengal.

Constructional Labour Welfare Cess shall be @1% of the bill value. GST, Royalty & all other Statutory levy/ Cess will have to be borne by the selected contractor.

GST (Goods & Service Tax) in tender online e-Procurement System of Govt. of West Bengal or wherever shall be applicable as per rules.

2) Definition of Engineer-in-Charge and commencement of work:

The word “Engineer-in-Charge” means the concerned Chief Engineer. The word “Department” appearing anywhere in the tender documents means WBZA, who have jurisdiction, administrative or executive, over part or whole of the works forming the subject matter of the tender or contract. The word “approved” appearing anywhere in the documents means approved by the Engineer-in-Charge. In case, the work is transferred to any other Chief Engineer under whom the work will be executed should be treated as the Engineer-in-Charge. The work shall have to be taken up within seven days of the receipt of the work order or otherwise mentioned therein. Failure to do so will constitute a violation of the contract stipulation as regards of proportionate progress and timely completion of work and the contractor will thereby make himself liable to pay compensation or other penal action as per stipulation of the printed tender form.

3) Terms & Conditions in extended period:

As per Clause 5 of ZGA F. No. 2911 (ii) if an extension of time for completion of the work is granted by the Engineer-in-Charge for cogent reasons for which the contractor have no control, it will be taken for granted by the working contractor that the validity of the contract is extended automatically up to the extended period with all terms and conditions, rates etc. remaining unaltered, i.e., the tender is revalidated upto the extended period.

4) Transportation arrangement: The contractor shall arrange for all means of transport required for carriage and supply of materials and also the materials required for the construction work. The contractor must consider this aspect while quoting rate.

Terms and Conditions for Sl. No. 01

➤ Nature of AMC

This shall be a **Non-Comprehensive Annual Maintenance Contract**.

The AMC charges shall include:

- Preventive maintenance.
- Routine servicing.
- Labour charges.
- Inspection and testing.
- Minor consumables.

The AMC shall **not include the cost of major spare parts/components**, including but not limited to:

Compressor, Condenser coil, Evaporator coil, Fan motor, Blower motor, PCB/control card, Capacitors, Thermostat, Sensor, Contactor/relay, Remote controller, Copper tubing, Refrigerant gas, Electrical cables, Any other major component.

Replacement of major spare parts shall be undertaken only after obtaining written approval from the Engineer-in-Charge.

➤ Response Time

The contractor shall attend breakdown complaints:

- Within **24 hours** during working days.
- Emergency complaints shall be attended within **12 hours**.

Repairs shall normally be completed within **48 hours** from receipt of complaint.

Where replacement of major spare parts is necessary, the contractor shall submit an estimate within **24 hours** for approval.

➤ Contract Period

The AMC shall remain valid for **one (1) year** from the date of commencement and may be extended for a further period on the same terms and conditions subject to satisfactory performance and approval of the competent authority.

➤ Deployment of Service Personnel

The contractor shall deploy experienced and technically qualified service personnel for carrying out maintenance and repair works.

All personnel shall carry valid identity cards while entering the Zoological Garden premises.

➤ Safety

The contractor shall follow all applicable electrical and safety regulations.

The contractor shall be solely responsible for any accident, injury, or damage caused due to negligence during execution of the work.

➤ **Spare Parts**

All replacement spare parts shall be:

- Genuine and compatible with the respective make/model.
- Brand new and unused.
- Subject to approval of the Engineer-in-Charge before installation.

➤ **Performance Standard**

The contractor shall maintain all air conditioners in proper working condition throughout the AMC period.

Repeated failure due to poor workmanship shall be rectified by the contractor without additional labour charges.

➤ **Penalty**

If the contractor fails to attend complaints within the stipulated time without valid reason, a penalty of **₹500 per day per machine**, subject to a maximum of **10% of the quarterly AMC value**, may be imposed.

The Engineer-in-Charge shall have the authority to recommend deduction of penalties for unsatisfactory performance.

➤ **Supervision**

The work shall be carried out under the supervision of the Engineer-in-Charge or any officer authorized by the Director, Zoological Garden, Alipore.

➤ **Payment Terms**

Payment shall be released on a **quarterly basis** after:

- Completion of scheduled preventive maintenance.
- Satisfactory performance of all air conditioners.
- Certification by the Engineer-in-Charge.
- Submission of service reports and invoice.

Statutory deductions such as Income Tax, GST-TDS, and other applicable taxes shall be made as per Government rules.

➤ **Termination**

The contract may be terminated by the Zoological Garden, Alipore by giving **30 days' notice** in case of:

- Unsatisfactory performance.
- Repeated failure to attend complaints.
- Breach of contract conditions.
- Submission of false information.

The Director, Zoological Garden, Alipore reserves the right to terminate the contract without assigning any reason in the public interest.

➤ **Jurisdiction**

Any dispute arising out of the contract shall be subject to the jurisdiction of the competent courts at **Kolkata, West Bengal**.

➤ **Special Conditions**

1. The bidder shall inspect the site before quoting rates.
2. No extra payment shall be admissible for transportation, labour, tools, or equipment.
3. The contractor shall maintain cleanliness at the work site after completion of maintenance.
4. All maintenance work shall preferably be carried out during office hours unless otherwise directed by the Engineer-in-Charge.
5. The decision of the Director, Zoological Garden, Alipore shall be final and binding in all matters relating to interpretation of the contract.

Terms and Conditions for Sl. No. 02

➤ **Nature of AMC**

This shall be a **Non-Comprehensive Annual Maintenance Contract**.

The AMC charges shall include:

- Labour charges.
- Preventive maintenance.
- Breakdown maintenance.
- Installation and configuration.
- Cleaning and servicing.
- Minor consumables such as cleaning materials, cable ties, screws, connectors, insulating tape, thermal paste, etc.

The AMC shall **not include the cost of major spare parts/components and consumables**, including but not limited to:

Hard Disk/SSD, RAM, Motherboard, Processor, SMPS, Monitor, Keyboard, Mouse, DVD Writer, Network Card, UPS Battery, UPS PCB, UPS Transformer, Laser Printer Drum Unit, Toner Cartridge, Ink Cartridge, Fuser Assembly, Pickup Roller, Separation Pad, Scanner Unit, Formatter Board, Print Head, USB/LAN Cable, Power Adapter, Any other major hardware component

Replacement of major spare parts shall be carried out only after obtaining written approval from the Engineer-in-Charge. The cost of approved spare parts shall be paid separately and shall be supported by proper bills and warranty.

➤ **Complaint Response Time**

The contractor shall attend complaints:

- Within **24 hours** on working days from receipt of complaint.
- Critical complaints affecting office functioning shall be attended within **6 hours**.

Faults shall normally be rectified within **48 hours**.

If repair requires replacement of major spare parts, the contractor shall submit an estimate within **24 hours** of inspection.

➤ **Standby Arrangement**

Where equipment cannot be repaired within **three working days**, the contractor shall provide suitable standby equipment of similar or higher configuration, wherever feasible, until the original equipment is restored.

➤ Preventive Maintenance Schedule

Quarterly preventive maintenance shall include:

Desktop Computers

- Internal and external cleaning.
- Checking motherboard, RAM, SMPS and processor.
- Cleaning CPU fan and heat sink.
- Checking hard disk health.
- Operating system optimization.
- Driver verification.
- Power supply testing.
- Cable management.
- Functional testing.

UPS

- Battery terminal cleaning.
- Output voltage testing.
- Charging system verification.
- Backup performance testing.
- Internal dust cleaning.
- Inspection of wiring and connectors.

Printers

- Internal and external cleaning.
- Roller cleaning.
- Paper feeding mechanism inspection.
- Print quality testing.
- Scanner calibration (where applicable).
- Driver verification.

➤ Service Register

The contractor shall maintain a service register containing:

- Equipment ID.
- Date of complaint.
- Nature of complaint.
- Date of attendance.
- Work carried out.
- Spare parts replaced.
- Preventive maintenance details.
- Signature of service engineer.
- Signature of the authorized representative of Zoological Garden.

➤ Personnel

The contractor shall deploy qualified and experienced service engineers.

All personnel shall carry valid identity cards while entering the Zoological Garden premises.

➤ Performance Standards

The contractor shall ensure maximum uptime of all equipment.

Repeated faults due to poor workmanship shall be rectified without any additional labour charges.

➤ **Penalty**

Failure to attend complaints within the stipulated time without valid justification may attract a penalty of **₹500 per day per complaint**, subject to a maximum deduction of **10% of the quarterly AMC value**.

Persistent unsatisfactory performance may lead to termination of the contract.

➤ **Payment Terms**

Payment shall be made on a **quarterly basis** after:

- Completion of scheduled preventive maintenance.
- Satisfactory rendering of AMC services.
- Submission of service reports and invoices.
- Certification by the Engineer-in-Charge.

Applicable statutory deductions shall be made as per Government rules.

➤ **Contract Period**

The contract shall remain valid for **one (1) year** from the date of commencement and may be extended for a further period on the same terms and conditions, subject to satisfactory performance and approval of the competent authority.

➤ **Safety and Confidentiality**

The contractor shall take due care while handling Government equipment and data.

The contractor shall maintain confidentiality of all official information accessed during maintenance and shall not copy, alter or remove any official data.

The contractor shall be responsible for any damage caused due to negligence during execution of the work.

➤ **Termination**

The Zoological Garden, Alipore reserves the right to terminate the AMC by giving **30 days' notice** in case of:

- Unsatisfactory performance.
- Failure to attend complaints.
- Breach of contract conditions.
- Submission of false information.
- Violation of security or confidentiality requirements.

➤ **Jurisdiction**

Any dispute arising out of this contract shall be subject to the jurisdiction of the competent courts at **Kolkata, West Bengal**.

➤ **Special Conditions**

1. The bidder shall inspect the equipment and sites before submitting the bid.
2. No additional payment shall be made for transportation, labour, tools, testing equipment or travel.
3. All maintenance work shall be carried out without disrupting normal office operations.
4. The contractor shall maintain proper housekeeping and remove waste generated during maintenance.
5. The decision of the Director, Zoological Garden, Alipore shall be final and binding in all matters relating to execution of the contract.

6. The successful bidder shall comply with all applicable statutory provisions, labour laws and Government regulations during the currency of the contract.

Terms and Conditions for Sl. No. 03

1. Nature of AMC

This shall be a **Non-Comprehensive Annual Maintenance Contract**.

The AMC charges shall include:

- Labour charges.
- Preventive maintenance.
- Breakdown maintenance.
- Installation and configuration.
- Testing and troubleshooting.
- Minor consumables such as cleaning materials, cable ties, screws, RJ-45 connectors, insulating tape, thermal paste and other incidental items.

The AMC **shall not include the cost of major spare parts or consumables**, including but not limited to:

Hard Disk/SSD, RAM, Motherboard, Processor, SMPS, Monitor, Keyboard, Mouse, UPS Battery, UPS PCB, UPS Transformer, Thermal Print Head, Thermal Printer Main Board, Printer Power Supply, Formatter Board, Drum Unit, Toner Cartridge, Thermal Paper Rolls, Network Switch, Router, Fibre, Media Converter, Patch Panel, Structured, LAN Cable, Network Rack, Power Adapter, Any other major hardware component

Replacement of major spare parts shall be undertaken only after obtaining written approval from the Engineer-in-Charge. Payment for approved spare parts shall be made separately on submission of original invoices and warranty details.

4. Preventive Maintenance

Preventive maintenance shall be carried out at least once every three months and shall include:

- Thorough cleaning of equipment.
- Functional testing.
- Performance verification.
- Checking all network points.
- Inspection of connectors and cables.
- System health check.
- Preventive servicing to avoid failures during peak visitor periods.

5. Breakdown Maintenance

The contractor shall attend all complaints promptly.

- Complaints relating to the **Main Gate Ticket Counter and offline ticketing system** shall be attended within **2 hours** of receiving the complaint.
- Other networking complaints shall be attended within **6 hours**.
- All other equipment complaints shall be attended within **24 hours**.

Repairs shall normally be completed within **24 hours**. If repair requires replacement of major spare parts, the contractor shall submit an estimate within **24 hours** for approval.

6. Standby Arrangement

If any desktop computer, thermal printer, UPS or networking device cannot be restored within **24 hours**, the contractor shall provide a suitable standby unit of equivalent or higher specification, wherever feasible, until the original equipment is repaired.

7. Service Register

The contractor shall maintain a complaint and maintenance register containing:

- Date and time of complaint.
- Equipment identification.
- Nature of complaint.
- Date and time of attendance.
- Action taken.
- Spare parts replaced.
- Date of restoration.
- Signature of service engineer.
- Signature of the authorized representative of Zoological Garden.

8. Uptime Requirement

Considering that the Main Gate Ticket Counter is an essential public service facility, the contractor shall maintain a minimum **98% uptime** for all ticketing-related equipment and the networking system during the contract period.

9. Service Personnel

The contractor shall deploy experienced service engineers having adequate knowledge of computer hardware, networking and thermal printer maintenance from 9:00 am to 4:30 pm.

All service personnel shall carry valid identity cards while entering the Zoological Garden premises.

10. Penalty

Failure to comply with the response time or restoration time without valid justification may attract the following penalties:

- ₹1,000 per incident per day for ticket counter desktops, thermal printers or networking equipment that remains non-functional beyond the stipulated restoration period.
- ₹500 per incident per day for other covered equipment.

The total penalty shall not exceed **10% of the quarterly AMC value**.

11. Payment Terms

Payment shall be released on a **quarterly basis** after:

- Completion of preventive maintenance.
- Satisfactory rendering of AMC services.
- Submission of service reports and invoices.
- Certification by the Engineer-in-Charge.

Applicable statutory deductions shall be made as per Government rules.

12. Contract Period

The contract shall remain valid for **one (1) year** from the date of commencement and may be extended for a further period on the same terms and conditions, subject to satisfactory performance and approval of the competent authority.

13. Safety and Confidentiality

The contractor shall ensure the confidentiality of all ticketing and official data accessed during maintenance.

No data shall be copied, altered, disclosed or removed without written authorization.

The contractor shall be responsible for any damage caused due to negligence during execution of the work.

14. Termination

The Zoological Garden, Alipore reserves the right to terminate the contract by giving **30 days' notice** in case of unsatisfactory performance, repeated failure to attend complaints, breach of contract conditions or violation of security requirements.

15. Jurisdiction

Any dispute arising out of this contract shall be subject to the jurisdiction of the competent courts at **Kolkata, West Bengal**.

16. Special Conditions

1. The bidder shall inspect the site and equipment before submitting the bid.
2. No additional payment shall be made for transportation, labour, testing equipment or tools.
3. The contractor shall ensure uninterrupted functioning of the offline ticketing system, particularly on weekends, public holidays and peak visitor days.
4. Emergency calls during Saturdays, Sundays, public holidays and beyond normal office hours shall be attended without additional charges.
5. Preventive maintenance shall be scheduled in consultation with the Engineer-in-Charge to avoid disruption of ticket sales.
6. The successful bidder shall comply with all applicable statutory provisions, labour laws and Government regulations.
7. The decision of the Director, Zoological Garden, Alipore shall be final and binding in all matters relating to execution and interpretation of the contract.

Terms and Conditions for Sl. No. 04

➤ Inspection and Acceptance

- All supplied materials shall be subject to inspection by the authorized representative of Zoological Garden, Alipore.
- Any defective, damaged or sub-standard material shall be rejected.
- Rejected materials shall be replaced by the supplier at his own cost within **3 (three) days** from the date of rejection.
- Acceptance of the materials shall be subject to satisfactory quality, quantity and compatibility with the existing thermal printers.

➤ Packaging and Delivery

- The thermal paper rolls shall be packed securely to prevent damage during transit.
- Each carton/package shall clearly indicate:
 - Size of the roll.

- Colour.
- Quantity.
- Batch/Lot Number (where applicable).
- Manufacturer's name.
- Delivery shall be made at the designated store or office of Zoological Garden, Alipore, at the supplier's own cost, risk and responsibility.

➤ **Quality Assurance**

The supplier shall ensure that:

- The supplied thermal paper is of consistent quality throughout the contract period.
- The rolls are fully compatible with the thermal printers installed at the Main Gate Ticket Counter.
- The paper does not adversely affect the print head or performance of the printers.
- Materials supplied are new, unused and free from any defects.

➤ **Replacement**

Any roll found defective during use due to manufacturing defects or poor quality shall be replaced free of cost by the supplier without any additional financial implication to the Zoological Garden, Alipore.

➤ **Warranty**

The supplier shall guarantee the quality of the supplied thermal paper and replace any defective or damaged material attributable to manufacturing defects during the shelf life of the product.

➤ **Payment**

Payment shall be made on a **lot-wise basis** after:

- Successful delivery of the materials.
- Inspection and acceptance by the authorized representative.
- Submission of the supplier's bill, delivery challan and other relevant documents.

Applicable statutory deductions shall be made as per Government rules.

➤ **General Conditions**

1. The quoted rates shall be **inclusive of packing, loading, unloading, transportation, insurance and all incidental charges** up to the delivery point at Zoological Garden, Alipore, but **exclusive of GST**, which shall be paid as applicable.
2. The successful bidder shall maintain sufficient stock to meet emergency requirements during peak visitor seasons and public holidays.
3. The Director, Zoological Garden, Alipore reserves the right to increase or decrease the quantity of any item without assigning any reason.
4. The Director, Zoological Garden, Alipore reserves the right to reject any or all supplies that do not conform to the specified quality and technical requirements.
5. The decision of the Director, Zoological Garden, Alipore regarding quality, quantity and acceptance of materials shall be final and binding on the supplier.
6. Any dispute arising out of the contract shall be subject to the jurisdiction of the competent courts at Kolkata, West Bengal.

General Conditions

1) Contractor's Site Office:

The contractor shall have an office adjacent to the work as may be approved by the Engineer-in-Charge where all directions and notice of any kind whatsoever, which the Engineer-in-Charge or his representative may desire to give to the contractor in connection with the contract, may be left or sent by post to such office or delivered to the contractor's authorized agent or representative. For such intimation to the contractor's site office, it shall be deemed to be sufficient enough to be served upon the contractor.

2) Eligibility criteria for participation in tender :-

- The intending Tenderers should produce credentials of a similar nature works of i) completed work of the minimum value of 40% of the estimated amount put to tender during 5(five) years prior to the date of issue of the tender notice or 2(two) similar nature of completed work, each of the minimum value 30% of the estimated amount put to tender during 5(five) years prior to the date of issue of the tender notice.
- Neither prospective Tendered nor any of the constituent partners had been debarred to participate in any Tender by the State/ Central Government, State /Central Government undertaking, Statutory/ Autonomous bodies constituted under the Central/ State statute during the last 5 (five) years prior to the date of this NIT. Such debarring will be considered as disqualification towards eligibility. (A declaration in this respect has to be furnished by the prospective bidders as per prescribed format in non-judicial stamp paper, must be uploaded with both sides of Stamp Paper - Affidavit-Y).
- An affidavit mentioning the name of technical staff.
- Bidders are required to have Trade License, P-Tax Registration and GST Registration with Government of West Bengal.
- Up to date p-tax challan, EPF & ESI registration.
- Bidders shall be in similar business for more than 5 years
- Bidders are required to submit income tax return acknowledgement, audited balance sheet and p & I accounts for last 3 years.
- Agencies are required to give a detail work programmer in the form of a bar chart/work flow chart along with tender.
- All affidavits are required to be submitted with stamp paper both side scanned. Without both side scanned stamp paper participation of bidder will be disqualified during technical evaluation.
- Where an individual person submitting tender on behalf of a company or the firm of which he happens to be a director or partner, such individual person shall, while submitting any tender for and on behalf of such company or firm, invariably submit a copy of registered power of attorney showing clear authorization in his favour, by the rest of the directors of such company or the

partners of such firm, to submit such tender. The Power of Attorney shall have to be registered in accordance with the provisions of the Registration Act, 1908.

- Contractors with experience who have worked with West Bengal Forest Department and West Bengal Zoo Authority for a period of at last 5(five) consecutive years with satisfactory performance

3) Incidental and other charges:

The cost of all materials, hire charges to tools and plants, labour, Corporation / Municipal fees for water supply, royalty for materials (if any), electricity and other charges of Municipalities or statutory local bodies, ferry charges, toll charges, loading and unloading charges, handling chargers, overhead charges and other charges like Sales Tax (Central and/or State), Income Tax, Octopi Duty / Terminal Tax, Turnover Tax, VAT, etc. will be deemed to have been covered by the rates quoted by the contractor. All other charges for the execution of the specified work, including supply of materials and related carriage, complete or finished in all respect upto the entire satisfaction of the Engineer-in-Charge of the work. No extra claim in this regard beyond the specified rate as per work schedule whatsoever in this respect will be entertained.

4) Authorized Representative of Contractor:

The contractor shall not assign the agreement or sublet any portion of the work. The contractor may however, appoint an authorized representative in respect of one or more of the following purpose only.

- 5) General day to day management of work. Contractor shall submit work programme.
- 6) To attend measurements when taken by the Departmental Officers and sign the records of such measurements which will be taken of acceptance by the contractor.

The selection of the authorized representative shall be subject to the prior approval of the SAE concerned and the contractor shall in writing seek such approval of the SAE giving therein the name of work, Tender No., the Name, Address and the specimen signature of the representative whom he wants to appoint and the specific purposes as specified here-in-above, for which the representative will be authorized. Even after first approval, the SAE may issue at any subsequent date, revised directions about such authorized representative and the contractor shall be bound to abide by such directions. The SAE shall not be bound to assign any reason for his revised directions. Any notice, correspondences, etc. issued to the authorized representative or left at his address, will be deemed to have been issued to the contractor.

7) Power of Attorney:

The Provision of the power of attorney, if any, must be subject to the approval of the authority. Otherwise the authority shall not be bound to take cognizance of such power of attorney.

8) Extension of time:

For cogent reasons over which the contractor will have no control and which will retard the progress, extension of time for the period lost will be granted on receipt of application from the contractor before the expiry date of contract. No claim whatsoever for idle labour, additional establishment,

enhanced cost of materials and labour and hire charges of tools & plants, etc. would be entertained under any circumstances. The contractor should consider the above factor while quoting his rate. Applications for such extension of time should be submitted by the contractor in the manner indicated in Clause-5 of the printed form of ZGA 2911.

9) Arrangement of Land:

The contractor will arrange land for setting up of Camp office, his go-down, store yard, labour camp etc. at his own cost for the execution of the work. Departmental land, if available and if applied for, may be spared for the purpose on usual charges as fixed by the Competent Authority.

10) Use of Garden Land:

Before using any space in Garden land for any purpose whatsoever, approval of the Director will be required. Garden land, if available and if applied for, may be spared for the purpose on usual charges as fixed by the Authority. The contractor shall make his own arrangements for storage of tools, plant, equipments, materials, etc. of adequate capacity and shall clear and remove on completion of work, the shed, huts, etc. which he might have erected in Garden land. If after such use, the contractor fails to clear the land, garden authority will arrange to remove those installation and adequate recovery will be made from the the contractor ,in the manner as deemed fit by the authority.

11) Work Order Book :

The contractor shall within seven days of receipt of the order to take up work, supply at his own cost one Work Order Book to Engineering cell, who is authorized to receive and keep in custody the Work Order Book on behalf of the garden authority. The Work Order Book shall be kept at the site of work under the custody of Sub-Assistant Engineer or his authorized representative. The Work Order Book shall have machine numbered pages in triplicates. Directions or instruction from garden officers to be issued to the Contractor will be entered (in triplicate) in the Work Order Book (except when such directions or instructions are given by separate letters). The contractor or his authorized representative shall regularly note the entries made in the Work Order Book and also record thereon the action taken or being taken by him complying with the said directions or instruction on any relevant point relating to the work. The contractor or his authorized representative may take away the triplicate page of the Work Order Book for his own record and guidance.

Cases of supplementary items or any claims may not be entertained unless supported by entries in the Work Order Book or any written order from the Tender Accepting Authority.

The first page of the Work Order Book shall contain the following particulars:

- 12)** Name of the Work.
- 13)** Reference to contract number.
- 14)** Contractual rate in percentage.
- 15)** Date of opening of the Work Order Book.
- 16)** Name and address of the Contractor.
- 17)** Signature of the Contractor.
- 18)** Name & address of the Authorized representative (*if any*).

- 19) Specific purpose(s) for which the contractor's representative is authorized to act on behalf of the Contractor.
- 20) Signature of the authorized representative duly attested by the Contractor.
- 21) Signature of the Sub Assistant Engineer concerned.
- 22) Date of actual completion of work.

23) Clearing of Materials:

Before starting any work, work site, where necessary, must be properly dressed after cutting clearing all varieties of jungles, shrubs, bamboo clusters or any undesirable vegetation from the alignment or site of works. On completion of works all temporary structure or obstruction including pipes in underground work, if any, must also be removed. All scars of construction shall be obliterated and the whole site shall be left in a clear and neat manner to the satisfaction of the SAE. No separate payments shall be made for all these works, the cost thereof being deemed to have been included in the rates of various items of works quoted by the contractor in the schedule of probable items of works.

24) Water and Energy:

The contractor shall have to arrange at his own cost the energy required for operation of equipments and machineries, pumping set, illuminating work site, office, etc. that may be necessary in different stages of execution of work. No facility of any sort will be provided for utilization from the departmental sources. All cost for getting energy and / or for any purpose whatsoever will have to be borne by the contractor for which no claim will be entertained. However cost for energy /any other amenities will be recovered from the contractor's bill, if supplied by garden authority.

25) Amenities for contractors:

All materials, tools and plants and all labour (skilled and unskilled) including their housing, water supply, sanitation, light, procurement of food for staff & crews, medical aids, etc. are to be arranged by the contractor at his own cost. The cost of transport of labour, materials and all other incidental items as required for work shall also have to be borne by the Contractor without any extra claim from garden.

26) Serviceable Materials:

The responsibility for stacking the serviceable materials (as per decision of the SAE) obtained during dismantling of existing structures/roads and handing over the same to the SAE of work of this garden lies with the contractor and nothing will be paid on this account. In case of any loss or damage of serviceable materials prior to handing over the same to this garden, full value will be recovered from the Contractor's bill at rates as will be assessed by the SAE.

27) Unserviceable Materials:

The Contractor shall remove all unserviceable materials, obtained during execution at place as directed. The contractor shall dress up and clear the work site after completion of work as per direction of the SAE. No extra payment will be made on this account.

28) Contractor's risk for loss or damage:

All risk on account of railway or road carriage or carriage by boat including loss or damage of vehicles, boats, barges, materials or labour, if any, will have to be borne by the contractor without any extra claim towards garden.

29) Idle labour & additional cost:

Whatever may be the reason for claim on idle labour, enhancement of labour rate, additional establishment cost, cost of Toll and hire and labour charges of tools and plants, railway freight, etc. would not be entertained under any circumstances.

30) Issue of Departmental Tools and Plants:

All Tools and Plants required for the work will have to be supplied by the Contractor at his own cost; all cost of fuel and stores for proper running of the Tools and Plants must be borne by the Contractor.

31) Realization of Garden claims:

Any sum of money due and payable to the contractor (including security deposit returnable to him) under this contract may be approached by the garden authority.

32) Compliance of different Acts:

The contractor shall comply with the provisions of the Apprentices Act, 1961, Minimum Wages Act, 1848. Contract Labour (Regulation and Abolition) Act 1970 and the rules and orders issued hereunder from time to time. If he fails to do so, SAE of the work may at his discretion, take necessary measure over the contract.

The Contractor shall also make himself liable for any pecuniary liabilities arising out on account of any violation of the provision of the said Act(s). The Contractor must obtain necessary certificate and license from the concerned Registering Office under the Contract Labour (Regulation & Abolition) Act, 1970.

The contractor shall be bound to furnish to the SAE all the returns, particulars or date as are called for from time to time in connection with implementation of the provisions of the above Acts and Rules and timely submission of the same, failing which the contractor will be liable for breach of contract and the SAE may at his discretion take necessary measures over the contract.

33) Safety, Security and Protection of the Environment:

The Contractor shall, throughout the execution and completion of the Works remove the defects therein at his own cost :

34) The contractor shall have full regard for the safety of all persons and the Works.

35) Provide and maintain at his own cost all lights, guards, fencing, warning signs and watching, when and where necessary or required by the SAE for the protection of the Works or for the safety and convenience of the public or others,

36) Take all reasonable steps to protect the environment on and off the Site and to avoid damage or nuisance to persons or to property of the public or others resulting from pollution, noise or other causes arising as a consequence of his methods of operation,

37) Commencement of work:

The work must be taken up within the date as stipulated in the work order and completed in all respects within the period specified in Notice Inviting Tender.

38) Precautions during works:

The contractor shall carefully execute the work without disturbing or damaging underground or overhead service utilities viz. Electricity, Telephones, Gas, Water pipes, Sewers etc. In case disturbances of service utilities is found unavoidable the matter should immediately be brought to the notice of the SAE and necessary precautionary measures as would be directed by the SAE shall be carried out at the cost and expenses of the contractor. If the service utilities are damaged or disturbed in any way by the contractor during execution of the work, the cost of rectification or restoration of damages as would be fixed by the SAE concerned will be recovered from the contractor.

39) Timely completion of work:

All the work must have to be completed in all respects within the time specified in Notice Inviting Tender from the date of commencement as mentioned in work order. Time for completion as specified in the tender shall be deemed to be the essence of the contract.

40) Force Closure:

In case of force closure or abandonment of the works by the Department the contractor will be eligible to be paid for the finished work and reimbursement of expenses actually incurred thereof by him but not for any losses.

41) Tender Rate:

The contractor should note that the tender is strictly based on the rates quoted by the Contractor on the priced schedule of probable item of work. The quantities for various other items of works as shown in the priced schedule of probable items of works are based on the drawing and design prepared by the Department. If variations become necessary due to design consideration and as per actual site conditions, those have to be done by the contractor at the time of execution at the

rate prescribed in the tender clause. **No conditional rate will be allowed in any case.**

42) Additional Conditions:

A few additional conditions under special terms and conditions:

43) Rate quoted shall be inclusive of clearing site as per direction of the Director.

44) Rate quoted shall be inclusive of West Bengal Sales Tax, Income Tax, Octroi and all other duties, if any.

45) The Contractor is to display caution board at his own cost as per direction of Director.

46) Deep excavation of trenches and left out for days shall be avoided.

47) Labour welfare CESS will be deducted @ 1% (*one percent*) of gross bill value as per rule.

48) Income Tax will be deducted from each bill of the contractor as per applicable rate and rules in force.

49) In accordance with the West Bengal Taxation Laws (amendment) Ordinance, 1993 amending the West Bengal Finance (Sales Tax) Act, 1994 necessary LWS will be deducted as per rate in force from the bill in addition to other deduction as per extent rules.

50) General:

The information given hereafter is without any prejudice. The intending bidders should satisfy themselves regarding the latest conditions of the site and its surroundings by personal check and investigation.

51) Name of Work:

As mentioned in N.I.T.

52) Location of Work site:

As mentioned in N.I.T.

53) Working condition:

During execution of work, contractor will remain responsible for providing unhindered passage to traffic on road adjacent to site, providing lighting and guarding arrangement during night for safety and no extra cost will be paid on this account.

It is to be noted that there will not be any electrical facility at work site. Bidder should make his own arrangement for water, necessary power of lighting, welding, running of pumps etc. and the cost for such arrangement shall be deemed to have been included in the rates quoted by the bidder.

Work shall have to be executed in accordance with the rules and regulations in vogue of Government of West Bengal and local authorities.

54) Specifications:

Details of Specifications to be followed in the Proposed Construction are given here-in-after, in the Schedule.

FORM – I
APPLICATION

To
Director
Zoological Garden, Alipore
Kolkata-700 027

Subject: Name of the work with E-tender reference No. - . Reference: (N.I.T No.)_____

Dear Sir/Madam,
Having examined the statutory and NIT documents; I/We hereby submit all necessary information and relevant documents for evaluation.

The necessary evidence admissible by law in respect of authority assigned to us on behalf of the group of firms for application and for completion of the contract documents is attached herewith.

I/We are interested in bidding for the work mentioned above.

I/We understand that

- a) E-tender Inviting Authority and Accepting Authority can Amend the scope and value of the contract bid under this project.
- b) E-tender Inviting Authority and Accepting Authority reserve the right to reject any e-tender without assigning any reason.

The application is made by me/us on behalf of _____ in the capacity of the _____ duly authorized to submit the e-tender

Enclosure:

(1) Technical Proposal (Envelop/Folder)

Signature of authorized officer of the Farm:_____

Title & Capacity of the officer:_____

Name of the Firm with Seal:_____

FORM – II
STRUCTURE AND ORGANISATION

1. Name of the applicant (Tenderer):

2. Office Address:

Telephone No.:

Fax No.: e-mail :

3. Name and address of Bankers:

4. Attach an organization chart showing the structure of the company with names of key personnel and technical staff with Bio-data

:
Date:_____

Signature of authorized officer of the Farm:_____

Title & Capacity of the officer:_____

Name of the Firm with Seal:_____

Note: 1. Application covers Proprietary Farm, Partnership, Pvt. Ltd. Company or Corporation.

FORM – III

EXPERINECE PROFILE

List of Projects completed that are similar in nature to the works

[illegible]

FROM – IV
FINANCIAL STATEMENT

Name of Applicant:

Summary of Annual Turnover based on the audited financial statement of the last three financial years. (Attach copies of the audited financial statement of the last three financial years)

	Year2022-2023 (Rs. In Lakh)	Year2023-2024 (Rs.In Lakh)	Year2024-2025 (Rs. In Lakh)
a)Annual Turnover			
b)Average Turnover			

Certified and Signed by the

Chartered Accountant of the

Firm Sign by:-

Membership No:-

Name of the Officer

.....

Name of the Firm with Seal

AFFIDAVIT – “Y”

(To be furnished in Non-judicial stamp paper of Rs. 10.00 (Rupees Ten Only) duly notarised after publication of E-NIT & e-NIT No. & date should be mentioned in the body of Affidavit)

- 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 5 (five) 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