



ZOOLOGICAL GARDEN
Alipore, Kolkata - 700 027.

e-NIT No.: 59/ZGA/E-tender/2025, date: 03.10.2025

Cleaning & Housekeeping Services at Zoological Garden Alipore

| Sl. No. (1) | Name of the work (2) | Quoted on rate (Rs.) (3) | Earnest Money (Rs.) (4) | Period of Award (5) | Name of the Concerned Officer (6) | Eligibility of Contractor (7) |
|-------------|--|---|-------------------------|-----------------------------|-------------------------------------|---|
| 1. | Cleaning & Housekeeping Services at Zoological Garden Alipore Including Cleaning of toilets at office & Garden, at Zoological Garden, Alipore. | To be submitted Online (on monthly basis) | 1,00,000 | 365 (three sixty five) days | Director Zoological Garden, Alipore | 1) Minimum of three years of experience in maintenance of cleanliness & hygiene with cleaning of toilet (engaging 30 or more personnel in government departments / Public Sector Undertakings / autonomous bodies / industrial campuses / educational institutions / local bodies.) 2) Professional Tax Registration & Current Challan 3) Income Tax current return. 4) Current Trade License 5) G.S.T Registration No. & current challan 6) EPF & ESI Registration No. & Current challan 7) Minimum annual turnover of Rs. 25 lakh. Audited Balance Sheet and Profit & Loss for last 3 (Three) years. Note: The agency / contractor who has got termination Notice by any establishment before expiry of contract period Is not eligible to participate in the tender. |

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

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

3. **Bid shall** remain valid for a period not less than 180 (one Eighty) days from the last date of submission of Financial 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 (publishing) of N.I.T. & other documents (Online) | 04.10.2025 at 10.00 Hrs. |
| 2. | Documents download / submission start date (Online) | 04.10.2025 from 11.00 Hrs. |
| 3. | Bid Submission closing date (Online) | 25.10.2025 up to 17.00 Hrs. |
| 4. | Bid opening date for Technical Proposals (Online) | 27.10.2025 at 17.00 Hrs. |
| 5. | Bid opening date for Financial Proposals (Online) | The date and time of financial bid opening will be announced after technical bid evaluation. |

5) **Description of work:**

I) **Maintaining of cleanliness & hygiene at Garden:**

- a) Thorough removal of garbage from Zoological Garden, Alipore daily.
- Regarding removal of garbage like (broken bricks bates, stone chips, rubbish, animal dung, poop, lops & tops, dry leaves, dry bush, bamboo, wood etc. but not scrap) including disposable plastics, all waste materials, remains of food.: At least 25 Trips of 9 Ton capacity Truck/Lorry per month for the months from February to November and at least 50 trips per month for the period from December to January is to be made. If number of trips is less than the standard number of trips, proportionate cost of carriage is to be deducted from the bills for concerned months. Every day all the vats should be cleaned.**
- b) Sweeping of roads, foot path, foot trails, lawns, open space, etc. and outside drains inside the garden and staff qrts. compound, Library, NIC, Ticket plaza, hospital, aquarium, RBSSS, etc. daily
- c) Washing of roads inside the garden daily
- d) Cleaning of moats inside the garden regularly.
- e) Cleaning of water bodies inside the garden regularly.
- f) Cleaning of garbage from veterinary Hospitals, Aquarium, RBSS Sadan, staff quarters compound and its adjacent area etc. daily
- g) Cleaning and bush cutting of adjacent area of animal cages/enclosures/houses, road sites etc. regularly as per direction from zoo authority.
- h) Grass cutting in field of the ZGA with agency's own machinery & fuel.

(All the above work may be done one or more times if necessary)

II) **Cleaning of Toilets at Office & Garden, Golf carts, Staff quarters compound & drains:**

Total floor area of building including toilets 20,800 sq feet (Approx.)

- A. Office (New & Old) including 1st floor (Approx area: 4300 Sq. ft)
- B. Store (Approx Area: 1800 sqft)
- C. Guest House (Approx Area: 1500 sqft)
- D. Visitor toilets 4 (four) units (Approx area: 6000sqft)
- E. Ticket Plaza (Approx area: 2000sqft)
- F. Veterinary Hospital (Approx Area: 1000 sqft)
- G. Aquarium (Toilet both Ladies & Gents) (Approx area: 500 sqft)
- H. NIC Building & Library, Child care centre, Cloak room Souvenir shop (Approx area-3300 sqft)
- I. Staff Quarters (**Begambari**) outside drainage line. (400 sqft)

| Sl. No. | Particulars of the work | Works to be made |
|---------|--|------------------|
| 1 | Cleaning and disinfecting of floors of the two office buildings, ticket plaza, Childcare centre, Cloak room, hospital and store etc | Daily, two times |
| 2 | Cleaning of four units of visitors toilet (Khidderpur, near Main Gate, near bear enclosure and national library gate). (4 times daily during peak season) | Daily two times |
| 3 | Cleaning of Toilets of office staff, Director, Dy. Director and Assit. Director ,store etc Zoo Educator, Vacant room beside AD's chamber | Daily, two times |
| 4 | Cleaning (dusting ,mopping rubbing with soft cloth) of all floors, furniture & fixtures Including doors, window glasses, window panes etc. and computers, TV at conference room, Microphones , toilet , lobby etc all of 1st floor. | Daily one time |
| 5 | Cleaning and dusting of table top, telephones and computers (clean with dry brush) of two offices, hospitals, ticket counters, store etc. | Daily one time |
| 6 | Cleaning of door mats and waste paper baskets of all rooms using appropriate detergent and chemicals including NIC, Library etc. | Daily one times |
| 7 | Cleaning of toilets, scrubbing of floors, commodes ,urinals and wash basins and tiles and cleaning them with appropriate detergents and chemicals. | Daily one time |
| 8 | All the visitor toilets and urinals are to be water washed and cleaned every two hours. | Daily |
| 9 | Cleaning of lights, fans and exhaust fans of office ,ticket plaza, store and all toilets, hospital library | Monthly |
| 10 | Library Room, books racks & almirahs, toilet, grill (windows & doors) | Daily |
| 11 | Cleaning of Golf cart (11 nos) with full car wash with soapy water and clean water. | Daily two times |
| 12 | Cleaning of office toilet (one) Ladies & Gents with using an enzyme cleaner or disinfection spray on the exterior and interior toilet removing germs & bad smell. | Daily |
| 13 | Staircase of ticket plaza (entry & exit) NL Gate, Entry & Exit gate opposite side of Elephant encl, Hospital, conference room. | Daily |
| 14 | Cleaning of outside drainage line of Begambari Staff quarters | Daily |

(All the above work may be done one or more times if necessary/ not done satisfactorily)

Toilets & floors of the mentioned buildings need to be cleaned in all respect by sweeping ,washing and mopping of floors, washing of glazed tiles on walls, urinal pots, W.C.pans , sinks, wash basins, and all other fittings and fixtures using disinfecting material like phenyl, acid, bleaching, detergent powder etc. on daily basis (**cleaning material will be supplied by the agency**). Duty hours will be from 06.00 a.m. to 06.00p.m including garden closing day subject to change as per requirements. Cleaning works will be completed before the visiting hour within 08.45 a.m.

In addition to the above work 6 (six) sweepers will be required for inspecting & washing 4(four) Nos. visitor toilets inside the garden from 9.00 a.m to 6.00 p.m daily. The agency shall engage competent & adequate staff for the above mentioned work.

Machinery , tools , pipes and other necessary items to be used by the agency at their own cost.

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 10% of the value of the annual rate according to the quoted price. No interest will be paid on Security Deposit.**

8) The Bidder, at his own responsibility may visit and examine the place and obtain all information that may be necessary for preparing the Bid and entering into a contract for the 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 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.

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/-
CF & DIRECTOR
ZOOLOGICAL GARDEN, ALIPORE

ANNEXTURE-A

TERMS AND CONDITIONS

1. The intending tenderers should submit the following documents online:

- a) Credential in support of minimum of three years of experience in *maintenance of cleanliness & hygiene with cleaning of toilet* (engaging 30 or more personnel in government departments / Public Sector Undertakings / autonomous bodies / industrial campuses / educational institutions / local bodies.)
- b) Professional Tax registration & current challan
- c) Income Tax current return.
- d) Current Trade License
- e) G.S.T Registration No.& current challan
- f) EPF &ESI Registration No. & Current challan
- g) Minimum annual turnover of Rs. 25 lakh. Audited Balance Sheet and Profit & Loss for last three years.

2. Description of work:

I) Maintaining of cleanliness & hygiene at Garden:

- a) Thorough removal of garbage from Zoological Garden, Alipore daily.

Regarding removal of garbage like (broken bricks, stones, stone chips, rubbish, animal dung, poop, lops & tops, dry leaves, dry bush, bamboo, wood etc. but not scrap) including disposable plastics, all waste materials, remains of food.: At least 25 Trips of 9 Ton capacity Truck/Lorry per month for the months from February to November and at least 50 trips per month for the period from December to January is to be made. If number of trips are less than the standard number of trips, proportionate cost of carriage is to be deducted from the bills for concerned months. Every day all vat should be cleaned.

- b) Sweeping of roads, foot path, foot trails, lawns, open space etc. and outside drains inside the garden and staff qtrs. Compound, Library, NIC, Ticket plaza, hospital, aquarium, RBSSS etc. daily
- c) Washing of roads inside the garden .daily
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- f) Cleaning of garbage from veterinary Hospitals, Aquarium, RBSS Sadan, staff quarters compound and its adjacent area etc. daily
- g) Cleaning and bush cutting of adjacent area of animal cages/enclosures/houses, road sites etc regularly as per direction from zoo authority.
- h) Grass cutting in field of the ZGA with agency's own machinery & fuel.

(All the above work may be done one or more times if necessary)

II) Cleaning of Toilets at Office & Garden, Golf carts, Staff quarters compound & drains:

Total floor area of building including toilets 20,800 sq feet (Approx.)

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- I. Staff Quarters (**Begambari**) outside drainage line. (400 sqft)

| Sl. No. | Particulars of the work | Works to be made |
|---------|--|------------------|
| 1. | Cleaning and disinfecting of floors of the two office buildings, ticket plaza, Childcare centre, Cloak room, hospital and store etc | Daily, two times |
| 2. | Cleaning of four units of visitors toilet (Khidderpur, near Main Gate, near bear enclosure and national library gate). (4 times daily during peak season) | Daily two times |
| 3. | Cleaning of Toilets of office staff, Director, Dy. Director and Assit. Director ,store etc Zoo Educator, Vacant room beside AD's chamber | Daily, two times |
| 4. | Cleaning (dusting ,mopping rubbing with soft cloth) of all floors, furniture & fixtures Including doors, window glasses, window panes etc. and computers, TV at conference room, Microphones , toilet , lobby etc all of 1st floor. | Daily one time |
| 5. | Cleaning and dusting of table top, telephones and computers (clean with dry brush) of two offices, hospitals, ticket counters, store etc. | Daily one time |
| 6. | Cleaning of door mats and waste paper baskets of all rooms using appropriate detergent and chemicals including NIC, Library etc. | Daily one times |
| 7. | Cleaning of toilets, scrubbing of floors, commodes ,urinals and wash basins and tiles and cleaning them with appropriate detergents and chemicals. | Daily one time |
| 8. | All the visitor toilets and urinals are to be water washed and cleaned every two hours. | Daily |
| 9. | Cleaning of lights, fans and exhaust fans of office ,ticket plaza, store and all toilets, hospital library | Monthly |
| 10. | Library Room, books racks & almirahs, toilet, grill (windows & doors) | Daily |
| 11. | Cleaning of Golf cart (11 nos) with full car wash with soapy water and clean water. | Daily two times |
| 12. | Cleaning of office toilet (one) Ladies & Gents with using an enzyme cleaner or disinfection spray on the exterior and interior toilet removing germs & bad smell. | Daily |
| 13. | Staircase of ticket plaza (entry & exit) NL Gate, Entry & Exit gate opposite side of Elephant encl, Hospital, conference room. | Daily |
| 14. | Cleaning of outside drainage line of Begambari Staff quarters | Daily |

(All the above work may be done one or more times if necessary/ not done satisfactorily)

Although it is a contract service, for performing the aforesaid works (under condition No. 2(i) & 2(ii), at least 24 numbers of workers is to be deployed every day. If deployed strength is less than 20 numbers, then proportionate cost of labour charges based on the above standard quantity of 20 nos. workmen will be deducted from the bills for the concerned months.

Toilets & floors of the mentioned buildings need to be cleaned in all respects by sweeping ,washing and mopping of floors, washing of glazed tiles on walls, urinal pots, W.C.pans , sinks, wash basins, and all other fittings and fixtures using disinfecting material like phenyl, acid detergent powder etc on daily basis(**cleaning material will be supplied by the agency**). Duty hours will be from 06.00 a.m. to 06.00p.m including garden closing day subject to change as per requirements . cleaning works will be completed before the visiting hour within 08.45 a.m.

All the machinery & fuel for cutting of branch and grass will be supplied by the agency.

In addition to the above work 6 (six) sweepers will be required for inspecting & washing 4(four) Nos. visitor toilets inside the garden from 9.00 a.m to 6.00 p.m daily.). Duty hours will be from 06.00 a.m. to 06.00p.m including garden closing day subject to change as per requirements. The agency shall engage competent & adequate staff for the mentioned work.

3. The agency shall engage competent adequate staff for the mentioned work. The cleaning staff deployed by the agency should be in proper distinguishable uniform supplies by the agency.

4. The contract shall be for a period of One years 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, sub-standard quality of cleaning work, breach of contract or change in requirements of the Zoological Garden, Alipore.

5. 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.

6. 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.

7. All the cleaning materials , machines & tools and fuel to be supplied by the agency for his work .The cleaning area may increase or decrease during the period of contract on the same terms and conditions. The Sanitary officer of Zoological Garden, Alipore will check and monitor the attendance register. All the cleaning materials & respective stock register to ascertain the supplied materials.

8. The request calls for the cleaning works should be attended by the agency within 12 hours from the call time. In case the agency is not responding to the urgent calls, an amount of Rs. 200.00 per day will be deducted from the bill from the 1st day to 7th day and Rs. 500.00 per day from 8th day to 15th day. Beyond 15th day (in 3 occasions), the contract will be liable for termination.

9. The Sanitary officer or the other officer authorized by the Director of Zoological Garden, Alipore will certify daily cleaning work of the cleaning agency and the same certificates will be submitted with the monthly bill of the agency. The monthly bill as aforesaid will be deducted proportionately as per the said certificate if the cleaning is not done satisfactory.

10. 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.

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

12. The Director, Zoological Garden reserves the right to terminate the contract after giving a 2(two) months notice to the service provider.

13. The service provider (cleaning agency) will submit the bill in duplicate in the 1st week of every month.

14. The claims/ bills should be necessarily accompanied with documentary proof regarding Employees State Insurance, Provident Fund ,Service Tax and certificate of payment from the personnel for the preceding month etc. pertaining to the concerned bill every month.

- 15.** The Service Provider shall be solely responsible for redressing the grievances of the personnel provided by the service provider to the Zoological Garden.
- 16.** 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.
- 17.** The workman provided by the service provider shall not claim any benefit / compensation / absorption/ regularization of services in the Zoological Garden.
- 18.** The cleaning agency by the service provider shall not claim any Master and Servant relationship against the Zoological Garden, Alipore.
- 19.** The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment.
- 20.** The personnel provided by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their salary every month.
- 21.** In case of termination of this contract on its expiry or otherwise, the persons deployed by the service provider shall not be entitled to and will have no claim for any absorption in the regular / otherwise capacity in the Zoological Garden.
- 22.** The service provider will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this Garden. The agency shall have liability in this regard.
- 23.** The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/Rules, as amended from time to time and a certificate to this effect shall be provided to the service provider by this Institute.
- 24.** 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 itself 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 term.
- 25.** The Earnest Money Deposited in respect of the agencies which do not qualify the Technical Bid (First Stage)/Financial Bid (Second Competitive Stage) shall be returned to them without any interest. However, the EMD in respect of successful tenderer shall be adjusted towards the security deposit. Further, if the agency fails to deploy the required manpower against the initial requirement within 10 days from date of placing the order the EMD shall stand forfeited without giving any further notice.
- 27.** The successful tenderer will have to deposit a security amounting to 50% of the value of the monthly bill according to the quoted price in the form of Pay Order/Demand Draft in favour of Zoological Garden, Alipore payable at Kolkata.
- 28.** In case of breach of any terms and conditions attached to this contract, the Security Deposit of the Agency will be liable to be forfeited by the Zoological Garden besides annulment of the contract.
- 29.** The Director, Zoological Garden, Alipore reserves the right to withdraw / relax any of the terms and conditions mentioned above so as to overcome the problem encountered at a later stage.

- 30.** All legal proceedings in any matter arising out of this tender shall be settled by the appropriate court under the jurisdiction of the High Court of Calcutta.
- 31.** Successful tenderer is required to get an agreement executed with the tendering authority before issue of work order as per usual procedure.
- 32.** Detailed list of deployed workers / staff along with their Identity proof to be submitted to the Director, ZGA by the agency for safety and security of the Zoo.

SECTION – A

General guidance for e-Tendering

Instructions/ Guidelines for tenders for electronic submission of the tenders have been annexed for assisting the contractors to participate in e-Tendering.

Registration of Contractor

Any contractor willing to take part in the process of e-Tendering will have to be enrolled & registered with the Government e-Procurement system, through logging on to <https://etender.wb.nic.in> (the web portal of West Bengal Zoo Authority) the contractor is to click on the link for e-Tendering site as given on the web portal.

Digital Signature certificate (DSC)

Each provider is required to obtain a class-II or Class-III Digital Signature Certificate(DSC) for submission of tenders, from the approved service provider of the National Information's Centre(NIC) on payment of requisite amount, details are available at the Web Site stated in Clause 2 of Guideline to Tenderer DSC is given as a USB e-Token.

The contractor can search & download NIT & Tender Documents electronically from computer once he logs on to the website mentioned in Clause 2 using the Digital Signature Certificate. This is the only mode of collection of Tender Documents.

Submission of Tenders.

General process of submission - Tenders are to be submitted through online to the website stated in Cl. 2 in two folders at a time for work, one in Technical Proposal & the other is Financial Proposal before the prescribed date & time using the Digital Signature Certificate (DSC). The documents are to be uploaded virus scanned copy duly Digitally Signed. The documents will get encrypted (transformed into non readable formats).

Technical proposal

The Technical proposal should contain scanned copies of the following further two covers (folders).

Tender Evaluation Committee (TEC)

Evaluation Committee constituted by the Director, Zoological Garden, Alipore will function for selection of technically qualified contractors.

Opening of Technical Bid:

Technical proposals will be opened by the Concerned Tender Inviting Authority or his authorized representative electronically from the website using their Digital Signature Certificate (DSC).

Intending tenderers may remain present if they so desire.

Cover (folder) for Technical Proposal will be opened first. If there is any deficiency in the Technical Proposal the tender will summarily be rejected.

Decrypted (transformed into readable formats) documents of the statutory cover will be downloaded & handed over to the Tender Evaluation Committee.

Summary list of technically qualified 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 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. Bill of Quantities (BOQ). The contractor is to quote the rate (monthly), **(quote) online through computer** only in the space marked for quoting rate in the BOQ.

Only downloaded copies of the above documents are to be uploaded virus scanned & Digitally Signed by the 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/-
CF & DIRECTOR
ZOOLOGICAL GARDEN, ALIPORE**

AFFIDAVIT - Y

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

Subject: Name of the Work _____

Reference: (NIT No.) _____

Dear Sir / Madam,

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

2) The under-signed also hereby certifies that neither our firm M/S..... nor any of constituent partner had been debarred to participate in tender by the any Government Department during the last 3 (three) years prior to the date of this NIT. 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