



Govt of Bihar

Department of Environment, Forest and Climate Change

# Office of Director, Patna Zoo

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Tel: 0612-2217758

## **NOTICE INVITING e-TENDER**

(Through e-Procurement mode only over <https://eproc2.bihar.gov.in>)

**Tender Notice No: 05/e-PROC/PZ/2026-27**

### **Tender documents for Sanitation Services At Patna Zoo**

**Period of Contract- One Year (will be renewed every year, for maximum three years, after satisfactory performance)**

**1. GENERAL: -**

- 1.1 Separate Online Tenders under **Two-Bid system** are invited from reputed agencies, having capacity to provide Sanitation Services (Including Cleaning of Toilets, Urinals, Drinking Water Facilities, Water Tanks and its surrounding areas, sweeping of infrastructures, rag picking, Pond and road cleaning work etc.) with the suitable uniformed trained manpower and use their best endeavors to provide this service at Patna Zoo. The details of services are included in the Scope of Work.
- 1.2 Separate technical and Financial Bids from Registered Indian reputed agencies as per the specified requirements and technical specifications can be submitted through e-tendering process i.e. Through e-Procurement mode only over <https://eproc2.bihar.gov.in>

**Tender Schedule/Programme:**

Sl. No.	Activity	Date/Time : Duration
1.	Online Sale/Download date of Tender documents	From 20.05.2026 to 04.06.2026 (Upto 12:00 P.M.) ( <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> )
2.	Bid-clarification date and time	27.05.2026 - 12:00 P.M. to 1 P.M. (In the office of the Director, Patna Zoo.)
3.	Date/Time for Submission/ Uploading of offer/Bid	Till 04.06.2026 up to 05.00 P.M. ( <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> )
4.	Date & time for Opening of Technical Bid.	05.06.2026 at 03:00 P.M. ( <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> )
5.	Contact person/Nodal Officer for queries	Director, Patna Zoo Email: <a href="mailto:patnazoobihar@gmail.com">patnazoobihar@gmail.com</a> Phone No: 0612-2217758
6.	Financial Bid Opening Date and Time	Will be Communicated after Opening of Technical Bid.

- 1.3 Detailed descriptions of the item and instructions for submitting your offer can be downloaded from e-Procurement Portal (<https://eproc2.bihar.gov.in> or [https://state.bihar.gov.in/ forest or patnazoo.bihar.gov.in](https://state.bihar.gov.in/forest_or_patnazoo.bihar.gov.in)).
- 1.4 To participate in the e-tendering process, the bidders are required to get registered by the service provider of e-tendering. The bidders are required to submit "Technical Bid" and "Financial Bid" separately through e-Procurement Portal (<https://eproc2.bihar.gov.in>).
- 1.5 Tenderers are advised to read the detailed Terms & conditions before submitting e-tender which can be downloaded from e-Procurement Portal (<https://eproc2.bihar.gov.in> or [https://state.bihar.gov.in/ forest or patnazoo.bihar.gov.in](https://state.bihar.gov.in/forest_or_patnazoo.bihar.gov.in))

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- 1.6 A sum of Rs.1,000.00 being the cost of Tender document (non-refundable) has to be paid through e-payment mode (NEFT/RTGS, Net Banking, Credit/Debit Card) only.
- 1.7 Tender Processing Fee (TPF) amount applicable as per e-Proc Bid Processing Fee structure (non-refundable) has to be paid through e-payment mode (i.e. NEFT/RTGS, Internet Banking, Credit / Debit Card) only.
- 1.8 EMD amount has to be paid through online mode (i.e. Internet Payment Gateway) through e-payment Portal <https://eproc2.bihar.gov.in> only.
- 1.9 The bidders shall upload the scanned copies of all the relevant certificates, documents etc. in support of their eligibility criteria/technical bid and other certificate/document in the e-procurement portal (<https://eproc2.bihar.gov.in>)
- 1.10 Bids along with necessary online payments must be submitted through e-payment Portal <https://eproc2.bihar.gov.in> before the date and time specified in the NIT.
- 1.11 The received e-bids will be opened in the office of Director, Patna Zoo before Tender committee in the presence of bidders or Authorized representatives of bidders. In case any bidder/authorized representative of the bidder remain absent at the time of opening of technical/financial bid, the bid will be considered valid for evaluation.
- 1.12 Bids along with necessary documents must be submitted through <https://eproc2.bihar.gov.in> before the date and time specified in the NIT. The department does not take any responsibility for the delay/non-submission of Tender caused due to non-availability of Internet connection, Network Traffic/ Holidays or any other reason.
- 1.13 The technical bids will be opened by the Tender committee at the first instance for evaluation. Financial bids of only the technically acceptable offers will be opened for further evaluation and ranking.

## 2. ELIGIBLE BIDDERS: -

- 2.1 The eligible bidders should have experience in providing sanitation services in any Department/Institution of the Government of India, Government of Bihar, or any Public Sector Undertaking (PSU), as per the following criteria:
- The bidder must have successfully completed and/or be currently executing similar sanitation/housekeeping work(s) of annual value not less than Rs. 65 Lakhs during each of the last three financial years, i.e., FY 2023–24, FY 2024–25, and FY 2025–26.
- The bidder shall submit a year-wise abstract of the work executed during FY 2023–24, FY 2024–25, and FY 2025–26, along with copies of agreements/work orders issued by the concerned organization(s) as documentary evidence.
- 2.2 **All eligible bidders should have a minimum annual turnover of Rs. 1 Crore during each of the last three financial years, i.e., FY 2022–23, FY 2023–24, and FY 2024–25, as reflected in the audited books of accounts.**
- 2.3 The Patna Zoo is a recognized zoo and has also been declared a Protected Forest. Therefore, all applicable Acts, Rules, Guidelines, and Notifications relating to Protected Forests and the operation and management of zoos shall be strictly complied with by the successful bidder.

### **3. ELIGIBILITY CRITERIA FOR THE BIDDERS:**

- 3.1 The bidder shall be in business of providing sanitation services mentioned in the eligibility criteria as mentioned in 2.1 for past three years continuously. Documentary evidence in support of this must be provided.
- 3.2 The bidder must be registered with the State Public Works Department (PWD), Central Public Works Department (CPWD), Military Engineering Services (MES), Border Roads Organisation (BRO), or any Public Sector Organisation established by the Central Government or State Government for providing sanitation/housekeeping services. Documentary evidence in support of such registration must be submitted along with the bid.  
Only those bidders who are specifically registered for sanitation/housekeeping services with the competent authority shall be considered for technical evaluation by the Tender Committee. Bidders registered for works other than sanitation/housekeeping services shall not be considered for technical evaluation.
- 3.3 The bidder must be registered under the Employees' Provident Fund (EPF) Act and Employees' State Insurance (ESI) Act. Copies of the relevant registration certificates shall be submitted along with the Technical Bid.
- 3.4 The bidder should possess a valid Labour License, wherever applicable, and documentary evidence of the same shall be submitted along with the Technical Bid. In case the Labour License is not presently available, the bidder shall furnish an undertaking that the same shall be obtained and submitted within the stipulated time, if the contract is awarded to the bidder.
- 3.5 The bidder should possess a valid GST Registration Number, and documentary evidence of the same shall be submitted along with copies of GST returns for the last six months.
- 3.6 The bidder shall ensure that it has rendered satisfactory services during the last three years. A notarized declaration shall be submitted stating that neither the bidder nor its firm has been blacklisted/debarred by any Department of the Government of India or Government of Bihar during the last three years due to unsatisfactory performance or for any other reason. Any suppression of material facts, submission of false documents, or discrepancy in this regard shall lead to disqualification of the bid and may invite further legal action.
- 3.7 The bidder shall submit a copy of the PAN Card issued under the Income Tax Act along with copies of Income Tax Returns for the last three Assessment Years, i.e., AY 2023–24, AY 2024–25, and AY 2025–26.
- 3.8 The bidder must submit copies of all required documents, duly self-attested, along with the Pre-Qualification/Technical Bid.
- 3.9 Each bidder shall submit a notarized declaration confirming that no agent, middleman, or intermediary has been or shall be engaged for providing any services or for carrying out any activity related to the award or execution of the contract. The bidder shall further declare that no agency commission or payment in the nature of agency commission shall be paid, and that the quoted bid price does not include any such amount. If, at any stage, if it is found that the declaration is false, the Tender Committee shall have the right to declare the bidder as non-compliant and cancel/terminate the contract, if already awarded, without prejudice to any other legal action.
- 3.10 The bidder shall submit a valid Character Certificate of the Firm/Proprietor/Partner/Director issued by the competent authority, which shall not be older than six months from the date of submission of the bid.

3.11 Canvassing, offering of any undue advantage, inducement, or influence by any person with a view to influencing the acceptance of a bid shall constitute an offence under the applicable laws of India. Any such action shall result in rejection of the bid, in addition to any other punitive measures as deemed appropriate by the competent authority.

4. **ONE BID PER BIDDER:** - Each bidder shall submit only one bid.

5. **COST OF BID:** -

The bidder shall bear all costs associated with the preparation and submission of the bid, and the Director, Patna Zoo shall, in no case, be responsible or liable for such costs, regardless of the conduct or outcome of the tender process.

6. **VISIT TO DEPARTMENT:** -

The bidder is required to provide sanitation services along with the supply of trained and competent manpower at Patna Zoo, as specified in the Scope of Work. The bidder is advised to visit and familiarize himself with the site, working conditions, and operational systems of the Zoo before submission of the bid.

The cost of such visit shall be borne by the bidder. It shall be deemed that the bidder has visited the Zoo premises and is fully aware of the site conditions and operational requirements prior to submission of the tender documents.

7. **TENDER DOCUMENTS:** -

7.1. **The tender document comprises of following contents:**

a) Notice of Invitation of Tender.	
b) Terms and Conditions.	
c) Scope of work	(Annexure-I)
d) Details of areas	(Annexure-II)
e) Technical Bid form for providing Sanitation Services at Patna Zoo (Annexure-III)	
f) Calculation of Estimated Cost of Work	(Annexure- IV)
g) Financial Bid Form	(Annexure- V)

7.1.2 The bidder is expected to carefully examine all instructions, forms, terms, and conditions contained in the tender document. Failure to furnish all information required under the tender document, or submission of a bid that is not substantially responsive to the tender requirements in every respect, shall be at the bidder's risk and may result in rejection of the bid.

7.1.3 The bidder shall not make, or cause to be made, any alteration, erasure, or obliteration in any part of the tender document.

7.2. **CLARIFICATION ON TENDER DOCUMENT:** -

7.2.1. In case the bidder has any doubt regarding the meaning or interpretation of any provision contained in the tender document, the bidder shall seek clarification from the office of the Director, Patna Zoo before submission of the bid. Any clarification sought and responded to by the Tender Inviting Authority shall be communicated to all prospective bidders, without disclosing the identity of the bidder seeking such clarification.

7.2.2 Except for any written clarification expressly issued as an addendum/corrigendum to the tender document by the Office of the Director, Patna Zoo, no written or oral communication, presentation, or explanation provided by any other employee/official of the Department shall be deemed to bind the Department in any manner under the contract.

## **8. PREPARATION OF BIDS: -**

### **8.1. LANGUAGE: -**

The bid and all accompanying documents shall be submitted either in Hindi or English. In case any accompanying document is in a language other than Hindi or English, the same shall be accompanied by an authenticated English translation. In matters of interpretation, the English version shall prevail.

### **8.2 DOCUMENTS COMPRISING THE BID: -**

8.2.1 The bids shall be submitted only through the e-Procurement portal <https://eproc2.bihar.gov.in>. The bid document shall comprise all documents as specified in the Terms and Conditions, including the Technical Bid, Financial Bid, and all supporting documents required under the tender document.

8.2.2 The bidder shall submit the bid on or before the date specified in the Notice Inviting Tender (NIT) through the e-Procurement portal <https://eproc2.bihar.gov.in> only.

8.2.4 The Joint Ventures are not allowed to participate in the tender.

### **8.3 BID PRICES: -**

8.3.1 The bidder shall quote the rates in Indian Rupees for the entire annual contract, keeping in view the minimum wages as revised from time to time by the Department of Labour Resources and Migrant Workers Welfare, Government of Bihar. The rates shall be quoted on a 'single responsibility' basis so that the quoted price covers all obligations of the contractor, whether expressly mentioned in or reasonably inferred from the tender document, in respect of the sanitation and housekeeping services to be provided at Patna Zoo.

The quoted rates shall include all liabilities of the contractor, including but not limited to the cost of uniforms and identity cards for the deployed personnel, statutory payments such as Minimum Wages, Bonus, ESI, EPF contributions, service charges, and all applicable taxes (Excluding GST) and duties. All such components shall be clearly indicated by the contractor in the bid.

Any bid quoting wage rates below the prevailing minimum wages notified by the Labour Resources Department, Government of Bihar shall be summarily rejected

8.3.2 **The bidder is advised to submit the bid after duly considering the likely revision/increase in minimum wage rates by the Labour Resources and Migrant Workers Welfare Department, Government of Bihar, generally notified during the months of October/April.**

**No revision in the quoted wage rate/contract value shall be considered on account of any increase in minimum wage rates during the currency of the contract from the date of issuance of the work order. Any such increase in wage rates shall be borne and managed by the bidder within the quoted service charges.**

**Revision in the contract value on account of increase in minimum wage rates, if any, shall be considered only at the time of renewal/extension of the contract beyond the existing contract period, subject to approval of the competent authority.**

8.3.3 Conditional bids/offers will be summarily rejected.

### **8.4 FORM OF BID: -**

The bids shall be submitted only through the e-Procurement portal <https://eproc2.bihar.gov.in> and shall be complete in all respects, duly signed and stamped by an authorized representative of the bidder.

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**8.5 CURRENCIES OF BID AND PAYMENT: -**

8.5.1 The bidder shall submit his price bid/offer in Indian Rupees and payment under this contract will be made in Indian Rupees.

**8.6 DURATION OF CONTRACT: -**

The contract shall initially remain valid for a period of one year and may be renewed annually, subject to satisfactory performance in the preceding year, for a maximum period of three years. The renewal of the contract shall be considered by the Director, Ecology & Environment, Patna, based on the certificate of satisfactory performance issued by the Director, Patna Zoo. The Director, Ecology & Environment, Patna reserves the right to curtail the validity period of the contract if the performance of the contractor is found unsatisfactory or for any other reason considered appropriate by the competent authority. Further, the Director, Ecology & Environment, Patna reserves the right to cancel/terminate the contract at any time without assigning any reason thereof. Such information of curtailing/terminating the contract will be issued by the office of the Director, Patna Zoo. In case of renewal, the annual contract value may be revised in accordance with the increase in minimum wage rates as prescribed from time to time by the Labour Department, Government of Bihar. The revised contract value shall be communicated to the contractor by the Director, Patna Zoo. Such annual revision/increment shall be considered only once in a year after completion of one year of satisfactory performance by the contractor. In the event the contractor does not accept the revised contract value, the contract shall be liable to be cancelled, and a fresh tender may be invited for the work.

**8.7 BID SECURITY: -**

8.7.1 The bidder shall submit proof of payment towards the cost of the tender document amounting to Rs. 1,000/- along with proof of submission of Bid Security (EMD), both paid through the e-payment modes prescribed in the tender document.

8.7.2 Requests for exemption from payment of EMD shall be considered only in accordance with the applicable guidelines/rules of the Central Government and/or State Government. Such exemption shall be granted only upon submission of valid documentary evidence/certificates issued by the Competent Authority, clearly citing the relevant rules and guidelines under which the exemption is claimed.

8.7.3 Any tender not accompanied by Bid Security shall be rejected.

8.7.4 Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and on or before the 30th day after the award of the contract.

8.7.5 Bid security (EMD) of the successful bidder shall be returned on receipt of Performance Security by the Department and after signing the agreement.

8.7.6 Bid security (EMD) shall be forfeited if the bidder withdraws his bid during the period of Tender validity.

8.7.7 Bid security (EMD) shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the Director, Patna Zoo on behalf of Director, Ecology & Environment, Patna.

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## 8.8 FORMAT AND SIGNING OF BID: -

- 8.8.1 The bidder shall upload the tender document and addenda, if any, thereto, with each page of this document signed and stamped to confirm the acceptance of the term & conditions of the tender by bidder. The uploaded scanned copies of the documents should be easily readable. The bidders are advised to ensure this before finally uploading the bids.
- 8.8.2 The documents comprising the bid shall be typed or written in indelible ink and all pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendment have been made, shall be signed by the person or persons signing the bid. The uploaded scanned copies of the documents should be easily readable. The bidders are advised to ensure this before finally uploading the bids.
- 8.8.3 The bid shall contain no alteration, omissions or additions except those to comply with instruction issued by the Director, Patna Zoo or are necessary to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person(s) signing the bid.

## 9. SUBMISSION OF BIDS: -

- 9.1.1 The bids are to be submitted in through e-procurement portal <https://eproc2.bihar.gov.in> only which is mandatory, failing which the tender shall not be considered.
- 9.1.2 The Technical Bid should consist of the following documents: -

(a) Proof of submission of cost of Tender document (non-refundable) Rs 1,000/-.
(b) Proof of submission of Bid Security (EMD) for an amount of Rs 3,00,000/- deposited through online mode (i.e. Internet Payment Gateway) through e-payment Portal <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> only.
(c) Self attested copy of Technical Bid form with bidder's name, designation, Office/Residential address and office Telephone Numbers, whether the bidder is a sole proprietor/partnership firm, names addresses and telephone numbers of Director/Partners also.
(d) Self attested copy of PAN No. card under Income Tax Act. along with Income Tax return of last three assessment years. i.e. Assessment year 2023-24, 2024-25 and 2025-26.
(e) Self attested copy of Goods and Service Tax (GST) Registration Number and copy of filed return of last 6 months/ 2 quarters.
(f) Self attested copy of Valid Registration of the Agency/Firm.
(g) Self attested copy of Valid Provident Fund Registration Number.
(h) Self attested copy of Valid ESI Registration Number.
(i) Self attested copy of Valid License and Number under contract Labour Act & Under any other Act/Rules.
(j) Proof of Average Annual turnover as stated in Clause 2 supported by audited balance sheet.
(k) Proof of experience as stated in Clause 2 supported by documents from the concerned organization.
(l) Notarized declaration that Bidder/bidder's firm is not black listed by any Ministry/department of Govt. of India or Govt. of Bihar in last three years due to unsatisfactory performance or any other reason.
(m) Notarized declaration that Bidder/bidder's has not suppressed any material fact or submitted any false document and discrepancy in this respect will lead to disqualification of tender and further legal action can be initiated against Bidder, if found so. Also, declaration that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract.
(n) Valid character certificate of the Firm/Proprietor/Partner/Director issued from the competent authority not more than six months old.
(o) Duly filled and signed Annexure I to V as token of acceptance of terms and condition of the tenders.

- 9.1.3 The tender shall remain valid and open for acceptance for a period of 180 days from the last date of submission of tender.

## **9.2 LATE AND DELAYED TENDERS: -**

- 9.2.1 Bids must be received not later than the date and time stipulated in the Tender Notice. The Director, Patna Zoo, may be at its discretion, extend the deadline for submission of bids in which case all rights and obligations of the Director, Patna Zoo and the Bidder will be the same.
- 9.2.2 Any bid received after the deadline for submission of bids, as stipulated above, shall not be considered.

## **10.1 BID OPENING AND EVALUATION: -**

- 10.1.1. The authorized Tender Committee chaired by Director, Ecology & Environment, Patna will open the technical Bids in the presence of the Bidders or their representatives who choose to attend at the appointed place and time.
- 10.1.2. The bid of any bidder who has not complied with one or more of the conditions will be summarily rejected.
- 10.1.3. Conditional bids will also be summarily rejected.
- 10.1.4. Financial bids of only the technically pre-qualified bidders will be opened for evaluation in the presence of qualified bidders.
- 10.1.5 The bidders are advised to refer to "Calculation of cost of work" attached as annexure IV with this tender document while filling up the financial bid in annexure V. This chart is just indicative and has to be used as an example for calculation of the cost of work. In column no. 7 of the financial bid, for each work point, the bidder has to enter the wage rate per day that will be paid by the bidder to the laborers. For supervisor, wage rate of skilled labour will be mentioned as per guidelines issued by Labour Resources and Migrant Worker Welfare Department, Govt. of Bihar. In column 8, for each work point, the bidder has to calculate amount required for annual payment (for 365 days) of no. of labours as mentioned in column 6 i.e. column 6 x column 7 x 365. The bidder has to enter percentage of EPF & ESI in point B & C of financial bid table and has to calculate annual EPF & ESI contribution by the employer. In point D of financial bid table, bidder has to sum up point A, B & C i.e. total of proposed annual labour payment and annual EPF & ESI contribution by the employer. In point F of the of financial bid table, the bidder has to calculate total of labour and material cost. The bidder has to add their service charge in percentage and total amount in point G of financial bid table. The total of point F & G will be the annual contract value and will be entered in point H by the bidder.
- 10.1.6. The Financial Bids quoting an annual contract value lower than the estimated cost of work shall ordinarily not be considered for evaluation by the Tender Committee. However, in cases where there is any change in the prevailing rates of EPF, ESI, service charges, or labour wage rates as notified by the competent authority, Financial Bids prepared in accordance with such revised prevailing rates issued by the Labour Resources and Migrant Workers Welfare Department, Government of Bihar, may be considered for evaluation by the Tender Committee, even if the quoted annual contract value is lower than the estimated cost of work. In such cases, the bidder shall submit documentary evidence supporting the calculations along with the Financial Bid. The bidder shall strictly adhere to the prevailing minimum/maximum limits of service charges, wage rates, EPF, and ESI contributions as prescribed by the Government of Bihar and/or Government of India, as applicable, while quoting the Financial Bid. Any bid not complying with the prevailing prescribed rates of service charges, wage rates, EPF, and ESI contributions issued by the competent authority shall be liable for disqualification and shall not be considered for evaluation.
- 10.1.7 In case of any discrepancy in the calculations leading to the Annual Contract Value, the amount quoted under 'Total Annual Amount' (Point H of the Financial Bid Table) shall be treated as final

and shall be considered for evaluation. Any such discrepancy, whether excess or short, shall be adjusted in the service charges quoted by the bidder.

However, if any major discrepancy or material inconsistency is observed in the calculations, the Financial Bid may be rejected and shall not be considered for evaluation by the Tender Committee. The decision of the Tender Committee in this regard shall be final and binding on the bidder.

- 10.1.8 The contract shall be awarded to the L1 bidder, i.e., the bidder who has quoted the lowest evaluated responsive annual contract value (Exclusive of GST), subject to fulfillment of all eligibility criteria and compliance with the terms and conditions specified in the tender document.
- 10.1.9 In the event that two or more bidders quote the same L1 rate, the contract shall be awarded based on lottery system through draw of lots by the tender committee in the presence of the concerned bidders, duly recorded. The final decision in such a case shall be binding on all participating bidders.

## **10.2 RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS: -**

- 10.2.1. The authorized Tender Committee is not bound to accept the lowest or any bid and may at any time by notice in writing to the bidders terminate the tendering process.
- 10.2.2. The Tender Committee may terminate the contract if it is found that the agency is black listed on previous occasions by any of the Department/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc. The Director, Ecology and Environment, Patna reserves the right to cancel or reject all or any of the tender without assigning any reason. Any act on the part of the tenderer to influence anybody in the concerned offices is liable to rejection of his tender.
- 10.2.3. The Tender Committee may reject the Bid in the event that the Bid is accepted but the successful bidder fails to furnish the performance Security or fails to execute the contract agreement.

## **11.1. AWARD OF CONTRACT: -**

- 11.1.1. The Competent Tender Committee, will recommend the contract to the successful evaluated bidder whose bid has been found to be responsive (the bidder whose bid is found to be minimum) and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- 11.1.2. The Director, Patna Zoo, Patna on behalf of Competent Tender Committee, will communicate the successful bidder by E-mail confirmed by letter transmitted by Registered post that his bid has been accepted. This letter (hereinafter referred to as the 'Letter of Intent') shall prescribe the amount which Patna Zoo will pay to the contractor in consideration of the execution of work/ services by the contractor as prescribed in the contract.
- 11.1.3. The successful bidder will submit non-judicial stamp of Rs. 1,000/- in the office of Director, Patna Zoo within 7 days of issue of Letter of Intent and will execute a contract agreement within a period of 15 days from the date of issue of letter of Intent.
- 11.1.4. The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of 'Letter of Intent' for an amount equal to 10% of the annual contract value in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee in an acceptable form in favor of The Director, Patna Zoo. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the period is extended further, the validity of Performance security shall also be extended by the contractor accordingly.

## 12. TERMS AND CONDITIONS OF CONTRACT

1. The contractor will provide the manpower and services in such number and at place as mentioned in the Scope of Work of this tender document at Patna Zoo, Bihar.
2. The number of Sanitation workers and Supervisors mentioned in the scope of Work is minimum number required. The contractor shall provide a minimum number of sanitation workers and supervisors as mentioned in the scope of work.
3. The contractor shall supply such minimum number of sanitation workers and supervisors for 7 days a week. Since special sanitation work is to be carried out on the day of weekly-off of the Patna Zoo, all such work shall be done by the contractor on day of weekly off, as communicated by the staff/Officials of Patna Zoo.
4. In emergency situations, the contractor shall supply the sanitation workers for the other time as well, apart from the time mentioned in the scope of work. No separate payment shall be admissible for such additional deployment/work.
5. In case the contractor fails to commence / execute the work as stipulated in the agreement or if the performance of the contractor is found unsatisfactory or if the contractor does not meet the statutory requirements of the contract, the Director, Patna Zoo reserves the right to impose penalty on the contractor of Rs 5,000/- for each such incident along with non-payment for the complete period for which such non-compliance or unsatisfactory performance is reported. Such cost shall be levied and the same shall be deducted from the contractor's bill. Further the contractor's personnel found non-complying the terms of the contract shall be removed by the contractor from the system immediately after receiving such information from the office Director, Patna Zoo or from Range offices of Botany, Tourism and Zoology Range.
6. If cleanliness is not observed up to the satisfaction of the Director, Patna Zoo during his/her field visits or based on the report submitted by any officer authorized by Director, Patna Zoo to do so, a penalty of Rs.5000/- per day will be imposed on the contractor depending on the objective criteria mentioned in the scope of work.
7. If the contractor fails to provide stipulated manpower, in the number and at places, as mentioned in the scope of the work, the cost of such difference in the sanitation worker/s will be deducted from the contractor's bill.
8. In Case the contractor fails to commence/execute the work as stipulated in the agreement, The Director, Patna Zoo, may cancel the agreement and get the job to be carried out preferably departmentally or from outside other agencies from open market. The difference in cost arising from carrying out such work, if any, will be recovered from the performance security of the defaulter contractor and he shall be blacklisted for a period of four years from participating in tender process and security deposit may also be forfeited, if so warranted.
9. **Each employee engaged by the contractor shall wear uniform and a badge having his /her name while on duty. The said uniform and badge, as approved by Director, Patna Zoo shall be provided by the contractor at his own cost.**
10. The Contractor shall engage personnel who are in good health.
11. The staff engaged by the contractor shall be available all the time as per their duty roster and they shall be not leaving their place of duty without prior permission of the authorized officers/staff of the Director, Patna Zoo. Adequate supervision as mentioned in tender document will be provided to

ensure correct performance of the services in accordance with the prevailing assignment / instructions agreed upon between the parties. In order to exercise effective control & supervision over the staff of contractors deployed, supervisory staff will move in area of responsibility.

12. The contractor shall provide weekly off/holidays to his workmen as per all laws but it will be his responsibility to ensure uninterrupted services on all days on a 24x7 basis. No workman shall be deployed on double duty during consecutive duty timings. In case such a deployment is noticed, it would be viewed seriously and may result in termination of the contract.
13. The contractor shall be responsible to provide immediate replacement of any staff engaged by him, who is not available on duty at his place of posting and such other additional staff as may be required for additional area for which prior information have been given.
14. The contractor shall comply with all the relevant laws, statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition Act 1970) ACT, EPF, ESI and various other Act's as applicable from time to time with regard to the personnel engaged by the contractor for the services mentioned in the scope of work.
15. The contractor shall be liable and responsible to provide all the benefits viz. Provident Fund, ESI, Bonus, Gratuity, Leave, etc. to the staff engaged by him. As far as EPF is concerned it shall be the duty of the contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer's amount of contribution should be deposited with the respective PF authorities within SEVEN days to close of every month. Giving particulars of the employees engaged for the sanitation work/ services is required to submit to the Office of Director, Patna Zoo. In any eventuality, if the contractor failed to remit employee/employer's contribution towards PF subscription etc. within the stipulated time, Office of the Director, Patna Zoo, is entitled to recover an equal amount from any money due or accrue to the contractor under this agreement or any other contract and will be deposited with RPFC on behalf of the contractor.
16. The Director, Patna Zoo or any officer authorized by him to do so, shall have the right to ask for the removal of any person of the contractor if he/she is found to be non-competent and orderly in the discharge of his duty.
17. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
18. The antecedents of the staff shall be verified by the contractor from the police authority and an undertaking in this regard to be submitted to Office of Director, Patna Zoo. The Authorized officer shall ensure that the contractor complies with the provisions.
19. All liabilities arising out of accident or death of staffs engaged by the contractor while on duty shall be borne by the contractor.
20. The contractors and its staff shall take proper and reasonable precaution to preserve from loss, destructions, waste or misuse the areas of responsibility given to them and shall not knowingly lend to any person or company any of the effects of the Patna Zoo under its control.
21. The staff engaged by the contractor shall not accept any gratification or reward in any form.
22. The contractor shall be responsible for maintaining all property and equipment of the Patna Zoo. Any damage or loss caused by contractor's persons to the Patna Zoo in whatever shape would be recovered from the contractor.

23. The contractor will not be held responsible for the damage/sabotage caused to the property of the Patna Zoo due to the riots/mobs attack/armed dacoit activities or any other event of force majeure
24. The personnel supplied by the contractor shall be courteous and professional in their behavior while dealing with staff and visitors, especially with female staff/visitors and should project an image of utmost discipline. The Director, Patna Zoo or any officer authorized by him, shall have the right to remove any person in case of staff/visitor complaints or otherwise. The contractor shall have to arrange immediately the suitable replacement in all such cases.
25. The personnel supplied by the contractor should comply the acts, rules and norms of Government of Bihar and restriction on entry of banned and inflammable substances in Patna Zoo. This include consumption of banned and intoxicating substances such liquor, Gutkha, Cigarette, Tobacco, etc. as well as possession of in-flammable substances like Matches, Lighter, etc. The Director, Patna Zoo or any officer authorized by him, shall have the right to remove any person in case the staffs/labour of the contractor is found non-complying the above restrictions. The contractor shall have to arrange immediately the suitable replacement in all such cases.
26. That in the event of any loss occasioned to the Patna Zoo, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the committee constituted by the Director, Patna Zoo, the said loss can be claimed from the contractor. The decision of the Director, Patna Zoo based on the recommendation of the committee, will be final and binding on contractor.
27. The contractor shall abide by complying with all the statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition) ACT, EPF, ESI and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the Patna Zoo. **The contractor shall abide to all the statutory provisions e.g. Acts/Resolutions/Court Orders/Executive orders issued regarding Forest, Wildlife and Biodiversity Protection and Conservation. The contractor/personnel of the contractor shall be liable to punishment as prescribed by acts related to Forest, Wildlife and Biodiversity Protection and Conservation, in case any of the personnel engaged by the contractor is seen indulging in any such act which is prohibited and punishable under such act. In case of any such breach of statutory provision is noticed, it would be viewed seriously and may result in termination of the contract apart from legal action against the contractor.**
28. The contractor will deploy supervisors as the requirement given by Director, Patna Zoo. The supervisor shall be required to work as per the instructions of Director, Patna Zoo or any officer/staff authorized by him to do so.
29. **The contractor should use sweeping material including Pan & Floor cleaners, Handwash, Phenyl balls, Air fresheners etc. and will be responsible for replacement of all the wear & Tear repairing material including replacement of taps, buckets, faucets of amount upto 5,000/- for individual material. The minimum amount of such material shall be Rs.10,000/- per month as mentioned in clause C of annexure I.**
30. **The contractor should produce the sweeping material and all wear & tear material of the minimum 10,000/- per month before the staff/officer authorized by the Director, Patna Zoo and get it verified for the quantity and quality. Contractor has to keep the stock book of such material used. The contractor shall submit such bill/s of material used, along with the bill raised for the month as per contract before 5<sup>th</sup> day of the next month.**
31. The contractor shall ensure that its personnel shall not at any time, without the consent of the Director, Patna Zoo in writing, divulge or make known any trust, accounts matter or transaction

undertaken or handled by the Patna Zoo and shall not disclose to any information about the affairs of Patna Zoo. This clause does not apply to the information, which becomes public knowledge.

32. Any liability arising out of any litigation (Including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court of Patna jurisdiction as and when required.
33. The contractor's rate(s) shall be inclusive of all taxes etc. The contractor's rate(s) shall remain constant throughout the contract period.

**13. FORCE MAJEURE: -**

1. If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The Performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more, either party may at option terminate the contract.
2. The contractor shall deploy his personnel only after obtaining approval of office of the Director, Patna Zoo duly submitting curriculum vitae (CV) of these personnel. The Director, Patna Zoo shall be informed at least one week in advance and contractor shall be required to obtain approval of Director, Patna Zoo for all such changes along with their CV's.
3. "NOTICE TO PROCEED" means the notice issued by the Director, Patna Zoo to the contractor communicating the date on which the work/service under the contract is to be commenced.
4. The contract period shall be TWELVE MONTHS from the date of the commencement (as mentioned in notice to proceed). This can be extended up to two more years, one year at a time subject to the performance of the agency. The satisfactory performance of the agency will be decided by the tender committee for this tender based on the report submitted by the Director, Patna Zoo.
5. During the course of contract, if any of contractor's personnel are found to be indulging in any corrupt practices causing any loss of revenue to Patna Zoo; Director, Patna Zoo shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee.
6. In the event of default being made in the payment of any money in respect of wages of any person deployed by the contractor for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Director, Patna Zoo, failing payment of the said money by the contractor, shall make payment of such claim on behalf of the contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Director, Patna Zoo from the contractor.
7. If any money shall, as the result of any instructions for the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Director, Patna Zoo, such money shall be deemed to be payable by the contractor to the Patna Zoo within seven days. The Director, Patna Zoo shall be entitled to recover the amount from the contractor by deduction from money due to the contractor or from the Performance Security.

8. The contractor shall indemnify the Patna Zoo from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.
9. The contractor shall ensure that the staff of Sanitation service shall not take part in any staff union and association activities.
10. The Director, Patna Zoo shall not be responsible for providing any residential accommodation to personnel of the contractor.
11. The Director, Patna Zoo shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The Director, Patna Zoo does not recognize any employee-employer relationship with any of the workers of the contractor.
12. If as a result of post payment audit, any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by the Director, Patna Zoo from the contractor either from security deposit/ performance guarantee or from running bill.
13. If any underpayment is discovered, the amount shall be duly paid to the contractor by the Director, Patna Zoo.
14. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over, whenever required by the Director, Patna Zoo.

**14. OBLIGATION OF CONTRACTOR: -**

The contractor shall ensure compliance of all legal requirements, License and permissions required for providing services mentioned in the scope of work and must be obtained by him before starting the services in the Patna Zoo. The Contractor shall submit, every year, copies of license and permissions required and shall keep the Employer fully indemnified against the liabilities, obligation and interest which may arise. The contractor shall ensure full compliance of tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit acknowledgment evidencing filing of returns every year and shall keep the Employer fully indemnified against the liabilities of tax, interest which may arise.

The Director, Patna Zoo, will deduct Income Tax at source under Section 194-C of Income Tax Act from the contractor at the prevailing rates of such sum as income tax on the income comprised therein. The Director, Patna Zoo, will deduct Goods and Services Tax at source under relevant provisions of GST Act from the contractor at the prevailing rates of such sum as GST on the Bill comprised therein.

**15. DISPUTE RESOLUTION: -**

Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorities and representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to the Director, Ecology and Environment, Bihar.

The award of the Director, Ecology and Environment, Bihar shall be final and binding on all the parties. The arbitration proceeding's if agreed and upon both the parties, shall be governed by Bihar Public Works Contracts Disputes And Tribunal Act 2008 as amended from time to time. Arbitration proceeding will be held at Patna, Bihar Only.

**16. JURISDICTION OF COURT: -**

The courts at Patna shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

**17. PAYMENT TERMS: -**

Monthly payment shall be released on submission of bill along with bill of material of stipulated amount by the contractor, subject to availability of allotment and subject to completion of satisfactory work in accordance with the scope of work. The Bill must accompany documentary proof related to payment of employee and employer contribution of EPF & ESI for the previous month. A monthly amount of the bill will be based on the annual contract value submitted by the bidder in his financial bid. The bill will be paid after verification by the Officer so authorized by the Director, Patna Zoo.

  
Director,  
Patna Zoo. 18/05/2022



Govt of Bihar

Department of Environment, Forest and Climate Change

# Office of Director, Patna Zoo

## Tender documents for Sanitation Services at Patna Zoo, Bihar

### SCOPE OF WORK

#### **A. General Instructions:**

1. The execution of cleaning will be with suitable and uniformed hygiene specialist with mechanized equipment, wherever required, and dry and wet mopping.
2. The cleaning works are to be carried out as per prescribed norms/standards and in such manners that all premises always look neat and clean.
3. The Manpower engaged should be trained. The supervisors engaged should be capable of delivering the quality in the work.
4. The contractor shall engage minimum number of sanitation workers and supervisors for cleaning and sanitation works as mentioned in the table below. The numbers may be increased or decreased as per need.
5. **The Work hours for the sanitation services in Patna Zoo Will be from 6.00 AM to 6.00 PM every day throughout the year.**
6. The cleaning of toilets should be finished before the visitors enter the premises i.e. first phase of sanitation work shall be finished up to 6.00 AM sharp. Also, all the toilets and urinals should be cleaned after all visitors leave the premises of Patna Zoo.
7. One male and One Female staff will be available at the deluxe Toilet blocks at all time and the cleaning of the toilet will be done continuously.
8. The cleaning of urinals will be done at hourly basis.
9. The cleaning of the drinking water point and the surrounding area will be carried out twice a day.
10. Patna Zoo is a Plastic Free Zone. So, the rag and plastic picking has to be carried out on all the roads of Patna Zoo continuously.
11. Additional number of staff can be appointed by the contractor over and above as mentioned in the scope of work. The number of personnel engaged per day has to be mentioned in the financial bid document.
12. On the day of Weekly off (Presently Monday), the special cleaning of all the toilets along with cleaning of tanks of drinking water facilities, roads along with cleaning of garbage bins/dustbins will be carried out. The staff of the contractor will be used by the authorized official/staff of the Patna Zoo as per need on the day of Weekly Off.
13. It will be the sole responsibility of the contractor that the men engaged are trained and the Director, Ecology & Environment, Patna, Director, Patna Zoo or any other official of forest department will not be liable for any mishap, directly or indirectly.
14. All the consumable and disposable materials required for cleaning are to be procured by the contractor as per stipulated amount and the bill of the same shall be produced along with Month's bill.
15. Mechanized equipment, wherever required, will be procured by the contractor on his own cost.
16. The cleanliness will be periodically checked by any officer authorized by The Director, Patna Zoo, based on certain objective criteria which are decided to measure level of cleanliness and the contractor has to abide by those criteria. These are as follows: -
  - (i) Shine level, presence of dust, Pan & Gutkha stains, spillage of water or other liquids, bird dropping etc. on floors tiled walls, doors, windows, stairs etc.
  - (ii) Dust or cobwebs etc. on roof windows grills etc.
  - (iii) Finger or palm marks, dust and gutka stain on glass panes of windows or doors and mirrors.
  - (iv) Dirt marks dryness and Odor in wash-basin, WC seat, floors etc. in toilets/bathrooms.

If cleanliness is not observed up to the satisfaction of the Director, Patna Zoo, a penalty of a time of Rs. 5000/- per day will be imposed on the contractor depending on the objective criteria as above.

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**B. Duties and Responsibilities of Staff Engaged for Sanitation:**

1. Cleaning of floor areas, vertical finishes (walls), Roof and False ceilings, Glass areas, doors and attached fixtures windows with attached fixtures and frames, Rolling shutters, railings, mirrors aluminum grills, pillars curtains, slab cabinets, almirah with attached fixtures, lifts and adjoining areas etc.
2. Sanitation of bathrooms and toilets.
3. Cleaning of the Drinking water facilities available throughout the area.
4. Cleaning of all equipments available in the rooms including telephone sets and accessories, computers, accessories, furniture, signage, notice boards, switch, Air-conditioners, etc. with dusting or wet mopping.
5. Cleaning of drinking water coolers, water filters, Desert coolers, etc.
6. Any other provisions as advised by the Employer may be incorporated in the agreement. The same shall be binding on the contractor.

(The Director, Patna Zoo may also include other items in the duty chart, if required other than prescribed above.)

**C. Material to be used in Sanitation Work of Patna Zoo**

1. The contractor should use sweeping material including Pan & Floor cleaners, Handwash, Phenyl balls, Air fresheners etc. and will be responsible for replacement of all the wear & Tear repairing material including replacement of taps, buckets, faucets of amount upto 5,000/- for individual material. The minimum amount of such material shall be Rs.10,000/- per month.
2. The contractor should produce the sweeping material and all wear & tear material of the minimum 10,000/- per month before the staff/officer authorized by the Director, Patna Zoo and get it verified for the quantity and quality. Contractor has to keep the stock book of such material used. The contractor shall submit such bill/s of material used, along with the bill raised for the month as per contract before 5<sup>th</sup> day of the next month.

**D. Requirement of Labours and Supervisors required to be available in the Patna Zoo as per below timeline:**

Sr. No	Timing	Number of Workers	Supervisors	Total
1	6 am to 2 pm (8 Hours)	22	2	24
2	2 pm to 6 pm (4 hours)	22	2	24
	<b>Total</b>	<b>44</b>	<b>4</b>	<b>48</b>

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Govt of Bihar

Department of Environment, Forest and Climate Change

# Office of Director, Patna Zoo

## Tender documents for Sanitation Services at Patna Zoo, Bihar

### Details of Area to be cleaned

(No. of Supervisors:2 and Total No. of Sanitation Workers to be present at a time: 22)

Sl. No.	Name of the Structure	Location	Area (in sqm)	Number of Sanitation Workers required at a time	Frequency of Cleaning
<b>Wet and Dry Mopping and Cleaning of Gate No. 1</b>					
1	Mopping and Rag picking at Gate No. 1	Gate No. 1	1154.88	1	Hourly
<b>Cleaning of Toilets</b>					
2	Toilet	Nursery area of the Gate No. 01 and Ladies Toilet Near Bhediya Cage	22.97	2 (1 Male & 1 Female)	Continuous
3	Deluxe Toilet	Gate No. 01	271.38	2 (1 Male & 1 Female)	
4	Deluxe Toilet	Gate No. 02	271.38	2 (1 Male & 1 Female)	
5	Toilet near Plane	Main Road	199.26	2 (1 Male & 1 Female)	
6	Toilet	Near Giraffe Enclosure	164.13	2 (1 Male & 1 Female)	
7	Toilet	Near Elephant Enclosure	89.13	2 (1 Male & 1 Female)	
<b>Urinal Cleaning Work</b>					
8	Gent's Urinal	Gate No. 01	21.33	2	Once a hour
9	Gent's Urinal	Thandi Road	34.57		
10	Gent's Urinal	Near Children Park	30.76		
11	Gent's Urinal	Near Rock Garden	19.24		
12	Gent's Urinal	Near Old Boring	19.33		
13	Urinal	Near Aquarium	26.49	1	
14	Urinal	Near Rhino Enclosure	61.62		
<b>Total Area for Toilet cleaning and maintenance</b>			<b>2386.47</b>	<b>16</b>	

Sl. No.	Name of the Structure	Location of Drinking Water Facility	Length (in Mtr)	Number of Sanitation Workers required at a time	Frequency of Cleaning
<b>Cleaning of Drinking Water Facility and Rag Picking Work</b>					
1	Rag picking on Thandi Road via Director Residence & Jungle Trail	All Drinking Water Facility on Thandi Sadak and Jungle Trail	7.15 Km	3	Cleaning of Drinking Water Facility will be done Twice a Day in Morning and Afternoon. Rag Picking is to be done continuously.
2	Rag picking on Main Road and in front of gate no. 1 & 2	All Drinking Water Facility on Main Road	0.980 Km	2	
3	Rag picking Around Lake	All Drinking Water Facility around lake & Zoology Section	1.20 Km	1	
<b>Total Length for Rag Picking</b>			<b>9.73</b>	<b>6</b>	

\* The area shown above is indicative and may vary.

#### Summary:

Sr. No	Details of the Work	Number of Workers/Supervisors
1	Toilet cleaning and maintenance	16
2	Rag Picking & Cleaning of Drinking Water Facility	6
3	Supervisors	2
<b>Total</b>		<b>24</b>



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Department of Environment, Forest and Climate Change

# Office of Director, Patna Zoo

## Tender documents for Sanitation Services at Patna Zoo, Bihar

### Technical Bid Form

Sl. No.	Particulars	Details	Page No.
1	Names, address of firm/Agency Telephone numbers		
2	Registration No. of the Firm/Agency		
3	Name, Designation, Address and Telephone No. of Authorized Person of Firm/Agency to deal with		
4	Please specify as to whether Tenderer is sole proprietor/ Partnership firm. Name and Address, Telephone No. of Directors/partners Should be specified.		
	details of submission of cost of Tender document		
	details of Bid Security deposited:		
5	Copy of PAN card issued by Income Tax Department and copy of previous Three Assessment Year's Income Tax Return. (AY 2023-24, 2024-25 and 2025-26).		
6	Copy of GST registration and return filed for last 2 quarters		
7	Annual turnover as mentioned in tender document		
8	Provident Fund Account No		
9	ESI Number		
10	License number under Contract Labour (R&A) Act, if applicable or has to get once contract is awarded.		
11	Proof of experience as stated in Clause 2 supported by documents from the concerned organization		
12	Notarized declaration by the bidder regarding Blacklisting		
13	Notarized declaration by the bidder that no agent, middleman or any intermediary has been, or will be, engaged to provide any services and non-suppression any material fact or non-submission of any false document		
14	Valid character certificate of the Firm/Proprietor/Partner/Director issued from the competent authority		
15	Duly filled and signed Annexure I to V as token of acceptance of terms and condition of the tenders		
16	Any other information:		

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

(Signature of the bidder)  
Name and Address  
(With seal)



Govt of Bihar

Department of Environment, Forest and Climate Change

## Office of Director, Patna Zoo

Tender documents for Sanitation Services at Patna Zoo, Bihar  
Calculation of Cost of Work

Sl. No.	Work Point	No. of Ladies	No. of Gents	Total	Effective Mandays for 12 Hours Work	Minimum Wages Rate per day	Total Amount for 365 Days (12 Months)
1	Mopping and Rag picking at Gate No. 1	0	1	1	1.5	436	238710
2	Cleaning of Toilet at Nursery area of the Gate No. 01 and Ladies Toilet Near Bhediya Cage	1	1	2	3	436	477420
3	Cleaning of Deluxe Toilet at Gate No. 01	1	1	2	3	436	477420
4	Cleaning of Deluxe Toilet at Gate No. 02	1	1	2	3	436	477420
5	Cleaning of Toilet near Plane on Main Road	1	1	2	3	436	477420
6	Cleaning of Toilet at Near Giraffe Enclosure	1	1	2	3	436	477420
7	Cleaning of Toilet at Near Elephant Enclosure	1	1	2	3	436	477420
8	Cleaning of Gent's Urinal Gate No. 01	0	2	2	3	436	477420
9	Cleaning of Gent's Urinal Thandi Road						
10	Cleaning of Gent's Urinal Near Children Park						
11	Cleaning of Gent's Urinal Near Rock Garden						
12	Cleaning of Gent's Urinal Near Old Boring	0	1	1	1.5	436	238710
13	Cleaning of Gent's Urinal Near Aquarium						
14	Near Rhino Enclosure	0	3	3	4.5	436	716130
15	Rag picking and Cleaning of Drinking Water Facilities and Surrounding Areas on Thandi Road via Director Residence & Jungle Trail						
16	Rag picking and Cleaning of Drinking Water Facilities and Surrounding Areas on Main Road						
17	Rag picking and Cleaning of Drinking Water Facilities and Surrounding Areas Around Lake						
18	Supervisors in 2 nos	0	2	2	3	551	603345
<b>Total labour requirement per day</b>		<b>6</b>	<b>18</b>	<b>24</b>	<b>36</b>	<b>-</b>	<b>-</b>
<b>Total amount for 12 months (365 days)</b>							<b>58,54,965</b>
Add 13% EPF Contribution by the Employer							7,61,145
Add 4.75% ESI Contribution by the Employer							1,90,286
<b>Total Wages</b>							<b>68,06,396</b>
Add Rs. 10,000.00 per month for the cleaning material consumed by the agency							1,20,000
<b>Grand Total</b>							<b>69,26,396</b>
<b>Service Charges (At 3.85%)</b>							<b>2,66,666</b>
<b>Estimated Cost of Work</b>							<b>71,93,062</b>

The effective mandays are calculated on shift-wise deployment basis for operational estimation purposes only.



Govt of Bihar

Department of Environment, Forest and Climate Change

# Office of Director, Patna Zoo

## Tender documents for Sanitation Services at Patna Zoo, Bihar

### FINANCIAL BID

(22 Sanitation personnel and 2 Supervisor. Rates inclusive of all charges and taxes but exclusive of GST)

Sl. No.	Work Point	No. of Ladies	No. of Gents	Total	Effective Mandays for 12 Hours Work	Wage Rate to be given by the Tenderer (Considering future increase in minimum wage rate)	Total Amount for 365 Days (12 Months) (Col 6* Col 7* 365)
1	2	3	4	5	6	7	8
1	Mopping and Rag picking at Gate No. 1	0	1	1	1.5		
2	Cleaning of Toilet at Nursery area of the Gate No. 01 and Ladies Toilet Near Bhediya Cage	1	1	2	3		
3	Cleaning of Deluxe Toilet at Gate No. 01	1	1	2	3		
4	Cleaning of Deluxe Toilet at Gate No. 02	1	1	2	3		
5	Cleaning of Toilet near Plane on Main Road	1	1	2	3		
6	Cleaning of Toilet at Near Giraffe Enclosure	1	1	2	3		
7	Cleaning of Toilet at Near Elephant Enclosure	1	1	2	3		
8	Cleaning of Gent's Urinal Gate No. 01						
9	Cleaning of Gent's Urinal Thandi Road						
10	Cleaning of Gent's Urinal Near Children Park	0	2	2	3		
11	Cleaning of Gent's Urinal Near Rock Garden						
12	Cleaning of Gent's Urinal Near Old Boring						
13	Cleaning of Gent's Urinal Near Aquarium	0	1	1	1.5		
14	Near Rhino Enclosure						
15	Rag picking and Cleaning of Drinking Water Facilities and Surrounding Areas on Thandi Road via Director Residence & Jungle Trail	0	3	3	4.5		
16	Rag picking and Cleaning of Drinking Water Facilities and Surrounding Areas on Main Road	0	2	2	3		
17	Rag picking and Cleaning of Drinking Water Facilities and Surrounding Areas Around Lake	0	1	1	1.5		
18	Supervisors in 2 nos	0	2	2	3		
<b>Total labour requirement per day</b>		<b>6</b>	<b>18</b>	<b>24</b>	<b>36</b>		<b>-</b>
<b>Total amount for 12 months (365 days) (A)</b>							
B. Add .....% EPF Contribution by the Employer (B) (A * .....%)							
C. Add .....% ESI Contribution by the Employer (C) (A * .....%)							
<b>D. Total Wages (A + B + C)</b>							

E. Add Rs. 10,000/- per month for the cleaning material consumed by the agency	1,20,000
<b>F. Grand Total (D + E)</b>	
<b>G. Add Service Charges (@.....%) (F * Proposed Service Charge %)</b>	
<b>H. Total Annual Amount (F+G)</b>	
<b>Annual Amount in Words (Rupees.....Only)</b>	

I declare that the amount proposed by me is best to my knowledge. In case of any discrepancy is found in the calculation above, my bid can be cancelled by the committee.

Place

(Signature of the bidder)

Date

Name and Address  
(With seal)

- Contractor shall provide trained personnel in uniform and use its best endeavor for providing all the services mentioned in the scope of work to the Patna Zoo, Patna, while abiding the terms & conditions of this tender document. Rates quoted above will include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R&A) Act, weekly-off replacement charges, cost of uniform of personnel deployed by the contractor, service charges, other expenses etc. and subsequent revisions thereof. The prevailing taxes like G.S.T and other applicable taxes will be paid separately for the value of labour and material component as mentioned above in the financial bid.
- The offers/bids which are not in compliance of Minimum Wages Act and any other Labour laws will be treated as invalid.
- Conditional bids would summarily be rejected.
- The contract is for One year which will be renewed annually for a maximum period of three years, i.e. for maximum three years after satisfactory performance each year, with annual increment as decided by the tender committee in accordance with the increase in the labour rates as released by Labour Department, Bihar.
- The area and numbers shown above are indicative and the actual number may vary.
- The tender will be awarded to the L1 Bidder. The L1(lowest bidder) would be determined on the basis of the lowest annual rate quoted by the agency for the entire work. The successful bidder will be paid on monthly basis, the cost of which will be decided based on annual contract value submitted by the bidder by dividing annual contract value by 12.
- All the columns shall be clearly filled in ink legibly or typed. The tenderer should quote the number, rates and amount tendered by him/them in figures and as well as in words. Alterations, if any, unless legible attested by the tenderer shall disqualify the tender. The tenderer shall take care that the rate and amount may be written in such a way that interpolation is not possible. No blanks should be left which would be otherwise made the tender liable for rejection.
- The bidder is required to provide Sanitation Services details of which are mentioned in the scope of work. Bidder is advised to visit and acquaint him with the area, equipment and operational system. It shall be deemed that the contractor has undertaken a visit to the Patna Zoo and is aware of the operational conditions prior to the submission of the documents.

(Signature of the  
bidder)  
Name and Address  
(With seal)