

Tender Form No. -----

Price Rs. 1000 /-

## 1. TENDER DESCRIPTION

### **Sub: Licence to establish and operate computerised ticketing system at National Zoological Park, New Delhi**

Sealed tender are invited from interested and reputed parties having minimum annual turnover of Rs. 10 crores or more and experience of minimum three years or more to establish and operate computerised ticketing system on contractual basis at the National Zoological Park on payment of annual licence fee to the National Zoological Park. The period of contract will initially be for one year which may be extended further for another four years on year to year basis subject to contractor's performance and willingness to provide the services at an enhancement of the licence fee by 10% every year at the discretion of the Director, National Zoological Park, New Delhi.

1. Tender form will be sold from : 30.05.2011
2. Last date and time for receipt of tender : 24.06.2011 at 3.00 p.m.
3. Tender will be opened on : 24.06.2011 at 3.30 p.m.
4. Amount of EMD : Rs. 2,00,000.00
5. Tender will have to be kept open by tenderers for acceptance upto : 100 days from opening date

The tender forms can also be downloaded from the website <http://www.moef.gov.in> containing all terms and conditions. However the tenderer has to remit a separate DD/Pay order in favour of Director, National Zoological Park without which the tender will be rejected summarily.

## 2. WORK AND JOB DESCRIPTION

1. To establish computerised ticketing system at the 5 booking windows of the National Zoological Park.
2. To provide hardware, software, systems and other peripherals required to establish and operate this system.
3. To provide manpower to operate the ticketing system
4. To dispense tickets to the visitors
5. To undertake checking of tickets at the 4 gates

## 3. ELIGIBILITY CRITERIA

1. The firm/agency should be registered with Central/State Govt.
2. The firm/agency should have a minimum annual turnover of Rs. 10 crores
3. The firm/agency should have a minimum three years of experience providing similar service such as ticketing at stadiums, toll barriers, parking, fair etc. to Govt./ PSU
4. The firm/agency should be registered for payment of service tax
5. The firm/agency should be registered for payment of Income Tax
6. The firm/agency should have valid registration with EPF and ESI
7. The firm/agency should have proven good track record of providing service of similar nature in Govt. / PSU (Good conduct certificate from Govt./PSU as proof where the service is being provided, and an affidavit stating that no court criminal case is pending against firm/any of the Directors of the company and has never been blacklisted or debarred by any Govt. organization or public sector undertaking)
8. The firm/agency should have their office located in Delhi/NCR Region.

## 4. TERMS AND CONDITIONS

### EXECUTION OF WORKS: ESTABLISHMENT OF THE TICKETING SYSTEM

1. The contractor will provide ticketing and checking services as per the works and job description, under the supervision of the **section supervisor**.
2. The contractor shall be responsible to the Head of the National Zoological Park viz. Director or any officer nominated by him for the execution of day to day work of ticketing.
3. The computerized system of the ticketing will be established by successful bidder (contractor) at the place provided by the NZP.
4. The computerized system will include furniture, hardware, software and the required manpower to operate the system.

## **PERFORMANCE SECURITY**

5. The successful tenderer will have to submit a Performance Security equivalent to 10% of annual licence fee in form of Fixed Deposit in the Nationalized Bank in favour of Director, National Zoological Park from the date of acceptance of the tender to be forfeited in the event of breach of any condition of the contract. The performance security shall be refunded after successful completion of the contract.
6. In the event of any outstanding payments such as licence fee, electricity bill or any other outstanding dues payable to NZP will be recovered from the performance security deposit.
7. The above amount will be payable through Bank Draft/Bank Guarantee/fixed Deposit Receipts drawn in favour of Director, National Zoological Park, New Delhi. The validity of the instrument shall be upto minimum 90 days beyond the period of contract.

## **POWER POINT PRESENTATION OF THE SYSTEM TO BE ESTABLISHED**

8. The short listed bidders will be required to make a power point presentation before the committee constituted in this regard showing the details of system to be installed and operations.
9. The successful bidder will be required to make a final presentation of the system being installed for approval before the Director, NZP.
10. The ticketing system should basically consist of following components
  - i. Servers
  - ii. Terminals
  - iii. Bar code readers
  - iv. Any other equipment required for the purpose
  - v. Stationery
  - vi. Personnel
11. The successful bidder will incorporate the suggestions made by the Director, National Zoological Park to modify the system for efficient and transparent functioning.

## **OPERATION AND DISPENSATION OF TICKETS**

12. The contractor will install the furniture, hardware, software, equipments etc. and the required manpower to operate the system and dispense the tickets to the visitors.
13. Checking of the tickets will be the responsibility of the contractor.
14. The contractor will operate all 5 windows daily out of which 1 window will dispense privilege tickets and tickets to foreign nationals and remaining 4 windows will dispense tickets to the general public.

15. The tickets will be dispensed from the booking windows provided at the National Zoological Park during the official opening hours of the National Zoological Park.
16. The contractor will operate four gates for checking of tickets to allow entry to visitors daily.

#### **UNINTERRUPTED TICKETING**

17. Under no circumstances the process of ticket dispensation will be stopped. The contractor will make arrangement for manual ticketing as backup in the event of breakdown of system, power failure or due to any other reason whatsoever.
18. In the event of stoppage of ticket dispensation from any window due to any reason whatsoever for more than 30 minutes a penalty @ Rs. 5000/- per window per 30 minutes will be imposed. For example if the ticketing operations at any window remain suspended for two hours the penalty would be Rs. 20,000/-

#### **EXECUTION OF AGREEMENT**

19. The successful tenderer has to execute an agreement in the form of Non-Judicial Stamp Paper of Rs.100/- as per proforma to be furnished by National Zoological Park immediately after acceptance of tender. The cost of stamp paper shall be borne by the contractor only. After signing the agreement, the work order will be issued.

#### **PERIOD OF CONTRACT**

20. Initially the contract will be for a period of one year.
21. The period of one year will be counted from the date of start of ticketing operations or one month after the signing of the agreement whichever is earlier.
22. Under no circumstances the contractor will be allowed to leave before completion of one year of the contract.
23. In the event of contractor leaving before completion of one year the performance security will be forfeited and the furniture, hardware, software and any other such equipments installed by the contractor will become the property of the NZP.
24. After the contract is over the furniture, the hardware, the software and the other equipments installed by the contractor will become the property of the NZP and the NZP will be free to use such equipments furnitures, hardwares and softwares etc.

#### **RENEWAL OF CONTRACT**

25. On successful completion of one year of the contract, and on the basis of mutual agreement between the NZP and the contractor the contract can be renewed for a further period of 4 years on year to year basis at an increase of 10% of the licence fee every year.

26. The contractor will inform 90 days before the completion of the contract every year of his intention to renew the contract to the Director, National Zoological Park in writing. If he fails to do so it will be presumed that he is not interested in extending the contract and the NZP will be free to initiate the process of engagement of the new contractor or operating the system by the NZP.
27. In the event of non-renewal of the contract on account of unwillingness of the contractor or on account of dissatisfactory performance of the contractor as the case may be, the furniture alongwith hard ware, software other equipments etc. will be the property of the NZP and NZP will be free to use such furniture alongwith hardware, software other equipment etc.
28. A fresh agreement will be signed every year at the time of renewal of the contract.

### **ONLINE TICKETING**

29. Permission may be granted to the contractor to provide online ticketing services under the following conditions
  - 29.1 The contractor will have to apply separately for the permission of online ticketing
  - 29.2 A new website of NZP will be developed at the cost of the contractor under the supervision of the NZP.
  - 29.3 Upgradation and maintenance of this website will be undertaken by the contractor at his own cost.
  - 29.4 The contractor will not make any changes in the website without written permission from the Director, NZP.
  - 29.5 In the event of successful completion, termination of the contract the website will become the property of the NZP and the contractor will have no right over the website.
  - 29.6 A separate agreement will be signed between NZP and the contractor in this regard.

### **COST OF INSTALLATION AND OPERATION OF SYSTEMS**

30. All expenditures on establishing the ticketing system which includes installation of hardware, software, manpower and other equipments etc. will be incurred by the contractor. The NZP will not bear any cost in this regard.
31. The running and maintenance cost including payments to personnel employed by the contractor, printing of stationary, maintenance, payments of electricity bills etc. will be borne by the contractor.

### **TICKET RATES**

32. Tickets will be sold as per the existing rates. The ticket rates will be determined by the NZP.

33. No revision of ticket rates will take place during the entire tenure of the contract including the period of renewals.

### **ELECTRICITY CONNECTION**

34. Separate electricity connection will be taken by the contractor and the cost of electricity will be paid by the contractor. The NZP will not provide electricity supply to the contractor.

### **TICKET**

35. The minimum size of the ticket would be 8 cm. X 12 cm
36. The paper of ticket should be Indian art paper with minimum 170 GSM.
37. A strip with minimum 1/8<sup>th</sup> width of the ticket will be left at the bottom of the ticket for conservation message to be printed. The message will be provided by the NZP.
38. The design of the ticket will be approved by the Director, NZP.
39. The backside of the ticket will be vertically divided into two halves . The left half will be reserved for information to visitors to be provided by the NZP. The right half will be advertisement space to be utilised by the contractor.
40. The contractor will collect the proceeds received from the advertisement printed on the space provided for advertisement. The advertisement should follow the government regulations in this regard and advertisement regarding sale of tobacco, alcohol or any other such material will not be printed on the ticket.

### **CHECKING OF TICKETS**

41. Checking of tickets will be responsibility of the contractor for which he will put his personnel on duty to check tickets at various zoo gates and to prevent unauthorised entry.
42. The contractor will operate 4 entry gates daily to allow entry of visitors into the NZP.

### **RIGHTS OF NZP**

43. The NZP reserves the right to check tickets and restrict the entry of any person who is found not suitable to enter in the NZP. In that case the cost of tickets will be refunded to the visitor by the contractor.
44. In the event of exigency or unforeseen circumstances the sale of tickets can be stopped temporarily and the contractor will be asked to refund the cost of the tickets at any time for which no compensation would be paid to the contractor.
45. NZP reserves the right to inspect any premises, equipments installed, personnel deployed by the contractor to which the contractor will have no objection.
46. The NZP reserves the right to develop other ticketed facilities inside the NZP to which the contractor will have no objection.

47. The NZP reserves the right to put its personnel in the booking window to monitor the ticketing process.
48. In the event of failure of the ticketing process on the part of the contractor the Director, NZP may take over the ticketing operations and deploy NZP staff in order to ensure uninterrupted ticketing operations.
49. The Director, NZP reserves the right to recover any dues outstanding against the agency, which could not be fully recovered from the performance security as arrears of land revenue.

#### **NON-TICKETED ENTRY**

50. Multiple free entry will be allowed to the volunteers, members registered with NZP to work in NZP for various purposes.
51. The zoo staff, their wards, labourers, workers, contractors and various officials of zoo and other departments will be allowed free entry.
52. The guests of the zoo with due authorisation from the NZP
53. Trainees coming to the zoo for training purposes.
54. Persons coming to the zoo to attend and participate in various programmes, events organised by NZP.

#### **SYSTEM DETAILS**

55. The contractor will provide detailed account of the system established alongwith the diagram (layout) including hardware and software alongwith the equipments, wiring, plan etc.

#### **ACCESS TO DATA**

56. The system installed will provide real time data of ticketing by transferring it simultaneously to a server installed in the Director's office under the control of the Director, NZP which will be the part of the system installed by contractor for ticketing.
57. The essence of this contract is the transparency in ticketing operations. Under no circumstances the contractor will hide, tamper, modify ticketing data.
58. The contractor will ensure free, interruption free and continuous supply of ticketing data to the server kept in NZP for this purpose.

#### **VALIDITY OF THE OFFER:**

59. The offer of licence fee quoted by the contractor will remain valid for a period of 100 days from the date of opening of the tenders.

## **PAYMENT OF LICENCE FEE**

60. The payment of licence fee will be made before the 5<sup>th</sup> of every month in advance.
61. The monthly amount payable will be the 1/12<sup>th</sup> of the annual licence fee. In case of delay upto 30 days from the due days i.e. 5<sup>th</sup> of every month a penalty @ Rs. 10,000/- per day will be imposed. After 30 days the licence will be cancelled if the contractor fails to pay the monthly licence fee.

## **COMPENSATION FOR DAMAGES**

62. No compensation will be paid to the contractor on account of loss due to theft or any other reason whatsoever. The contractor will make adequate arrangements to protect the equipments, furnitures etc. installed by him. The contractor is advised to take adequate insurance cover to safeguard his property against loss due to theft or damage or any other reason whatsoever. NZP shall not be liable for any loss, damage, theft, burglary or robbery of any equipment, belongings, and vehicles of the personnel of the contractor.

## **LOSS TO NZP**

63. In the event of any loss to the National Zoological Park on account of any act of commission or omission by the contractor's employees, the contractor shall make good the loss suffered by NZP either by replacement or by payment of adequate compensation as decided by the Director, NZP

## **TAX LIABILITY**

64. Payment of all applicable taxes including income tax, service tax and other applicable taxes will be the responsibility of the contractor and a copy of the return submitted to various tax authorities will also be submitted to the NZP in this regard.

## **FILING OF TICKETING RETURNS**

65. The contractor will keep and maintain daily, monthly and annual record of visitor data and sales of tickets in the prescribed format and will submit a hard copy of the same duly signed by the authorised signatory of the same on daily, monthly and annual basis. The same information will also be sent through e-mail to NZP on daily, monthly and annual basis.
66. The monthly returns for the previous month will be submitted before the fifth of every following month and the annual return will be submitted every year within seven days of the completion of the annual contract.

## **TRAINING OF ZOO STAFF**

67. The contractor after operationalisation of the system will also train the designated staff of the NZP within 90 days for the said purpose, in operation and functioning of the ticketing system.

## **PERSONNEL**

68. The contractor shall engage the sufficient number of personnel as required. There should be minimum 5 booking clerks and 4 ticket checkers working on each and every day when the zoo is open. In the event of any window not opening for booking a fine will be imposed @ Rs.10,000/- per booking window per day.
69. The said personnel engaged by the contractor shall be the employees of the contractor and it shall be the duty of the contractor to pay their salary every month.
70. The personnel employed by the contractor for dispensing and checking of the tickets should be trained in public dealing. They should be polite, courteous and well behaved with the general public.
71. In the event of any complaint against any employee of the contractor a fine will be imposed on the contractor upto a limit of Rs. 2,000/- in each case.
72. The National Zoological Park may require the contractor to remove any person from the site of work, employed by the contractor, who may be incompetent or may not conduct himself/herself properly and the contractor shall forthwith comply with such requirement.
73. All services shall be performed by persons qualified and skilled in performing such services.
74. The contractor shall replace immediately any of its personnel (if they are unacceptable on account of loss of confidentiality or improper conduct) upon receiving written notice from office.
75. The contractor's personnel working should be polite, cordial, positive and efficient while handling the assigned work and their actions shall promote good will and enhance the image of this office. The contractor shall be responsible for any act of indiscipline on the part of persons deployed by him.
76. The contractor's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/organizational matters as all are of confidential/secret nature.
77. The contractor has to pay the wages etc. to the personnel engaged by him as per the Minimum Wages Act. He shall bear EPF and other liabilities and the National Zoological Park shall not accept any responsibility for the personnel engaged by the agencies for any matter.
78. Any dispute between the firm/agency and his / her personnel shall be settled at Labour Office. The National Zoological Park shall have no concern whatsoever in the matter. Any risk involved in performing the duty by the employees, would be sole concern of the firm/agency.
79. The contractor will be responsible for payment of Wages, ESI & Provident Fund etc. to the employees engaged by the contractor. The contractor has to submit proof of ESI & EPF in respect of each worker by name. The payment to the contractor will be made on submission of such proof. The National Zoological Park will be free to enquire

about money deposited from office of ESI & Provident Fund Commission in case of any complaints

79. The transportation, food, medical and other statutory requirement in respect of each personnel of the contractor will be the responsibility of the contractor.
80. The contractor shall be responsible for the conduct and behaviour of its employees/workers.
81. In case of any incidents / quarrel / complaints occurred / thefts in the National Zoological Park, then all type of FIR with the police, court cases on this account has to be dealt with by the contractor immediately with information to supervisor of the National Zoological Park.

#### **UNIFORM**

82. All the personnel employed by the contractor will wear the uniform as approved by the Director, NZP.

#### **PHOTO IDENTITY CARDS**

83. The contractor has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed and their loss reported immediately.

#### **SECURITY**

84. No employee of the contractor shall stay in the NZP beyond prescribed duty hours. All the staff of the contractor will go through the check by security at various entry/ exits of NZP.
85. The contractor shall ensure deployment of suitable persons from proper background after having the antecedence of the employee verified by the local police, collecting proofs of identify like driving license, bank account details, previous work experience, proof of residence and recent photograph and withdraw any such employees who are not found suitable by the NZP for any reasons immediately on receipt of such instruction.
86. The contractor and his employees shall follow the security instructions/orders issued by the Director, National Zoological Park from time to time.

#### **SUPERVISION OF TICKET DISPENSATION**

87. The contractor must engage a supervisor at his own expense who shall always be present in the booking office to monitor the performance of the works of all personnel

deputed for ticket dispensation and checking of the visitor. The supervisor shall liaise with the section supervisor of the NZP who is made in-charge of the booking office.

#### **MAINTENANCE OF THE PREMISES**

89. The contractor will keep the premises neat & clean.
90. The contractor will maintain the premises offered to him for the purpose of the contract. Under no circumstances the contractor will deface or disfigure the building/structures provided to him failing which a fine upto Rs. 1 lakh or cost of damage whichever is higher can be imposed on the contractor in each case.

#### **MISCELLANEOUS**

91. The contractor shall ensure proper conduct of his person in office premises and enforce prohibition of alcoholic drinks, paan, smoking, loitering without work.
92. The contractor shall be contactable at all times and message sent by e-mail/fax/special Messenger from the office of National Zoological Park to the contractor shall be acknowledged immediately by receipt on the same day.

#### **TERMINATION OF THE CONTRACT**

93. The Director, National Zoological Park can terminate the contract at any time after serving two weeks' notice to the contractor for breach of any condition of the contract or if during the period of the contract the performance is not found satisfactory. The decision of the Director, National Zoological Park shall be final and binding on the service provider in this regard.
94. Failure by the contractor to comply with any statutory requirements during the period of contracts shall result in termination of the contract and subsequent disqualification for participation in any future tender in the National Zoological Park.
95. The contractor will not be allowed to leave the contract before one year failing which contract will be terminated and the performance security will be forfeited and all the furniture, equipment, computers etc. installed by him will become the property of the NZP.
96. Failure by the contractor to comply with any statutory requirements and terms of agreement during the period of contract shall result in termination of the contract forthwith and subsequent disqualification of the contractor for participation in any future tender at the National Zoological Park. The security deposit will also be forfeited.

#### **SETTLEMENT OF DISPUTES**

97. In the matter of dispute arising between the National Zoological Park and the contractor regarding terms and conditions and execution thereof the matter shall be referred to IG (WL) MoEF who will be the Arbitrator as per the provisions under the

Arbitration and Conciliation Act, 1986. The contractor shall not question the decision of the arbitration on the ground that the arbitrator is a Government servant. The decision of Arbitrator shall be final and binding on the parties.

## **JURISDICTION**

98. Any dispute arising out of the contract will be settled within the jurisdiction of Delhi Courts.

## **5. SUBMISSION OF THE BID**

1. The tender form can be purchased from the office of the Director, National Zoological Park during the office hours within the stipulated date and time as mentioned in the tender notice.
2. The tender forms can also be downloaded from the website <http://www.moef.gov.in> containing all terms and conditions.
3. The application forms downloaded from the website should be accompanied by a Bank Draft of Rs. 1000/- payable to the Director, National Zoological Park, New Delhi without which the tender would be rejected summarily.
4. Before submitting the tender the tenderers are advised to read the tender document carefully apprise themselves thoroughly of the scope of works, jobs, terms and conditions and other requirements.
5. In case of any doubt the tenderer can contact Director's office or concerned section supervisor to clear doubts, if any.
6. This tender is based upon **two bid system: The Technical Bid and the Financial Bid**. The tender form duly filled in including technical bid (Annexure-I) and financial bid (Annexure-II) should be put in separate envelopes superscribed clearly as "Technical Bid" and the "Financial Bid".
7. All the entries in the Technical Bid form (Annexure I) and Financial Bid (Annexure II) should be made clearly.
8. Financial bid of only those tenderers will be considered who will be found technically qualified by the committee.
9. All the supporting enclosures to be provided as part of technical bid should be self-attested by the tenderer or the person authorized on his behalf.
10. The supporting documents and the envelopes having technical and financial bids separately should be kept in one sealed envelope to be submitted at National Zoological Park.
11. The envelope should be superscribed as "**Application for licence to establish and operate computerised ticketing system at National Zoological Park, New Delhi**".

## **EMD**

12. The tender should be accompanied by an Earnest Money Deposit of Rs. 2,00,000/- (Rupees Two lakhs only) in the form of Bank Draft payable to the Director, National Zoological Park, New Delhi with validity upto 6 months .
13. The tender received without EMD will be rejected summarily.
14. The EMD is returnable to the bidders after award of the contract.

#### **QUOTATION OF RATES FOR LICENCE**

15. The rates should be quoted as **maximum annual amount** to be paid by the tenderer to the National Zoological Park for **licence to establish and operate computerised ticketing system at the National Zoological Park.**
16. **The service tax and any other applicable taxes will be paid by the contractor.**
17. The sealed tender must reach the office of the Director, National Zoological Park, Mathura Road, New Delhi – 110 003 **latest by 15.00 hrs. of 24.06.2011** (positively). The bids will be opened on the same day at 15.30 hrs. at the office of the undersigned in the presence of the representative of the firms.
18. The Director, National Zoological Park reserves the right to reject any bid without assigning any reason.
19. Conditional bid will not be accepted.
20. All the pages of tender from page number 1 to page number 18 shall be duly signed and stamped by the tenderer or his authorized representative
21. The tender form should be filled in by the tenderer neatly and accurately. Any alteration, erasing or overwriting may render the tender invalid unless such alteration, erasing or overwriting is neatly carried out or duly attested by the authorised signatory.

#### **CHECK LIST**

22. There is a check list provided as **(Annexure III)**. Before submitting the tender the tenderer should verify all the entries in the check list and tick the appropriate boxes marked in the check list before the respective entries.
23. Tender application without complete documents / information shall not be considered and will be rejected summarily. If at any time during the period of contract, it comes to the notice of the Director, National Zoological Park that the contractor has misled the Director, National Zoological Park by way of giving incorrect /false information, which has been material in the award of contract, the contract shall be liable for termination besides other legal action which may be initiated against the contractor under the relevant laws.

#### **PROCEDURE FOR SELECTION OF CONTRACTOR**

24. The selection of the contractor will depend upon the grading of technical bid. The NZP is not bound to select the highest bidder. The committee of NZP constituted to

finalise the contract may visit the site where the services are already been provided by the contractor.

#### **AWARD OF CONTRACT AND TIME LIMIT TO ACCEPT THE OFFER**

25. The successful tenderer will be made an offer to **establish and operate computerised ticketing system at the National Zoological Park**. The time limit to accept the offer will be 15 days.
26. In the event of contractor failing to provide the acceptance letter alongwith the performance security within 15 days of the receipt of the offer then it will be presumed that he is not interested in the contract and the EMD deposited by him will be forfeited without any further notice.

Director  
National Zoological Park

**Technical Bid**

1. Name of the Firm/agency : .....
2. Name of the representative :  
authorized by the company/  
firm/agency to sign the tender : .....
3. Registration Details of the Firm/agency :
  - 3.1 Number :
  - 3.2 Where registered :
4. Address of the Firm/agency : .....  
: .....  
: .....
5. Telephone No.(Office) : .....  
(Residence) : .....  
Mobile : .....
6. e-mail : .....
7. Service Tax Regn. No. : .....
8. PAN No. (attach photocopy) : .....
9. Earnest Money : Amount.....  
: Bank Draft No.....  
: dated.....  
: Name of the Bank .....  
: .....

10. EPF Regn. No. in EPF : .....  
Commissioner Office : .....

11. ESI Regn. No. : .....

12. Experience details of Government Offices / Public Sector Undertaking, where services have been/are being provided (attach a separate sheet if required) :

S.No.	Name of Organization	From	To	Period
1				
2				
3				
4				
5				
6				
7				
8				

13. A Certificate of good conduct from the Govt. / Public Sector Undertaking (PSU) where at present the services are being provided. Details of office which has provided the Good Conduct Certificate:-

- i. Name of the officer : \_\_\_\_\_
- ii. Designation : \_\_\_\_\_
- iii. Telephone No.: \_\_\_\_\_
- iv. E. mail : \_\_\_\_\_
- v. Address of the office: \_\_\_\_\_  
\_\_\_\_\_

14. Annual Turnover \_\_\_\_\_

15. Enclosures:

- i) Demand Draft of Rs. 1000/- only if the form is downloaded from the website.
- ii) Demand Draft/Pay Order of Rs. 2,00,000/- as EMD
- iii) As identity proof of person signing the tender document - Self attested photocopy of Pass Port/ Driving Licence/ Voter Identity card
- iv) As address proof of person signing the tender document- Self attested Photocopy of Pass Port / Electric Bill / Telephone Bill / Ration Card.
- v) Self attested copy of registration of the company / firm/agency
- vi) Self attested copy of proof of annual turnover
- vii) Self attested copy of proof of experience of the company / firm/agency
- viii) Self attested copy of registration for payment of service tax
- ix) Self attested copy of PAN Card for payment of income tax
- x) Self attested copy of EPF registration.
- xi) Self attested copy of ESI registration
- xii) copy of authorization to sign tender the document
- xiii) Income tax return of the last three years.
- xiv) Certificate of good conduct of any Govt. firm/agency
- xv) Affidavit stating that no court criminal case is pending against firm/any of the Directors of the Company and has never been blacklisted or debarred by any other Govt. organization or PSU

Signature of tenderer

Dated : \_\_\_\_\_

**Financial Bid**

To  
The Director  
National Zoological Park  
Mathura Road , New Delhi - 110003

Sub: To establish and operate computerised ticketing system at National Zoological Park, New Delhi.

Ref: Tender No.

Dear Sir,

I/We hereby submit tender for award of **licence to establish and operate computerised ticketing system at National Zoological Park, New Delhi** on each and every day when the zoo is open.

I/We quote Rs. \_\_\_\_\_ (amount in figure)

Rs. \_\_\_\_\_ (amount in words)  
as **annual amount** to be paid to the National Zoological Park for the said licence.

I/We have thoroughly read & understood the terms and conditions of the tender and accept the same.

Yours faithfully,

Signature of tenderer  
or authorized signatory: \_\_\_\_\_

Name of tenderer : \_\_\_\_\_

Address : \_\_\_\_\_

Telephone No. \_\_\_\_\_

**CHECK LIST****ENCLOSURES****Have you attached all the self-attested following enclosures as supporting documents**

Please tick (  ) appropriate answer yes / no

- |       |   |          |
|-------|---|----------|
| i)    | Demand Draft of Rs. 1000/- only if the form is downloaded from the website.   | : Yes/No |
| ii)   | Demand Draft/Pay Order of Rs. 2,00,000/- as EMD   | : Yes/No |
| iii)  | As identity proof of person signing the tender document -<br>Self attested photocopy of Pass Port/ Driving Licence/ Voter Identity card   | : Yes/No |
| iv)   | As address proof of person signing the tender document- Self attested<br>Photocopy of Pass Port / Electric Bill / Telephone Bill / Ration Card.   | : Yes/No |
| v)    | Self attested copy of registration of the company / firm/agency   | : Yes/No |
| vi)   | Self attested copy of proof of annual turnover  | : Yes/No |
| vii)  | Self attested copy of proof of experience of the company / firm/agency  | : Yes/No |
| viii) | Self attested copy of registration for payment of service tax   | : Yes/No |
| ix)   | Self attested copy of PAN Card for payment of income tax  | : Yes/No |
| x)    | Self attested copy of EPF registration  | : Yes/No |
| xi)   | Self attested copy of ESI registration  | : Yes/No |
| xii)  | copy of authorization if any to sign tender the document  | : Yes/No |
| xiii) | Income tax return of the last three years.  | : Yes/No |
| xiv)  | Certificate of good conduct of any Govt. firm/agency  | : Yes/No |
| xv)   | Affidavit stating that no court criminal case is pending against firm/any<br>of the Directors of the Company and has never been blacklisted or<br>debarred by any other Govt. organization or PSU | : Yes/No |

**OTHERS**

- |      |  |          |
|------|--|----------|
| i)   | Have you signed and stamped all the pages of the tender documents                            | : Yes/No |
| ii)  | Have you mentioned the rates in figures as well as in words                                  | : Yes/No |
| iii) | Have you signed correction/ over writing.  | : Yes/No |
| iv)  | Have you read and agreed with all terms and conditions stipulated in the<br>tender document. | : Yes/No |