


Government of Bihar
Department of Environment, Forest & Climate change
Office of the Director, Patna Zoo

NOTICE INVITING e-TENDER

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

Short Notice Tender No: 06/e-PROC/PZ/2026-27

Separate Online Bids under **Two-Bid system** are invited from registered event management agencies for providing end-to-end event management services in Patna Zoo.

Sl No.	Scope of work	Cost of tender document (In Rupees) (Online Mode) (Non-Refundable)	Tender processing Fee (Non-Refundable) (in Rupees)	Earnest Money Deposit (In Rupees) Online	Time Period
1	2	3	4	5	6
01.	Selection of Event Management Agency for Patna Zoo.	Rs. 1,000/-	As per e-proc fees	Rs. 1,00,000/-	1 Year


Tender Schedule/Programme:

Sl. No.	Activity	Date/Time: Duration
1.	Online Sale/Download date of Tender documents	From 01.06.2026 to 15.06.2026 (Upto 2:00 P.M.) https://eproc2.bihar.gov.in
2.	Bid-clarification date and time	06.06.2026 - 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 15.06.2026 up to 02.00 P.M. https://eproc2.bihar.gov.in
4.	Date & time for Opening of Technical Bid.	15.06.2026 at 03:00 P.M. https://eproc2.bihar.gov.in
5.	Contact person/Nodal Officer for queries	Director, Patna Zoo Email: patnazoobihar@gmail.com Phone No: 0612-2217758
6.	Financial Bid Opening Date and Time	Will be Communicated after Opening of Technical Bid.

- Detailed descriptions of the item and instructions for submitting your offer can be downloaded from e-Procurement Portal (<https://eproc2.bihar.gov.in>).
- 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

3. Bidders 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>)
4. A sum of Rs. 1,000/- being the cost of Tender document (non-refundable) has to be paid through e-payment mode (NEFT/RTGS, Net Banking, Credit/Debit Card) only.
5. 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.
6. EMD amount has to be paid through online mode (i.e. Internet Payment Gateway) through e-payment Portal <https://eproc2.bihar.gov.in> only.
7. 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>)
8. 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. 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.
9. The bidders shall sign on all the supporting statements, documents, certificates uploaded by him, owning responsibility for their correctness/ authenticity. The bidder shall attach all the required documents for the specific tender before uploading the same during the bid submission as per the tender notice and bid document.
10. **Corrigendum/Addendum**, if any, will be published on the departmental website <https://state.bihar.gov.in/forest> and e-procurement, Portal Bihar <https://eproc2.bihar.gov.in>


Director, 29/06/2026
Patna Zoo.



Government of Bihar
Department of Environment, Forest & Climate change
Office of the Director, Patna Zoo
Short Notice Tender No: 06/e-PROC/PZ/2026-27

Tender document for Selection of Event Management Agency for Patna Zoo.

Period of Contract- 1 Year from the Event Management

1. GENERAL: -

- 1.1 Separate online bids under a two-bid system are invited from registered, qualified, and experienced event management agencies for providing end-to-end event management services at Patna Zoo. The details of the work are provided in the Scope of Work attached as Annexure-I.
- 1.2 **Patna Zoo is a recognized large-category zoo operated by the Department of Environment, Forest and Climate Change, Government of Bihar. One of the primary objectives of the zoo is to promote conservation education and outreach activities aimed at spreading awareness about wildlife and forest conservation among citizens. To achieve this objective, the Park organizes multiple conservation education and public outreach events such as International Tiger Day, World Rhino Day, Wildlife Week, and World Sparrow Day along with seminars and workshops on related themes.**
- 1.3 The duration of the contract shall be one (1) year. However, the contract may be extended for an additional period of one (1) year, subject to satisfactory performance of the successful bidder and their willingness to continue on the same terms and conditions, including rates.
- 1.4 Separate Technical and Financial Bids from registered and reputed Indian agencies, meeting the specified eligibility criteria and technical requirements, shall be submitted through the e-tendering process only via <https://eproc2.bihar.gov.in>.

Tender Schedule/Programme:

Sl. No.	Activity	Date/Time: Duration
1.	Online Sale/Download date of Tender documents	From 01.06.2026 to 15.06.2026 (Upto 2:00 P.M.) (https://eproc2.bihar.gov.in)
2.	Bid-clarification date and time	06.06.2026 - 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 15.06.2026 up to 02.00 P.M. (https://eproc2.bihar.gov.in)
4.	Date & time for Opening of Technical Bid.	15.06.2026 at 03:00 P.M. (https://eproc2.bihar.gov.in)
5.	Contact person/Nodal Officer for queries	Director, Patna Zoo Email: patnazoobihar@gmail.com Phone No: 0612-2217758
6.	Financial Bid Opening Date and Time	Will be Communicated after Opening of Technical Bid.

- 1.5 Detailed descriptions of the item and instructions for submitting your offer can be downloaded from e-Procurement Portal (<https://eproc2.bihar.gov.in>).
- 1.6 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>).
- 1.7 Bidders 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 and Patnazoo.bihar.gov.in](https://state.bihar.gov.in/forest%20and%20Patnazoo.bihar.gov.in))
- 1.8 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.
- 1.9 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.
- 1.10 EMD amount has to be paid through online mode (i.e. Internet Payment Gateway) through e-payment Portal <https://eproc2.bihar.gov.in> only.
- 1.11 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>)
- 1.12 Bids along with necessary online payments must be submitted through the e-Procurement Portal <https://eproc2.bihar.gov.in> before the specified date and time. The department shall not be responsible for delay/non-submission due to internet issues, network traffic, holidays, or any other reason.
- 1.13 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.
- 1.14 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.
- 1.15 The Joint Ventures are not allowed to participate in the tender.

2. ELIGIBLE BIDDERS: -

2.1 Eligibility Criteria – Work Experience

The bidder must have successfully executed similar event management assignments for at least three (3) Government Ministries/Departments/PSUs/State Governments or other Government institutions during the last three years:

- The bidder should have completed similar works or have running contracts with an **average annual value of not less than ₹50.00 lakhs** during the last three consecutive financial years (FY 2023–24, 2024–25, 2025–26).
- The bidder must enclose valid copies of agreements/work orders/corresponding completion /experience certificates issued by the concerned authority/organization as documentary evidence.

2.2 Eligibility Criteria – Financial Turnover

- All eligible bidders must have an average annual financial turnover of not less than Rs. 1 crore in the last three consecutive financial years, i.e., FY 2022–23, FY 2023–24, and FY 2024–25, as per the books of accounts. It should be supported by duly CA Certified audited financial statements.
- In cases where the audited financial statements for the last financial year (FY 2024–25) are not yet available, the bidder shall submit:
 1. The audited financial statements for the preceding financial year (FY 2021–22), in addition to the available years.
 2. A certificate from a practicing Chartered Accountant, certifying the turnover based on the latest available financial records.
 3. An affidavit/undertaking from the bidder confirming that the audited financial statements for the last financial year have not yet been completed/finalized.

2.3 Eligibility Criteria – Legal status and existence.

- The bidder must be a legally registered company, firm or Limited Liability Partnership (LLP) with minimum operation existence of three (3) years in India.
- The bidder shall enclose copies of valid documents as documentary evidence along with the bid.

3. ELIGIBILITY CRITERIA FOR THE BIDDERS:

3.1 The bidder shall be in business of providing event management services as mentioned in the eligibility criteria in 2.1 for past three years continuously. Documentary evidence in support of this must be provided.

3.2 The bidders should have the necessary financial turnover as mentioned in the eligibility criteria 2.2 for past three years continuously. Documentary evidence in support of this must be provided.

- 3.3 The bidders should have the necessary registration as mentioned in the eligibility criteria 2.3. Documentary evidence in support of this must be provided.
- 3.4 Bidder shall submit a copy of PAN card No. under Income Tax Act along with Income Tax return of last three completed assessment years. (latest available).
- 3.5 The bidder should have valid GST registration number.
- 3.6 Bidder must submit valid Identity and address proof of the Firm/Proprietor/Partner/Director issued from the competent authority.
- 3.7 The agency must have a fully functional and operational office in Patna. Documentary evidence in support of the same shall be submitted along with the Technical Bid.
- 3.8 The agency must have a creative designer with a minimum of five (5) years of relevant experience. **Attested copies of salary slips/appointment proof/experience certificate of Creative Designer for the last five years have to be attached as documentary evidence. Also, the agency shall submit self attested details of employees available in its office who are engaged in event management-related work.** Documentary evidence in support of the same shall be submitted along with the Technical Bid.
- 3.9 Bidder must submit valid character certificate of the Firm/Proprietor/Partner/Director issued from the competent authority.
- 3.10 Bidder must submit copies of all documents required, duly self-attested, along with technical bid of the tender.
- 3.11 The bidder should ensure that they have rendered satisfactory performance during last three years and a notarized declaration must be submitted by the service provider that he/his firm is not black listed by any department of Govt. of India or Govt. of Bihar in last three years due to unsatisfactory performance or any other reason. Any suppression of material fact or submission of any false document or discrepancy in this respect will lead to disqualification of tender and further legal action.
- 3.12 Each bidder shall submit a notarized declaration confirming that no agent, middleman or intermediary has been engaged or shall be engaged in connection with this tender. The bidder further declares that no commission or payment in the nature of commission has been or will be paid. Any violation shall render the bid non-compliant and liable for rejection or termination of contract.
- 3.13 **The bidder shall give a brief presentation (online or offline) on its past experience in organizing similar events and its proposed action plan for conducting events under the various categories at Patna Zoo. The presentation shall form part of the technical evaluation process.** Only those bidders who have submitted all the required technical documents, as specified in the tender document, shall be invited to make the presentation.

Bidders may choose to deliver their presentation either through online or offline mode. The date, time, venue (for offline presentations), and/or the link (for online presentations) shall be communicated to the eligible bidders through e-procurement portal <https://eproc2.bihar.gov.in> and/or via email.

3.14 Canvassing or offer of an advantage or any other inducement by any person with a view to influencing the acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

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. The Department shall not be responsible or liable for such costs, regardless of the outcome of the tender process.

6. **VISIT TO DEPARTMENT:** -

The bidder is required to provide services to the PZMDS as mentioned in scope of work and is advised to visit and acquaint himself with the area and operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the bidder has undertaken a visit to The Patna Zoo and is aware of the operational conditions prior to the submission of the tender documents.

7. **TENDER DOCUMENTS:** -

7.1.1 **Contents of Tender the tender document comprises of following:**

a) Notice of Invitation of Tender.	
b) Terms and Conditions	
c) Scope of Work	(Annexure-I)
d) Technical Bid form	(Annexure-II)
e) Financial Bid Form	(Annexure- III)

7.1.2 The bidder is expected to examine all instruction, Forms, Terms & Condition in the Tender documents. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder's risk and may result in rejection of his bid.

7.1.3 The bidder shall not make or cause to be made any alteration, erasure or obliteration to terms mentioned in 7.1.1, in the text of the Tender document.

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

7.2.1. Patna Zoo shall hold a pre-bid meeting with the prospective Bidders offline at the office of Patna Zoo. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach

to the Patna Zoo as per the schedule of bids by email only in editable excel format. The pre-bid responses will be transmitted to the Bidders, who attended the pre-bid meeting, through appropriate means. Non-attendance at the Pre-Bid Conference will not be a cause for disqualification of a Bidder. The queries should necessarily be submitted in the following format in editable excels.

Sl. No.	Tender Document Reference(s)	Section & Page No. of the tender document	Content of Tender document requiring Clarification(s)	Points of clarification, suggestions etc

7.2.2 Except for any such written clarification by the Director, Patna Zoo which is expressly stated to be an addendum to the tender document issued by the Office of the Director, Patna Zoo, no written or oral communication, presentation or explanation by any other employee of the Department shall be taken to bind or fetter the Department under the contract.

8. PREPARATION OF BIDS: -

8.1. LANGUAGE: -

The bids and all accompanying documents shall be either in English. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. The English version shall prevail in matters of interpretation.

8.2 DOCUMENTS COMPRISING THE BID: -

8.2.1 The bids are to be submitted through e-procurement portal <https://eproc2.bihar.gov.in> only. The tender document shall comprise of documents as described in Terms and Conditions, technical as well as financial bids including supporting documents as mentioned in the tender document.

8.2.2 The bidder shall, on or before the date given in notice Inviting Tender, shall submit his bid through e-procurement portal <https://eproc2.bihar.gov.in> only.

8.2.3 The bidder (each member in case of joint venture/consortium/partnership firm) shall furnish the details regarding work experience, as stated in Clause 2, completed in preceding three year, which were similar in nature and complexity as mentioned for the current tender.

8.3 BID PRICES: -

8.3.1 The bidder shall quote rates in Indian Rupees, exclusive of GST, on a single-responsibility basis. The quoted price shall include all costs such as manpower, materials, logistics, statutory compliances (EPF, ESI, minimum wages), transportation, installation, and all other incidental expenses required for execution of the event.

8.3.2 No extra/hidden charges will be payable from Patna Zoo, Patna side apart from the cost submitted by the bidder in the financial bids.

- 8.3.3 The cost submitted by the bidder must include any other charges or changes in the tax rates etc. except GST as communicated by the central or state government from time to time.
- 8.3.4 Evaluation of the financial bid will be based on the minimum of submitted cost by technically approved bidders.
- 8.3.5 Conditional bids/offers will be summarily rejected.

8.4 FORM OF BID: -

The bids are to be submitted through e-procurement portal <https://eproc2.bihar.gov.in> only & it shall be completed in all respects & duly signed & stamped by an authorized and empowered representative of the Bidder.

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 remain valid for a period of one (1) year from the date of award. The contract may be extended for an additional period of one (1) year, subject to satisfactory performance of the bidder and approval of the competent authority, on the same terms and conditions including rates.
- The Director, Patna Zoo reserves the right to terminate the contract at any time without assigning any reason.

8.7 BID SECURITY: -

- 8.7.1 The bidder shall deposit a Bid Security (Earnest Money Deposit – EMD) of Rs. 1,00,000/- (Rupees One Lakh only) through online mode (Internet Payment Gateway) available on the e-Payment Portal: <https://eproc2.bihar.gov.in> only. 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.
- 8.7.2 Any tender not accompanied by Bid Security shall be rejected.
- 8.7.3 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.
- 8.7.4 Bid security (EMD) of the successful bidder shall be returned on receipt of Performance Security by the Department and after signing the agreement.
- 8.7.5 Bid security (EMD) shall be forfeited if the bidder withdraws his bid during the period of Tender validity.

↓

8.7.6 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.

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 or persons 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 1,00,000/- deposited through online mode (i.e. Internet Payment Gateway) through e-payment Portal https://eproc2.bihar.gov.in 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 Valid Registration of the Agency/Firm.
(e) Self-attested Photocopy of Address & Identity proof of all the partners/proprietors of the agency.
(f) Self-attested photocopy of the partnership deed in case of firm and letter of authority by the firm to participate in the tender.
(g) Proof confirming the fully functional office located at Patna.
(h) List of employees with their designation, qualification and year of service in the firm. The creative designer engaged with the agency must have more than 5 years of

experience in the field of event management. Documentaty evidence in the form of salary statement of the creative designer, for the last 5 years will have to be submitted.
(i) Self attested copy of PAN No. card under Income Tax Act. along with Income Tax return of last three completed assessment years. (latest available)
(j) Self attested copy of Goods and Service Tax (GST) Registration Number.
(k) Proof of Average Annual turnover as stated in Clause 2 supported by audited balance sheet.
(l) Proof of experience as stated in Clause 2 supported by documents from the concerned organization.
(m) 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 and that the 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.
(n) Notarized declaration that no agent, middleman or any intermediary has been, or will be, engaged to provide the services or any other item or work related to the award and performance of this contract.
(o) Valid character certificate of the Firm/Proprietor/Partner/Director issued from the competent authority.
(p) Duly filled and signed Annexure I to II 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, Patna Zoo 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 cost submitted by the bidder will be inclusive of all taxes (except GST), cess, fees, fees required for registration/Authorization/NOC, Copyright, transportation cost or any other incidental charges like installation/loading- unloading of the material required for arrangement of the event and any other technical assistance/work regarding the event. No additional or hidden charges will be payable from Patna Zoo side apart from the cost submitted by the bidder in the financial bids.
- 10.1.6 In the Financial Bid Form, the bidder shall specify the rate and quantity of each material, service, charges and labour component required for organizing the event. However, if the bidder fails/skips to provide the details of the materials, services, and labour to be supplied in the Financial Bid Form, the total amount quoted by the bidder shall be deemed inclusive of all requirements under Scope of Work of the tender document. No additional payment shall be admissible on account of any omission or non-disclosure of such details in the Financial Bid Form.
- 10.1.7 The contract shall be awarded to the **L1 bidder**, i.e., the bidder quoting the **lowest responsive total cost** for organizing the event, subject to fulfillment of all eligibility criteria, successful technical evaluation, and compliance with the terms and conditions of the tender document.
- 10.1.8 In the event that two or more bidders quote the same L1 rate, the contract shall be awarded through draw of lots (lottery system) in a transparent manner by the tender committee, in the presence of bidders and duly recorded in proceedings. 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 blacklisted on previous occasions by any of the Ministry/ Department/Institutions/Local Bodies/Municipalities/Public Sector Undertakings etc. The Director, Patna Zoo reserves the right to cancel or reject all or any of the tender without assigning any reason. Any act on the part of the Bidder 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 acceptance through email followed by a formal letter transmitted by Registered post that his bid has been accepted. This letter (hereinafter and in the condition of contract called the “Letter of Offer”) shall prescribe the amount which Patna Zoo will pay to the bidder in consideration of the services to be provided by the successful bidder/s as prescribed in the contract.
- 11.1.3. The successful bidder will submit non-judicial stamp paper of ₹1,000/- in the office of Director, Patna Zoo within 7 days of issue of letter of offer and will execute a contract agreement within a period of 15 days from the date of issue of letter of offer.
- 11.1.4. The successful bidder shall be required to furnish a Performance Security within 15 days of receipt of ‘Letter of Offer’ for an amount equal to EMD in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee in an acceptable form in favors of The Director, Patna Zoo. The Performance Security shall remain valid till 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 bidder accordingly.

12. TERMS AND CONDITIONS OF CONTRACT

- 12.1 The duration of the contract shall be one (1) year. The contract may be extended for an additional period of one (1) year, subject to satisfactory performance and approval of the competent authority, on the same terms and conditions, including rates. This extension is subject to decision of the tender committee regarding satisfactory performance of the successful Bidder based on the report of the Director, Patna Zoo.
- 12.2 Supply of the services will be done by the successful bidder only.
- 12.3 The successful agency will work as per directions received from Director, Patna Zoo. The list of events mentioned in the scope of work is not exhaustive. It is also possible that any such event as mentioned in the scope of work can be cancelled.
- 12.4 The agency has to prepare a blueprint of the event including the conceptual plan, layout plan, working drawings/3D views and detailed specification of the event, at least 10 days before the event. The plan should be operationalised within the timelines. The agency has to get all the material approved from the Director, Patna Zoo or any other officer assigned by him to do so, well in advance.
- 12.5 The agency will have to design the look and feel of the event, suggest a theme and decorate the area to give it a relevant festival feel. The agency shall execute the project maintaining the locational aesthetics, safety and a consistent theme as approved by the Director, Patna Zoo.

- 12.6 It will be the responsibility of the successful bidder to provide Registrations/ Permissions/ Authorizations/ NOC etc. issued by the concerned Government Department/institution/Board or any other body authorized for such purpose for organising the events in Patna Zoo.
- 12.7 In case the successful bidder fails to provide these services within stipulated time, the Director, Patna Zoo will have all the rights to blacklist the bidder and to forfeit the security money/Performance Security deposited by the bidder.
- 12.8 Bidders must abide to all the necessary directions/guidelines communicated by the Centre/State government from time to time regarding event management.
- 12.9 Since the area of zoo is plastic free zone as well as a Protected Forest declared under Indian Forest Act, the material used for decoration and preparation of information material should be plastic free. Also, use of sustainable and reusable environment friendly material is preferable.
- 12.10 The agency must maintain hygiene and sanitation during the course of event.
- 12.11 The agency must maintain high level of professional ethics and will not in any manner, which detriment to the Patna Zoo's reputation. Also, high level of confidentiality has to be maintained regarding the information gathered during or before organising the event. In no case such confidential information be shared with anyone.
- 12.12 The agency should be able to execute the work on short notice and even on holidays. Their staff and key personnels should be available to the staff of the zoo involved in the organisation of the event.
- 12.13 If the conceptual plan submitted by the selected agency is not found satisfactory, the zoo administration reserves the right to get the event organised by itself.
- 12.14 The Patna Zoo will not be liable to make any payment on account of any work done by the agency which was not approved by the zoo management.
- 12.15 The Director, Patna Zoo will have all the rights to forfeit security deposit in case successful bidder fails to provide necessary services in quality or quantity to the satisfaction of the zoo management, as and when asked.
- 12.16 If the successful bidder does not conform to the terms and conditions of the tender, Director, Patna Zoo will have all the right to cancel the contract and forfeit the security deposit as well as to blacklist the bidder from participating in any tender or supply of services to any government agency.
- 12.17 Any damage caused to the property of Patna Zoo during execution of work shall be rectified by the bidder at their own cost. In case of failure, the cost shall be recovered from the Performance Security or EMD, and additional recovery shall be made under the Bihar Public Demand Recovery Act, if required.

12.18 Any dispute regarding quality of services shall be decided by the technical committee appointed by Director, Patna Zoo. If bidder is not satisfied with the decision of the committee, then the final decision will be taken by the Director, Patna Zoo which will be binding on the bidder.

13. FORCE MAJEURE: -

13.1 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 period, if any, or seven (7) days, whichever is higher, either party may at option terminate the contract.

13.2 The supplier 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.

13.3 If as a result of post payment audit, any overpayment is detected in respect of supply of services by the bidder under the tender, it shall be recovered by the Director, Patna Zoo from the bidder either from security deposit/ performance guarantee.

13.4 If any underpayment is discovered, the amount shall be duly paid to the contractor by the Director, Patna Zoo.

13.5 The contractor shall be required to provide 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 with all applicable laws, licenses, and permissions required for organizing events as specified in the Scope of Work. All such approvals shall be obtained by the contractor prior to execution of the event. The contractor shall keep the Patna Zoo fully indemnified against any liabilities arising out of non-compliance.

The Director, Patna Zoo, will deduct Income Tax at source under Section 194-C of Income Tax Act from the bidder 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 bidder 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, Patna.


The award of the Director, Ecology and Environment, Patna 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 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 exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

17. PAYMENT TERMS: -

Payment shall be released upon satisfactory completion of the event and submission of invoice after statutory deductions as applicable, subject to availability of budgetary funds.


Director,
Patna Zoo
29/07/2024

Scope of Work

Patna Zoo is the only large-category zoo in Bihar and is spread over an area of approximately 153 acres. One of the primary objectives of the Zoo is conservation education, which aims to create awareness among visitors about the conservation of wildlife, forests, and the environment.

To ensure the seamless and successful execution of a diverse range of events, Patna Zoo invites proposals from experienced, professional, and reputed event management agencies.

We seek an agency that demonstrates exceptional creativity and operational capability, along with a strong understanding of wildlife and forest conservation, public administration, cultural nuances, and protocol management. The ability to perform under demanding circumstances while maintaining the highest standards of professionalism is essential. This empanelment aims to establish a panel of reliable agencies capable of managing a wide spectrum of events hosted at or facilitated by Patna Zoo. **Catering services shall not form part of this tender.**

The events, workshops, and seminars organized at Patna Zoo are typically one-day programmes, with an average participation of 150 to 200 participants per event. The events under this tender can be categorized into three (3) parts:

1. One-day event (Workshop/Seminar) in the Zoo Education Hall of Patna Zoo with end-to-end event management services (except catering services).
2. One-day event in the 3D Theatre of Patna Zoo with end-to-end event management services (except catering services).
3. One-day outdoor event with end-to-end event management services for 100 to 300 participants (except catering services)

Detailed description of the categories and scope of work:

1. Category 1 events are generally organized in the Zoo Education Hall located within the Patna Zoo premises, which has a seating capacity of 50 participants. The hall is equipped with basic facilities such as an audio-visual system, presentation facilities, video conferencing equipment, and seating arrangements. There is no requirement for installation of outdoor tents, pandals, or similar infrastructure.

The primary scope of work under this category includes planning, coordination, and execution of the event, including the design and preparation of invitations and other related materials such as banners and standees of different sizes. Catering services shall not form part of the scope of work for Category 1 events. Accordingly, bidders are advised to quote their rates in the Financial Bid keeping the above requirements and limitations in view.

2. The events in Category 2 are generally conducted in the 3-D Theatre (with a seating capacity of 150) located within the Zoo premises. These events are generally held in the presence of Hon'ble Ministers, other dignitaries, departmental officers, and school children. The theatre is equipped with basic facilities such as an audio-visual system, presentation facilities, seating arrangements, and a backup generator.

Therefore, there is no requirement for installation of outdoor tents, pandals, or similar infrastructure for conducting events under this category. However, the scope will include dais arrangements for dignitaries, stage decoration, carpeting along the pathways, and allied works including designing, printing, and installation of ceremonial arch gates, banners, and standees, along with floral decoration at both gates of the Zoo and along the route to the venue of the event.

The primary scope of work under this category includes planning, coordination, and execution of the event, along with the design and preparation of invitations and other related materials. Catering services shall not form part of the scope of work for this category of event. Accordingly, bidders are advised to quote their rates in the Financial Bid keeping the above requirements and limitations in view.

3. However, if there is a need to organize a large outdoor event within the Zoo premises as mentioned in Category 3, the scope of work will involve end-to-end event management with requirements such as stage (approximately 40 feet x 22 feet), side wings, LED wall, podium, seating arrangements, and waterproof tents for dignitaries as well as participants, sound and PA system, electrical system with silent generator, carpets, and designing, printing, and installation of banners and standees, etc., as shall be taken into consideration by the agency. **Catering charges shall not form part of this category of event.**

The scope of work broadly includes, but is not limited to, the following:

1.1 Event Conceptualization and Execution:

- 1.1.1 Complete conceptualization, creative design, meticulous planning, expert coordination and flawless execution of diverse events.

1.2 Ambiance and Infrastructure Creation:

- 1.2.1 Designing and implementing event ambiance, including thematic decorations, elegant floral arrangements, strategic lighting, professional stagecraft, consistent branding and appealing visuals including dynamic digital backdrops.

1.3 Audio-Visual and Technical Support:

- 1.3.1 Providing additionally required audio-video solutions and technical support, including LED displays, remote curtain-raising mechanisms, public address systems and sound and light control.

1.4 Documentation and Media Coverage:

- 1.4.1 Professional arrangement of photography, videography, live streaming, and comprehensive documentation of all events for archival and promotional purposes.

1.5 Outdoor and Promotional Activities:

- 1.5.1 Organizing informative and interactive exhibitions both indoors and outdoors as per the specific directives of Director, Patna Zoo.

1.6 Venue Management and Restoration:



- 1.6.1 Thorough clean-up and complete restoration of venues post-event to ensure they are returned to their pristine original state.
- 1.7 Liaison and Permitting:**
- 1.7.1 Effective coordination with relevant local authorities and departments to obtain all necessary permits, licenses and approvals.
- 1.8 Staffing and Support:**
- 1.8.1 Provision of highly qualified and trained support staff including professional ushers, skilled technical crew, diligent supervisors and efficient sanitation workers.
- 1.9 Ad-hoc Requirements:**
- 1.9.1 Undertaking any additional activities not in the scope of the tender but deemed necessary for the successful conduct of an event, as directed by the Director, Patna Zoo, without any extra cost.
- 1.10 Other requirements:**
- 1.10.1 The agency has to prepare a blueprint of the event including the conceptual plan, layout plan, working drawings/3D views and detailed specification of the event, atleast 10 day before the event. The plan should be operationalised within the timelines. The agency has to get all the material approved from the Director, Patna Zoo or any other officer assigned by him to do so, well in advance.
- 1.10.2 The agency will have to design the look and feel of the event, suggest a theme and decorate the area to give it a relevant festival feel. The agency shall execute the project maintaining the locational aesthetics, safety and a consistent theme as approved by the Director, Patna Zoo.
- 1.10.3 Since the area of zoo is plastic free zone as well as a Protected Forest declared under Indian Forest Act, the material used for decoration and preparation of information material should be plastic free. Also, use of sustainable and reusable environment friendly material is preferable.
- 1.10.4 The agency must maintain hygiene and sanitation during the course of event.
- 1.10.5 The agency must maintain high level of professional ethics and will not in any manner, which detriment to the Patna Zoo's reputation. Also, high level of confidentiality has to be maintained regarding the information gathered during or before organising the event. In no case such confidential information be shared with anyone.
- 1.10.6 The agency should be able to execute the work on short notice and even on holidays. Their staff and key personnels should be available to the staff of the zoo involved in the organisation of the event.
- 1.10.7 If the conceptual plan submitted by the selected agency is not found to the satisfaction, the zoo administration reserves the right to get the event organised by itself.

The list of events and programmes conducted during 2025–26 is provided below. Photographs and other relevant information related to these events can be accessed through the annual reports available on the Zoo's website. Additionally, bidders may contact the office of the Director, Patna Zoo for further information regarding the events and their nature.

1

The empanelled agencies shall be responsible for providing end-to-end event management services, with special focus on enhancing the creativity of these events and expanding their reach to the intended target groups especially the school children. The events will generally be of one-day duration.

The materials required for the events broadly include, but are not limited to, the following:

- Elegantly designed invitation cards, welcome boards, standees, indicator boards, backdrops, selfi points, information displays and other related materials.
- Floral decoration along with stage arrangements, Bouquet, and flowers for guests.
- Carpets and floral decoration at the entry gates and along the way to the venue of event.
- LED Backdrops at main function.
- Dias arrangement and decoration of the venue.
- Any other material.

The list of the events/programmes organised during 2025-26 are as below:

(The list is for reference purpose only and is not exhaustive. The events may add/delete as per management decision)

S.N	Programmes
1.	World Bio-diversity Day (22 May 2025)
2.	World Environment Day (05 June 2025)
3.	International Yoga Day (21 June 2025)
4.	World Giraffe Day (21 June 2025)
5.	52th Patna Zoo Foundation Day (22 June 2025)
6.	World Chimpanzee Day (14 July 2025)
7.	World Snake Day (16 July 2025)
8.	International Tiger Day (29 July 2025)
9.	World Rhino Day (22 September 2025)
10.	Wildlife Week (02-08 October 2025)
11.	World Sparrow Day (20 March 2026)
12.	Sparrow awareness generation Events in Schools/Colleges/Institutes

1

TECHNICAL BID FORM

1. Name, Full Address and Mobile no. of the Bidder:

.....

2. Name, Full Address and Mobile no. of the Firm:

.....

Sl. No.	Technical information	Submission by Bidder/Details	Page No.
1	Proof of submission of cost of Tender document (Rs 1,000/-).		
2	Proof of submission of Bid Security (EMD) for an amount of Rs 1,00,000/- deposited through online mode (i.e. Internet Payment Gateway) through e-payment Portal https://eproc2.bihar.gov.in only.		
3	Self attested copy of Valid Registration of the Agency/Firm.		
4	Self-attested Photocopy of Address & Identity proof of all the partners/proprietors.		
5	Self-attested photocopy of the partnership deed in case of firm and letter of authority by the firm to participate in the tender		
6	Self-attested photocopy of proof confirming fully functional office located at Patna.		
7	Self-attested list of employees with their designation, qualification and year of service in the firm. The creative designer engaged with the agency must have more than 5 years of experience in the field of event management.		
8	Self-attested photocopy of PAN Card and Income Tax return of last three completed assessment years. (latest available)		
9	Self-attested Photocopy of GST registration.		
10	Photo Copy of Annual Turnover for Last Three Years as mentioned in clause 2 of the tender document issued by certified CA.		
11	Proof of Experience as mentioned in clause 2 of the tender document.		
12	Valid character certificate of the Firm/Proprietor/Partners/Directors issued from the competent authority.		
13	Notarized affidavit regarding declaration of not included in the black-list by Govt or any other agency and non-suppression of any material fact.		
14	Notarized declaration that no agent, middle-man, or any intermediary has been, or will be, engaged and there is no case of violation of intellectual property rights or copyrights for the supplied video.		

I hereby declare that I have read and agree with the terms and conditions of the tender and will abide by the terms and conditions of the tender.

Place:

Date:

Signature of the Bidder
 Name and Address of the Bidder with phone
 no and Email Id

↓

Financial Bid Form

Category 1: Organising a one-day event (workshop/Seminar) in Zoo Education Hall of Patna Zoo with end-to-end event management services upto 50 participants.

Sl. NO.	Particulars of Material, Services, Labour and other charges etc.	Unit	Rate	Quantity Required	Total Cost

SL. NO.	Name of Work	Unit	Rate in Rupees Per event inclusive of all taxes (Excluding GST), Transportation, Installation etc.	
			In Digits	In Words
1	Organising a one-day event (workshop/Seminar) in Zoo Education Hall of Patna Zoo with end-to-end event management services upto 50 participants.	Per Event		

The rate quoted by me is for Patna Zoo for the financial year 2026–27, and I agree to comply with all applicable taxes and statutory requirements. I agree to pay all Government taxes like Income Tax, G.S.T etc.

1. GST shall be paid extra as applicable.
2. The quoted rates shall remain valid for the entire contract period.
3. No escalation shall be permitted during the contract period.

Place:

Date:

Signature of the Bidder
Name and Address of the Bidder with phone no and Email Id

Category 2: Organising a one-day event in 3D Theatre of Patna Zoo with end-to-end event management services for 100 to 200 participants.

Sl. No.	Particulars of Material, Services, Labour and other charges etc.	Unit	Rate	Quantity Required	Total Cost

SL. NO.	Name of Work	Unit	Rate in Rupees Per event inclusive of all taxes (Excluding GST), Transportation, Installation etc.	
			In Digits	In Words
1	Organising a one-day event in 3D Theatre of Patna Zoo with end-to-end event management services for 100 to 200 participants.	Per Event		

The rate quoted by me is for Patna Zoo for the financial year 2026–27, and I agree to comply with all applicable taxes and statutory requirements. I agree to pay all Government taxes like Income Tax, G.S.T etc.

1. GST shall be paid extra as applicable.
2. The quoted rates shall remain valid for the entire contract period.
3. No escalation shall be permitted during the contract period.

Place:

Date:

Signature of the Bidder
Name and Address of the Bidder with phone
no and Email Id

↓

Category 3: Organising a one-day Outdoor event in Patna Zoo with end-to-end event management services for 100 to 300 participants.

Sl. No.	Particulars of Material, Services, Labour and other charges etc.	Unit	Rate	Quantity Required	Total Cost

SL. NO.	Name of Work	Unit	Rate in Rupees Per event inclusive of all taxes (Excluding GST), Transportation, Installation etc.	
			In Digits	In Words
1	Organising a one-day Outdoor event in Patna Zoo with end-to-end event management services for 100 to 300 participants.	Per Event		

The rate quoted by me is for Patna Zoo for the financial year 2026–27, and I agree to comply with all applicable taxes and statutory requirements. I agree to pay all Government taxes like Income Tax, G.S.T etc.

1. GST shall be paid extra as applicable.
2. The quoted rates shall remain valid for the entire contract period.
3. No escalation shall be permitted during the contract period.

Place:

Date:

Signature of the Bidder
Name and Address of the Bidder with phone
no and Email Id

↓