

**Addendum to "Request for Proposal (RFP) Empanelment of firms for zoo design, architecture, IEC and technology enablement (2021-2024)" issued on August 16, 2021.**

- (1) Contact details for clarifications on the RFP document

Finance Officer,  
Central Zoo Authority,  
B-1 Wing, 6<sup>th</sup> Floor,  
Pt. Deendayal Antyodaya Bhawan,  
CGO Complex, Lodhi Road,  
New Delhi-110 003.  
Phone number: [+91-11-24367846]  
Email Id: [fo-cza@nic.in]

- (2) RFP documents which are digitally signed may be submitted over email to the O/o Central Zoo Authority at [cza@nic.in](mailto:cza@nic.in). The hardcopies of the same may be sent to: Central Zoo Authority, B-1 Wing, 6th Floor, Pandit Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi – 110 003. Telephone: +91-11-24367846/51/52.

- (3) The pre-bid meeting is rescheduled to be held online on September 13, 2021 and the meeting link is as follows:

Pre-bid Conference: Empanelment of firms for zoo design, architecture, IEC and technology enablement (2021-2024)

Hosted by CZA

<https://cza-hq.webex.com/cza-hq/j.php?MTID=m67973478ed9b0eec71bb11ffc940bd7b>

Monday, Sep 13, 2021

Meeting number: 2516 232 2604

Password: FjANxUSb373

- (4) Registration with Council of architecture of the Proprietor/Partner/Director shall also be furnished with the application.

- (5) In view of the ongoing pandemic, in addition to the turnover of the FY 2020-21, the turnover of the last three financial years may be requested.

- (6) **The last date of submission has been extended to 30 September 2021.**

## Request for Proposal (RFP)

# Empanelment of firms for zoo design, architecture, IEC and technology enablement (2021-2024)



**Issued by:**  
Central Zoo Authority

## **Disclaimer**

This Request for Proposal (RFP) document for “**Empanelment of (see below) for zoo design, architecture, IEC and technology enablement (2021-2024)**” contains brief information about the scope of work and selection process for the Successful Applicant (or “Applicant”). The purpose of the RFP document is to provide the Applicants with information to assist the formulation of their proposal (“the Proposal”).

While all efforts have been made to ensure the accuracy of information contained in this Document, this Document does not purport to contain all the information required by the Applicant. The Applicant should conduct their own independent assessment, investigations and analysis and should check the reliability, accuracy and completeness of the information at their end and obtain independent advice from relevant sources as required before submission of their proposals.

The Central Zoo Authority, New Delhi (“CZA” or “the Authority”), its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restriction or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from, to be incurred or suffered on account of anything contained in this document or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Terms of Reference (TOR) and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.

CZA reserves the right to accept or reject any or all applications without giving any reasons thereof. CZA will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the entries to be submitted in accordance with the conditions listed in this RFP.

## Section I: General Information

### Background

The Central Zoo Authority (CZA) is a statutory body of the Ministry of Environment, Forest and Climate Change, Government of India responsible for overseeing the establishment and scientific management of zoos in the country.

CZA, since 1992, has ensured rehabilitation captive animals from over 550 ill-conceived zoos/circuses, thereby leading to one of the greatest animal welfare movements in regions of high biodiversity in the World. As of today, CZA recognizes nearly 160 zoos and rescue centres that enforce global standards in animal housing and welfare. These zoos carry out a multitude of activities ranging from conservation awareness, display of rare fauna, rescue and rehabilitation, and conservation breeding programs for threatened species. With close to 80 million annual visitors, zoos serve as an ideal location for nature education and awareness.

Zoo designing is a complex and challenging exercise. All the elements of the zoo such as campus design, enclosure design, conservation plan, education plan, operation strategy, etc. need to be designed and implemented in cognizance with the other. It involves whole team of experts, hailing from disciplines of wildlife conservation, zoo science, landscape design, architecture, engineering, etc. at different stages. There is a need for the establishing a forum of professionals to further science-based management of animals in captivity. Further, zoo designing in India needs to be developed for nurturing the profession and expertise of zoo designing pedagogically.

CZA intends to empanel zoo professionals (see below) from the field of architecture, information, education, and communication (IEC) and technology, for the development of zoo-related infrastructure in India. The goal of such an empanelment is to ensure access optimal access to zoo design professionals in the country, which can enhance the quality of space for the animals and visitors, thus overall contributing towards the animals' welfare and visitors' experience of the Indian zoos.

CZA invites to empanel zoo professionals for rendering various services to the zoos recognised by CZA. CZA will empanel such zoo professionals based on evaluation criteria mentioned in this RFP Document. The successful applicants shall possibly provide the services as mentioned in the Terms of Reference (Section – II).

***The tenure of empanelment is 3 years. New empanelment will be called for after 3 years.***

### 1. Salient Information

Key stages in the empanelment process for the Project are as below:

*Table 1: Key dates*

Key Dates	
RFP upload date documents	August 13, 2021
Last date for submission of clarifications	September 12, 2021
Pre-Bid conference	
Start date of submission	September 17, 2021

<b>Key Dates</b>	
End date of submission (Proposal Due Date)	September 17, 2021  This empanelment is for 3 years. New empanelment shall be called for after 3 years. CZA would further reserve the right of periodic review & revision of empanelment document as per future requirement of the Authority and the zoos.

## 2. Content of the RFP Document

The RFP Document comprises the contents as listed below:

Section I <b>General Information</b>	I. Background II. Salient Information III. Content of the TOR Document
Section II <b>Terms of Reference (TOR)</b>	I Empanelment categories II Technical Evaluation Criteria III Selection Process (for both CZA and Zoos)
Section III <b>Instruction to Applicants</b>	A. General Conditions B. Preparation and Submission of proposals C. Proposal Opening
Section IV <b>Pro-forma</b>	Pro-forma for Submission of Proposals - Technical Submission Form
Section V <b>Standard Conditions (SC)</b>	Standard Conditions

The Applicants can contact the following for any clarifications on the RFP Document:

**Finance Officer** ,

Central Zoo Authority,

B-1 Wing, 6th Floor,

Pt. Deendayal Antyodaya Bhawan,

CGO Complex, Lodhi Road,

New Delhi-110 003.

Phone number: [●]

Email Id:[●]

## Section II: Terms of Reference (TOR)

### Empanelment categories and scope of work

The Zoo Consultants shall be empanelled under these broad categories as mentioned below:

#	Categories	Subcategories	Scope of work inclusions (actual scope of work for each project will vary depending on specific requirement)
A	Architectural and design services	<p>Sub-categories as per Project Cost:</p> <p>I. Up to 50 lakh</p> <p>II. Above 50 lakh – 1 crore</p> <p>III. Above 1 crore</p>	<ul style="list-style-type: none"> <li>• Site evaluation, analysis and impact of existing and/or proposed development on its immediate environs,</li> <li>• Design and site development,</li> <li>• Preparation of DPR (in case of new zoos)</li> <li>• Architectural and interior design services (for interpretation centres, essential buildings of Zoos as per CZA guidelines etc)</li> <li>• Urban design,</li> <li>• Master planning,</li> <li>• Landscape architecture and design, irrigation plan, planting design, illumination plan and design, General arrangement,</li> <li>• Hardscape &amp; furniture plans,</li> <li>• Softscape Plan (Softscape plan is a part of landscape drawing package. Softscape elements are the living elements like soil, trees, shrubs, vines, groundcover (grass), accent plants, flowering plants etc.)</li> <li>• Levels &amp; drainage,</li> <li>• Illumination plan and design, signage,</li> <li>• Signage and wayfinding,</li> <li>• Setting out plan,</li> <li>• Working drawing and details,</li> </ul>

#	Categories	Subcategories	Scope of work inclusions (actual scope of work for each project will vary depending on specific requirement)
			<ul style="list-style-type: none"> <li>• Enclosure design, enrichment,</li> <li>• Civil works and structural design,</li> <li>• External engineering services, boundary walls, gates, structure, roads, pathways</li> <li>• Sanitary, plumbing, drainage, water supply and sewerage design.</li> <li>• Heating, Ventilation and Air Conditioning (HVAC) design and other mechanical systems.</li> <li>• Elevators, escalators, etc.</li> <li>• Fire detection, Fire protection and Security systems etc.</li> <li>• Retrofitting w.r.t to accessibility,</li> <li>• Retrofitting w.r.t architectural and heritage conservation,</li> <li>• Sustainability led design and retrofitting,</li> <li>• Periodic inspection and evaluation of Construction works,</li> <li>• Electrical, electronic, communication systems and design,</li> </ul> <p><b>Note 1:</b> Designing of Zoo Animal Enclosures will be as per CZA norms &amp; specifications and as per the DPR/ Master layout Plans approved by CZA. <b>Note 2:</b> The exhibit designs must meet the requirements of the relevant species, while meeting the viewing expectations of the visiting public through enhanced viewing opportunities, immersive environments,</p>

#	Categories	Subcategories	Scope of work inclusions (actual scope of work for each project will vary depending on specific requirement)
			<i>and viewing panels at prime public viewing areas as per CZA guidelines.</i>
B	Information Education and Communication (IEC) and technology enablement	Nil	<ul style="list-style-type: none"> <li>• Print media- Brochures, pamphlets etc,</li> <li>• Electronic media- Websites, social media etc.</li> <li>• Developing web-based mobile application for the zoo as per custom requirement, and allied activities.</li> <li>• Developing concepts based on Augmented Reality, Virtual Reality</li> <li>• Interactive learning platform will support features like Internal Navigation,</li> <li>• Environment education Games and interactive interpretation strategies,</li> <li>• Automated Information System,</li> <li>• Audio &amp; Video Guide and AI Based Communication.</li> <li>• Ticketless visitor counters and payment gateways</li> <li>• waste management, wastewater recycling, water conservation and management</li> <li>• animal carcass disposal through incinerators</li> </ul>



#	Categories	Subcategories	Scope of work inclusions (actual scope of work for each project will vary depending on specific requirement)
			<ul style="list-style-type: none"> <li>• transport management (tracking system and optimum use management)</li> <li>• emergency/ disaster alert system</li> <li>• animal safety devices.</li> </ul>

*Note: Consultant (the use of term consultant should be limited in the document) may apply for empanelment for one or more than 1 category depending upon the nature of work done by Consultant as mentioned in Form VI.*

### **a. Minimum Eligibility – Technical and Financial Criteria**

The Applicant's competence and capability is proposed to be established by the minimum eligibility and Technical Criteria as per the categories mentioned in Table B below.

#	Minimum eligibility and Technical Criteria	Supporting document
1	Indian firm with sole proprietorship, registered partnership firm or a company registered under companies act 1956 or Companies Act 2013.	i. Certificate of registration with the relevant Registrars of Companies. ii. Certificate from partnership as per the partnership act.  <i>The above shall be submitted along with Memorandum of Association and Article of Association.</i>
3	Service tax registration number and copy of the last return filed.	Copy of the registration and proof of acknowledgement received from the department
3	GST Registration number	Copy of the registration certificate
4	The Applicant should not have any litigations pending with the CZA as on date of opening of technical Proposal, nor should have been blacklisted by Govt of India	Undertaking as per Form VII
5	Min years of experience (as set out in table below)	Details of experience related to number of years of active experience of working with zoos, details of experience related to design of animal enclosures in zoos, details of

		experience related to master planning of zoos, details of experience related to conducting training programs in zoos, educational qualifications of the team/individual in subject pertaining to zoo and wildlife science, civil/structural designing and architecture, experience of working in environmental sector especially in aspects pertaining to Impact Assessment, commissioning of projects in environmental science, site assessments etc.. The experience certificates shall be submitted as per Form VI
6	Average annual turnover (as set out in table below)	Audited balance sheet, profit and loss account and statement of turnover for last three years. And notes from statutory auditor and undertaking by the auditor and audited balance sheets. In addition to the above financial information shall be submitted as per Form 3
7	Key Staff (firm employee only) (as set out in table below)	CVs of staff to be submitted as per Form V

## b. Categories

#	Categories	Subcategories	Experience of the firm in years (to be submitted per format in the RFP)	Average Annual Turnover (past 3 FYs) (to be submitted per format in the RFP)	Eligible Projects (to be submitted per format in the RFP)	Key staff (firm employees only) (to be submitted per format in the RFP)
A	Architectural and design services	Sub-categories as per Project Cost: i.Up to 50 lakh ii.Above 50 lakh – 1 crore iii.Above 1 crore	<b>Up to 50 lakhs:</b> Min 1 year  <b>Above 50 lakh – 1</b>	<b>Up to 50 lakhs:</b> Min 10 lakhs  <b>Above 50 lakh – 1 crore:</b> Min 20 lakhs	<b>Upto 50 Lakhs-</b> At least one similar (similar is too vague – specific info. Has to sought here and	<b>Up to 50 lakhs:</b> 2 relevant CVs to be submitted  <b>Above 50 lakh – 1 crore:</b> 3

#	Categories	Subcategories	Experience of the firm in years (to be submitted per format in the RFP)	Average Annual Turnover (past 3 FYs) (to be submitted per format in the RFP)	Eligible Projects (to be submitted per format in the RFP)	Key staff (firm employees only) (to be submitted per format in the RFP)
			<p><b>crore:</b> Min 2 years</p> <p><b>Above 1 crore:</b> Minimum 3 years</p>	<p><b>Above 1 crore:</b> Min 30 lakhs</p>	<p>below)ongoing /completed*project</p> <p><b>Above 50 lakh – 1 crore</b> - At least one or more similar completed project with Indian Zoos</p> <p><b>Above 1 crore:</b> At least 2 or more similar completed project with Indian Zoos</p> <p><i>*Self-certificate of completion to be attached</i></p>	<p>relevant CVs to be submitted</p> <p><b>Above 1 crore:</b> 5 relevant CVs to be submitted</p>
B	Information Education and Communication (IEC) and technology enablement	Nil	1 year	10 lakhs	At least one similar completed project	2 relevant CVs to be submitted

## 1. Selection process for empanelment of firms

- i. The Committee shall empanel all the firms meeting minimum eligibility (technical and financial) criteria as mentioned above. The decision of the Committee as constituted by the Authority in this regard shall be final.
- ii. CZA would further reserve the right of periodic review (time period should be specified here) & revision of empanelment document as per future requirement of the Authority.
- iii. All submitted Proposals shall be reviewed and empanelment list for all categories shall be revised every 3 years.
- iv. After 3 years, a fresh empanelment will be called for by the Authority.

## 2. Selection from empanelled firms by the recognised zoos

- i. The list of empanel firms shall be placed on the CZA website i.e. <http://www.cza.nic.in/>
- ii. The recognised zoos shall utilize the services of the firms empanelled by CZA on the basis of their requirement of services for any project. The steps will be as under:
  - a. The recognized zoos shall provide a project brief based on their requirement which will be shared to the empanelled firms. The project brief shall contain the details of the project, along with the criteria of selection. The project brief shall also contain the terms and conditions of payment and service.
  - b. The empanelled firm would be required to submit their technical and financial proposal before the evaluation committee formed by the zoo.
  - c. Depending on the evaluation criterion set by the recognised zoo and the subsequent evaluation, the empanelled zoo firm with the most appropriate proposal may be deemed as "Successful Applicant" for the proposed project. The decision of the evaluation committee as constituted by the respective zoo shall be final in regard to the select of the 'Successful Applicant'.
  - d. A contract shall therefore be drawn up between the zoos and successful applicant.

The process of how a zoo engages an empanelled consultant should be left at the discretion of the respective state govt. as there could state-specific regulations. A broad structure is acceptable – but it should be left of the state govt. to decide the procedure wholly. Zoos may chose to take services of any individual/firm not listed here for services listed above.

The Central Government guidelines on such empanelment shall be quoted wherever necessary:

Especially, the possible conflict of interest that could arise in this situation (if valid), should be clarified in this document:

*CZA empanels an agency -> a zoo recognised by CZA hires the empanelled agency for e.g. preparing an enclosure design -> the design is eventually approved by the CZA.*

- e. Empanelment of an agency/firm by CZA does not translate to any assurance by the CZA for project allotment by zoos to the firms.
- f. The designs submitted and finalised by zoos (prepared in consultation with empanelled agency) will be scrutinised as per extant statutory provisions. If the designed are found

to be in contradiction to the statutory provisions, the design shall be re- designed to be compliant with the statutory provisions and submitted for approval to the Authority.

## **Section III: Instructions to Applicants**

### **1. General Conditions**

#### **1. Number of Proposals and respondents**

- i. No Applicant or its Associate shall submit more than one Proposal, in response to this TOR.
- ii. The TOR Document is not transferable, and Proposals shall be submitted only by Applicants to whom the TOR Document has been issued by CZA.

#### **2. Proposal preparation cost**

- i. The Applicant shall bear all costs associated with the preparation and submission of the proposal. CZA will not be responsible and liable for any costs, regardless of the conduct or outcome of the proposal.
- ii. All papers submitted with the Proposal are neither returnable nor claimable.

#### **3. Right to accept and reject any or all the Proposals**

- i. Notwithstanding anything contained in this TOR Document, CZA reserves the right to accept or reject any proposal and to annul the empanelment process and reject all the proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reason.
- ii. CZA reserves the right to reject any Proposal if:
  - a. At any time, a material misrepresentation is made or discovered, or
  - b. The Applicant does not respond promptly and diligently to requests for supplemental information required for the evaluation of the Proposal
- iii. Rejection of the Proposal by CZA as aforesaid would lead to the disqualification of the Applicant.

#### **4. Amendment of TOR Document**

- i. At any time prior to the Proposal Due Date, the Authority, for any reason, whether at his own initiative or in response to a clarification requested by eligible Applicant, may modify the RFP Document by issuance of an addendum. The addendum will be sent in writing to all eligible Applicants to whom the revised RFP Document has been supplied.
- ii. In order to provide the Applicants a reasonable time to examine the Addendum, or for any other reason, CZA may, at its own discretion, extend the Proposal Due Date.

#### **5. Data Identification and collection**

- i. It is desirable that the Applicant submits its Proposal after verifying the availability of the data, information and/ or any other matter considered relevant.
- ii. It would be deemed that by submitting the Proposal, the Applicant has:
  - a. Made a complete and careful examination and accepted the RFP Document in total;

- b. Received all relevant information requested from CZA and:
- c. Made a complete and careful examination of the various aspects of the scope of work including but not limited to:
  - 1. Existing data or any relevant information;
  - 2. All other matters that might affect the Applicant's performance under the terms of this RFP Document.
- iii. CZA shall not be liable for any mistake or error on the part of the Applicant in respect of the above.

## 2. Preparation and Submission of Proposals

### 6. Language and currency

- i. The Proposal and all related correspondence and documents should be written in the English language. Supporting documents and printed literature furnished by the Applicant with the Proposal may be in any other language provided that they are accompanied by appropriate translations of the pertinent passages in the English language. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail.

### 7. Format and Signing of Proposals

- i. The Applicant needs to submit their technical proposals in prescribed format (Section IV).
- ii. The proposals shall be typed or printed and the Applicant shall initial each page. All the alterations, omissions, additions, or any other amendments made to the proposal shall be initialed by the person(s) signing the proposal.
- iii. Applicants would provide all the information as per the RFP Document and in the specified formats. CZA reserves the right to reject any proposal that is not in the specified formats.
- iv. In case the Applicant intends to give additional information for which specified space in the given format is not sufficient, it can be furnished in duly stamped and signed enclosed sheets.

### 8. Sealing and marking of proposals

- i. The technical proposal shall be sealed in one single outer envelope clearly bearing the following identification: **“Empanelment of firms for zoo design, architecture, IEC and technology enablement for category [A-F]” (BOTH E-MAIL)**

- ii. The proposals shall be addressed to:

**Finance officer,**  
*Central Zoo Authority,*  
*B-1 Wing, 6th Floor,*  
*Pt. Deendayal Antyodaya Bhawan,*  
*CGO Complex, Lodhi Road,*  
*New Delhi-110 003.*

*[Insert email]*

- iii. The envelope shall indicate the name, address and contact number of the Applicant

- iv. If the envelopes are not sealed and marked as instructed above, the Proposal may be deemed to be non-responsive and would be liable for rejection.

### **9. Proposal due date**

- i. The Authority, at its sole discretion, may extend the Proposal due date by issuing an Addendum.
- ii. Proposals should be submitted at or before Proposal due date, to the address provided in Clause 8 (ii) in the manner and form as detailed in this RFP.
- iii. The Authority may, in exceptional circumstances, and for reasons to be recorded in writing, extend the Proposal Due Date, by issuing an Addendum in accordance with Clause 4, uniformly for all Applicants.

### **10. Late Proposals**

Any Proposals received by CZA after Proposal end date **shall** not be accepted.

### **11. Modifications/ Substitution/ Withdrawal of Proposals**

The Applicant will not be allowed to modify, substitute or withdraw its Proposal once submitted to the CZA. From the time the Proposals are opened to the time the Letter of Empanelment is awarded, if any Applicant wishes to contact the Authority, on any matter related to its proposal it should do so in writing. Any effort by the Applicant to influence any officer or bearer of the Authority in the proposal evaluation or Letter of empanelment award decisions may result in the rejection of the Applicant's proposal.

## **3. Proposal opening**

### **12. Opening of Proposals**

- i. CZA would open the Proposals at the date as mentioned in the date sheets for the purpose of evaluation.
- ii. CZA would subsequently examine Proposals in accordance with the criteria set out in this Document.

### **13. Confidentiality**

- i. Information relating to the examination, clarification, evaluation and recommendation for the Applicants shall not be disclosed to any person not officially concerned with the process.
- ii. After opening of the Proposals, no information relating to the examination, clarification, evaluation and comparison of Proposals and recommendations concerning the award of empanelment shall be disclosed to the Applicants or their representatives, if any. Any effort by an Applicant to exert undue or unfair influence in the process of examination, clarification, evaluation and comparison of Proposal shall result in outright rejection of the offer, made by the said Applicant.

### **14. Tests of Responsiveness**

- i. Prior to evaluation of proposals, CZA will determine whether each proposal is responsive to the requirements of the TOR Document. The Proposal shall be considered responsive if:
  - a. It is received/ deemed to be received by the Proposal due date and time including any extension thereof pursuant to Clause 9.

- b. The details in the proposal have been submitted as per the formats prescribed.
  - c. The all forms in Section IV have been filled and attached as a part of the proposal.
  - d. It is signed, sealed and marked as stipulated in Clause 7 and Clause 8.
  - e. It contains all information required in this RFP Document.
  - f. Information is provided as per the formats specified in the RFP Document.
- ii. CZA reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by CZA in respect of such Proposals.

#### **15. Clarifications**

- i. Any queries or request for clarification concerning this document shall be submitted by written letter duly signed by the authorized signatory at the address provided in clause 8(ii) so as to reach Authority on or before the date as mentioned in the data sheet of this document.
- ii. The Authority shall make reasonable endeavor to respond to the questions raised or clarifications sought by the Applicants. However, the Authority reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring the Authority to respond to any question or to provide any clarification.
- iii. The Authority may also on its own discretion, if deemed necessary, issue interpretations and clarifications to all Applicants by way of a common communication. All clarifications and interpretations issued by the Authority shall be deemed to be part of this document. Any verbal clarifications and information given by Authority or its employees or representatives or consultants shall not in any way or manner be binding on the Authority. Authority reserves its right to retract, change alter or modify any communications once given by any of its employees and/or consultants.
- iv. Authority will provide adequate information/ support to the assist Applicants in the formulation of their application or response to this Proposal document.
- v. Further, to assist in the process of evaluation of Proposals, CZA may, at its sole discretion, ask any Applicant for clarification on its Proposal. The request for clarification and the response shall be in writing or by facsimile. No change in the substance of the Proposal would be permitted by way of such clarifications.

#### **16. Proposal Evaluation**

- i. To assist in the examination, evaluation, and comparison of Proposals, CZA may utilize the services of advisor(s).
- ii. The proposals will be evaluated by the Committee to be appointed by the CZA.
- iii. The submissions of the Applicants would first be checked for responsiveness as set out in Clause 14. All proposals found to be substantially responsive shall be evaluated as per the Technical Criteria in Section II of this RFP Document.
- iv. The envelopes containing the Technical Proposal of the Applicants who do not meet the Technical Criteria shall not be considered for further process.



- v. Proposals of the Applicants qualifying Technical Criteria shall be further evaluated for empanelment. The Applicants meeting minimum technical criteria shall be termed as **Technically Qualified Applicant**
- vi. Based upon the work experience submitted by the Technically Qualified Applicants, Committee shall empanel the firms under different categories. Applicant may be empaneled under one or more category based on the work experience submitted in Form T6.
- vii. CZA would further reserve the right of periodic review (time period may be specified) & revision of empanelment document as per future requirement of the Authority.

## Section IV: Pro-forma for Submission

This part of the document provides pro-forma for providing the information.

Authorized signatory of the Applicants must sign each page of the Proposal to be submitted to CZA.

### Form I: Letter of Proposal Submission

[Location, Date]

To

*Member Secretary , Central Zoo Authority,*

*B-1 Wing, 6th Floor,*

*Pt. Deendayal Antyodaya Bhawan,*

*CGO Complex, Lodhi Road,*

*New Delhi-110 003.*

Subject: **Empanelment of (see above) for zoo design, architecture, IEC and technology enablement (2021-2024)**

#### **Empanelment Category:**

*(Example: Comprehensive Architectural and Design Services (consistency in the name of sub category may be maintained) Sub-Category I: Project Cost Up to 50 lakhs)*

*(Note: Consultant may mention more than one categories)*

Sir ,

We, the undersigned, offer to provide the consulting assignment/job for Central Zoo Authority (consulting job to the Central Zoo Authority?? Incorrect) in accordance with your RFP Document dated [Insert Date] and our Proposal.

We are submitting proposal as per advert.. dated... should suffice.

The proposals have to mandatorily submitted over email and the same may be included.

We are hereby submitting the documents, as requested, in a sealed envelope. We confirm that we have read the RFP Document in totality and abide by the terms and conditions stated in the document.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. Our Proposal is binding upon us.

We understand you are not bound to accept any Proposal you receive.

We remain,

\_\_\_\_\_

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name and address of Firm:

**Form II: General Information**

**Empanelment Category:**

*(Note: Consultant may mention more than one categories)*

1. Details of the Applicant
  - Name of Applicant:
  - Legal Status:
  - Address:
  - Tel No. (with code):
  - Contact person:
  - Name and Designation:
  - Address, Telephone No. and Email address:
  
2. Type of Firm (Proprietorship firm/Partnership firm/company) *(with supporting documents)*:
  
3. Years since incorporation with documentary evidence (or equivalent certificate):
  
4. Years since registration of firm with documentary evidence (or equivalent certificate):
  
5. Brief description of the firm & organization structure:

We agree with all the terms and conditions of this RFP document.

\_\_\_\_\_

Authorized signatory

Name:

Date:

Name of the Applicant with seal

**Form III: Financial Information**

Please provide with financial details about the Applicant along with necessary supporting documents in the following format:

**Empanelment Category:**

*(Note: Consultant may mention more than one categories)*

Year	Annual Turnover
Average	

Note: A certificate from the Statutory Auditor should be provided as supporting document certifying the Financial Capability submitted by the Applicant.

On Behalf of (Name of the Applicant)

Signature of the Authorized Person

Name:

Designation:

**Form IV: Technical Capacity**

Please provide the details of technical capacity in the following format:

**Empanelment Category:**

*(Note: Please fill individual Form IV for each Empanelment category)*

#	Technical Criteria	Response	Eligible Status	Reference Page No. of supporting documents
1	Type of Firm (Proprietorship firm/Partnership firm/company)	<i>(Years)</i>	<i>(Eligible/Ineligible)</i>	<i>(Certificate of incorporation)</i>
2	Years since registration	<i>(Years)</i>	<i>(Eligible/Ineligible)</i>	<i>(Certificate of incorporation)</i>
3	Experience of Principal Employee/s	<i>(Years)</i>	<i>(Eligible/Ineligible)</i>	<i>(Certificate from CoA/applicable competent authority + Filled CV - Form VI)</i>
4	Average Annual Turnover	<i>(in Lakhs)</i>	<i>(Eligible/Ineligible)</i>	<i>(Certified copies of Financial Statements to be attached as proofs.)</i>
5	Experience of Similar/Eligible Projects	<i>(Name of Project + Project Cost)</i>	<i>(Eligible/Ineligible)</i>	<i>(Performance/ Completion Certificates from Client clearly stating the nature of work &amp; services rendered)</i>
6	No pending litigations with the CZA, blacklisting by govt.	-	<i>(Eligible/Ineligible)</i>	

Conditions from above shall be incorporated.

**Form V: Curriculum Vitae**

(Principal Employees/Key Staff)

(Fill multiple Form V as per requirement)

1. Name:

[Insert full name]:

2. Date of Birth:

3. Nationality:

4. Education:

[Indicate college/university and other specialized education of staff member, giving names of Institutions, degrees obtained, and dates of obtainment]

5. Membership of Professional Associations:

6. Other Training:

7. Countries of Work Experience:

[List countries where staff has worked in the last ten years]

8. Languages: [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]

9. Employment Record:

[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]

From [Year To Year]

Authority:

Positions held:

10. Detailed Tasks Assigned:

[List all tasks to be performed under this Assignment/job]

11. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

[Among the Assignment/jobs in which the staff has been involved, indicate the following information for those Assignment/jobs that best illustrate staff capability to handle the tasks listed under point 12.]

Name of Assignment/job or project:

Year:

Location:

Employer:

Main project features:

Positions held:

Activities performed:

12. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

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[Signature of staff member]

Full name of staff member

Date:

Place:

\_\_\_\_\_  
Signature of the Applicant



**Form VI: Credential Format**

**Project Description Sheet**

(Use separate sheet for each cited Project)

The following information should be provided in the format below for each Eligible Assignment for which your firm individually was legally contracted by the client stated below:

Assignment Name:		
Project Category according to the TOR		
Name and Address of Client:		
Location:		Project cost (in INR): Built-up Area in sqm:
Start date (Month/Year):	Completion Date (Month/Year):	Approx. Value of Services (in rupees):
Name of Associated Consultants, if any:		
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and functions performed:		
Narrative Description of Project:		
Description of Actual Services Provided by Your Staff:		
Reference with Contact name, telephone number and e-mail (if any) for verification of the details provided above		

Name of the Applicant:

\*Applicant needs to furnish Completion/Performance Certificate for supporting for all the completed projects as per Technical criteria.

---

Signature of the consultant with seal

Dated:

Witness:

Address:

Occupation

**Form VII: Undertaking**

**Name of Work:** Empanelment of firms for zoo design, architecture, IEC and technology enablement (2021-2024)

I confirm that I/Applicant do not have any pending litigation & non-performing contracts during last 5 years. Further, I/Applicant have not been barred by Government of India/ any State Government/ Government agency, Supreme Court.

I confirm that we do not have any litigations pending with the CZA as on date of opening of Technical Application.

---

Signature of the consultant with seal

Dated:

Witness:

Address:

Occupation:

## **Section V: Standard Conditions (SC)**

These Standard Conditions shall apply for empanelment of the firms by the Central Authority only. The terms and conditions for the works (payment, services etc), once the firm is empanelled shall be drafted by the zoos in consultation with respective state govt. with the empanelled firm. The Authority does not have any role when the zoo assigns a project to the empanelled entity.

### **1. General provisions**

#### **1.1. Governing law and jurisdiction**

These standard conditions shall be governed by and construed in accordance with the laws of India and any dispute arising out of the empanelment or these terms shall be subject to the exclusive jurisdiction of the courts of Delhi.

#### **1.2. Notices**

1.2.1. Any notice, request or consent required or permitted to be given or made pursuant to these standard conditions shall be in writing. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the mentioned address.

1.2.2. A party may change its address for notice hereunder by giving the other party notice in writing of such change to the mentioned address.

#### **1.3. Authorized Representatives**

Any action required or permitted to be taken, and any document required or permitted to be executed under these standard conditions by the Authority or the Successful Applicant may be taken or executed by the officials as formally designated by each party as on the effective date of the project.

#### **1.4. Fraud and Corruption**

1.4.1. "corrupt practice" means the offering, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the selection process or in contract execution;

1.4.2. "fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a contract;

1.4.3. "collusive practices" means a scheme or arrangement between the consultant, with or without the knowledge of the authority, designed to establish prices at artificial, non-competitive levels;

1.4.4. "coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of a contract;

#### **1.5. Measures to be taken**

The Authority will cancel the Consultant's empanelment, if it is engaged in corrupt, fraudulent, collusive or coercive practices during the selection process or the execution of that contract

#### **1.6. Non Solicitation**

1.6.1. During the term of empanelment with CZA the empaneled firm/agency shall not permit any persons in their firm/affiliates of the empaneled firm, to directly or indirectly, on their own behalf:

(i) call upon, accept business using the goodwill of CZA to further market the respective firm on other platforms.

(II) recruit or otherwise solicit or induce, or enter into or participate in any plan or arrangement by using the goodwill of CZA

1.6.2. Failure to comply with the above clause will be liable for termination of the empanelment of the respective firm pursuant to Clause 2.6 below.

## **2. Commencement, completion, modification arbitration and termination of empanelment**

### **2.1 Effectiveness of Contract**

This Contract shall come into effect on the date the Contract is signed by both the parties and such other later date as discussed and agreed with the Authority. The date the Contract comes into effect is defined as the Effective Date.

### **2.2 Commencement of Services**

The Consultant shall begin carrying out the Services from the Effective Date or any such date as specified by the Authority.

### **2.3 Expiration of Contract/delisting**

Unless terminated earlier pursuant to Clause SC 2.6 hereof, these standard conditions shall expire at the end of such time period after the Effective Date as given in the time schedule in RFP Document.

### **2.4 Modifications or Variations**

Any modification or variation of the terms and conditions of these standard terms, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

### **2.5 Force Majeure**

2.5.1 Definition: For the purpose of these standard terms, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

2.5.2 No Breach of Contract: The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time: Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

## **2.6 Termination of empanelment/de-listing of empanelment**

### **2.6.1 By the Authority (CZA)**

The Authority may terminate/delist this Contract (only one term may be used)/empanelment in case of the occurrence of any of the events specified in paragraphs (i) through (vi) of this Clause SC 2.6.1 In such an occurrence the Authority shall give a not less than fifteen (15) days' written notice of termination to the Consultant, and thirty (30) days' in the case of the event referred to in (v).

- i. If the Consultant does not remedy a failure in the performance of their obligations under the Contract, within thirty (30) days after being notified or within any further period as the Authority may have subsequently approved in writing.
- ii. If the Consultant becomes insolvent or bankrupt.
- iii. If the Consultant, in the judgment of the Authority has engaged practices as defined in clause SC 1.4 in competing for or in executing the Contract.
- iv. If, as the result of Force Majeure, the Consultant are unable to perform a material portion of the Services for a period of not less than thirty (30) days.
- v. If the Authority, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.
- vi. If the Consultant fails to comply with any provision of the contract.
- vii. If the Consultant fails to comply with any final decision reached as a result of arbitration proceedings pursuant to Clause SC 3.15 hereof.
- viii. If it is found that false/fake documents have been submitted by the applicant.

### **2.6.2 By the Consultant**

The Consultant may terminate the Contract, by not less than thirty (30) days' written notice to the Authority, such notice to be given after the occurrence of any of the events specified in paragraphs (i) through (ii) of this Clause SC 2.6.2

- i. If, as the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than thirty (30) days.
- ii. If the Authority fails to comply with any final decision reached as a result of arbitration pursuant to Clause SC 3.15 hereof.

## **3. Obligations of the consultant and obligations of the Authority**

### **Obligations of the consultant**

#### **3.1 General**

The Consultant shall always act, in respect of any matter relating to the Contract or to the Services, as faithful advisers to the Authority, and shall at all times support and safeguard the Authority's legitimate interests in any dealings with Sub-Consultants or third Parties.

#### **3.2 Standard of Performance**

- 3.2.1 The Consultant shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional

standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods.

3.2.2 The Consultant shall comply with all the relevant statutory provisions.

### **3.3 Conflict of Interests**

The Consultant shall hold the Authority's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.

### **3.4 Prohibition of Conflicting Activities**

The Consultant shall not engage, and shall cause their Personnel as well as their Sub-Consultants and their Personnel not to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this Contract.

### **3.5 Confidentiality**

Except with the prior written consent of the Authority, the Consultant and the Personnel shall not at any time communicate to any person or entity any confidential information, maps, images, reports, etc. acquired in the course of the Services, nor shall the Consultant and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

### **3.6 Consultant's Actions**

The Consultant shall inform the Authority/Recognized Zoo in writing before taking any of the following actions:

- a) Entering into a subcontract for the performance of any part of the Services
- b) Using Authority's name for marketing purposes (please see clause 1.6 of Section V)

### **3.7 Reporting Obligations**

The Consultant shall submit to the Zoos all relevant documents as required by them for the services.

### **3.8 Documents Prepared by the Consultant to be the Property of the Authority and the Zoos**

All designs, models, concepts, plans, reports, other documents and software submitted by the Consultant shall become and remain the property of the Authority and the zoo (the successful applicant signed the contract with), and the Consultant shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Authority and the zoo, together with a detailed inventory thereof. All the original images should be submitted to the Authority and the zoo.

The Consultant may retain a copy of such documents and software. However, for any future use of these documents, the consultant should take approval of the Authority and the zoo.

### **3.9 Accounting, Inspection and Auditing**

The Consultant shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with internationally accepted accounting principles and in such form and detail as will clearly identify all relevant time changes and costs, and the basis thereof.

### **3.10 Consultant's (uniform term may be used throughout the RFP) personnel**

The Consultant shall employ and provide such qualified and experienced Personnel as are required to carry out the Services.

### **3.11 Removal and/or Replacement of Personnel**

- i. Except as the Authority/Zoo may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Consultant, such as retirement, death, medical incapacity, among others, it becomes necessary to replace any of the Key Personnel, the Consultant shall provide as a replacement a person of equivalent or better qualifications.
- ii. If the Authority/zoo finds that any of the Personnel have (a) committed serious misconduct or have been charged with having committed a criminal action, or (b) have reasonable cause to be dissatisfied with the performance of any of the Personnel, then the Consultant shall, at the Authority's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Authority.
- iii. The Consultant shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

### **Obligations of the authority**

#### **3.12 Assistance and Exemptions**

The Authority/zoo shall use its best efforts to ensure that it shall provide the Consultant such assistance as reasonably required for the execution of the project. Central Zoo Authority should not have any role here.

#### **3.13 Payments to the consultant**

Payments will be made to the account of the Consultant by the recognized zoos and in accordance with the accepted proposal by the zoos.

#### **3.14 Good faith**

The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.

#### **3.15 Settlement of disputes**

##### **3.15.1 Amicable Settlement**

The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the empanelment, and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

If the Parties are unable to resolve a dispute amicably through discussion or conciliation, the dispute may be referred to Arbitration. The proceedings for the same may be initiated by the respective Zoo Operator.

In case dispute is not resolved through arbitration, the dispute can then be brought to the jurisdiction of courts of Delhi.

**End of Document**