

**OFFICE OF THE DIRECTOR: ANIMAL HUSBANDRY UNIT
DEVELOPMENT DEPARTMENT, GNCT OF DELHI
ZORAWAR SINGH MARG, NEAR PUL MITHAI, TIS HAZARI, DELHI-110054
TEL. NO. 23890318, 23890174
Mail ID:- directorahdelhigov@gmail.com**

F. No.11(46)/AHD/MVU/2023-24/

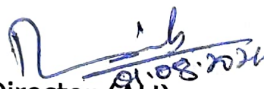
Date

E-Procurement Tender Notice

Animal Husbandry unit of Development Deptt, Govt. of Delhi is inviting tenders through E- Procurement of Request for Proposal (RFP) for Selection of Agency for Setup of Call centre & Implementation, Operations & Maintenance of Mobile Veterinary Unit. Only those bidders can apply who have valid registration with the application service provider of NIC, Delhi State Centre. Tender Enquiry I.D No. 2024_ANHD_260389_1 dated 31-07-2024

Last date/time for downloading of tender through e-procurement solution.	20/08/2024 3.00 P.M.
Last date/time for clarification	09/08/2024 3.00 P.M.
Last date/time for submission/receipt of tender through e-procurement solution.	20/08/2024 3.00 P.M.
Date and time of opening of Technical bids (online) by the technical committee in the office of Director, Animal Husbandry, Govt. of NCT of Delhi, Zorawar Singh Marg, Near Pul Mithai Tis Hazari Delhi - 110054	21/08/2024 4.00 P.M.
Date and time of opening of Financial bid (online) in the office of Director, Animal Husbandry, Govt. of NCT of Delhi, Zorawar Singh Marg, Near Pul Mithai Tis Hazari Delhi - 110054	Will be Informed in due course
Bid Validity	180 Days

The details are available on the home page of <https://govtprocurement.delhi.gov.in>


Director (AH)

कार्यालय निदेशक, पशुपालन इकाई, विकास विभाग,
दिल्ली सरकार
जोरावर सिंह मार्ग, निकट मिठाई पुल.
तीस हजारी, दिल्ली-110054
दूरभाष: 23890318, 23890174

F.No.11(46)/AHD/MVU/2023-24/

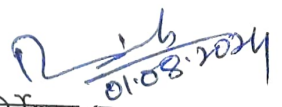
Dated:

ई-खरीद निविदा सूचना

पशुपालन इकाई, विकास विभाग, दिल्ली सरकार में पशु चिकित्सा की ई-खरीद निविदा के लिए कॉल सेंटर की स्थापना और मोबाइल पशु चिकित्सा इकाई के कार्यान्वयन, संचालन और रखरखाव के लिए एजेंसी के चयन हेतु प्रस्ताव के लिए अनुरोध) आरएफपी(। केवल वही बोलीदाता ऑनलाइन आवेदन कर सकते हैं जिनके पास एन.आई.सी) NIC) राष्ट्रीय राजधानी क्षेत्र दिल्ली के आवेदन सेवा प्रदाता के साथ वैध पंजीकरण हो। निविदा ID. No. 2024_ANHD_260389_1 dated 31-07-2024

ई-प्रोक्योरमेंट सॉल्यूशन के माध्यम से निविदा डाउनलोड करने की अंतिम तिथि/समय।	20/08/2024 3.00 P.M.
स्पष्टीकरण के लिए अंतिम तिथि/समय	09/08/2024 3.00 P.M.
ई-प्रोक्योरमेंट सॉल्यूशन के माध्यम से निविदा जमा करने/प्राप्त करने की अंतिम तिथि/समय।	20/08/2024 3.00 P.M.
निदेशक पशुपालन के कार्यालय में तकनीकी समिति द्वारा तकनीकी बोलियां) ऑनलाइन (खोलने की तिथि और समय।	21/08/2024 4.00 P.M.
(ऑनलाइन (वित्तीय बोलियों को खोलने की तिथि और समय	उचित समय पर सूचित किया जाएगा।
बोली की वैधता ।	180 दिन

विवरण <https://govtprocurement.delhi.gov.in> के होम पेज पर भी उपलब्ध है।


निर्देशक (पशुपालन)

**Request for Proposal (RFP) for Selection of Agency for Setup of
Call center & Implementation, Operations & Maintenance of
Mobile Veterinary Unit**



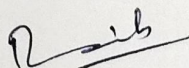
**ANIMAL HUSBANDRY UNIT
DEVELOPMENT DEPARTMENT
GOVT. OF NCT OF DELHI**

**ZORAWAR SINGH MARG, NEAR PUL MITHAI,
TIS HAZARI DELHI, 110054**

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Table of Contents

S.No	INDEX	PAGE
	Notice Inviting Tenders	
	SECTION I GENERAL	
1.	Introduction	
2.	Scope of Work	
3.	Operation of call centre	
4.	Operation of Mobile Veterinary Clinic	
5.	Monitoring & Management Structure	
6.	Roles and Responsibilities	
7.	Flow process	
	SECTION II INSTRUCTIONS TO BIDDERS	
8.	General Instructions	
9.	Queries & Clarifications	
10.	Amendment	
11.	Conflict of Interest	
12.	Eligibility criteria	
13.	Qualifications of Manpower	
14.	Criteria for selection of Bidder	
15.	Commercial conditions Earnest Money Deposit Performance Security	
16.	Condition on Applicants / Bidders	
17.	Annulment of Award	
18.	Failure to Abide by the Service Provider Agreement	
19.	Right to Accept or Reject any and/or All Proposals	
	SECTION III TERMS AND CONDITIONS	
20.	Definitions, Application, Use of documents and information	
21.	Payment and Penalties	
22.	Prices, Change of orders, Contract amendment, Assignment, Delays in the supplier's performance	
23.	Payment of Remuneration, Insurance, Liquidated damages, Termination for default	
24.	Force majeure, Termination for insolvency, Termination for convenience	



25.	Resolution of disputes & Other Clauses	
26.	Annexure 1 Fixed Recurring Expenditure As Per The Government Of India (GOI)	
27.	Annexure 2 Call Center- Equipment And Specification	
28.	Annexure 3 List Of Indicative Items Required In Mobile Veterinary Unit	
29.	Annexure 4 Covering Letter	
30.	Annexure 5 Experience Details	
31.	Annexure 6 Financial Eligibility	
32.	Annexure 7 Power Of Attorney To Bid Signatory	
33.	Annexure 8 Power Of Attorney And Memorandum Of Understanding In Case Of Consortium	
34.	Annexure 9 Format For Anti-Collusion Certificate	
35.	Annexure 10 Format for Project Undertaking	
36.	Annexure 11 Bidder Information	
37.	Annexure 12 Declaration Format	
38.	Annexure 13 Check List	
39.	Annexure 14 Financial Bid	
40.	Annexure 15 Contract Form	



DISCLAIMER

1. The information contained in this document ("**RFP / Tender Document**") or subsequently provided to Bidders (Applicants / Bidders), whether verbally or in documentary or any other form by or on behalf of ANIMAL HUSBANDARY UNIT, Development Department (herein after referred to as "**Authority**") or any of its employees, representatives, advisors or Consultants is provided to Bidder(s) on the terms and conditions set out in this Tender document and any other terms and conditions subject to which such information is provided.
2. This Tender document is neither an agreement nor an offer by the Authority to the prospective Bidder(s) or any other person. The purpose of this RFP is to provide interested parties with the information that may be useful to them in the formulation & submission of their Proposals pursuant to this tender document.
3. This document includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Request for Proposal for Selection of Agency for call centre setup and Implementation, Operations & Maintenance of Mobile Ambulatory Veterinary Clinic Services for a period of 03 (Three) Years in NCT of Delhi extendable for another 2 years by the Selected Bidder / Concessionaire selected through a competitive bidding process. The purpose of this tender is to provide the Bidder(s) with information that may be useful to them in the formulation of their bids (including Price Bids) (the "**Bids**") pursuant to this tender document and for no other purpose.
4. This document may not be appropriate for all persons, and it is not possible for the Authority and its employees to consider the objectives, technical expertise and particular needs of each party who reads or uses this document. The assumptions, assessments, statements and information contained in this document, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this tender document and obtain independent advice from appropriate sources. Information provided in this tender document to the Bidders may be on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
5. The Authority and its employees/ officers/ advisors/ consultants make no representation or warranty and shall have no liability to any person including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this tender document or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the document and any assessment, assumption, statement or information contained therein or deemed to form part of this document or arising



in any way in this Selection Process / Tender Process (hereinafter defined).

6. The possession or use of this tender document in any manner contrary to any applicable law is expressly prohibited. The Bidders shall inform themselves concerning, and shall observe any applicable legal requirements. The information does not purport to be comprehensive or to have been independently verified. Nothing in this document shall be construed as legal, financial or tax advice.
7. The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon the statements and information contained in this tender document.
8. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this document.
9. The issue of this tender document does not imply that Authority is bound to select a Bidder or to award work to the Selected Bidder, as the case may be, for the subject project and the Authority reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
10. Laws of the Republic of India are applicable to this Tender document.



**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
ANIMAL HUSBANDRY UNIT, DEVELOPMENT DEPARTMENT,
ZORAWAR SINGH MARG, TIS HAZARI
DELHI – 110054**

NOTICE INVITING TENDERS

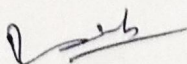
Director of Animal Husbandry, Government of NCT of Delhi through this calls for Requests For Proposal (RFP) from the organizations for Setup of Call center & Implementation, Operations & Maintenance of Mobile Veterinary Unit on Turnkey basis.

The Selected **Bidder shall setup Call center** and simultaneously Operate and maintain 03 (Nos) Mobile Veterinary Unit on Public Private Partnership model throughout the NCT of Delhi for a block period of 03 Years from the date of signing of contract, **subsequent which it will be extendable for another 2 years subject to satisfactory performance as per mutually agreed terms and conditions of both the parties.**

The authority has adopted two bid system (Technical & Financial separately) and document can be downloaded from and filed online at <https://govtprocurement.delhi.gov.in> by those tenderers who have a valid Registration with e-Procurement platform. Bidders (authorized signatory) shall submit their offer Online only (both for technical and financial proposal) at e-tendering portal in electronic format with Digital Signature.

Schedule of the Bidding Process:

Last date/time for downloading of tender through e-procurement solution.	
Last date/time for clarification	
Last date/time for submission/receipt of tender through e-procurement solution.	
Date and time of opening of Technical bids (online)	
Technical presentation and demonstration on "Methodology and Approach for overall implementation of proposed project"	Date, Time and Venue to be notified to Eligible Bidders.
Date and time of opening of Financial bid (online)	Will be informed later
Bid Validity	180 days
Earnest Money Deposit	Rs.4,67,000/-
EMD Validity Period	30 days beyond the bid validity period
Mode of Selection	QCBS – Quality Cost-Based Selection
Performance Security	The selected Agency/Firm should submit Rupees Seven Lakhs in the form of Performance Security within 15 days from the date of receipt of Letter of Acceptance (LoA)



1. The Authority reserves the right to change any schedule of bidding Process. Please visit the portal tender to see any notifications.
2. The Authority shall not be responsible for any non-receipt of tenders or late uploading of tenders online for any reason, whatsoever. Failure to fill and sign the declaration and check slip shall make tender invalid.
3. The bidder(s) are requested to submit their submissions in the required given format only (including supporting documents). Any discrepancy and submission of unwanted material which may hamper the evaluation process (resulting in missing out the documents during the process) shall result in the disqualification of the respective bid(s).
4. The queries can be sent to departmental Email ID at directorahdelhigov@gmail.com which must be received by Animal Husbandry Unit, Development Dept by last date / time for clarification. Queries received after due date and time shall not be considered.
5. The Authority shall not be responsible for any costs or expenses incurred by the Bidder bidder(s) in connection with the preparation and delivery of Proposals, including costs and expenses related to transport etc.,
6. The Authority reserves the rights to cancel, terminate, change or modify this procurement / Bid Process and /or requirements of proposal stated in the RFP, without assigning any reason or providing any notice and without accepting any liability for the same.
7. The interested bidders have to deposit Earnest Money (EMD) of Rs. 4,67,000/- (Rupees Four lakh Sixty Seven Thousand Only) in the form of Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee from any of commercial banks in an acceptable form drawn in favour of Director, Animal Husbandry, Govt. of Delhi payable at New Delhi The same has to be submitted in soft copy format online.
8. The aforesaid DDs/TDR/FDR/Bank Guarantee in original towards EMD and duly signed hard copy of proposal should be submitted to the "Director, Animal Husbandry Unit, Zorawar Singh Marg, Near Pul Mithai Tis Hazari, Delhi-110054 or before the Last date & time for Bid Submission, failing which the tender bid will be rejected. Department shall not be responsible for any postal delay.
9. The Proposal / bid shall be valid for a period of not less than 180 days from the Bid Due Date (the "BDD"). In exceptional circumstances, prior to the expiry of the original proposal validity period, the authority may request the Bidders to extend the period of validity for a specified additional period. The request for the extension shall be made in writing. However, bidder will not be permitted to modify their submitted bids after the BDD.



SECTION I GENERAL

1. Introduction

The Animal Husbandry unit of Development Department, Delhi is rendering Veterinary services through its 48 hospitals, 29 dispensaries and one Disease Diagnostic Laboratory. The unit provides free of cost Veterinary Services for breed improvement, treatment of sick animals, prophylactic vaccination in animals, disease surveillance/ monitoring, and public awareness services in Delhi. Awareness programs for management of livestock are carried out through Farmers Information Centre at Veterinary Hospital Complex, Palam. The Department is implementing a Central scheme of Livestock Health & Disease Control Programme under which the component of Mobile Veterinary Units is envisaged with an objective to provide veterinary services at the farmers doorstep.

The Government of NCT of Delhi has conceptualized the model to provide Improved Veterinary Services to Livestock at the doorstep where Veterinary Services are not available and the animal owners are in need of Veterinary Aid. The Veterinary healthcare services will also be rendered to stray animals on Citizen call through these mobile units. The Department has established 03 Mobile Veterinary Clinic to provide Veterinary Services with the following objectives:-

- a) To examine the general health condition and to treat the livestock
- b) To provide "On the Spot" free diagnostic service to ascertain the disease.
- c) To detect the common diseases prevalent in the area.
- d) To provide doorstep Ambulatory service (Breeding, Curative).
- e) To educate people to adopt appropriate modern technology for improving the productivity.
- f) To make disease surveillance and monitoring of livestock and poultry diseases.
- g) To control and contain disease outbreak.
- h) To popularize the departmental schemes
- i) To create awareness on livestock preventive health care and other department services available

2. Scope of Work

The bidder shall be responsible for Setup of Call center & Implementation, Operations & Maintenance of Mobile Veterinary Unit for a period of 03 (Three) Years in NCT of Delhi from the date of signing of contract, subsequent which it will be extendable for another 2 years subject to satisfactory performance as per mutually agreed terms and conditions of both the parties and handover of the assets at the end of contract duration.

The service provider shall be responsible to perform services as defined for 03 No's of MVU's on Turnkey basis as designated by the Authority for the entire agreement period with the following requirements.

- Establishment, Maintenance and Operating of Call Centre with all IT Equipment, Software and Mobile application linkage/development & Infrastructure to monitor movement of MVUs
- Operation and maintenance (including running expenditure) of MVUs through out the contract period.
- Engagement and training of man power (call executive, Veterinarian, Para Veterinarian and Driver-cum-attendant)

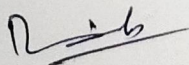


2.1 Operation of Call Centre:

- 2.1.1 It will be the nerve centre of entire project to extend qualitative, timely and reliable service to Livestock. It will work on all days of the week on 12x7 basis. The Call centre is constituted with 1 veterinarian and 03 Call executives working in 02 shifts daily including Holidays from 8.00AM to 8.00 PM. Call takers shall be so deployed across the time period with one day off in a week.
- 2.1.2 At Call centre, in addition to call centre executives, it will have one Veterinarian to assess the cases of emergent nature and forward critical requests to nearest available Mobile Veterinary Unit / Veterinary Hospital / Veterinary Dispensary during working hours
- 2.1.3 The Authority will provide constructed bare space free of rent to service provider for establishing call centre. The service provider will set up a state level call center at place specified by the Authority. The revenue stream for service provider for establishing Call centre with IT Hardware and software will be borne by Animal Husbandry Unit as mobiliser advance (onetime cost) subject to receipt of funds from Government of India after signing the contract period.
- 2.1.4 The helpline number of 1962 should be activated and linked as the toll free number for the operation of MVUs. It will also have dedicated feedback cum quality team to capture the data in respect of all calls catered and services rendered by MVU in Central CRM software application of Government of India or integrate their application with the same.
- 2.1.5 It will also monitor movement of Mobile Veterinary Units through GPS system. The team will also assess quality of service on regular basis and suggest steps to management for improvement. Call centre shall provide all required reports on performance as required by department from time to time.
- 2.1.6 Call Center will also offer services to follow up maximum coverage of vaccination and tagging by taking regular feedback from farmers at field level, Timely delivery of services to farmers by mean of MVU or existing system, Information Services to citizen, Grievances/ Complaint, Citizen feedback and any other services as per directions of Department
- 2.1.7 Details of the human resource are as per Annexure 1 and specification for the establishment of the Call Center is as per Annexure 2

2.2 Operation of Mobile Veterinary Clinic:

- 2.2.1 Mobile Veterinary clinic at all time shall consist of medical equipment, Essential Drugs for free distribution for animals supplied by Animal Husbandry Unit, Development Department.
- 2.2.2 Each Unit will have 1 Veterinary Doctor /and Paravet, Driver cum helper.
- 2.2.3 All units shall be equipped with GPS, Tablet Computers/laptop/ Mobile for data sharing with call centre team.
- 2.2.4 The MVUs will be stationed at strategic locations (at Government office premises) in order to minimize travel time and provide service within target time. Normal Timings of MVUs operation would be from 9:00 AM to 5:00 PM, subject to be reviewed as per



feedback. MVUs would operate for a minimum of 26 days a month. Every MVU would have a day off in a week, whereas all the MVUs couldn't have a day off on the same day. Day off for a MVU would be as per roster. Every personnel shall be given a weekly holiday as per the roster decided by the controlling officer. Animal emergency cases could not be bounded by working hours. If there would be a need to attend to the case immediately, the Support Organization will manage to mobilize the MVU with staff accordingly. The day-to-day activities / logs / operations of the Unit shall be monitored by the supervisory at the district level of the department. The service provider shall update with all such necessary information as required by the supervisory centre from time to time. The department at district level may also assign a strategic route map for the units to extend Veterinary services on regular basis.

- 2.2.5 Details of the human resource is as per Annexure 2. List of indicative Items required in Mobile Veterinary Units as per Establishment and Strengthening of Veterinary Hospitals and Dispensaries –Mobile Veterinary Units (ESVHD-MVU), Centrally sponsored Scheme is at Annexure 3.

2.3 Training to MVU staff: Every person on first deployment on mobile unit must go through induction training module of at least one week to understand the philosophy of unit, service focus, communication skills, importance of timely and reliable service, citizen centric conduct, highest standard of discipline, standard operating procedures (SOPs) and refreshing domain knowledge. Subsequently, they should go through such training once every 12 months

3. Monitoring & Management Structure to run the programme:

Monitoring Committee : To oversee the implementation and operation of mobile Veterinary health care services, a committee will be constituted under the chairmanship of Director, Animal Husbandry. The committee will govern the operational mechanism of MVUs units. The committee may design the standard operating route /procedures and advice the service provider for operation of Call centre and MVUs

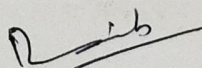
The day-to-day activities/logs/operations of the MVUs and call center shall be monitored and reviewed by the committee on monthly basis. The committee would recommend steps for improvement as or when required.

4. Roles and Responsibilities

The following are the roles and responsibilities of Animal Husbandry Unit and the selected Service Provider

4.1 Responsibilities of Animal Husbandry Dept

- 4.1.1 The overall responsibility for providing quality mobile Veterinary services to animals.
- 4.1.2 Develop and design the Standard operating procedure (SOP) for all the activities related to programme.
- 4.1.3 The Authority will hand-over the MVUs in Satisfactory Working Condition after Joint inspection as per the provision of the Service Agreement.
- 4.1.4 To provide adequate space to the service provider to Set up the call centre and parking spaces for the Mobile Veterinary Unit.
- 4.1.5 To release Advance Capex grants to Service provider for Setup of call center with



required Hardware and Software as per specifications mentioned in the Tender document.

- 4.1.6 Shall bear all the Incoming charges for the Non metered Toll Free number -1962
- 4.1.7 Supply of Consumables (Medicines and Surgical equipment) to Mobile Veterinary Units for the free distribution and treatment of Livestock.
- 4.1.8 The Authority may increase the number of MVUs beyond the present number within 3 (three) years from the date of execution of this Agreement.
- 4.1.9 Existing Ambulatory Clinics of the department could be linked with Call Center and could operate like those established under this project. The Staff of Veterinary Hospitals, Veterinary Dispensaries could also be linked with this call center to perform services in their working field.
- 4.1.10 Shall be authority to take action against the service provider for deficiency in service or violation of the terms and conditions of contract (upon their recommendations of Monitoring Committee)
- 4.1.11 Shall be responsible for making timely payments to service provider as per agreement.

4.2 Responsibilities of Service Provider

The project will be implemented in a Public Private Partnership (PPP) Model. The following are roles and responsibilities of the Service Provider.

- 4.2.1 Setting up and Running of Call Centre: The Service Provider will be responsible for operation and maintenance of call centres including integration at office space provided by authority.
- 4.2.2 Service Provider will deploy 03 Call executives and One Veterinarian as per guidelines of Government of India at Call Centre on 12 hour/day and 7 days a week basis with alternate workable solution.
- 4.2.3 Service Provider will provide / develop necessary software/application and integrate their application with Central CRM to run the call center and mobile services. The outcome of the Monitoring Application shall be filled by the MVU staff for each trip and shall be made available on real-time basis to the Authority.
- 4.2.4 Running of Vehicles and Maintenance: Service Provider shall be responsible for operation and maintenance of equipment of 03 no's vehicles provided and meet the O&M requirements during the contract period.
- 4.2.5 The Service Provider will be responsible for overall administrative, technological, managerial and leadership support, operation & maintenance for MVU services
- 4.2.6 The Service Provider shall be required to appoint and recruit staff and impart adequate training to manpower.
- 4.2.7 Service Provider should deploy only trained staff in MVUs. Each MVU should have one Veterinarian and/ one para veterinarian and one driver-cum- attendant as per guidelines
- 4.2.8 The Service Provider shall ensure that VEHICLE CONTROL AND COMMAND CENTRE (VCCC) support will be provided through an integrated call centre facility. The VCCC shall be made fully equipped for receiving calls, through dedicated phone lines, from the livestock rearers/ animal owners/ citizen as per Good Industry Practice.
- 4.2.9 The Service Provider shall develop VEHICLE CONTROL AND COMMAND CENTRE (VCCC) level dashboard prior to the Commencement Date or during the operation period,



displaying the following minimum Information.

- 4.2.10 Equipment-status (functional/non-functional) updated on daily basis for all MVUs. Drugs/Consumables- stock availability updated on a daily basis for all MVUS.
- 4.2.11 Status of MVUs-availability and location for all MVUS.
- 4.2.12 Any other parameters decided during the finalisation of SOP as per the provisions stipulated in the Agreement
- 4.2.13 This VEHICLE CONTROL AND COMMAND CENTRE Dashboards shall be made available to the Authority for all MVUs once a day and during the day. Further, Service Provider shall inform the Authority immediately as soon as any of the MVUs becomes non-operational for any of the above-mentioned reasons.
- 4.2.14 The Service Provider will comply with Performance Standards as stipulated for VEHICLE CONTROL AND COMMAND CENTRE, for handling all calls and queries.
- 4.2.15 Timely Veterinary health care services at farmers doorstep and emergency Veterinary services to stray animals on citizen's call.
- 4.2.16 The service provider will integrate all the vehicles to call centre through the GPS on each MVU in such a way that live location of all the MVUS remain visible and able to be tracked round the clock on the screen in package call centre. Access of tracking of live location of all the MVUS has to be provided to the authority. The Service Provider is also required to install smart phone devise (Smart Phone) and integrate with GPS in all MVUs to ensure all trip distances and MVUs locations are accurately recorded. The Service Provider shall also procure and provide access point name Sim (APN Sim) for the Smart Phone. The Service Provider will also provide link to the GPS enabled trip data on real time basis to the Authority, for performance monitoring and payment purposes. Variance of only up to 10% in GPS data recording shall be acceptable.
- 4.2.17 During the agreement Period, the Vehicle and associated equipment, provided by *Animal Husbandry Unit, Delhi*, will be operated and maintained by the Service Provider. Additionally, the procurement of any hardware equipment and software for VCCC shall be borne by the Service Provider. The Service Provider needs to provide the details of every replaced material/ equipment to the Authority on quarterly basis. Consumables will be provided as free issue material against submission of reconciliation document monthly including wastage calculation.
- 4.2.18 The Service Provider shall submit stock requisition for each MVU for all consumables on quarterly basis and as may be required based on the experience of the Service Provider. The list will have additions/deletions based on local needs and capabilities and should be updated every year.
- 4.2.19 There is no provision of comprehensive or third party insurance of Government Vehicles, therefore, the safety and security of vehicle alongwith insurance with accidental coverage of personnel deployed will also be the sole responsibilities of the Service Provider. Any legal cases, FIR and challans raised will also be the sole responsibility of the Service Provider
- 4.2.20 The Agency shall take appropriate insurance coverage for all equipment, fixtures, furniture of Vehicle / Call centre for accident, damage, theft, fire, burglary etc. on a third-party risk basis.
- 4.2.21 The service provider will ensure that information in respect of all calls catered by MVUS are definitely aligned with information captured on INAPH treatment module *or any*



other portal as specified by the Government. The data fields captured on INAPH, for treatment module will include information of owner, of animal, kind of symptoms and suspected condition and treatment along with first aid rendered etc. INAPH Information modules annexed, which are mandatorily required to be captured and synced with INAPH system as per GOI Letter No.11053(5317) /14/2021-LH dated: 25 August, 2022

- 4.2.22 The service provider should submit the progress report for the animals treated on monthly basis / upload in the specified portal duly acknowledged by ANIMAL HUSBANDRY DEPT.
- 4.2.23 The MVU/s and equipment per MVU/s provided at the time of commencement of services or provided later on will be the sole property of the Department and the safety and security will be the sole responsibilities of the selected service provider undergone the contract agreement.
- 4.2.24 At the end of the contract the MVU/s and received equipment will have to return as and where conditions to the Department or nominated representative. Ownership of the Call Centre and all logistics procured under capex are to be transferred to Animal Husbandry Unit after the end of contract period.

5. Flow process for providing Mobile Veterinary services

- 5.1 Livestock owner/Citizen will give call to Toll Free Number Call Centre which will work on 8AM to 8PM on all days of the week.
- 5.2 Call centre executive will record request from Livestock owner /citizen and allots the case to Mobile Veterinary Clinic. Veterinary Doctor will be available in the call center from 9.00 A M to 5.00 PM to advice on complex cases. Based on nature the call will be forwarded to MVU or referred to nearest Veterinary Hospital in working hours.
- 5.3 The working hours of Call centre and MVUs are liable to change as and when decided by the Monitoring Committee or the Authority based on feed back and public demand.
- 5.4 MVU team will contact the Livestock owner / citizen and convey time of visit and update status in Call centre system.
- 5.5 Preference will be given to large animal owners, stray cattle and other stray animals in order.
- 5.6 As soon as MVU start to target place, they will update time of departure in system
- 5.7 On reaching target place, MVU will update time of arrival in system
- 5.8 The animals shall be treated at place /spot (in normal conditions). In case of complex nature the same shall be referred to the nearest veterinary hospitals for treatment or Municipal Corporation for transportation to animal shelter
- 5.9 Call Centre feedback cum quality team will give call to animal owners on random basis (At least 10% cases) to take feedback from owners of animals about quality of service provided and record the same in system. This will close the call cycle.
- 5.10 All activities at Call Centre will be recorded for training and analysis purpose.
- 5.11 The MVUs may also visit Gaushalas on specific call which falls under ambit.

6. Funding mechanism

Total 03 Mobile Veterinary Units and a Call Center is to be established as per the "Establishment and Strengthening of Veterinary Hospitals and Dispensaries –Mobile Veterinary

Units (ESVHD-MVU)" guidelines of the Livestock Health & Disease Control Scheme (LH DC) of Government of India

Role of the Central Government : Providing Non-recurring Funds for Customized Mobile Vans for veterinary healthcare (@ Rs.16.00 lakh / van). One time Capital cost for establishment of Call centre.

The recurring expenditure on running (operating) the mobile vans / vehicles (MVUs), Call Centre and the outsourced manpower services will be 100% central assistance. The recurring cost for running of MVUs is pegged @ Rs.19.452 lakh / MVU /year and Office expenses of running the Call Centre will be @ Rs. 5000/- pm which is subject to revision by Central Government.

Both, recurring and the one-time capital costs given (of MVUs) are indicative and are subject to the tendered rates. Flexibility for transfer of funds from one component to another is envisaged as per exigencies.

Funds for Centrally Sponsored Components of the LH&DC Scheme will be released to the State Government's RBI Account. Thereafter, the State Government needs to transfer the funds to the Account of the State Nodal Agency within 21 days and the State share to be released within 40 days. Detailed procedure for handling of funds for CSS Scheme shall be followed as per extant Department of Expenditure, Ministry of Finance Guidelines.

Role of the Delhi Government :

As per Animal Health and Welfare Policy, 2018 of Delhi Government, One Mobile Veterinary Unit is to be established in each district of Delhi with linkage to call centre in Animal Husbandry Unit. Accordingly 03 MUVs have been procured with internal fitments funded by Central Government. In case the capital cost / recurring expenditure for Setting up of Call center & Implementation, Operations & Maintenance of Mobile Veterinary Unit exceeds the ceiling limit of central assistance, the Delhi Government shall have the provision of top up share under its State Budgetary provision.

SECTION II- INSTRUCTIONS TO BIDDERS

1. General Instructions

- 1.1 The mode of bidding is online at Government procurement site and shall be two bid/stage system Viz., Technical and Financial Bid. The bidder has to technically qualify in terms of the basic minimum eligibility criteria for which the documents asked are required to be uploaded and to be produced if demanded. The bidders who technically qualify will only be eligible for financial bid opening. The lowest price bid shall be declared as L1/lowest bid for consideration of Award of Work.
- 1.2 The bidders shall submit their eligibility and qualification documents, Technical bid, Financial bid etc., in the standard formats prescribed in the Tender documents, scanned and to be submitted in the e procurement site. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria/technical bids. The financial bid is to be submitted in the given platform as per format. The bidder shall sign on the statements, documents, certificates, uploaded by him, owning responsibility for their correctness/

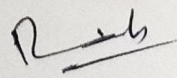


- authenticity.
- 1.3 Each and every paper submitted must be signed with the seal of the authorized signatory or the organization
 - 1.4 All the required documents are to be arranged in the serial order, (Serial Numbers and Page Numbers should be indicated on the right side top of the corner) and to be uploaded e procurement web site.
 - 1.5 All the required documents are to be uploaded as per Checklist at Annexure 13
 - 1.6 The bidder should complete all the processes and steps required for bid submission. The successful bid submission can be ascertained once acknowledgement is given by the system through bid submission number after completing all the process and steps. Government of Delhi and service provider is not responsible for incomplete bid submission by bidders. Bidders may also note that the incomplete bids will not be saved by the system and are not available for the Tender Inviting Authority for processing.
 - 1.7 Bidders are encouraged to inform themselves fully about the Project and the local conditions before submitting the Proposal.
 - 1.7.1 Broad description of the objectives, scope of services, Deliverables, and other requirements relating to this Project are specified in this RFP. In case a Bidder possesses the requisite experience and capabilities required for undertaking the Project, it is invited to participate in the Selection Process either individually or as a Consortium, where it is to be noted that the Bidders bidding individually cannot be a member of a Consortium or vice versa.
 - 1.7.2 Proposals shall be prepared and submitted in the manner elaborated in this RFP as per the formats/annexures provided.
 - 1.7.3 No Bidder or its Associate shall submit more than one Application for the Project.
 - 1.7.4 Any entity which has been barred by any agency of the Central Government, any State Government, any Statutory Authority or any public sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the date of the Proposal, would not be eligible to submit a Proposal either by itself or through its Associate.
 - 1.7.5 The Authority reserves the right to terminate a firm's participation in the tender process at any time, should the Authority consider that a firm has, without the prior consent, failed to comply with any of the procedures and requirements prescribed in the RFP.
 - 1.7.6 Each Bidder shall submit a Power of Attorney as per the format at Annexure - 7 authorizing the signatory of the Proposal to commit and bind the Bidder.
 - 1.8 It shall be deemed that by submitting the Proposal, the Bidder has:
 - 1.8.1 made a complete and careful examination of the RFP;
 - 1.8.2 received all relevant information requested from the Authority;
 - 1.8.3 accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Authority or relating to any of the matters referred in the RFP;

- 1.8.4 satisfied itself about all matters, things and information, including matters referred herein, necessary and required for submitting an informed Application and performance of all of its obligations there under;
- 1.8.5 acknowledged that it does not have a Conflict of Interest; and
- 1.8.6 Agreed to be bound by the undertaking provided by it under and in terms hereof.
- 1.9 The Authority shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the Authority.
- 1.10 The Proposal of a Bidder shall be liable for disqualification in the event of the following:
 - 1.10.1 If the Bidder refuses to accept the correction of errors in its proposal, (or) at any time, a misrepresentation is made or uncovered, (or)
 - 1.10.2 The Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Proposal / Bid or does not respond to any queries raised by the Authority, (or)
 - 1.10.3 If the Bidder submits a conditional Proposal which would affect unfairly the competitive provision of other Bidders who submitted substantially responsive proposal and/or is not accepted by the Authority.
- 1.11 The following conditions should be ensured:-
 - 1.11.1 The Bidder should prepare and submit its offer as per instructions given in this Section.
 - 1.11.2 The Bids should be complete with all documents duly signed by Authorized personnel.
 - 1.11.3 The Bids should be for all components of the job/service. The Bids which are for only a portion of the components of the job / service shall not be accepted.
 - 1.11.4 The prices quoted shall be firm and shall include all expenses, applicable taxes and duties including GST as per Financial Bid at Annexure 14.
 - 1.11.5 The Bids (technical and financial) shall be submitted before the last date of submission. Late Bids shall not be considered.
 - 1.11.6 If any of the documents furnished by the bidder is found to be false /fabricated /bogus, or at a later stage the bidder is liable for black listing, forfeiture of the EMD, cancellation of work and criminal prosecution.
 - 1.11.7 The bidder is required to get a confirmed acknowledgement from the Tender Inviting Authority as a proof of Hard copies submission to avoid any discrepancy.

2. Queries and Clarifications

The Bidders are requested to study this entire RFP document in detail. If the Bidders have any queries related to the RFP or on the proposed Assignment, they may submit such queries to the Authority in writing or e-mail to at directorahdelhigov@gmail.com on or before the



Clarification(s) due date specified in the **"Data Sheet / Schedule of Tender"**. Clarifications for all such queries received would be provided by the Authority at least seven (7) working days before the proposal due date / time of Bid submission date. All such queries received and clarifications provided by the Authority shall be informed to all the participating bidders either through e-mail(s) or uploaded on <https://govtprocurement.delhi.gov.in> mentioning as Addendum / Corrigendum for the subject title of the RFP without identifying the names of the Bidders. Bidders are requested to keep themselves updated on the same and Authority takes no responsibility on any claims of non-information.

3. Amendment to RFP

- 3.1 At any time prior to the due date for submission of Proposal, the Authority may, for any reason, whether at its own initiative or otherwise, modify the RFP document by issuing Addendum / Corrigendum.
- 3.2 In order to provide the Bidders with reasonable time for taking an amendment into account, or for any other reason, Authority may, in its sole discretion, extend the due date.
- 3.3 The above changes & amendments, if any, will be notified on <https://govtprocurement.delhi.gov.in> for the Project.

4. Conflict of Interest

- 4.1 The Authority requires that the Bidders provide professional, objective, and impartial advice and at all times hold Authority's interest's paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Bidder(s) shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other Authority(s), or that may place it in a position of not being able to carry out the project in the best interests of the Authority.
- 4.2 A Bidder shall not have a conflict of interest that may affect the Selection Process (the **"Conflict of Interest"**). Any Bidder found to have a Conflict of Interest shall be disqualified.
- 4.3 A Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
 - 4.3.1 constituent of such Bidder is also a constituent of another Bidder; (or)
 - 4.3.2 such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; (or)
 - 4.3.3 such Bidder has the same legal representative for purposes of this Application as any other Bidder; (or)
 - 4.3.4 if a Bidder is engaged by the Authority to provide goods or works or services and if the Associate/s of such firm is engaged for providing consulting services for the same project and vice versa.
 - 4.3.5 If a Bidder submits multiple Proposals either individually or as a member of any Consortium and vice versa.

5. Eligibility Criteria

- 5.1 The Bidder should be a Registered Company (Bidding Company) or a Registered Society

- under State Societies registration act or a Partnership firm or an LLP or a Consortium established under Company Act- 1956 amended 2013
- 5.2 Bidder should have at least 2 years of experience in the operation of "Mobile Medical Ambulance/Veterinary clinics" services under same operational technical mode
 - 5.3 Bidder should have operated minimum fleet of 05 Medical / Veterinary ambulance vehicle in a year with at least 15 staff (including Doctors) on its payrolls working as part of Mobile Medical/Veterinary Unit Services for any State Govt / Central Govt Departments/ Boards /PSU Organizations. Bidder should attach relevant certificates and satisfactory certificates from the concerned organization in case of completed or ongoing projects as evidence for evaluation. Wage payment proofs for the past 6 months to be submitted.
 - 5.4 Bidder should have experience of running Medical/Veterinary call Centre(s) with at least 03 seats in last two years with any Government body.
 - 5.5 The bidder(s) must have an average annual financial turnover not less **than Rs.70 lakhs** in the last three financial years (30% of the estimated cost) preceding the tender issue date excluding Covid year 2020-21.
 - 5.6 Bidder should have a positive net worth during the last 2 financial years
 - 5.7 Bidder should have valid ISO certification in the relevant field
 - 5.8 The bidder should not be presently blacklisted by the any government agencies/local bodies.
 - 5.9 Bidders should not be suspended on disciplinary grounds or irregularities in handling of Govt fund
 - 5.10 Bidder must provide a declaration on Rs. 100 /- judicial stamp paper and duly notarize that they would provide—
 - 5.10.1 Computer technology Integration system with the ability to log calls with GPS (Global Positioning System) incorporated in GIS (Geographical Information System) with GSM/GPRS (Global System for mobile communication/General Pocket radio service) integrated ambulance monitoring and tracking system, call management, performance monitoring and reporting. The movement of every ambulance should be able to be tracked through GPRS for every trip of the ambulance.
 - 5.10.2 A web-based admin portal that enables real-time data capture of the location tracking, attendance management both for days worked, KMs covered and hours worked and visit management, and real-time expense management for all field-based personnel. The web-based portal must enable user authentication, user management, reports management, expense management, and customer relationship management capabilities. The portal must enable data transfer to all other financial reporting packages that are commercially available.
 - 5.10.3 A smartphone-based app (both Android and iOS) for all field personnel to use that allows for real-time customer relationship management (CRM), turn-by-turn tracking, daily working hours monitoring, instant messaging, workflow management, and submission of customizable field report submission, expense reports, and sales tools. If the bidder uses any third-party software and or apps, it must have an original reseller / VAR (Value-added resellers) / systems integration agreement (valid for the next 5 years) with such third-party software and app

- provider. The same be certified by a Govt. approved agency for certification
- 5.10.4 Full IT and customer support services from on boarding of users to analytic and realtime reports and maintenance of both the portal and apps.
- 5.10.5 Would ensure entering data of work done in the INAPH/ any other central portal on a real time basis.
- 5.10.6 Would also ensure secrecy and security of data. Animal Husbandry, Delhi will be the sole proprietorship of data generated and any pilferage would attract the court of law.

Note:

For the purposes of compliance with both technical and financial Qualification criteria, all Bidder(s) should produce suitable documentary evidences such as their registration documents, asset ownership/operation proof, contracts, client references and certificates in support of their claims for the above.

(Proof of experience from the client (MoU / Work Order / Completion Certificate is a must for the above criteria)

6. QUALIFICATIONS OF MANPOWER

6.1 Veterinary Officer for MVU and Call Centre

Educational Qualification : Bachelor's Degree in Veterinary Science and Animal Husbandry (B.V.Sc. & AH) from a University included in the First Schedule or Second Schedule to the Indian Veterinary Council Act. 1984 (52 of 1984) with registration in the Veterinary Council of India or State Veterinary Council.

Age limit Not exceeding 45 years

DUTIES: Receive/ forward the call from designated call center, Attend the livestock /stray animals at the spot / assigned place like Gaushala, animal shelters etc. Render applicable veterinary service, Treatment of all sick livestock and to do artificial insemination for improvement of cattle, Prophylactic vaccination against contagious diseases of livestock and poultry, to render advice and technical guidance to farmer, public regarding rearing feeding, management and disease control of all type of livestock and poultry, to render veterinary aid and cover in the event of natural calamity, to do extension work of Animal Husbandry in the field. Monitor the work of Livestock assistant & driver-cum- attendant, Work as per advise of assigned Incharge officer, Submit Monthly report returns to Incharge officer & other higher authorities as & when required, Any other duties relating to Veterinary service as & when required or as directed by Director, AH Delhi

6.2 Para Veterinarian / Veterinary Livestock Inspector:

Educational Qualification : 10+2 pass in any stream i.e. Science, Commerce, Arts from

recognized University/ Board.

Two years Diploma in Veterinary and Animal Husbandry Science from a recognized University or Board.

Age limit : 18 to 27 years

DUTIES: Attend the livestock in the assigned place with Veterinary doctor or alone in case of requirement, Assist in providing applicable veterinary services, May provide Veterinary first aid services, Refer the case to the nearest Veterinary dispensary/Vety. Hospital in case of requirement, Work as per advise of assigned Incharge Veterinary Officer Perform other Veterinary service related works (Like vaccination, AI, Health camps, disease surveillance, extension activities, community development through livestock rearing necessity in case of natural calamities etc.) as assigned when not in call, Assist /Prepare in submission of Monthly report returns and other records to VO & other higher authorities as & when required, Attend review meetings when required, Any other duties relating to Veterinary service as & when required or as directed by Director, AH Delhi

6.3 Driver-cum-attendant:

Qualification: Matriculation or its equivalent from a recognized Board/University.

Commercial Driving license of Light Motor Vehicle with 2 years experience

Medical certificate and Police Verification certificate

DUTIES: Perform duties as Light Motor Vehicle (Mobile Veterinary Unit) drivers, proper maintenance and cleaning of assigned vehicle, Managing loading and unloading of logistics, Providing a transport service for the pickup and delivery of specimens, samples, mail and supplies etc. as necessary, managing all equipments, assisting Veterinarian / Para veterinarian in requirement.

6.4 Executive for Call Centre:

Qualification: 10+2 from recognized central or state education board.

Diploma in Basic Computer Application from recognized institute. Candidates having Certificate in Customer Care Executive will be given preference.

THE ONE UNIT OF MOBILE VETERINARY UNIT IS DEFINED AS:

- 1) One Veterinary Officer: Total wages Rs 56,100.00 (Rs. Fifty six thousand One Hundred only) +3% annual increment, inclusive of EPF, ESI
- 2) One Paraveterinarian: Total wages Rs 20,000.00 (Rs twenty thousand only) per personnel inclusive of EPF, ESI
- 3) One Driver: Total wages Rs 18,000.00 (Rs. Eighteen thousand only) inclusive of EPF, ESI

ONE Package CALL CENTRE:(01 Veterinary Officers and 03 Call Executives)

- 1) One Veterinary Officer: Total wages Rs 56,100.00 (Rs. Fifty six thousand One Hundred only) +3% annual increment, inclusive of EPF, ESI

- 2) One Call Executive: Total wages Rs 15,000.00 (Rs. Fifteen thousand only) per personnel inclusive of EPF, ESI

7. CRITERIA FOR SELECTION OF SERVICE PROVIDER (BID PARAMETER)

Bids shall be submitted in Two Parts namely Technical Bid and Financial Bid in the formats prescribed. Quality cost Based Selection (QCBS) method will be followed for finalizing the successful bidder. The Department will have the right to call for presentations and discussions from the bidders for evaluation of Technical bids

7.1 Technical bid evaluation:

Technical bid will be evaluated on the documents furnished by the bidder prima facie to see if the product /services offered, technical skill base and financial capacity and other bidder attributes claimed therein are consistent with the qualifying criteria fixed by Animal Husbandry Dept. Each applicant will be assigned scores based on the sum of marks obtained for each parameter. Short listing of eligible applicants will be done through a point based system on a scale of 100. The top 4 rankers in the Technical bid (a minimum of 3) will be declared qualified in the Technical bid. In the second step, tender committee shall open the financial bid for only those vendors who are technically qualified and within top 4 Rank list (a minimum of 3).

Technical Evaluation Parameters-

S. N	Technical Evaluation Criteria	Marks	Documentary Evidence
	Bidder should have experience of operating 05 mobile Medical Ambulance/Veterinary clinics atleast for 02 years. Bidder should have experience of running Medical/Veterinary call Centre(s) with atleast 03 seats in last two years		Project Citation along with work order copy / agreement / MOU / Any Other Supporting Document. Qualifying criteria
1	Bidder should have experience of operating animal care ambulances in Public Private Partnership Projects or with any State Govt Body for minimum 02 years (No. of Veterinary ambulance/MVU)		Project Citation along with work order copy / agreement / MOU / Any Other Supporting Document.
a	Minimum 5	5	Highest number in last 02 years will be considered
b	6-10	10	
c	>15	15	
2	Bidder should possess experience of engaging and /or training of manpower like Veterinary Doctors, Para – veterinarians etc for minimum 02 years		Project Citation along with work order copy / agreement / MOU / Any Other Supporting Document.
a	0-15	5	Highest number in last 02 years will be considered
b	16-30	10	
c	31-45	15	
e	>45	20	
3	Nos of Seats in Call Centre in a year with demonstrated experience in operating Computer Telephony integration(CTI) and Computer Aided Dispatch(CAD) Software Solution to serve distress calls with Government for animals in distress		Project Citation along with work order copy / agreement / MOU / Any Other Supporting Document.
a	0-3 Seats	5	Highest number in last 02 years will be considered
b	4–8Seats	10	
c	>9 Seats	15	

	No. of years of experience in operating call centre with any State government/agency		Project Citation along with work order copy / agreement /MOU /Any Other Supporting Document.
4	a 0-2	4	
	b 2-3	6	
	C 3-4	8	
	d 4-5	10	
5	Previous relevant (Mobile Medical Unit/Ambulance/ Veterinary Unit Services) experience on undertaking assignment in relevant geography ie in NCT of Delhi		
	a Yes	5	
	b No	0	
5	Experience of operating Mobile Veterinary Services /Veterinary ambulance with Call centre in number of States		Project Citation along with work order copy / agreement /MOU /Any Other Supporting Document. Highest number in last 02 years will be considered
	a 1 State	1	
	b 2-3 States	3	
	C 4-5 States	7	
	d >5 States	10	
6	Average Turnover figure for last three years (Excluding Covid year 2020-21) (In Lakhs)		Balance sheet of the company for the years 2019-20, 2021-22, 2022-23
	a Upto 70	1	
	B 70-100	3	
	c >100	5	
7	Technical presentation and demonstration on "Methodology and Approach for overall implementation of proposed project" (a) Adequacy, quality, and operational feasibility of the proposed methodology and work plan – 5 Marks. (b) Staffing pattern and Hiring Plan – 5 Marks. (c) Timelines of the project roll-out – 5 Marks. (d) Creativity and Innovation – 5 Marks.		20 Detailed technical Proposal having Overall approach towards running the project, Manpower (hiring & training aspects), roles & responsibilities of various heads/ teams, Performance monitoring and evaluation, quality assurance and internal control, Analytics and reporting, Software Technology aspects

The scoring on technical evaluation will be done only for those bidders who fulfil the minimum eligibility criteria as indicated.

The Final Normalized technical score of the Bidder shall be calculated as follows:

Normalized Technical Score of a Bidder = {Technical Score of the Bidder/Score of the Bidder with the highest technical score} X 100

7.2 Financial bid evaluation: The Financial bid of only the firms which qualify in the Technical bid will be opened. All other financial bids will not be considered. ANIMAL HUSBANDARY DEPT may at its discretion discuss with participating bidder(s) available at this stage to determine whether the financial bids are in accordance with the RFP requirements. However Bidders may note that there will not be any post tender financial negotiations. The Normalized financial score of the technically qualified bidders will be calculated, while Considering the Financial quote given by each of the Bidders in the Financial Bid as follows:

Normalized Financial Score of a Bidder = {Lowest Bid value / Bid Value of the bidder} X 100

7.3 Final score calculation through QCBS: Final selection of bidder will be based on sum of scores achieved in Technical and Financial evaluation. Technical and Financial evaluation will have 70% & 30% weightage respectively.

Final Score for selection = 70% of Technical score(T) + 30% of Financial

score (F)

7.4 Award of Contract: Bidder scoring highest Final Score shall be declared as successful Bidder and shall be awarded the contract. In the event the Final scores are tied, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

For clarity, following example for calculation of final score is provided

Bidder	Technical proposal		Financial proposal		Combined Score			Bidder Final status
	Score	Weighted Score = (Score/ Highest score)* 100	Bid Amount	Weighted Score=(Lowest Amount/Bid Amount)*100	Weighted Technical Score	Weighted Financial Score	Total	
	(1)	(2)	(3)	(4)	(5)=(2)x 70%	(6) =(4) x 30%	(7)= (5) + (6)	
Bidder 1	70.0	77.8	6.0	100.0	54.4	30.0	84.4	L3
Bidder 2	80.0	88.9	7.0	85.7	62.2	25.7	87.9	L2
Bidder 3	90.0	100.0	8.0	75.0	70.0	22.5	92.5	L1

The Evaluation Committee constituted by the ANIMAL HUSBANDRY UNIT, DEVELOPMENT DEPARTMENT, GOVT. OF NCT OF DELHI shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents /documentary evidence, may lead to rejection.

- The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- The Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

8.COMMERCIAL CONDITIONS

Apart from the above, each bidder is required to note the following:

8.1 Earnest Money & Tender Fee

- The Bid shall be accompanied by Earnest Money Deposit (EMD) Rs.4,67,000/- (Rupees Four Lakh Sixty Seven Thousand only) as specified in the Request of Proposal in the form of Insurance Surety Bonds, Account Payee Demand Draft / Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Scheduled Commercial Banks in favour of "Director, Animal Husbandry Delhi" and payable at Delhi. No Tender

Fee is applicable.

- 8.1.2 No Bidding entity is exempted from deposit of EMD. Bids submitted without EMD shall be disqualified.
- 8.1.3 The EMD of unsuccessful Bidder will be returned to them without any interest, once the contract has been signed with the winning consultant at the earliest after expiry of final bid validity and latest on or before the 30th day after the award of the contract. In case of two packet or two stage bidding Bid securities of unsuccessful bidders during first stage i.e. technical evaluation etc shall be returned within 30 days of declaration of result of first stage i.e. technical evaluation etc. The EMD of the selected bidder will be returned without any interest, after receipt of performance security as per the terms of agreement.
- 8.1.4 EMD of a bidder may be forfeited without prejudice to other rights of the purchaser, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information / documents furnished in its tender is incorrect, false, misleading or forged. In addition to the aforesaid grounds, the successful bidders' EMD will also be forfeited without prejudice to other rights of purchaser, if it fails to furnish the required performance security within the specified period.
- 8.1.5 Interest shall NOT be payable on the Earnest Money deposit.

8.2 Performance Security

- 8.2.1 The performance security in INR of **Rupees Seven Lakhs** to be paid by the Selected / Successful Bidder so as to execute the Project shall be submitted in the form of Insurance Surety Bond, account payee demand draft, fixed deposit receipt from a commercial bank, bank guarantee issued/confirmed from any of the commercial bank in India, to **Director, Animal Husbandry Unit, Delhi** payable on demand, for the due performance and fulfilment of the contract by the bidder Within 15 days from the date of receipt of notification of award (LoA)
- 8.2.2 The performance security will remain **valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations**
- 8.2.3 The performance security shall be invoked by Animal Husbandry Unit, in the event the Bidder fails to perform the responsibilities and obligations as set out in the RFP to the complete satisfaction of Animal Husbandry Unit, Misrepresentations of facts/information submitted to Animal Husbandry Unit.
- 8.2.4 The performance security may be discharged/returned by Animal Husbandry Unit, upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance security.
- 8.2.5 In the event of the Bidder being unable to service the contract for whatever reason, Animal Husbandry Unit, would invoke the performance security. Notwithstanding and without prejudice to any rights whatsoever of Animal Husbandry Unit, under the contract in the matter, the proceeds of the performance security shall be payable to Animal Husbandry Unit, as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract. Animal Husbandry Unit, shall notify the bidder in writing of the exercise of its right to receive such compensation



- within 40 days, indicating the contractual obligation(s) for which the bidder is in default.
- 8.2.6 Animal Husbandry Unit, shall also be entitled to make recoveries from the bidder's bills, performance security, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement. In case the project is delayed beyond the project schedule as mentioned in this RFP, the performance bank guarantee shall be accordingly extended by the Bidder.

9. CONDITION ON APPLICANTS / BIDDERS

Bidding shall be open to Applicants (which include companies, Registered Societies, partnerships, LLPs and proprietary concerns and Consortiums). In case of a Consortium, the lead member (which shall be single entity) shall be specified and fully empowered to represent the Consortium (the "**Lead Member**").

Each Bidder should submit a Power of Attorney as per the format at Annexure 7, authorising the signatory of the Bid to commit the Bidder. In case the Bidder is a Consortium, the Members thereof should furnish a Power of Attorney in favour of the Lead Member in the format at Annexure 8.

The following conditions for Consortiums shall apply:

A Consortium agreement specifying the precise members of the consortium.

Applicants / Bidders are allowed to participate in the bidding through a Consortium structure with a cap of (3) three members. The members of the Consortium are to be clearly identified at the time of bidding and any business/shareholding/other relationship between them is to be made clear.

The Lead member of consortium should have turnover of 2/3 of total turnover of consortium. Bidding Consortium is required to nominate a Lead Member for the purposes of interacting with Animal Husbandry Unit, Development Department. The nomination of the Lead Member shall be supported by notarized copies of Memorandum of Understanding and Power of Attorney signed by all the members on a stamp paper of Rs 100/- (Rupees One Hundred only), the formats for which are supplied in Annexure 8 with this RFP.

The Consortium agreement shall clearly specify the exact role and responsibility of each of the Consortium members.

An Applicant cannot be a member of more than one bidding Consortium. An individual Applicant applying as a Single Bidder cannot at the same time be member of any Consortium bidding under this RFP.

Each member of the Consortium shall be jointly and severally liable for the due implementation of the Project.

Any changes and deviation of roles and responsibilities after the submission of Bid and before the execution of the Service Provider Agreement shall entitle the Authority to reject the Bid in its sole discretion.

The Authority reserves the right to reject the Bid in case of change in the constitution of the consortium after the submission of Bid and before the execution of the Provider Agreement.

10. ANNULMENT OF AWARD

Failure of the Service Provider (Selected bidder subsequent to the signing of agreement with Authority for the purpose of this project) to comply with the requirements set forth in this RFP

Document and / or the provisions of the Provider Agreement shall constitute sufficient grounds for the annulment of the award. In the event ANIMAL HUSBANDRY UNIT, DEVELOPMENT DEPARTMENT, GOVT. OF NCT OF DELHI may award the contract to the next best value bidder or call for new proposals. In such a case, ANIMAL HUSBANDRY UNIT, DEVELOPMENT DEPARTMENT, GOVT. OF NCT OF DELHI shall forfeit the EMD of successful bidder.

11. FAILURE TO ABIDE BY THE SERVICE PROVIDER AGREEMENT

The conditions stipulated in the Service Provider Agreement shall be strictly adhered to by the Service Provider and any violation thereof by the Provider may result in termination of the Provider Agreement without prejudice to any rights available to the Authority upon such termination as set forth in the Provider Agreement.

12. RIGHT TO ACCEPT OR REJECT ANY AND/OR ALL PROPOSALS

Authority reserves the right to accept or reject any Bid in its sole discretion, and to annul the Bidding Process and reject all Proposals without assigning any reason whatsoever at its sole discretion at anytime before issuance of a Letter of Award without incurring any liability.



SECTION III- TERMS AND CONDITIONS (GCC & SCC)

1. Definitions:

In this contract, the following terms shall be interpreted as indicated. Terms defined in general instructions to bidder's section shall have the same meaning.

- a. "Bidder or Supplier or Agency" means the individual or firm providing services under this contract.
- b. "Contract" means the agreement entered into between the Animal Husbandry Unit, Development Dept and the Selected Agency, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- c. "Contract price" means the price payable to the Agency under the contract for the full and proper performance (Operations) of its contractual obligations;
- d. "Day" means calendar day.
- e. "Goods" means all the materials which the supplier is required to supply to the authority under the contract
- f. "GCC" means the general conditions of contract contained in this section.
- g. "Incidental services or Services" means those services ancillary to the O&M services, such as loading, unloading, transportation and insurance.
- h. "Purchaser / User" means Animal Husbandry Unit, Development Dept or ultimate recipient of goods and services
- i. "Project site", where applicable, means the place(s) where goods/services are to be made available to user.
- j. "SCC" means the special conditions of contract if any.
- k. "Undependable Supplier" means any Supplier who do not accept the purchase order or who delays the supply of required quantities beyond the permitted delays under the contract

2. Application

These general conditions shall apply to the extent that they are not superseded by provisions of other parts of the contract.

3. Use of documents and information

- 3.1 The bidder shall not, without prior written consent Animal Husbandry Unit, Development Dept, disclose/share/use the bid document, contract, or any provision thereof, or any information furnished by or on behalf of the Animal Husbandry Unit, Development Dept in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 3.2 The Bidder shall not, without prior written consent of Animal Husbandry Unit, Development Dept, make use of any document or information made available for the project, except for purposes of performing the Contract.
- 3.3 All documents (including this bid document) issued by Animal Husbandry Unit, Development Dept, other than the contract itself, shall remain the property of the



Animal Husbandry Unit, Development Dept and shall be returned (in all copies) to the Animal Husbandry Unit, Development Dept on completion of the bidder's performance under the contract if so required by the Animal Husbandry Unit, Development Dept.

4. Payment and Penalties

- 4.1 The Agency's request for payment shall be made to Director, Animal Husbandry Unit, Delhi in writing, accompanied by an Invoice describing, as appropriate, the goods /service delivered/ performed.
- 4.2 The bills submitted by the Bidder should contain Bank A/c and IFSC code for electronic transfer of funds at the office of Director, Animal Husbandry Unit, Development Dept for the executed work. The bills should be submitted monthly in DUPLICATE by 10th date of the month. The client reserves the right for third-party evaluation before the payment as and when required.
- 4.3 The payment to the support organization will be released by the Director, Animal Husbandry Unit, Development Dept after competent authority approval on the monthly basis against bills submitted for the service offered, subject to the availability of fund under the scheme.
- 4.4 Penalty if any as per the penalty clause at 4.9 of this section will be deducted from amount due for payment based on the data verified at Incharge Veterinary officer at District level verified by District Incharge through district login of Web-Portal.
- 4.5 Bidders may note that TDS, if applicable, shall be made from time to time at the time of making payment.
- 4.6 The final settlement of the bills and refund/ adjustment/ appropriation of any amount retained from the bills of the Bidder shall be made fully after the Competent Authority is satisfied that all the contractual obligations have been fully met and no amount remains due for recovery from the Bidder on any account. Unless there are specific reasons, all accounts are expected to be settled within six months from the date of completion of the work as per the fund availability under the scheme.
- 4.7 The Bidder shall not be justified in abandoning the contract because the Authority as delayed making payment(s) in respect of service/s being done for the Department by the Bidder.
- 4.8 No payments over and above the specified upper limit of remuneration as at Annexure 1 will be paid by the Authority to any of the service provider for manpower.

4.9 Payment Service Level Quality Parameters and Penalties

A. Call Centre – Service Quality Parameters:							
S.N	ServiceLevel	Definition	UOM	Performance Measure	Default Type	UOM	Penalty



	Unattended Calls	Total unattended calls after 20 Seconds(5 Rings)	%	Should be Less than 10%	For More than 10% of Unattended calls, Service Provider shall incur a penalty Deduction of 1% of the monthly bill	%	1.0
2	Call Centre Uptime	Monthly Call Centre Uptime percentage to handle calls from callers And assign cases to Mobile veterinary Unit	%	Should be above 95%	i) 90- 95%- 0.5% of the monthly bill ii) Less than 90% - 1% of the monthly bill	%	0.5-1.0

B. MVU Operation Quality Parameters: Reach Parameters:

3	Average Response Time	From the time of receipt of call at the Call Centre to the time of the Mobile Clinic reaching scene (In case the vehicle has been assigned any other case, while it is serving the first case, the response time is calculated from the departure of the first case)	Min.	Should be less than 90 minutes	i) 90-150 minute - 0.25% of the monthly bill ii) More than 150 Minutes - 0.50% of the monthly bill	%	0.25-0.50
4	Average Vehicle Uptime	Average Mobile Veterinary Unit uptime percentage to be able to move and reach the Scene (to be calculated monthly).	%	Should be above 85%	<ul style="list-style-type: none"> Below 80% - 0.5% of the monthly bill 80-85% - 0.25% of the monthly bill. 85% or above average Vehicle uptime - No Penalty 	%	0.25-0.50

Note - The maximum total penalty amount to be deducted for any given month under S. No. 1 to 4 shall not exceed 5% of total monthly bill. Average of any parameter will be considered as state wide Monthly Average.*Service provider shall be paid for 100% of Mobile Ambulatory veterinary Clinic Units keeping provision for 10% of downtime for Schedule Servicing.

5. Prices

Annual Escalation from the prices charged by the Agency for goods delivered and services performed under the contract would depend on instruction / order from Govt. of India from the

Handwritten signature

prices quoted by the Agency shall in its bid and accepted by Animal Husbandry Unit, Development Dept. In case of increase in remuneration, Animal Husbandry Unit, Development Dept shall reimburse the additional cost implications to the service provider.

6. Change of orders

Animal Husbandry Unit, Development Dept may, at any time, by written order given to the Agency, make changes within the general scope of the Contract in any one or more of the following:

- 6.1 Increase or decrease in number of seats in Call Centre;
- 6.2 Increase or decrease in MVU;
- 6.3 Change in Staffing structure in Call Centre or in MVU's
- 6.4 Timing of operation of MVU's
- 6.5 Any other change within over all scope of the project

If any such change causes an increase or decrease in the cost of, or the time required for, the Agency's performance of any provisions under the contract, an equitable adjustment by mutual agreement shall be made in the contract price or delivery schedule, or both, and the contract shall accordingly be amended. Any claims by the Agency for adjustment under this clause must be asserted within thirty (30) days from the date of the Agency's receipt of the change order.

7. Contract amendment

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

8. Assignment

The Agency shall not assign, in whole or in part, its obligations to perform under this Contract, except with the prior written consent from Animal Husbandry Unit, Development Dept.

9. Delays in the supplier's performance

- 9.1 Delivery of the Goods and performance of the services shall be made by the Agency in accordance with the time schedule specified in the bid.
- 9.2 If at any time during performance of the Contract, the Agency should encounter conditions impeding timely delivery of the goods and performance of services, the Agency shall promptly notify the Animal Husbandry Unit, Development Dept in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Agency's notice, Animal Husbandry Unit, Development Dept on the advice of executive committee shall evaluate the situation and may at its discretion extend the Agency's time for performance, with or without liquidated damages.
- 9.3 A delay by the Agency in the performance of its delivery obligations shall render the Agency liable to the imposition of appropriate liquidated damages, unless an extension of time is agreed upon by executive committee without liquidated damages.

10. Payment of Remuneration to staff

- 10.1 The remuneration of every personnel shall be credited on the first day or not later than seven days of the consecutive month by the successful bidder.
- 10.2 Where the employment of any personnel is terminated by or on behalf of the Bidder,

the remuneration earned by him/her shall be paid not later than seven working days from the date on which his employment is terminated.

- 10.3 All payments of remuneration shall be made through NEFT/ RTGS only in the personnel saving bank account.
- 10.4 Remuneration shall be paid without any deductions of any kind except those specified by the government by general or special order on this behalf or permissible under the payment of wages act / statutory payment.
- 10.5 Each claim bill of the Bidder must accompany details of the personnel deployed, duration of their engagement/wage register /amount of wages paid/amount of EPF/ESI contributions of reimbursement month/s and declaration from the Bidder regarding the compliance of the condition of EPF Act.
- 10.6 The Bidder shall be responsible for providing all statutory benefits to the personnel employed by him including off day(s) after 6 days & national holidays, EPF, ESI, etc. & the documentary proof of the same has to be attached with each month's bill

11. Insurance

Without limiting any of his other obligations or liabilities, the Bidder shall, at his own expense, take and keep comprehensive insurance including third-party risk for the personnel to be deployed for work during the execution of the contract. The Bidder shall also take out workmen's compensation insurance as required by law and undertake to indemnify and keep indemnified the Client from and against all manner of claims and demands and losses and damages and cost (including between attorney and clients) charges and expenses that may arise in regard to the same or that the Department may suffer or incur with respect to and/or incidental to the same. The Bidder shall have to furnish originals and/or attested copies as required by the Client / Competent Authority of the policies of insurance taken within the time frame as indicated in the contract.

12. Liquidated damages

If the Agency fails to deliver any or all of the goods or perform the services within the time period(s) specified in the Contract, the Animal Husbandry Unit, Development Dept shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to, as per the terms indicated in the bid document, until actual delivery or performance, subject to maximum limit if any.

13. Termination for default

- 13.1 The Animal Husbandry Unit, Development Dept, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Agency, may terminate the Contract in whole or in part:
- 13.2 If the Agency fails to deliver any or all of the Goods/services within the time period(s) specified in the contract, or within any extension of time there of granted by the Animal Husbandry Unit, Development Dept or
- 13.3 if the Agency fails to perform any other obligation(s) under the Contract or
- 13.4 if the Agency, in the judgement of the Animal Husbandry Unit, Development Dept has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

13.5 In the event the Animal Husbandry Unit, Development Dept terminated the contract in whole or in part, Animal Husbandry Unit, Development Dept procure, upon such terms and in such manner as it deems appropriate, goods or services similar to those undelivered, and the Agency shall be liable to the Animal Husbandry Unit, Development Dept for any excess costs for such similar goods or services. However, the Agency shall continue performance of the contract to the extent not terminated.

14. Force majeure

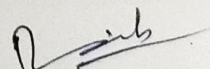
- 14.1 The Agency shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 14.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Agency and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Animal Husbandry Unit, Development Dept in its sovereign capacity, wars or revolutions, fires, floods, Landslides, epidemics, quarantine restrictions and freight embargoes.
- 14.3 If a Force Majeure situation arises, the Agency shall promptly notify the Animal Husbandry Unit, Development Dept in writing of such condition and the cause thereof. Unless otherwise directed by the Animal Husbandry Unit, Development Dept in writing, the Agency shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

15. Termination for insolvency

Animal Husbandry Unit, Development Dept on the advice of executive committee, may at any time terminate the contract by giving 30 days written notice to the Agency if the Agency becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Agency, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Animal Husbandry Unit, Development Dept.

16. Termination for convenience

- 16.1 Animal Husbandry Unit, Development Dept, may at any time by giving 30 days written notice to the Agency, terminate the Contract, in whole or in part, for its convenience. The notice of termination shall specify that termination is for the Animal Husbandry Unit, Development Dept /Purchaser's convenience, the extent to which performance of the Agency under the Contract is terminated, and the date upon which such termination becomes effective.
- 16.2 The goods and services that is complete during thirty (30) days after the Agency's receipt of notice of termination shall be accepted by the Animal Husbandry Unit, Development Dept at the contract terms and prices.
- 16.3 In relevance to this clause the Agency should also have the right to terminate this agreement in full or in part by giving the Government a prior written notice of upto



30 days indicating its intentions to terminate on account of the failure on the part of the Government to perform any of its obligation or comply with any of the terms of this agreement shall constitute an event of default on the part of the Government.

17. Resolution of disputes

- 17.1 The Animal Husbandry Unit, Development Dept and the Agency shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- 17.2 If, after thirty (30) days from the commencement of such informal negotiations, the Animal Husbandry Unit, Development Dept and the Agency have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.
- 17.3 The dispute resolution mechanism shall be as follows:
- 17.4 In case of a dispute or difference arising between the Animal Husbandry Unit, Development Dept and the Agency relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996.
- 17.5 Each party shall have the right to appoint one arbitrator and the third arbitrator shall be appointed by Indian Council of Arbitration.
- 17.6 The arbitration proceedings shall be conducted at Delhi and in English language.
- 17.7 The award given by arbitrators shall be final and binding on the parties.

18. Governing language

The contract shall be written in English. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same languages.

19. Applicable law

The contract shall be interpreted in accordance with applicable appropriate Indian laws.

20. Notices

- 20.1 Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by email or facsimile and confirmed in writing to the other party's address.
- 20.2 A notice shall be effective when delivered or tendered to other party whichever is earlier.

21. Taxes and duties

The Agency shall be entirely responsible for all taxes, duties, license fee, Octroi, road permits etc. Incurred until delivery of the contracted Goods/services to the user or as per the terms of tender document if specifically mentioned. Income Tax deduction, if required, will be done at the time of payment being made to Bidder.

22. Patent Rights:

The supplier shall indemnify the purchaser against all third-party claims of infringement of



patent rights, trade mark, industrial design rights arising from the use of the goods or part thereof.

23. Corrupt, fraudulent and unethical practices

Animal Husbandry Unit, Development Dept will reject a proposal for award and also may debar the bidder for future tenders in Animal Husbandry Unit, Development Dept , if it determines that the bidder has engaged in corrupt, fraudulent or unethical practices in competing for, or in executing a contract. Here:

- 23.1 "Corrupt practice" means the offering, giving, receiving or soliciting directly or indirectly, of anything of value to influence the action of a public official in the process of contract evaluation, finalization and or execution and
- 23.2 "fraudulent practice" means an act or omission or misrepresentation of facts in order to influence a procurement process or the execution of a contract to detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non- competitive levels and to deprive the Purchaser of the benefits of free and open competition,
- 23.3 "Unethical practice" means any activity on the part of bidder by which bidder tries to circumvent tender process in any manner. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid will be treated as unethical practice.

24. Notification of award

Prior to expiration of the period of bid validity, Animal Husbandry Unit, Development Dept will notify the successful bidder in writing, that its bid has been accepted. Upon the successful bidder's furnishing of performance security, Animal Husbandry Unit, Development Dept will promptly notify each unsuccessful bidder and will discharge its bid security.

25. Signing of contract

At the same time as the Animal Husbandry Unit, Development Dept notifies the successful bidder that its bid has been accepted, the Animal Husbandry Unit, Development Dept will send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties. On receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to the Animal Husbandry Unit, Development Dept.

26. AHD' right to accept any bid and to reject any one or all bids.

ANIMAL HUSBANDRY DEPT reserves the right to accept or reject any bid or annul the entire bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

The Service Provider and the Authority each understand and agrees that there shall be absolutely no personal liability on the part of any of the employees, shareholders, partners, officers, directors, agents, authorized representatives or affiliates of the Authority or the Service Provider for the payment of any amounts due hereunder or performance of any obligations hereunder".

In case of any revision of the Minimum Wages Act by the State Govt. during the contract period, the same will be considered for reimbursement of any enhanced wages to the

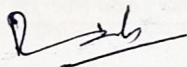
Service Provider in order to ensure compliance of the provisions of the Act by the Service Provider.

27. Commencement of Services

Bidder shall commence service Mobile Veterinary Unit within 30 days of contract signing. Call centre should be made functional within 30 days of contract signing and subjected to release /availability of funds from Government of India as mobiliser advance (onetime capital cost)

28. Special conditions

- 28.1 In case of conflict, the provisions of this section shall override provisions indicated elsewherein the bid document.
- 28.2 Charges for Diesel for each vehicle shall be payable as per formula given below:
- Diesel consumption per month= (Total KMs run during the month)/ (0.80 X standard KM per litre as per Manufacturer data sheet)
 - Weighted average diesel cost per liter during the month = [(rate 1XDays1) + (rate2 X Days2) + so on]/ (No. of days in the month)
 - Diesel cost for the month = (a) X (b)



Fixed Recurring Expenditure as per the Government of India (GOI)**Mobile Veterinary Unit (MVU)**

Sl No	Items	Ceiling Rate per Month (₹)	Numbers / Units	Amount per Year per Unit (₹)	Total per year (₹)
1	Outsourcing of Veterinarian	56,100.00	3	6,73,200.00	20,19,600.00
2	Outsourcing of Para-Veterinarian	20,000.00	3	2,40,000.00	7,20,000.00
3	Outsourcing of Driver cum Attendant	18,000.00	3	2,16,000.00	6,48,000.00
4	Purchase of Medicines, Equipment, etc	35,000.00	3	4,20,000.00	12,60,000.00
5	Expenditure on Maintenance & Fuel Petrol/Diesel/Oil/lubricant /coolant) etc.	33,000.00	3	3,96,000.00	11,88,000.00
Grand Total (for 1st Year)				19,45,200.00	58,35,600.00

Centralized Call Centre unit

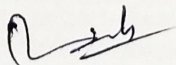
Sl No	Items	Ceiling Rate per Month (₹)	Numbers / Units	Amount per Year per Unit (₹)	Total per year (₹)
1	Outsourcing of Veterinarian	56,100.00	1	6,73,200.00	6,73,200.00
2	Outsourcing of Call Executives	15,000.00	3	1,80,000.00	5,40,000.00
3	Office Expense including phone Bills stationaries etc	5,000.00		60,000.00	60,000.00
Grand Total (for 1st Year)					12,73,200.00

Call Center- Equipment and Specification

S.N	Item	Configuration	Qty
Hardware (Capital cost)			
1	Desktop Computer (All in One)	Intel Core i5, 12th Generation Processor, Integrated Graphics type , RAM Size 8 GB or above, Total SSD Capacity - Minimum 512 GB, Windows 11 Professional OS, 21.5-23.8 inch LED Monitor, Wired / Wireless Keyboard and Mouse, Networking – Ethernet, Wi-Fi and Bluetooth enabled, Installed Licensed Version Anti-Virus Software , Installed MS Office 2019 or above (Licensed Version), USB Ports – Minimum 3 USB ports with 1 HDMI port Onsite OEM warranty : 3 years	3
2	PRI / SIP Line	Establishing PRI line (4 Digit) number from BSNL and connecting to the Contact Center Solution	1
3	Servers for CTI Solution, Vehicle GPS Data , Fleet Management	Intel Xeon Processor / 4 Core /32GB RAM / 2x 600 GB SATA HDD/ 21"monitor / Keyboard, Mouse with 3 Years Warranty	3
4	Headsets	USB headset having feature of noise cancelling mic	3
5	Inverter with set of batteries	Inverter with 3.5kVA , 150 AH batteries, with tubular plates, table battery rack, on site installation with cabling	1
6	Network Switch	L2 Network Switch 24 Ports	1
7	Networking in Call Centre (LAN)	Local Area Network for 10 Ports	1
8	Firewall	Firewall with web filtering /VPN	1
9	Contact Center Solution	Contact Center Solution with necessary PRI connectors (ACD, IVRS, Call Recording) (Including Commissioning, Customization)	1
11	Development of customized CRM software	Cloud Hosted Solution with Customization and Deployment of Solution Integrated with CTI, Call Taking, Ambulance Dispatch, Scheduling, Case Closure, Go Live Web based and Mobile Case Management APP, GPS Vehicle Tracking System, Grievance Redressal System, Employee Management, Fleet Management, MIS Development of Software application with respect to Delhi incorporating following technical support aspects: i. Development of FRS/SRS of the software application in concurrence with user department ii. Dashboards to comprise Individual and administrative access IDs of different levels of operation, Data reporting system etc as per the Customer needs for the entire contract period iii. Procurement of URL (Govt. preferably), Hiring	1

		of Cloud service (Govt. preferably) as per specifications i.e. for GPS tracking-4TB and General application -5TB iv. Security Audit Certificate from Govt. approved agency by Vendor v. Firewall access and port opening vi. UAT approval from the user department vii. Hosting viii. Go-live run	
12	Office Furniture	Standard Modular workstation for 3 persons including table, chair, Tables for Servers	3
13	Surveillance System (CCTV camera)	2 camera, NVR, 4 TB HDD, IP configuration with monitor with 15 days retrieval back	1
14	Attendance system (Biometric)	Biometric finger print reader attendance device along with Attendance Solution	1
Recurring Expenditures			
1	Anti-Virus	Anti-Virus software renewal per year	6
2	Internet and Telephony charges	With up to 200 MBPS FTTH Connection.	1
3	CTI Technology	Per User License Agents	3
4	CRM Solution Licence	Per Agent wise (irrespective of MVUs) including Cloud Hosting Charges	3

The Vendor will provide consultancy and coordinate with IT/NIC/NICSI/ CERTIN and other agencies as may be required for integration and hosting purpose for making the Software application live to the satisfaction of the user department.



List of indicative Items required in Mobile Veterinary Units

Instruments, machines, furniture etc.: Electronic weighing machine, small refrigerator/ vaccine carrier, i/v stands, folding chairs, folding-table, sitting-stools etc., small animal examination table, animal restraining equipment, portable sterilizer/ autoclave, OPD slips, stationery, cash-receipt books, electric fans, ropes, brooms, wipers, foot-mats, locks etc. small sized dispensing-vials, hoof-trimming set, sprayers, dog muzzles etc. There should be provision for desktop computer/ GPS/ Tab plus printer with internet broadband to send and receive various official reports, for updating the information of farmers' details and animal treatment. Movement of Mobile Clinic may be monitored online through GPS system.

Minor Surgical equipment and supportive materials- stethoscope, preanesthetic/ anaesthetics, good quality steel scissors, forceps, disposable syringes and needles, pm set, PPE kit, i/v sets/ cannula, scalp-vein sets, endotracheal tubes, naso-oesophageal tubes, suture materials and suture needles etc., surgical gloves, cotton, bandages, surgical/paper tape, Plaster of Paris bandage, teat instruments set- plugs, bistouries, plasma expanders, DNS, NS, RL etc., magnifying glass, torch, gumboots, towels, aprons etc.

Antiseptics and disinfectants: povidone solution, spirit solution, requisite antiseptic ointments, spray, antiseptic hand wash, hand sanitizers, phenyl, fly-repellents, oxidizing agents like potassium permanganate etc.

Medicines – antibiotics, life-saving corticosteroids, antihemorrhagics, analgesics, antipyretics, antidiarrheals, antihistamines, anthelmintics, antiprotozoals, injectable and oral Haematinics, Inj. ascorbic acid, H2 receptor blockers/ gastric anti-reflux agents, antiemetics, vitamin injections, liver extract, nasal, eye, ear drops, calcium injection, laxatives, purgatives, all vaccines especially antirabies, antivenom depending on area, intra-uterine bolus, anti-bloat, anti tympany, carminatives etc.

Vaccines- for using services during campaign, fill gaps or ring-vaccination during outbreaks (utmost precaution should be taken to go through outbreak areas to prevent spread of infection through vehicle/ personnel)

Sample collection material, rapid diagnostic kits - syringes, blood collection tubes, (Vacutainer with EDTA, clot activator) whirl pack, faecal sample collection containers etc.; rapid diagnostic kits as per requirement, microscope, slides

Audio-visual equipment- Notice Board, sound system/ loud speaker, screen, small projector, publicity material/ flyers etc



Covering Letter

Date:

Name of the Project for which RFP is issued:

From

(Registered name and address of the bidder)

To

The Director
Animal Husbandry Unit, Development Department,
Govt. of NCT of Delhi
Zorawar Singh Marg, Near Pul Mithai
Tis Hazari, Delhi-110054.

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide goods/services/execute the works in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call No....., dated

Project title:

We undertake to provide goods/services/execute the above work to us in conformity with the said bidding documents for the agreed prices finalized subsequent to the process stipulated in the RFP.

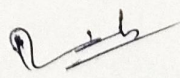
If our bid is accepted, we undertake to;

1. Provide goods/services/execute the work according to the time schedule specified in the bid document,
2. Obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract during its period, and
3. Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
4. We undertake that in competing for the (and if the award is made to us, in execution) the contract, we will strictly observe the laws against fraud and corruption in India like but not limited to "The Prevention of Corruption Act 1988"
5. We understand that until formal contract is signed and executed, this bid and your notification of award shall constitute a binding contract between us.
6. We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place:

Date:

(Signature & Stamp of Authorized Signatory)
(Name, Designation & Address)



Annexure 5**Experience Details**

Year	Name of Project	Client Details	Project Location	Operating Medical /Animal ambulances / MVUs in Nos.	Document Enclosed asProof of Experience*
2021-22					
2022-23					

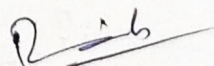
Year	Name of Project	Client Details	Project Location	Training Details/engaging man power (Including Doctors)	Document Enclosed asProof of Experience*
2021-22					
2022-23					

Year	Name of Project	Client Details	Project Location	Operating Medical/Veterinary Call Centre with dedicated software application (CTI &CAD) Software Solution	Call centre seating capacity	Document Enclosed as Proof of Experience*
2021-22						
2022-23						

Year	Name of Project	Client Details	Project Location	operating Mobile Veterinary Services with Call centre in number of States	Document Enclosed asProof of Experience*
2018-19					
2019-20					
2021-22					
2022-23					

(Signature & Stamp of Authorized Signatory)
(Name, Designation & Address)

** The claimed experience shall be supported by project completion certificates issued by the Government/ PSUs/ Govt. Dept. towards documentary evidence. No project shall be repeated under different categories.*



Financial EligibilityIn support of Minimum Eligibility Criteria FORMAT FOR FINANCIAL SUMMARY DATATURNOVER RELATED DATA (All figures in INR Crore)

Details	Yr 2019-20	Yr 2020-21 (will be excluded)	Yr 2021-22	Yr 2022-23
Turnover				
Net worth				

Financial Year: 1st April to 31st March or the particular accounting year followed and audited.

Note:

1. The applicant shall submit Audited Balance Sheets/ Annual Reports
2. The annual Turnover & Net worth data should be certified by a practicing Chartered Accountant.

(Signature & Stamp of Authorized Signatory)
(Name, Designation & Address)



Power of Attorney to Bid Signatory

(On a Non-Judicial Stamp Paper of Rs. 100 duly attested by notary public)

Know all men by these presents, We, _____, a company/firm registered under and having its Registered Office at _____ do hereby constitute, nominate, appoint and authorize _____ as our true and lawful attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for _____ including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conference if any and providing information/ responses to the Animal Husbandry Unit, Development Dept, Delhi, representing us in all matters before the Animal Husbandry Unit, Development Dept, Delhi, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Animal Husbandry Unit, Development Dept, Delhi in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us till the entering into of the Agreement with the Animal Husbandry Unit, Development Dept, Delhi.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHERE OF WE, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF , 2023

For.....

(Signature, name, designation and address)

Witnesses:

1.

2.

Notarised Accepted

(Signature, name destination and address of the Attorney)

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. The Power of Attorney should be executed on a Non- Judicial stamp paper of Rs 100/- (one hundred) and duly notarized by a notary public. Wherever required, the Applicant should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

For a Power of Attorney executed and issued overseas, the documents will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Applicants from countries that have signed The Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.



Power of Attorney and Memorandum of Understanding in case of Consortium

Power of Attorney

Dated this _____ day of _____ 2023

Know all persons by these present that We _____ and _____ (hereinafter collectively referred to "the consortium / joint venture") hereby appoint and authorize _____ as our attorney.

Whereas the ANIMAL HUSBANDARY UNIT, DEVELOPMENT DEPT, Delhi has invited applications from interested parties for the Selection of Agency for Setup of Call center & Implementation, Operations & Maintenance of Mobile Veterinary Unit in the state of Delhi (hereinafter referred to as "the Project")

Whereas the members of the consortium/joint venture are interested in bidding for this project in accordance with the terms and conditions of this RFP along with its amendments, addenda and related documents,

And whereas it is necessary for the members of the consortium/joint venture to appoint and authorize one of them to do all acts, deeds and things in connection with the aforesaid Project,

We hereby nominate and authorize _____ as our constituted attorney in our name and on our behalf to do or execute all or any of the acts or things in connection with making an application to ANIMAL HUSBANDARY UNIT, DEVELOPMENT DEPT, Delhi, to follow up with ANIMAL HUSBANDARY UNIT, DEVELOPMENT DEPT, Delhi and thereafter to do all acts, deeds and things on our behalf until culmination of the process of bidding and thereafter till the license agreement is entered into with the Service Provider.

And we hereby agree that all acts, deeds and things done by our said attorney shall be construed as acts, deeds and things done by us and we undertake to ratify and confirm all and whatsoever that our said attorney shall do or cause to be done for us by virtue of the power hereby given.

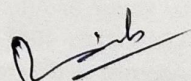
All the members of this consortium will be jointly and severally liable for execution of this assignment in all respects.

In witness hereof we have signed this deed on this _____ day of _____ 2023.

[Signature]

For and on behalf of

[Company]



Memorandum of Understanding

Know all men by these present that we, _____ and _____ (herein after collectively referred to "the consortium") for execution of RFP. Whereas the ANIMAL HUSBANDARY UNIT, DEVELOPMENT DEPT, Delhi, has invited Proposals from the interested parties for the Selection of Agency Setup of Call center & Implementation, Operations & Maintenance of Mobile Veterinary Unit.

Whereas the members of the consortium are interested in bidding for the work of.....in accordance with the terms and conditions of the RFP/tender.

This Consortium agreement is executed to undertake the work and role and responsibility of the firms as

And whereas it is necessary under the conditions of the RFP/tender for the members of the consortium to appoint and authorize one of them as Lead Member to do all acts, deeds and things in connection with the aforesaid RFP/tender is the Lead Member of the Consortium.

We hereby nominate and authorize as our constituted attorney in our name and on our behalf to do or executive all or any of the acts or things in connection with the execution of this RFP and thereafter to do all acts, deeds and things on our behalf and thereafter till the satisfactory completion of work.

And we hereby agree that all acts, deeds and things done by our said attorney shall be construed as acts, deeds and things done by us and we undertake to ratify and confirm all and whatsoever that my said attorney shall do or cause to be done for us by virtue of the power hereby given. All the members of this consortium will be jointly and severally liable for execution of this assignment in all respects.

In witness hereof we have signed this deed on this day of _____ [Signature]

By the with named through its duly constituted attorneys in the presence of _____ [Signature]

By the with named through its duly constituted attorneys in the presence of _____

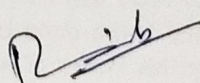
Notes:

For the purposes of Memorandum of Understanding and Power of Attorney: The agreements are to be executed by the all members in case of a Consortium.

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.



FORM 8A

FORMAT FOR POWER OF ATTORNEY FOR LEAD MEMBER OF CONSORTIUM

(On a Stamp Paper of relevant value)

Whereas the ("the Authority") has invited bids from Bidders for the..... Project (the "Project").

Whereas,, and
(Collectively the "Consortium") being Members of the Consortium are keen to bid for the Project in accordance with the terms and conditions of the Request for Proposal (RFP) and other connected documents (including Tender Documents) in respect of the Project (i.e., RFP for, and Request for Proposal (RFP) for Selection of Agency Setup of Call center & Implementation, Operations & Maintenance of Mobile Veterinary Unit.

Whereas, it is necessary for the Members of the Consortium to designate one of them as the Lead Member with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's bid for the Project and its execution.

NOW THEREFORE KNOW ALL MEN BY THESE PRESENTS

We, having our registered office at, M/s.....
having our registered office at, M/s.having our registered office at, and.....having our registered office at,
(hereinafter collectively referred to as the "Principals") do hereby irrevocably designate, nominate, constitute, appoint and authorize M/s.....having its registered office at, being one of the Members of the Consortium, as the Lead Member and true and lawful attorney of the Consortium (hereinafter referred to as the "Attorney"). We hereby irrevocably authorize the Attorney (with power to sub-delegate) to conduct all business for and on behalf of the Consortium and any one of us during the bidding process and, in the event the Consortium is awarded the concession/O&M Agreement, for / during the execution of the Project and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the submission of its bid for the project, including but not limited to signing and submission of all bids and other documents and writings, accept the Letter of Award, participate in Bidders' and other conferences, respond to queries, submit information / documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the Consortium and generally to represent the Consortium in all its dealings with the Authority, and / or any other Government Agency or any person, in all matters in connection with or relating to or arising out of the Consortium's bid for the Project and / or upon award thereof till the O&M Agreement is entered into with the Authority.

AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us/ Consortium.

IN WITNESS WHERE OF WE,..... THE ABOVE NAMED PRINCIPAL HAVE EXECUTED
THIS POWER OF ATTORNEY ON THIS DAY OF....., 2023

(Signature, name, designation and address)

For.....
(Signature)

For.....
(Signature)

For.....
(Signature)

.....(Name & Title) (Name & Title) (Name & Title)

Witnesses:

1.

2.

.....

(Executants)

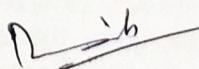
(To be executed by all the Members of the Consortium)

Note:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

For a Power of Attorney executed and issued overseas, the document will also have to be legalised by the Indian Embassy and notarised in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Bidders from countries that have signed the Hague Legislation Convention 1961 are not required to be legalised by the Indian Embassy if it carries a conforming Apostille certificate.



FORM 8B

JOINT BIDDING AGREEMENT

(To be executed on Stamp paper of appropriate value)

THIS JOINT BIDDING AGREEMENT is entered into on this the day of.....2023

AMONGST

- 1Limited, a company incorporated under the Companies Act, 1956/2013[¥] and having its registered office at (hereinafter referred to as the "**First Part**" which expression shall, unless repugnant to the context include its successors and permitted assigns)

AND

- 2Limited, a company incorporated under the Companies Act, 1956/2013 and having its Registered office at..... (hereinafter referred to as the "**Second Part**" which expression shall, unless repugnant to the context include its successors and permitted assigns)

AND

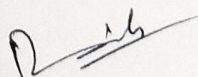
- 3 { Limited, a company incorporated under the Companies Act, 1956/2013 and having its registered office at (hereinafter referred to as the "Third Part" which expression shall, unless repugnant to the context include its successors and permitted assigns) }

The above-mentioned parties of the FIRST, SECOND, {THIRD} PART is collectively referred to as the "**Parties**" and each is individually referred to as a "**Party**"

WHEREAS,

- a. Director of Animal Husbandry, Delhi, on behalf of Animal Husbandry Unit, where Animal Husbandry Unit, Development Dept is a part of the Government of Delhi having its office at, Delhi (hereinafter referred to as the "**Authority**" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) has invited bids (the "**Bids**") by its RFP No._____dated_2023 (the "**RFP**" for Selection of Agency Setup of Call center & Implementation, Operations & Maintenance of Mobile Veterinary Unit.
- b. The Parties are keen to jointly bid for the Project as members of a Consortium and in accordance with the terms and conditions of the RFP document and other bid / Tender documents in respect of the Project, and
- c. It is a necessary condition under the RFP document that the members of the Consortium shall enter into a Joint Bidding Agreement and furnish a copy thereof with the Bid.

¥ A Bidder who is registered abroad may substitute the words, viz. "a company registered under the Companies Act, 1956/2013" by the words, viz. "a company duly organized and validly existing under the laws of the jurisdiction of its incorporation". A similar modification may be made in Recital 2, as necessary.



NOW IT IS HEREBY AGREED as follows:

1. Definitions and Interpretations

In this Agreement, the capitalized terms shall, unless the context otherwise requires, have the meaning ascribed thereto under the RFP.

2. Consortium

- i. The Parties do hereby irrevocably constitute a consortium (the "**Consortium**") for the purposes of jointly participating in the Bidding Process for the Project.
- ii. The Parties hereby undertake to participate in the Bidding Process only through this Consortium and not individually and/ or through any other consortium constituted for this Project, either directly or indirectly or through any of their Associates.

3. Covenants

The Parties hereby undertake that in the event the Consortium is declared the Selected Bidder and awarded the Project, it shall enter into the joint bidding agreement with the form and manner as mentioned in clause 3.1.2 & 8 of the RFP and execute the O&M Agreement (Service Provider Agreement) with the Authority.

4. Role of the Parties

The Parties hereby undertake to perform the roles and responsibilities as described below:
Party of the First Part shall be the Lead member of the Consortium and shall have the power of attorney from all Parties for conducting all business for and on behalf of the Consortium during the Bidding Process and until the signing of O&M Agreement;

Party of the Second Part shall be {the Member of the Consortium; } Party of the Third Part shall be the {Member of the Consortium; and }

5. Joint and Several Liability

The Parties do hereby undertake to be jointly and severally responsible for all obligations and liabilities relating to and in accordance with the terms of the RFP and other Tender Documents, till the signing of O&M Agreement.

6. Shareholding in the Consortium

6.1. The Parties agree that the proportion of shareholding among the Parties shall be as follows: First Party:

Second Party:

{Third Party: }

6.2. The Parties undertake that replacement of any Member of the Consortium shall be as per the provisions of the RFP and the O&M Agreement.

6.3. The Parties undertake that they shall comply with all equity lock-in requirements set forth in the O&M Agreement.

7. Representation of the Parties

Each Party represents to the other Parties as of the date of this Agreement that:

Such Party is duly organised, validly existing and in good standing under the laws of its incorporation and has all requisite power and authority to enter into this Agreement;

The execution, delivery and performance by such Party of this Agreement has been authorised by all necessary and appropriate corporate or governmental action and a copy of the extract of

the charter documents and board resolution/ power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the Consortium Member is annexed to this Agreement, and will not, to the best of its knowledge:

- a) require any consent or approval not already obtained;
- b) violate any Applicable Law presently in effect and having applicability to it;
- c) violate the memorandum and articles of association, by-laws or other applicable organisational documents thereof;
- d) violate any clearance, permit, concession, grant, license or other governmental authorisation, approval, judgement, order or decree or any mortgage agreement, indenture or any other instrument to which such Party is a party or by which such Party or any of its properties or assets are bound or that is otherwise applicable to such Party; or
- e) create or impose any liens, mortgages, pledges, claims, security interests, charges or encumbrances or obligations to create a lien, charge, pledge, security interest, encumbrances or mortgage in or on the property of such Party, except foreclosures that would not, individually or in the aggregate, have a material adverse effect on the financial condition or prospects or business of such Party so as to prevent such Party from fulfilling its obligations under this Agreement;
- f) this Agreement is the legal and binding obligation of such Party, enforceable in accordance with its terms against it; and
- g) there is no litigation pending or, to the best of such Party's knowledge, threatened to which it or any of its Associates is a party that presently affects or which would have a material adverse effect on the financial condition or prospects or business of such Party in the fulfilment of its obligations under this Agreement.

8. Termination

This Agreement shall be effective from the date hereof and shall continue in full force and effect until the signing of the O&M Agreement, in case the Project is awarded to the Consortium. However, in case the Consortium does not get selected for award of the Project, the Agreement will stand terminated upon return of the Bid Security by the Authority to the Bidder.

9. Miscellaneous

- a. This Joint Bidding Agreement shall be governed by laws of India.
- b. The Parties acknowledge and accept that this Agreement shall not be amended by the Parties without the prior written consent of the Authority.

IN WITNESS WHEREOF THE PARTIES ABOVE NAMED HAVE EXECUTED AND DELIVERED THIS AGREEMENT AS OF THE DATE FIRST ABOVE WRITTEN.

SIGNED, SEALED AND DELIVERED

For and on behalf of

LEAD MEMBER by:

SIGNED, SEALED AND DELIVERED

SECOND PART



(Signature)
(Name, Designation Address)

(Signature)
(Name, Designation Address)

SIGNED, SEALED AND DELIVERED

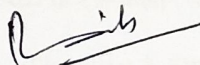
For and on behalf of THIRD PART

(Signature)
(Name, Designation Address)

In the presence of:

Notes:

1. The mode of the execution of the Joint Bidding Agreement should be in accordance with the procedure, if any, laid down by the Applicable Law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
2. Each Joint Bidding Agreement should attach a copy of the extract of the charter documents and documents such as resolution / power of attorney in favour of the person executing this Agreement for the delegation of power and authority to execute this Agreement on behalf of the Consortium Member.
3. For a Joint Bidding Agreement executed and issued overseas, the document shall be legalised by the Indian Embassy and notarized in the jurisdiction where the Power of Attorney has been executed.



FORMAT FOR ANTI-COLLUSION CERTIFICATE

To

The Director
Animal Husbandry Unit, Development Department,
Govt. of NCT of Delhi
Zorawar Singh Marg, Near Pul Mithai
Tis Hazari, Delhi-110054.

We hereby certify and confirm that in the preparation and submission of this Bid, we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive, restrictive or monopolistic trade practice.

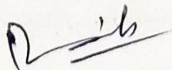
We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with the instant Bid.

Dated this _____ Day of _____, 20__

(Signature & Stamp of Authorized Signatory)
(Name, Designation & Address)

Note:

- *To be executed by all the Members in case of Consortium.*



FORMAT FOR PROJECT UNDERTAKING

To

The Director
Animal Husbandry Unit, Development Department,
Govt. of NCT of Delhi
Zorawar Singh Marg, Near Pul Mithai
Tis Hazari, Delhi-110054.

Ref: RFP for Selection of Agency for Setup of Call center & Implementation, Operations & Maintenance of Mobile Veterinary Unit.

We have read and understood the RFP Document in respect of the captioned project provided to us by the Authority.

We hereby agree and undertake as under:

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Bid we hereby represent and confirm that our Bid is unconditional in all respects.

We are not barred by the Authority, Government of India, Government of Delhi, any state government, any Foreign Government or any of their agencies from participating in similar projects.

Dated this _____ Day of _____, 20__

(Signature & Stamp of Authorized Signatory)
(Name, Designation & Address)

Note:

- *To be executed by all the Members in case of Consortium.*



Annexure 11:**Bidder Information**

1.	Name of the organization	
2.	Date of establishment	
3.	Registered under	
4.	Registration Certificate	
5.	Registered Office Address with Mobile No/ E mail ID	
6.	Contact person for further details/clarification, if any, that may be required, his designation, office, and residential telephone nos./ Mobile No./Email ID, etc\\	
7.	URL of the website if any	
8.	EPF Registration	
9.	ESI Registration	
10.	GST Regn. No.	
11.	Details of EMD furnished	
12.	Details of certificates enclosed.	

Date:

(Signature & Stamp of Authorized Signatory)
(Name, Designation & Address)

Annexure 12

DECLARATION FORMAT

*(Separate Affidavits are to be submitted by each member in case Bidder is a Consortium)
(Affidavit should be executed on a Non Judicial stamp paper of Rs 100/- or such equivalent document duly attested by Notary Public)*

I, the undersigned, do hereby certify that all the statements made in the Bid are true and correct

The undersigned also hereby certifies that neither our firm M/s nor any of its directors / constituent partners have abandoned any work in India and / abroad nor any contract awarded to us for such works have been terminated for reasons attributed to us, during last five years prior to the date of this bid nor have been barred by any agency of GOI or GNCT Delhi or any Government or its agencies from participating in any government projects or otherwise

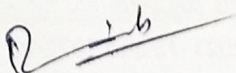
The undersigned hereby authorize(s) and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary as requested by the Authority to verify this statement or regarding my (our) competence and general reputation

The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the Animal Husbandry Unit, Development Department, Delhi

I / We hereby declare that we are not blacklisted / de registered by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Date:

(Signature & Stamp of Authorized Signatory)
(Name, Designation & Address)



Check List

List of documents to be uploaded

S.N	Documents	Remarks (Submitted / NotSubmitted)	Page no. in bid document (to be filled by the bidder)
1	Signed RFP document		
2	EMD (Earnest Money Deposit)		
3	Registration certificate and PAN		
4	EPF, ESIC registration certificate		
5	Covering Letter as per Annexure 4		
6	Experience Details as per Annexure 5 along with document in support of eligibility		
7	Declaration on Rs. 100 /- duly notarized stamp paper regarding Computer technology integration, web based portal, Smartphone based App		
8	A short note in a maximum of three pages of Detailed technical Proposal having Overall approach towards running the project, Manpower (hiring & training aspects), roles & responsibilities of various heads / teams, Performance monitoring and evaluation, quality assurance and internal control, Analytics and reporting.		
9	ISO Certification		
10	Financial Eligibility as per Annexure 6		
11	The audited balance sheet of the financial year 2021-22 and 2022-23		
12	C.A. certificate for turnover for the financial year 2019-20, 2021-22 and 2022-23 (excluding covid year 2020-21)		
13	CA Certificate for Positive Net worth for the past two financial years 2021-22 and 2022-23.		
14	ITR of the financial year 2021-22 and 2022-23		
15	Power of Attorney to Bid Signatory (Annexure 7)		



16	Power of Attorney and Memorandum of Understanding in case of consortium (Annexure 8)		
17	Format of Anti Collusion Certificate (Annexure 9)		
18	Format for Project Undertaking (Annexure 10)		
19	Bidder Information (Annexure 11)		
20	Declaration Format towards Non blacklisting etc (Annexure 12)		
21	Other documents relevant to the term and condition of the tender, if any		

Place:

(Signature & Stamp of Authorized Signatory)

Date:



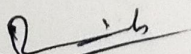
Financial Bid

We (Name of the Bidder) hereby submits our Financial Bid in response to notice inviting tender date and tender document no. and confirm that the undersigned offer will be applicable for the Hiring of services for Operation and Management of MVU & Establishment and Operation of Call Centre

S. N	Description	Qty	BASIC RATE in Figures To be entered by the Bidder in Rs.	GST (If applicable in Percentage)
1	Setup of a 3 Seater Call center with Hardware and Software with with Computer Telephony integration(CTI) and Computer Aided Dispatch(CAD) Software Solution (Capital cost) as per Specification at Annexure 2	1		
Total one time Capital cost (A)				
S. N	Description	Qty	BASIC RATE In Figures To be entered by the Bidder in Rs.	GST (If applicable in Percentage)
1	Annual Surcharges for Operation and Management of Mobile Veterinary Unit for first year operations Surcharges is excluding the fixed recurring expenditure charges meant for operation & management of MVUs as in Annexure -1	3		
2	Annual Surcharges for Operation and Maintenance of Call Centre at Directorate Office, Animal Husbandry, Delhi. *Surcharges is excluding the fixed recurring expenditure charges meant for management & maintenance of Central call centre unit as in Annexure 1	1		
3	Total Non recurring cost for Operation and Maintenance of as per Annexure 2	1		
Total cost for First year Operations (B)				
Grand Total C= (A+B)				

Terms & Conditions: -

1. Surcharges includes Administrative expenses ie. technology costs, administrative costs, payroll processing, and supervisory charges
2. The agency should quote the price of individual item mentioned in Annexure 2. Break-up of the Bid would be submitted at the time of agreement. No item should be left unquoted. In such cases the Department reserves the right for cancellation of contract.
3. It is mandatory to quote the price for each component of price bid as above. Evaluation will be done on the basis of Total Financial Bid Cost.
4. Diesel charges will be payable as per formula indicated in this RFP at section 3 of clause 28.2



CONTRACT FORM

THIS AGREEMENT made on thisday of.....(month)..... (year).

Between the Director of Animal Husbandry, Development Department, GNCT of Delhi (hereinafter called the "FIRST PART" the Authority) and, on the other hand,..... Vendor/Service Provider Registered under thehaving its head office represented through its (herein after called "the Agency") of the Second part:

WHEREAS the Authority had invited Request for Proposal Document bearing vide No.....dated.....(the "RFP) from Service Providers for **Setup of Call center & Implementation, Operations & Maintenance of Mobile Veterinary Unit** on Private Public Partnership mode under Centrally Sponsored Scheme ESVHD –MVU in Animal Husbandry, Development Department, GNCT of Delhi with skilled and unskilled manpower complying to applicable rules and regulations and the Authority is desirous that certain goods, solution, service and materials, operations and Maintenance as described in the bid document should be provided by the Agency for Mobile Veterinary Units throughout the NCT of Delhi for a block period of 03 Years from the date of signing of contract, subsequent which it will be extendable for another 2 years subject to satisfactory performance as per mutually agreed terms and conditions of both the parties.

After evaluation of the Bid(s) received, the Authority had accepted the bid of the Service Provider and issued a letter of acceptance No.....dated (hereinafter called the "LOA") to it requiring, inter alia, the execution of this Agreement withindays of, the date of issue thereof and the Service Provider has complied the requirements set forth in the LOA, inter alia, submission of the Performance Security (defined hereinafter)

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this agreement words and expression shall have the same meanings as are respectively assigned to them in the bid document referred to.

The following documents shall be deemed to form and be read and construed as part of this Contract, viz.,

1. Bid document(s)
2. Pre - bid conference minutes if any,
3. Clarification on bid document issued if any,
4. Letter of contract award.

In case of conflict among documents mentioned above, the documents mentioned above in reverse order will prevail over other documents.

The Authority has accordingly agreed to enter into this Service Agreement with the Service Provider for implementation of the MVU Services subject to and on the terms and conditions set forth hereinafter.

The Service Provider has agreed to meet the requirements and terms and conditions of the Scope of the Services that it has bid for and in respect of which it has been successfully selected by the Authority as per the laid down bidding process in the RFP document.



Brief particulars of the goods and services which shall be supplied / provided by the Agency are as under:

Setup of a 3 Seater Call center with Hardware and CAD) Software with Computer Telephony integration (CTI) and Computer Aided Dispatch (CAD) Solution as per Specification in RFP document at Annexure 2 and as under

S.N	Item	Qty	Rate per Unit including all Taxes, GST	Total amount including all Taxes, GST
Hardware (Capital cost)				
1	Desktop Computer (All in One)	3		
2	PRI / SIP Line	1		
3	Servers for CTI Solution, Vehicle GPS Data , Fleet Management	3		
4	Headsets	3		
5	Inverter with set of batteries	1		
6	Network Switch	1		
7	Networking in Call Centre (LAN)	1		
8	Firewall	1		
9	Contact Center Solution	1		
11	Development of customized CRM software	1		
12	Office Furniture	3		
13	Surveillance System (CCTV camera)	1		
14	Attendance system (Biometric)	1		
Recurring expenditure for one year				
1	Anti-Virus	6		
2	Internet and Telephony charges	1		
3	CTI Technology	3		
4	CRM Solution License	3		

Operations & Maintenance of Call Centre & Mobile Veterinary Unit

Solution, Services and Goods to be provided	Quantity	Total Unit Price per month including all taxes	Total Unit Price per Year including all taxes
O&M of Mobile Veterinary Unit- and transfer of project assets at the end of the contract period (In as it is condition).	03		
O&M of Call Centre- and transfer of project assets at the end of the contract period (In as it is condition).	01		

It is hereby agreed and declared by and between the parties to these presents as follows.

1. The Agency shall, during the period of this contract that is to say from (Date) to (Date) or until this contract shall be determined by such notice as is hereinafter mentioned, safely carry out, utilizing manpower employed at his expenses and using tools, implements, and equipment, etc. at his own expense, all other associated works as described in Bid documents, when the Authority or any other person authorized by the Authority in that behalf require. It is understood by the Agency that the quantity of work mentioned on the schedule is likely to change as per actual requirements as demanded by exigencies of service.
2. The NIT (notice inviting tender), Bid documents (Qualifying and Financial), letter of intent, approved rates, and such other additional particulars and work orders as may be found requisite to be given during execution of the work shall be deemed to be included in the expression "The Agreement" or "The Contract" wherever herein used.
3. In consideration of the payments to be made by the Animal Husbandry Delhi to the Agency as hereinafter mentioned, the Agency hereby covenants with the Animal Husbandry Delhi to provide the goods and services (solution, service and materials) and to remedy defects therein in conformity, in all respects, with the provisions of the contract.
4. The Animal Husbandry Delhi hereby covenants to pay the Agency in consideration of the provision of the goods and services and the remedying of defects therein, the contract price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.
5. The Agency shall abide by the terms and conditions, rules, guidelines, construction practices, safety precautions, etc., stipulated in the Bid/RFP document including any correspondence between the Agency and the Department having bearing on execution of work and payments of work to be done under the contract.

IN WITNESS where of the parties hereto have caused this Agreement executed on the day and year above written.

Signed, and delivered by

Signed, and delivered by

For the Agency.

Director, Animal Husbandry Dept

Agency's common seal:

Seal:

Place

Place:

Date:

Date:

In the presence of:

Witness 1:

Witness2:

