

**GOVERNMENT OF BIHAR**  
**Animal & Fisheries Resources Department, Bihar, Patna**  
**Bihar Livestock Development Agency, Patna**

**Request For Proposal (RFP)**

for

**Selection of outsourcing Agency/  
Company/Organization/Firm/Trust/Society**

For

**Operation of Mobile Veterinary Units (MVU) with management & monitoring at different locations of Bihar, establishment of a management and monitoring centre at district level along with preparation & maintenance of Mobile App and establishment, operation and maintenance of call Centre & Telemedicine”**

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**Animal & Fisheries Resources Department, Bihar, Patna**  
**Bihar Livestock Development Agency, Patna**

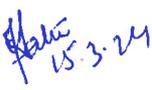
**Notice inviting RFP**

The office of Project Director, BLDA invites "RFP for hiring of outsource Agency for operation of Mobile Veterinary Units (MVU) with management & monitoring at different locations of Bihar, establishment of a management and monitoring centre at district level along with preparation & maintenance of Mobile App and establishment, operation and maintenance of call Centre & Telemedicine" in two bid system i.e. Technical and Financial in two separate sealed envelopes duly superscribed with "TECHNICAL BID" AND "FINANCIAL BID" and name of firm. Both the sealed envelope is to be put in bigger envelope duly sealed and superscribed with RFP for hiring of outsource Agency for operation of Mobile Veterinary Units (MVU) with management & monitoring at different locations of Bihar along with preparation & maintenance of Mobile App and establishment, operation and maintenance of call Centre & Telemedicine. The Selected Bidder shall perform the Operations & Maintenance of Mobile Veterinary Units throughout the State for a period of 3 (Three) years which may be extended to further 2 (two) years.

Bid is to be submitted to Project Director, B.L.D.A. (Bihar Veterinary College Campus), P.O.- Bihar Veterinary College, Patna-800014. till 12.00 Noon on or before 09.04.2024 and Technical bid will be opened at 3.00 PM on same day.

The detail of Tender's offer, Terms & condition may be seen on the department website--  
<http://state.bihar.gov.in>ahd>

  
Project Director  
BLDA.Patna







**GOVERNMENT OF BIHAR**  
**Animal & Fisheries Resources Department, Bihar, Patna**  
**Bihar Livestock Development Agency, Patna**

**Different Schedule of Request For Proposal (RFP)**

<b>Pre-Bid Meeting Date-</b>	<b>01/04/2024 at 03.00 PM</b>
<b>Bid closing date/time-</b>	<b>09/04/2024 at 12.05 PM</b>
<b>Technical Bid opening date/time</b>	<b>09/04/2024 at 03.00 PM</b>



## 1. Abbreviation

- **PO** - Purchase Order
- **EMD** - Earnest Money Deposit
- **PSD/PS** - Performance Security Deposit/Performance Security
- **FDR** - Fixed Deposited Receipt
- **DD** - Demand Draft
- **BG** - Bank Guarantee
- **BC** - Banker's Cheque
- **Buyer** - Projector Director, BLDA
- **Bidder** - Who have submitted the Valid Tender Document
- **Supplier** - Successful bidders
- **PD** - Project Director
- **BLDA** - Bihar Livestock Development Agency
- **AFRD** -Animal & Fisheries Resources Department.

## 2. General Instruction

- i. The Bidder must read carefully all the terms, conditions, and specifications before filling up the tender and financial bid. The Bidder shall be bound by all terms, conditions, and specifications as detailed in this tender document. The Bidders who are confident of executing the contract in time by employing the required resources need only participate in this tender.
- ii. Bidder shall bear all costs associated with the preparation and submission of the bid.
- iii. Corrigendum related to this bid will be placed only on departmental website.
- iv. In respect of the matters pertaining to this contract, Bidder shall not directly or indirectly bring or attempt to bring any political or outside influences or intervention through any association, union or organization. All disputes, differences, clarifications etc. arising out of this tender will be represented to the Client by Bidder himself or by his legal representative.
- v. The tender schedule shall be read in conjunction with the Job Specification & Job description, General conditions of the contract, and Schedule of Requirement. The Bidder shall be deemed to have carefully examined all these documents. **It is further understood and agreed that the Bidder by careful examination satisfied himself/herself with the terms and conditions of the tender document.**
- vi. **The firm registered under the Company Act- 1956 amended 2013 viz Private Limited Company, Public Limited Company, Unlimited Company, Partnership/Trust/Society can only apply to participate in this tender.** Partnership firms shall furnish full names and addresses. In case of the authorized representative signs, "Power of Attorney" (as per **Annexure XI of Section III**) duly attested by a public notary must be submitted. In the case

of the partnership firm, a Self-Attested true copy of the partnership deed and Articles of Association (AoA) must be submitted along with the tender. Similarly, in the case of the company, the Self-attested copy of the Memorandum of Article & Association must be submitted along with the tender.

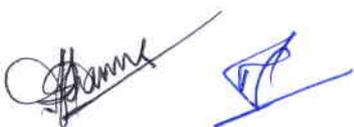
vii. Compliant Tenders/Completeness of Response

- a) Bidders are advised to study all instructions, forms, requirements, annexures, and other information in the Tender document carefully. Submission of the Proposal shall be deemed to have been done after careful study and examination of the Tender document with a full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
  - I. Comply with all requirements as set out within this Tender.
  - II. Submit the forms as specified in this Tender and respond to each element in the order as set out in this Tender.
  - III. Submit the forms as specified in this Tender and respond to each element in the order as set out in this Tender.
  - IV. Include all supporting documentation specified in this Tender.
- c) The Proposals must be complete in all respects and indexed properly. The page numbers must be clearly marked and legible on each page and cross reference be indicated on the Index Page.
- d) It is implied that the Bidder has obtained all necessary information directly or indirectly affecting the tender such as a legal stipulation, possible delays and hindrance or interference in executing the contract and has satisfied him/her before making the offer. Unexpected difficulties or expenses shall NOT be considered excuses for difficulties in performing the contract. The rate quoted should consider all factors.
- e) Interest shall not be payable on the Earnest Money Deposit.

3. EMD

FDR/ Bank Guarantee from any scheduled Bank towards EMD of Rs.250.00 Lakh in favor of Sis mandatory. **Non submission of EMD will make the bidder liable for disqualification.**

- a. After the selection of a successful bidder and upon verification of documents of the unsuccessful bidders, the EMD of all unsuccessful bidders will be returned within 30 days. The TIA/Department will not be liable to pay any interest on the EMD.
- b. A Proposal not accompanied by the Bid Security (EMD) shall be rejected.
- c. Bid Security (EMD) will be forfeited and the acceptance of the tender will be re-



considered revoked or cancelled at the discretion of the Tender Inviting Authority.

- (i) If the bidder withdraws his bid after the bids have been opened,
- (ii) If the bidder fails to execute the Agreement or fails to remit the required security deposit (Performance Bank Guarantee) within **Fifteen** working days of being called upon to do so,
- (iii) If the bidder submits any false document.

#### **4. Eligibility Criteria**

##### **A. Eligibility And Qualification:**

A bidder is eligible to submit only one BID for the project. The following documents must be submitted along with the BID Form, any Bidder submitting a bid without the documents specified below is liable to be summarily rejected:-

- a. Bidder must be registered.
- b. The bidder should be registered with ESI and EPF as on tender submission and should also have a valid GST & PAN (ESI & PF Payment Proofs must be submitted for the past 6 months).
- c. The bidder(s) must have an average annual turnover of not less than Rs. 25.00 Crore in the last three financial years preceding the tender issue date. (2020-21, 2021-22 & 2022-23).
- d. Bidder should have a positive net worth during the last 3 financial years.
- e. Bidder should have last three financial year income tax return certificates (FY2020-21, 2021-22 & 2022-23)(Filed and accepted by competent authority).
- f. Self-Attested copy of Memorandum of Association / Articles as applicable.
- g. Original "Power of Attorney" in case a person other than the authorized signatory of the bidder has signed the tender documents.
- h. Bidder's proposal letter must be duly filled & signed as per **Annexure- XIV of Section-III.**
- i. A notarized self-declaration (on a non-judicial stamp paper value of Rs. 100/-) by the authorized signatory of the Bidder that the Bidder has not been blacklisted/debarred/suspended by any Central/State Government (including the Public Sector) for corrupt or fraudulent practices and its Promoters or Directors and should not have been convicted as on date of submission of bid in India in the past or present.

##### **B. Technical Qualification Criteria**

- a. Bidders should have experience in operating and maintaining Mobile Medical Units/Mobile Health Units/Ambulance/Mobile Veterinary Units for the past three financial years. On the date of BID submission, the bidder should have been successfully operating and maintaining at least 100 Mobile Medical/ Mobile Health



units/Veterinary Units in-sum individually with at least 300 personnel and 100 doctors on its payroll working as part of Mobile Medical Units/Mobile Health Units/Veterinary Unit Services for any State Govt./ Central Govt. Departments/ Boards/ PSU, Organizations. The bidder should attach relevant satisfactory certificates.

- b. Bidder must provide a declaration on Rs. 100/-non-judicial stamp paper and duly notarize that they would provide–
- 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 vehicle monitoring and tracking system, call management, performance monitoring and reporting. The movement of every vehicle should be able to be tracked through GPRS or every trip of the MVU.
  - A web-based admin portal that enables real-time data capture of location tracking, attendance management both for days worked 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.
  - 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.
  - Full IT and customer support services from onboarding users to analytic and real-time reports and maintenance of both the portal and apps.
  - Would ensure entering data of work done in the INAPH portal on a real-time basis.
- c. If the above information provided by the bidder is found to be false, the bidder and his EMD shall be forfeited or blacklisted or both with criminal proceedings.
- d. No Consortium/JVs/associations/subcontracting shall be allowed under this project.
- e. Declaration towards non–tampering of tender document.
- f. **All the tender document pages should be serial numbered, stamped, and signed.**



**The Bidder must attach an INDEX where every relevant document placement in the tender proposal needs to be serially numbered to reach to document easily by the examination committee failing which they will be deemed to be disqualified.**

## **5. Scope of work**

The successful bidder shall be responsible for Operations & Management of 534 (may increase or decrease as per decision by Principal Secretary/Secretary AFRD, Bihar) MVUs with Operations & Management at district level also as well as the preparation of Mobile app for use of service by farmer, establishment and operation of a Call Center, Telemedicine as designated by the Department of Animal and Fisheries Resources, Govt. of Bihar for the entire agreement period with the following requirements:-

- The establishment of a Veterinary Call Centre & telemedicine facility with all IT Equipment, Software at state level and Mobile application development & Infrastructure As per **Annexure- III** to monitor MVUs movement/dispatches shall be the responsibility of the Agency.
- Preparation of Mobile App for farmer to use and also to concerned official/ counterpart of call center to get information/ treatment request/ AI request by farmer.
- Induction training of Vet. Doctor, Para Veterinarian, Driver/Helper, and Call Executives shall be the responsibility of the Agency.
- Pre-Operational expenses related to Survey work, travel, launch expenses etc. shall be the responsibility of the Agency.

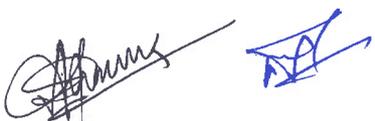
### **Fabrication and Customization of Vehicle-**

- a) The Department will provide 534 (Nos.) fabricated/customized vehicles after registration.
- b) The number of MVUs will solely depend on the availability of required funds from Government and number of vehicles could be increased or decreased at any time during the tenure.

### **Mobile Veterinary Units (MVUs):**

To fulfill the objectives primarily one Mobile Veterinary Unit would be located in each Block (Which may increase or decrease), depending upon the animal population, the demand for service, and feedback. Headquarters of MVU would be Block level Veterinary Hospital or as decided at the district level. The MVUs would be parked there. At all times it shall consist of medical equipment; medicinal, non-medicinal & surgical items; and Basic Diagnostic Laboratory facilities as decided by AFRD, Bihar.

All MVUs shall have GPS, a Tab/laptop and a small printer for online receipt of requests, updating status, and printing reports. Mobile Veterinary Units will be stationed at strategic



locations (at Government office premises) to minimize travel time and provide service within the target time. The MVUs shall be served for dual purposes (Pet & Large animals). The MVUs will be manned by **one Veterinary doctor, one para vet and one driver cum helper.**

#### **Qualification of MVUs**

##### **Veterinary doctor:**

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 valid registration in the Veterinary Council of India or Bihar State Veterinary Council.

The veterinarian must be fluent in speaking Hindi and acquainted with the local language. **The area-specific veterinarian having the above-mentioned qualifications will be given preference during selection by the service provider. The second preference will be given to a resident of an adjoining region and so on.**

**DUTIES:** Veterinary health coverage, infertility management, disease control, maintenance of Animal Health, Supervision of Vaccination, maintenance of Breeding Program, disease surveillance, fodder development, small ruminants development, extension activities, community development through livestock rearing, veterinary aid in flood and drought area as the case may be and other work as decided by the Department/Government time to time.

##### **Para-Veterinarian:**

10+2 with Biology or Diploma in Animal Husbandry (DAH) or Diploma in Livestock Extension or trained AI worker from any recognized institution. The para-veterinarian must be fluent in speaking Hindi and acquainted with the local language. The area-specific para-veterinarian having the above- mentioned qualifications will be given preference during selection by the service provider. The second preference will be given to a resident of an adjoining region and soon.

- Agency will be solely responsible for training of paravet with arrangement of training structure along with fooding & lodging during training period.
- Training syllabus and trainer will be provided by AFRD, Bihar.
- Training schedule will constitute 30 days classroom training and 30 days field training at departmental veterinary hospitals.
- 



### Driver/Helper:

Aspirants must be 10th Class pass from any Government or recognized school having a commercial LMV driving license with 3 Year experience.

### Operation of MVU/s:

- a) MVUs have to provide Veterinary Ambulatory service (Breeding, Curative, Preventive) at villages on a roster basis as well Emergency Veterinary Services in Rural/Urban areas.
- b) Normal Timings of MVUs operation would be from 8:00 AM to 4:00 PM, subject to be reviewed as per feedback. MVUs would operate for a minimum of 24 days a month. Every MVU would have a day off in a week, whereas all the MVUs in a district 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 (successful bidder) will manage to mobilize the MVU with staff accordingly.
- c) The operation and maintenance of the vehicle will be the sole responsibilities of the selected service provider.
- d) Support Organization will provide all medicinal, non-medicinal, surgical items with well-equipped basic laboratory facility as decided by Department.
- e) **There is no provision of comprehensive or third-party insurance for Government vehicles, therefore, the safety and security of vehicles along with insurance with accidental coverage of personnel deployed will also be the sole responsibility of the selected service provider.**
- f) 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.

At the end of the contract the MVU/s and received equipment will have to be returned to the Department or nominated representative.

### CALL CENTRE& TELEMEDICINE :

It will be the nerve center of the entire project to extend qualitative, timely, and reliable service to Livestock. It will work from 8:00 AM to 4:00 PM on all days of a week, subject to be reviewed as per feedback. Building/Space for running call center & Telemedicine would be provided by the Department. Call Center will be manned by **04 Veterinary doctors and 12 Call Executives**. At the Call center, in addition, to call center executives it will have a panel of veterinary doctors (if decided by Department), to assess the cases and forward critical requests



to MVUs and will provide Telemedicine, if required call executives would also take regular feedback on services delivered. Call Centre will also monitor the movement of MVUs online through GPS. It shall provide required reports on performance as required by the department from time to time.

Apart from attending the calls, Call executives should contact 1000 animal owners/month for extension activities– information about schemes, feedback, etc.

#### **Qualification of Call Centre Staff-**

**Veterinary doctor:** As mentioned earlier for MVUs

**Call Executives:** Intermediate in biology/ science or Agriculture from a recognized central or state education board.

#### **MVU Cell:**

MVU Cell would be constituted by the Department. MVU cell would have one member nominated by the Support Organization. MVU Cell will have a Feedback cum Quality assessment team, which will assess the quality of service on regular basis and suggest steps for improvement. The day-to-day activities/logs/ operations of the MVUs and call center & Telemedicine shall be monitored and reviewed by the MVU Cell on monthly basis. MVU Cell would recommend steps for improvement as or when required. Decisions on such recommendations would be taken by the Department after competent approval. Support Organization has to provide a display of activities at MVU Cell. The service provider shall update with all such necessary information as required by the MVU Cell from time to time.

#### **Training to MVU staff:**

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

#### **Roles and Responsibilities of Service Provider**

The following are the roles and responsibilities of the Service Provider:

- i. Running of Call Centre: Service provider will run Call Centre with the required staff. Department can provide, if the bidder so requires, bare built-up space for housing a call center.
- ii. Running of Vehicles and Maintenance: Service Provider shall be responsible for the O&M of 534 MVUs provided and meet the O&M requirements during the contract period.
- iii. Provide medical consumables, Essential Drugs etc.

- iv. Providing Veterinary Medical Team for running the Mobile Clinics: Service Provider shall provide a veterinary medical team for each Mobile Clinic comprising of a Veterinary Doctor, one Para Vet, and a driver cum helper to provide services.
- v. The Service Provider would be responsible to dispose Bio-medical waste generated via the operation of MVUs as per the Bio-Medical Waste Management Rules, 2016.
- vi. All other requirements, which are not covered either by Government or DAH responsibilities, to run the project efficiently and effectively.
- vii. The service provider should submit the progress report for the animals treated on monthly basis to the Department.

**Responsibilities of Animal and Fisheries Resources Department:**

- i. Shall sign the contract with the Service Provider for providing services and hence responsible for contract management.
- ii. Arrange parking of MVUs at Government offices and space for staff to sit.
- iii. Shall be responsible for making timely payments to the service provider.
- iv. Monthly Monitor and review the progress.

**Flow Process for providing MVU services**

- i. The MVUs would visit a minimum of 2 villages per day as per the roster along with emergency calls.
- ii. The animal owner will give a call to Toll-Free Number Call Centre which will work from 8.00 AM to 4.00 PM
- iii. The call center executive will record requests from the animal owner and provide due consultation with the Veterinary Doctor available in the call center. The call center executive would inform the owner about the location of MVU as per the roster
- iv. On reaching Village, Call Center will update the time of arrival of MVU in the system.
- v. The animals shall be treated at village (in normal conditions).
- vi. The Call Centre feedback cum quality team will give a call to animal owners on a random basis (At least 10% cases) to take feedback from owners of animals about the quality of service provided and record the same in the system.
- vii. All activities at Call Centre will be recorded for training and analysis purposes.

**Deliverables:** (subject to be revised as per the recommendation of MVU Cell from time to time by the Department after approval of competent authority.)

**Mobile Veterinary Units-**

The deliverables of MVUs will be decided once the Outsourcing Agency is selected and a



service level agreement will be entered into. Never the less to give an idea the MVUs are expected to provide medical check-up, treatment, AI, pathological work, castration etc. The quantum of work and village visits will be decided in the service level agreement

#### **Expected Outcomes of the Project:**

Benefits from the project: It will be a unique project for providing health care services to Livestock which are the backbone of our rural economy.

Livestock owners will get access to quality health care services at their doorsteps and their convenience resulting in higher levels of satisfaction. Improved animal health will improve livestock productivity resulting in higher returns for the owners. The government will achieve higher levels of satisfaction in providing improved quality of service to citizens.

#### **6. The Bid document**

The Bid Documents include:

- a. Signed and stamped Tender document (on each page by bidder)
- b. Letter of Acceptance of all term and condition of Tender document on Letter pad in prescribed format (Annexure-I)
- c. Bidders Profile(**Annexure-VII**)
- d. Financial capability format (**Annexure-VI**)along with supporting Document
- e. Experience (**Annexure-VI**) with supportive documents.
- f. Index with paging (**Mandatory**)
- g. Agreement Format
- h. Financial Bid Form(**Annexure-VII**)in financial envelope.

#### **7. Clarification of Bid document**

Bidders requiring any clarification/suggestion on the Bid Documents shall send the query on /before Pre-Bid Meeting or on e-mail at [pdblida.pat@gmail.com](mailto:pdblida.pat@gmail.com) . Queries received after the due date shall not be considered. The department shall endeavor to provide clarifications and any further information, in its sole discretion which it considers appropriate for facilitating a fair, transparent and competitive selection process. The corrigendum, if needed, shall be uploaded on <http://state.bihar.gov.in>

#### **8. Amendment of Tender Document**

- a. At any time prior to the date of submission of Bids, the client may for any reason whether on its own initiative or in response to any clarification received from a bidder, shall modify bid documents by amendments and the same will be uploaded on the website and these amendments will be binding on them.



- b. In order to afford prospective bidders a reasonable time to take the amendment into account in preparing their bids, the client, at its discretion, shall extend the deadline for the submission of bids suitably. Any amendment to the Bid document shall also be uploaded on the website as and when it is amended.
- c. Bidders who download the Tender document online are to take care of these amendments while submitting their bids.

**9. Period of Validity of Bid.**

The proposal submitted by Bidder will remain valid for acceptance for a period of 180(one hundred eighty days) days from the date of opening of the bid. Bidder shall not be entitled during this period of 180 days, without the consent in writing to the Client to revoke or cancel his tender or to vary the tender submitted or in terms thereof. Due to administrative and any unforeseen reasons, an extension of the period, if requested by the Client in writing, the Bidder shall accede to such request for extension and communicate his acceptance to the Client in writing.

**10. Bidding Procedure.**

Bids shall be submitted in Two parts,

1. Cover–A: Technical Bid and
2. Cover–B: Financial/Price Bid

**The bid may be deposited at BLDA, Patna office or may be sent via courier or Postal service before due time and date.**

**Cover–A: Technical Bid:**

- i. All relevant documents required for Technical bid evaluation.
- ii. Technical bid is mainly focused on profile, competency, willingness, experience, financial soundness, reputation, using modern communication tools, Bank support, etc. Bidder/s is/are requested to fill in the required information and submit supporting documents as and where required. It is also requested that all prospective bidders fill the legible information (Capital Letter preferable) and number each page in serial order till last page of the tender document. Please submit only relevant documents as desired.

**Cover–B: Financial bid :**

- i. The bidder needs to quote wages, EPF, ESI and Administrative/Supervisory charges as a package.
- ii. The Bidder will be required to provide unit wages benefit to the personnel employed as per statutory norms.



- iii. The bidder shall be responsible for providing all statutory benefits to the personnel employed by him like EPF, ESI, etc., as applicable. During the contract period, ESI, EPF (employer contribution, as applicable, if any), and GST will be reimbursed as per actual along with the bill on producing the original receipts.
- iv. Any tender with conditions other than those specified in the tender document, is liable to be summarily rejected. No modification by the bidder in any of the conditions will be permitted.
- v. Will be submitted in prescribed format (Annexure VIII)

#### **11. Late Bid**

Tenders will not be received after the specified time of submitting of the tender and the same shall be rejected. It is the sole responsibility of the Bidder that he should ensure timely submission of tender.

#### **12. Bid Opening**

- i. Bid opening and finalization will be according to the schedule and terms and conditions mentioned in the tender document.
- ii. The bidder's name, bid price, modifications, withdrawals, and such other details, as deemed fit by the authorized authority will be notified.
- iii. The financial bid will be evaluated only for technically qualified bidders and technical evaluation will be uploaded on the e-tender portal along with information on the date and time of opening of the financial bid. The technically responsive bid firm only will be invited to participate in the financial bid opening/ downloading session.

**Note:** - The Bidder shall quote the rate in English Language only, both in words and figures in the manner as required in the Financial Bid Form. If any discrepancy is found in figures and words, the lower between both the quoted rates will be considered as final.

#### **13. Bid Evaluation Procedure**

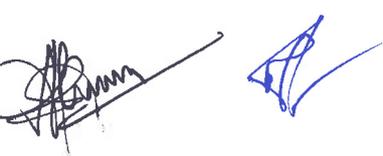
- i. The Technical and Financial Committee of BLDA, Patna will evaluate the responses of the Bidders.
- ii. Evaluation criteria proposed to be adopted will be Quality cum Cost Based System (QCBS). A bidder, whose bids are responsive, based on minimum qualification criteria /documents will be called as **Eligible Bidder** and will be technically evaluated.

##### **Technical bid Evaluation—**

- i. Technical bid evaluation will be done out of 100 marks as per points 1 to 8 of Table 1. The score obtained by the bidder will be termed as technical score.



- ii. Eligible bidders should demonstrate their technical experience and capacity through a technical presentation and demonstration on "Methodology and Approach for the overall implementation of proposed project" before the Committee on the prescribed date and time. Eligible bidders unable to present and demonstrate on a prescribed date would be considered as absent and zero marks would be awarded for point 7 of table 1. A maximum of two representatives would be permitted for technical presentation and demonstration. The representatives of technically qualified bidders should carry an authorization letter from their company management and should submit the same to the tender inviting authority at the time of the technical presentation.
- iii. An Eligible Bidder who secures an overall minimum of 50 Marks out of 100 across (all the components together) will be called a technically responsive bidder and will be considered for opening their financial bid.
- iv. The decision of the committee in the process of evaluating bidders' technical capacity, presentation, and award of marks would be complete as per the collective decision of the committee members which is legally bound and valid.
- v. Presentation will be given by bidder in the chamber of Principal Secretary/Secretary, AFRD, Bihar or in presence of designated person by Principal Secretary/Secretary, AFRD, Bihar.



Table—I: Technically responsive bid: evaluation criteria& marking pattern

S. No.	Parameter	Maximum Marks
1	Company Registration, PAN, ESI, EPF, GST	5
2	Annual Turnover in Crores in FY 2022-23 for Medical/Veterinary services. 25Cr or above – 5 Marks	5
3	On the date of BID submission, the bidder should have at least 300 personnel and 100 Doctors on its payrolls working as part of Mobile Medical/Health/Veterinary Unit Services in-sum individually for any State Govt / Central government departments/ Boards / PSU Organizations. The bidder should attach relevant certificates and satisfactory certificates from a concerned organization in case of completed or ongoing projects as evidence for evaluation. 300 personnel & 100 doctors (10 Marks), 600 personnel & 200 doctors (15 Marks), Above 600 personnel & 200 doctors (25Marks).	25
4	On the date of BID submission, the bidder should be successfully operating and maintaining at least 100 Mobile Medical/ Health/Veterinary Units in sum individually Up to 100 vehicles (5Marks) Up to 200 vehicles (10 Marks) Above 200vehicles (20Marks) (Valid Work Orders and Satisfaction Certificates to be submitted)	20
5	On the date of BID submission, the bidder should have experience in establishment and operation of call center.	5
6	Integrating with Institutions: Bidder should have experience in integrating with institutions using/integrating the operations and management of Dispensaries/Government Veterinary Hospitals/Public Health Centers (Sub-centers or PHCs) with any state/PSU/central government in India. (Coordinating/Integrating mobile unit operations with dispensaries/hospitals is extremely beneficial for monitoring overall health and well-being of livestock. Bidders having any such experience in any such will qualify to receive marks)	10
7	Methodology and Approach for overall implementation of projects- a) Adequacy, quality and operational feasibility of the proposed methodology and work plan, staffing pattern and Hiring Plan, Timelines of the project roll-out through PPT –20 Marks. b) Creativity and Innovation PPT–10Marks.	30
	<b>Technical Qualification total marks</b>	<b>100</b>

Note :- attachment of Relevant document is mandatory

## Financial Bid Evaluation--

The Financial Proposals of only those applicant firms, **qualifying the technical evaluation that are scoring at least 50 marks from 100 total marks only**, shall be considered for opening of financial proposals. The financial proposals shall be opened in the presence of the bidder's representative who wishes to attend the meeting with a proper authorization letter. The name of the bidder along with quoted financial price will be announced during the meeting.

### CRITERIA FOR SELECTION OF SERVICE PROVIDER (BID PARAMETER):

- a) Bids shall be submitted in two parts namely Technical Bid and Financial Bid in the formats prescribed. Committee will follow the Quality and cost-based selection (QCBS) method to finalize the successful bidder.
- b) The tenders will be scrutinized by the selection committee to determine whether they are complete and meet the essential and important requirements, and conditions and whether the bidder is eligible and qualified as per criteria (Terms and Conditions) laid down in the Tender documents. The bids, that do not meet the aforesaid requirements, are liable to be treated as non-responsive and may not be considered. The decision of the authority as to whether the bidder is eligible and qualified or not and whether the bid is responsive or not shall be final and binding on the bidders. Financial bids of only those bidders, who qualify on technical bid, will be considered and opened.
- c) Bidders should offer prices for the full quantity of items failing which such bid will not be considered for evaluation. Conditional bids are not accepted. In case the schedule or procedure of the tender processing is revised, the same shall be communicated on website and the revised schedule or procedure shall be binding to all.
- d) Technical Bid evaluation: Technical bid documentation shall be evaluated again in two sub-steps. Firstly, the documentation furnished by the bidder shall be examined prima facia 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 the authority.
- e) Technical score(T) =  $\text{Technical marks of Bidder} \times 100 / \text{highest technical marks of bidder amongst them}$ .
- f) Financial bid evaluation: Financial bids of those who satisfy all phases of the technical bid and corresponding to chosen technical choices will only be opened. All other financial bids will not be considered. Authority may at its discretion discuss with the participating bidders available at this stage to clarify the contents of the financial offer. However, Bidders may note that there will not be any post-tender financial negotiations. However, the price bids of the bidders may be compared with the price finalized by Government agencies, and in case the bid price is higher, the bidder may be asked to match the price



finalized by other Government agencies.

- g) Financial bid score(F) = Lowest Amount quoted by bidder X 100/ the amount quoted by bidder
- h) Composite Score for Selection = (80% of T) + (20% of F)  
= (0.8 X T) + (0.2 X F)
- i) Award of contract: Bidders scoring the highest Final Score shall be declared as successful bidders and shall be awarded the contract, in case after evaluation, if it is found that only a single bidder remains qualified, the contract shall be awarded to a single bidder as the bidder has been found competent enough as per the technical capacity evaluation necessary to successfully operate this project.

**Note: In case of 2 (Two) or more companies having equal combined scores, the tender will be awarded to the agency that has more experience in operating Health projects.**

#### 14. Rejection of Tender

The Tender Inviting Authority shall reserve the right to reject or cancel consideration of any or all tenders:

- a) If the requisite Earnest Money Deposit does not support the tender provided therein.
- b) If the Bid Validity is less than the period prescribed (180 Days).
- c) If the bid is not duly signed, or not found proper or complete to the satisfaction of the client in any of the requisite matters, particular(s) or formalities or for any reason(s) which shall not be disclosed to the Bidder(s).
- d) If the eligibility condition is not met and/or if documents prescribed to establish the eligibility are not submitted while submitting the bid.
- e) If the Bidder seeks changes in terms and conditions, specifications, or time limits as envisaged in the tender.
- f) If tender consists of unwarranted comments, conditions, deviations in the specification or any other omissions or commissions compared to documents.
- g) If prices are not filled properly in the Financial Bid and INR.
- h) Without assigning any reason thereof.

#### 15. Contacting by Bidder to Authority

Bidder shall not try to influence the Tender inviting Authority, officers, and office staff on any matter relating to bid from the time of bid opening till the time of award of contract. Any effort by any bidder to modify his bid or influence the bid process shall result in the rejection of his bid without any notice. The decision of the Tender inviting Authority will be final in this regard.



**16. Right to Accept and Reject the bid/s**

Bid will be accepted and evaluated only those of the Bidder(s), who in the opinion of the Tender inviting Authority shall have the capacity and resources to execute the services in the prescribed time as per the schedule. The Tender Inviting Authority (TIA) reserves the right to accept or reject any bid annul the bidding process and reject all or any bid at any time before the award of the contract, without assigning any reason thereof. Tender inviting Authority does not bind himself to accept the lowest tender and reserve the right to reject any or all tenders, the right to accept any portion of the tender offered without assigning any reason and he can also reduce or extend the period of contract without assigning any reason as per prevailing circumstances.

**17. Letter of Acceptance (LoA)**

The Tender Inviting Authority will issue a LoA to the Successful Bidder which constitutes the intention of the Department to enter into a contract. The bidder shall **within 15 (fifteen) working days from the date of issue of the LoA**, give his acceptance along with Performance Guarantee (Security Deposit) for a sum Rs. 550.00 Lakh in Favour of **Project Director, BLDA** in conformity with all terms and condition of bid duly completed in all aspects.

**18. Contract Agreement**

The successful Bidder shall be required to execute an Agreement **within 15 (fifteen) working days** on a **non-judicial stamp paper of Rs. 1000/- (One thousand only)** at his own cost and in the format to the effect that the Bidder and the Authority/ designated person decided by the Principal Secretary/ Secretary , AFRD, Bihar are bound by the terms and conditions of the agreement which in turn, will be the same terms and conditions of tender document.

Submission of the Tender document duly signed and stamped on all pages shall bind the bidder to all the terms and conditions of this Tender document as well as the Agreement to be signed by him. A copy of the complete set of this Tender document shall also become enclosure to the agreement as an annexure.

**The Principal Secretary/ Secretary Animal and Fisheries Resources, Bihar/ Tender Inviting Authority reserves the right to cancel the agreement executed without any compensation whatsoever to the Bidder any time before the award of the work. The action of Client under this Clause shall not construe the breach of contract.**

After the selection of a bidder by the competent authority, the successful bidder will be formally notified of the award by an order before the expiration of the validity period. The

Handwritten signature in black ink and a blue rectangular stamp with illegible text.

letter of acceptance (LoA) will state the contract price that the Department of Animal and Fisheries Resources, Bihar will have to pay to the bidder towards the execution/completion of the tender, subject to furnishing performance security within the stipulated date.

The successful bidder can outsource the deployment of services to their contract vendors also if needed after approval from the Department of Animal and Fisheries Resources, Bihar.

**19. Annulment of Award**

Failure of the successful bidder to comply with the requirement of Clause 17, 18 of this Section shall constitute sufficient ground for the annulment of the contract and the forfeiture of the Bid Security in which event the Tender Inviting Authority may award the contract to L2 bidder at its discretion or call for new Tender.

**20. Duration of Contract**

The contract will be valid for a period of **three Years from the date of award** of contract. However, the same will be extended for a further period of two years upon the satisfactory performance of such operations by the selected bidder and acceptable by both the parties (The Department & the Selected Bidder) through mutual negotiations.

**21. Payment and Penalty**

Selected bidder will get monthly payment including remuneration for outsourced person for operating MVUs& its service Charge; fixed operating cost (Sl. No. 4, 5 & 7 of Annexure -II); after submitting work report and appropriate bill in triplicate. A detail work plan with penalty (up to 10% in case of failure in working)for MVU will be prepared by Department which will be approved by Principal Secretary/ Secretary, AFRD, Bihar. Selected Agency will strictly follow approved work plan.

**22. Confidentiality of Data**

Any data obtained during working will be sole property of department any misuse or transfer will be liable to appropriate legal action, blacklisting and forfeiture of PSD.

**23. Arbitration and Judicature**

Principal Secretary/Secretary Animal & Fisheries Resources Department will be sole Arbitrator in case of any dispute. All legal matters and disputes will subject to any competent court of judicature at Patna.

  
15/03/24  
**Project Director  
BLDA, Patna**

  
15.3.24



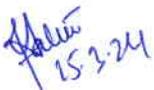
## DISCLAIMER

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 Bihar Livestock Development Agency, Patna (hereinafter 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 for 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 about the Request for Proposal for Hiring of Services of Support Organization for operation of Mobile Veterinary Units (MVU) & establishment and operation of Call Centre in Bihar State for 3(Three) Years (which may be extended for further two years) in the state of Bihar by the Selected Bidder through a competitive bidding process.
4. This document may not be appropriate for all persons, and the Authority can't consider the objectives, technical expertise, and particular needs of each party who 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 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 the interpretation of the 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 herein after 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 will apply to this Tender document.

  
15/03/24  
Project Director  
BLDA, Patna  
  
15-3-24

**LETTER OF ACCEPTANCE OF ALL TERM AND CONDITION**  
**(Letterhead of bidder)**

L.No.:

Dated:.....

To,

**Project Direct**  
**BLDA, Patna**

**Ref.:** Tender No..... Dated:..... for selection of outsource Agency for operation of Mobile Veterinary Units (MVU) with management & monitoring at different locations of Bihar along with preparation & maintenance of Mobile App and establishment, operation and maintenance of call Centre & Telemedicine

Dear Sir,

1. Having examined the conditions of tender and specifications, we, the undersigned, offer to undertake the work of operation of Mobile Veterinary Units (MVU) with management & monitoring at different locations of Bihar along with preparation & maintenance of Mobile App and establishment, operation and maintenance of call Centre & Telemedicine, in conformity with the schedule of works, and conditions of the contract attached herewith aspect of this tender.
2. I/We undertake if our Bid is accepted, I/we will execute the work/ services in accordance with specifications, timeline & terms, and conditions stipulated in the tender document.
3. If our Bid is accepted, I/we will obtain the performance guarantees in form of TD/FDR/ Bank Guarantee from a Scheduled Bank for a sum Rs. 550.00 Lakh for the due performance of the contract.
4. I/We agree to abide by this Bid for 180 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. Until a formal Agreement is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. I/We understand that you have the right to cancel the bid process and reject any and all of the bids.
7. I/We have enclosed herewith the TDR/FDR/ Bank Guarantee towards EMD of Rs.250.00 Lakh in Favour of Project Director BLDA.

EMD particulars	Name of the Bank	Amount
EMD No./Date.....		

Dated this..... day of.....(The year)

In the capacity of.....

Duly authorized to sign the bid for and on behalf of.....

Signature of Authorized Signatory with Seal




Cost estimation Chart

Sl.No.	Particular	No.	Emolument/ expenditure / month (Rs. In Lakh)
<b>MVU Remuneration Part</b>			
1	Veterinarians	534	0.65/Person/month (inclusive of all applicable taxes)
2	Para-vet	534	0.20/Person/month (inclusive of all applicable taxes)
3	Driver-cum-attendant	534	0.18/Person/month (inclusive of all applicable taxes)
<b>MVU Operating Part</b>			
4	Procurement of Medicinal, Non- medicinal, surgical material(items will be decided by Department.)	-	0.35/MVU/month
5	Maintenance and Fuel	-	0.15/MVU/month*
6	Mobile for Veterinarians	-	0.15 one time cost
7	Mobile Recharge	-	0.02 / Year
8	Training of Para- vet	-	0.60/ Para-vet one time
9	Management & monitoring at district level	38	0.50/ District/month
<b>Mobile App</b>			
	Preparation and maintenance of Mobile App in 1 <sup>st</sup> Year	-	100.00 maximum (will be subject to bidding rate)
	Maintenance of Mobile App on 2 <sup>nd</sup> Year onward	-	50.00/year maximum (will be subject to bidding rate)
<b>Call Center &amp; Telemedicine</b>			
	Preparation and maintenance of Call Center & Telemedicine on 1 <sup>st</sup> Year	-	200.00 maximum (will be subject to bidding rate)
	Maintenance of Call Center & Telemedicine on 2 <sup>nd</sup> Year onward	-	110.00/year maximum (will be subject to bidding rate)

\*As per Gol norm it is Rs.33000/MVUs/month. It will be adjusted accordingly after gaining experience of running MVUs.

## Call Center- Equipment and Specification

SN		Quantity	Particular														
A	<b>Fixed Capital Office Setup</b>																
1	Desktop Computer with Headphones	20	<p>Desktop Computer-</p> <table border="1"> <tr> <td>Processor (CPU):</td> <td>Intel Core i5(twelfth generation or newer) Or equivalent</td> </tr> <tr> <td>Operating System:</td> <td>Microsoft Windows11Professionalx64 (free via Azure Dev Tools for Teaching Restrictions apply.)</td> </tr> <tr> <td>Memory:</td> <td>16GBRAM</td> </tr> <tr> <td>Storage:</td> <td>SDD500GBinternalstorage drive</td> </tr> <tr> <td>Monitor/Display :</td> <td>14"LEDmonitor, resolution of 1600 x 900 or better.</td> </tr> <tr> <td>Network Adapter:</td> <td>802.11ac2.4/5GHzwirelessadapter</td> </tr> <tr> <td>Other:</td> <td>Internal or external Webcam, lock, Carrying case, external hard drive for backups.</td> </tr> </table> <p>Headphones- Wired Head phones with16 Ohms impedance, 118dB/mW Sensitivity, 17Hz - 2000Hz frequency response.</p>	Processor (CPU):	Intel Core i5(twelfth generation or newer) Or equivalent	Operating System:	Microsoft Windows11Professionalx64 (free via Azure Dev Tools for Teaching Restrictions apply.)	Memory:	16GBRAM	Storage:	SDD500GBinternalstorage drive	Monitor/Display :	14"LEDmonitor, resolution of 1600 x 900 or better.	Network Adapter:	802.11ac2.4/5GHzwirelessadapter	Other:	Internal or external Webcam, lock, Carrying case, external hard drive for backups.
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Network Adapter:	802.11ac2.4/5GHzwirelessadapter																
Other:	Internal or external Webcam, lock, Carrying case, external hard drive for backups.																
2	Port & Switch	2	24 Port L2 Switch														
3	Printer	2	All in One Network laser printer														
4	UPS and Batteries	1	10 KVA Online UPS with 20 Nos. of 10 AH Batteries														
5	Modular Linear workstation	15	Modular Linear workstation 55mm thick CRCA with powder coating with Keyboard Tray, CPU Trolley, with casters and 3 Draw Mobile Pedestal made with 18mm Pre-laminated.														
6	CCTV's	1	CCTV's Solution (4 No's Camera,16CH-NVR, 4 TBHDD														
a	Network and Electrical Cable	1Lot	Network and Electrical Cabling for20Desktops														
8	AC	4	2 Ton Split Inverter AC														
9	Office Chairs	20	Revolving Office Chairs														

10	Office Table	6	Good Quality laminated Office Table
11	Biometric	1	Biometric Access with attendance
<b>B</b>			<b>Recurring Cost</b>
1	SIP trunk/PRI Line	Per Annum	SIP trunk/PRI Line
2	Call Centre Solution with 15 License with IVR Support	Per Annum	Call Centre Solution with 15 License with IVR Support, Call barring Facility, Call Forwarding Facility, Call Back Facility, Call Recording Facility and Reporting
3	Software	Per Annum	Software Development, modifications & support
4	Internet	Per Annum	Data charges for internet
5	IEC	Per Annum	Awareness Campaigning inclusive of IEC Material
6	Training	Per Annum	Logistic arrangement for Training of field staff
7	Miscellaneous	Per Annum	Misc. Expenditure (Diallers annual renewal, Printing Services etc.)

**FORMAT FOR POWER OF ATTORNEY**

(To be provided in original as part of Technical Proposal on stamp paper of value required under law duly signed by 'Bidder' for the Tender)

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

**POWER OF ATTORNEY**

**To Whomsoever It May Concern**

Know all men by these presents, we\_\_\_\_(name and registered office address of the Bidder) do hereby constitute, appoint and authorize Mr.\_\_(Name of the Person(s)), domiciled at \_\_\_\_\_(Address), acting as \_\_\_\_\_(Designation and the name of the firm), as Authorized Signatory and whose signature is attested below, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for the award of Agreement <<Name of the project>>involving the deliverables as per agreement with Special Secretary, Animal and Fisheries Resources Department, Bihar, VikasBhawan, New Secretariat, Patna-800015 or his authorized representative vide Request of Proposal (Tender Document) Document dated....., issued by Special Secretary, Animal and Fisheries Resources Department, Bihar, VikasBhawan, New Secretariat, Patna-800015, including signing and submission of all documents and providing information and responses to clarifications/inquiries etc. as may be required by Animal and Fisheries Resources Department, Bihar or any governmental authority, representing us in all matters before Animal and Fisheries Resources Department, Bihar and generally dealing with Animal and Fisheries Resources Department, Bihar in all matters in connection with our Proposal for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney under this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

For \_\_\_\_\_

(Signature)

(Name, Title and Address)

Accept

(Attested signature of Mr. ....)

(Name, Title and Address of the Attorney)



Qualification of the Bidder

## FINANCIAL CAPABILITY

## Format for providing Financial Information

S.No.	Description	Financial Year		
		2020-21	2021-22	2022-23
1	Overall Turnover (INR) (in numeric) for Mobile Medical / Veterinary Unit services.			
	(INR) (in words)			
2	Net-worth (INR) (in numeric)			
	(INR) (in words)			

**Note:**

1. For the above financial capability Chartered Accountant certified Turn over certificate/audited balance sheets of the financial year 2020-21, 2021-22 and 2022-23 must be attached.
2. Certificate from Chartered Accountant to be submitted for Positive Net-worth

Signature with seal



**EXPERIENCE**

SPECIFIC EXPERIENCE IN CONTRACTS OF A SIMILAR NATURE- SHOULD BE SUBMITTED  
IN MULTIPLES OWING TO MORE THAN ONE PROJECT DESCRIPTION

S. No.	Item	Guidelines	Attachment Ref. No. for details
1.	<b>Name of the Project</b>		
2.	<b>Client Details</b>	<b>Name; Contact Person's name and number</b>	
3.	<b>Relevant Work Area/ domain</b>	<b>Please specify the area of work/domain relevant to the requirement of this RFP.</b>	
4.	<b>Manpower Hired</b>	<b>Human resources on the payroll of bidders hired for other organizations.</b>	
5.	<b>Relevant Work Area/ domain</b>	<b>Please specify the area of work/domain relevant to another organization</b>	
6.	<b>CV of Qualified HR professional</b>	<b>CV &amp; Consent/Engagement letter to be provided</b>	

Signature with seal

## Profile

Sl.No.	Particular	Remark
1.	Name of the Firm	
2.	Registered under	
3.	Registration Certificate	
4.	Head office address with Telephone/Telex/Fax/Nos. Mobile/ E-mail ID etc.	
5.	Address for correspondence with Telephone/Telex/Fax/Nos. Mobile/E-mail ID etc.	
6.	Address of office located in Bihar with Telephone/Telex/Fax/Nos. Mobile/ E-mail ID, etc.	
7.	Contact person for further details/ clarification, if any, that may be required, his designation, office and Residential telephone nos./Mobile No./Email ID etc.	
8.	URL of the website, if any	
9.	EPF Registration	
10.	ESI Registration	
11.	A list of an organization was under contract for similar nature to the assignment	
12.	Work order/s for providing 300 personnel and 100 Doctors as of the date of submission of Bid  Wage payment proof for the past 6 months to be submitted.	
13.	Average Turnover in Crore of the last three financial years for similar services.	



14.	Details of EMD	
15.	GST Regn. No.	

**N.B. Certified copy of all the required documents must be enclosed.**

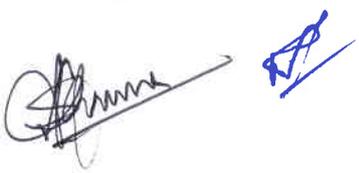
Signature

Date:

Name:

Place:

Designation:



## FINANCIAL BID

We..... (Name of the Bidder) hereby submit 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 of Support Organization for Operation and Management of MVU & Establishment and Operation of Call Centre and provide personnel as stated in section IV at different locations of the state of Bihar:

## BOQ (Amount in Rupee)

Sl. No.	Item Description	Total Cost in INR/year	Amount in Words
1	Service charge for outsourced persons (to be calculated for outsourced persons mentioned at SL. No. 1-3 of Annexure-II) for operation and management of MVUs in 534 blocks/year		
2	Call Center and Telemedicine establishment 4 Vet + 12 Call executives (with equipment and specification mentioned in Annexure - III) with 1 <sup>st</sup> year maintenance Cost ( <b>please attach break up ie Fixed establishment cost and recurring cost per month in a different sheet with this format</b> )		
3	Maintenance cost of Call Center and Telemedicine from 2 <sup>nd</sup> year onwards per year		
4	Preparation of a Mobile APP and its maintenance in 1 <sup>st</sup> year.		
5	Maintenance of Mobile APP from 2 <sup>nd</sup> Year onwards per year.		
6	Training of 534 Para-Vets		
7	Management and Monitoring at district Level in 38 districts of Bihar		
a	Service providing Cost/ Year		
b	Service charge		
Total Financial Bid Cost			

## Terms &amp; Conditions: -

1. The above quoted rate is including GST.
2. Bid includes Administrative expenses i.e. technology costs, administrative costs, payroll, processing and supervisory charges.
3. It is mandatory to quote the price for each component of price bid. Evaluation will be done on the basis of Total Financial Bid Cost.
4. If service charge is quoted below 3.85% and above 7% (GST extra) their bid will be rejected (as per Bihar Financial Rule)

Bidder's signature with a seal: Date:

**AGREEMENT**

*(Draft to be executed upon final selection and before the commencement of this project)*

(The Tender document will be the part of Agreement too)

The agreement made on this .....day of (month) .....(year)..... between M/S.....hereinafter called "The Contractor" (which expression shall unless excluded by or repugnant to the context, include its successors, heir, executors, administrative representative and assignee) of the first party, The designated person authorized by Principal Secretary/Secretary, Animal and Fisheries Resources Department, Bihar hereinafter referred to as the Client, of the second part

Whereas the contractor has offered to enter into a contract with the said Client for providing the services for operation of Mobile Veterinary Units (MVU) with management & monitoring at different locations of Bihar along with preparation & maintenance of Mobile App and establishment, operation and maintenance of call Centre & Telemedicine in the Department, on the terms and conditions herein contained and the rates approved by the Client, for each type of personnel have been duly accepted and whereas the necessary security deposits have been furnished in line with the provisions of the tender document and whereas no interest will be claimed on the security deposits.

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

1. The contractor shall, during the period of this contract that is to say from (Date) ..... to (Date) ..... or completion of work for Amount declared by committee and approved by Principal Secretary AFRD, Bihar, whichever is earlier 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 Client/Department or any other person authorized by the Client/Department in that behalf require. It is understood by the contractor 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, instructions, drawings 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. The contractor hereby declares that nobody connected with or in the employment of the O/o The Client/Department is not/shall not ever be admitted as a partner in the contract.
4. The contractor shall abide by the terms and conditions, rules, guidelines, construction practices, safety precautions, etc., stipulated in the Bid document including any correspondence between the contractor and the Client/Department having bearing on execution of work and payments of work to be done under the contract.
5. Validity period of contract will be three years which may be further extended after mutually agreed by both parties.

In witness whereof the parties present have hereinto set their respective hands and seals the day, year in.....

Signature of Authorized Signatory

(For and on behalf of Client) (For and on behalf of the Department)

Signature of Authorized Signatory (Successful Bidder)

(For and on behalf of M/s..... )

Witness

1

2

