

**OFFICE OF THE DIRECTOR
ANIMAL HUSBANDRY & VETERINARY DEPARTMENT
ASSAM :: GUWAHATI - 781003**

No: DVP/209-FMD/2016/1773

Dated Guwahati the 17th Dec, 2018.

NOTICE INVITING TENDER FOR SUPPLY COOL BOX FOR THE YEAR 2018-19

(NATIONAL COMPETITIVE BIDDING)

Tender in two bid system affixing court fee stamp of Rs.8.25 (or IPO of Rs.10.00) in favour of **“The Director, A.H. & Veterinary Department, Assam, Chenikuthi, Guwahati-03”** is invited from manufacturers or their authorized dealers, distributors, agent etc. for supply Thermos flask etc. at different district HQ as follows:


Description of the Goods	Specification	Quantity	Estimated cost(Rs.in lakh)	Delivery period	Consignee & place of delivery
Thermo Flask	Size : 750 ml -1 lit Make :Stainless still, wide mouth (Rs1000/unit)	751	7.51	10 Days after receiving work order	Institute of Veterinary Biologicals Khanapara, Guwahati-22
Cool Box	Size : 10 liter, Good quality (Rs.1500/ unit)	1500	22.50		

The NIT may be downloaded from the Assam government veterinary website <http://www.veterinary.assam.gov.in>. The complete documents, detail guidelines, terms and conditions for submission of tender will be available in the Office of the Joint Director, Institute of Veterinary Biologicals, Khanapara, Guwahati-22.

Right to accept or reject any or all tenders without assigning any reason, vests with the undersigned.

Tender Time Schedule (Key Dates):

Sl. No.	Schedule	Start Date & Time		Expiry Date & Time	
		Date	Time	Date	Time
1	Issue of Tender	17/12/2018	13.00	05/01/2019	15.00
2	Bid Submission	18/12/2018	11.00	07/01/2019	14.00
3	Technical Bid opening	07/01/2019	14.30		
4	Financial Bid Opening	Will be decided later on.			
5	Place of Bid Opening	Office of the Joint Director Institute of Veterinary Biologicals, Khanapara, Guwahati-22			


Director
A.H. & Veterinary Department, Assam
Chenikuthi, Guwahati-03

**OFFICE OF THE DIRECTOR
ANIMAL HUSBANDRY AND VETERINARY DEPARTMENT
ASSAM::GUWAHATI-781003**

File No : IVB/FMD-CP/PH-I/TENDER/E/999 DTD. 14th Dec,2018

NIT No: DVP/209-FMD/2016/1773 dated Guwahati the 17th Dec,2018

**TENDER FOR SUPPLY OF THERMOS FLASK ETC. UNDER
FMD-CP**

**OFFICE OF THE DIRECTOR
ANIMAL HUSBANDRY AND VETERINARY DEPARTMENT
ASSAM::GUWAHATI- 781003**

**TENDER DOCUMENT FOR SUPPLY OF THERMOS FLASK ETC
UNDER FMD-CP
(NATIONAL COMPETITIVE BIDDING)**

Tenders are invited from manufacturer / dealer for supply of Thermos Flask etc costing amounting Rs.30.01 Lakh listed below in to the Institutes/Offices of the Animal Husbandry & Veterinary Department, Assam. The Bid submitted by the bidder shall be valid for a period of 180 (hundred eighty) days from the specified date of opening of bids.

DETAILS:

1. List of the items with technical specifications and quantity to be supplied:

Description of the Goods	Specification	Quantity	Estimated cost(Rs.in lakh)	Delivery period	Consignee &place of delivery
Thermo Flask	Size : 750 ml -1 lit Make :Stainless still, wide mouth (Rs1000/unit)	751	7.51	10 Days after receiving work order	Institute of Veterinary Biologicals Khanapara, Guwahati-22
Cool Box	Size : 10 liter, Good quality (Rs.1500/ unit)	1500	22.50		
Total			30.01		

2. Tender Time Schedule (Key Dates):

Sl. No.	Schedule	Start Date & Time		Expiry Date & Time	
		Date	Time	Date	Time
1	Issue of Tender	17/12/2018	13.00	05/01/2019	15.00
2	Bid Submission	18/12/2018	11.00	07/01/2019	14.00
3	Technical Bid opening	07/01/2019	14.30		
4	Financial Bid Opening	Will be decided later on.			
5	Place of Bid Opening	Office of the Joint Director Institute of Veterinary Biologicals, Khanapara, Guwahati-22			

3. BID VALIDITY:

Tender/bid shall remain valid for a period of not less than 180 (hundred eighty) days from the specified date of bid opening .A bid valid for a shorter period shall be rejected by the purchaser as non-responsive.

4. ELIGIBILITY FOR PARTICPATION IN TENDER PROCESS:

- a) The bidder must be a manufacturer or authorized dealer of a reputed manufacturer of the goods.
- b) It must be noted that the tenderer should not have been black-listed by any Government Agency/Institutions or local self-Government /Public Sector in India under any

contractual relation or pending legal/penal action for complaints of quality. The undersigned reserves the right for insisting upon submission of Good Performance Certificate issued by any such agency.

- c) The bidder should clearly state whether the firm is registered with NSIC/SSI Unit.
- d) Tenderer should have experience of supplying Thermos Flask etc.
Non-compliance with the above conditions will render the Tenderer ineligible for further processing and the Financial Bid in such case will not be opened.

5. OTHERS QUALIFICATION CRITERIA:

The bidder should enclose the followings documents with bid:

- a. In case of manufacturer, copy of manufacturing license from the proper authority.
- b. In case of dealer, Manufacturer Authorization Certificate.
- c. Copy of up-to-date GST certificate & IT clearance / copy of PAN card.
- d. Enclose the bid document with seal & signature on all pages.
- e. Enclose filled in Bid Form and Format of Quotation furnished in the bidding documents
- f. The Purchaser reserves the right to accept or reject any tender/bid and to cancel the instant bidding process and reject all bids/tender at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the purchaser's action.
- g. The documentary evidence for conformity of the goods and services to the bidding documents to be enclosed in the form of brochure/literature etc.
- h. The decision of the Director, A. H. & Veterinary Department, Assam shall be final in case of any dispute.
- i. The successful bidder must supply the goods as per specification throughout the contract period.
- j. Each bidder shall submit only one quotation.
- k. The prices should be quoted in Indian Rupees only.

We look forward to receiving your quotations and thank you for your interest in this project.

6. HOW TO OBTAIN TENDER DOCUMENT.

Tender document can be obtain from office of the Joint Director Institute of Veterinary Biologicals Khanapara, Guwahati-22, after published in the news papers. The non refundable tender fee Rs.500 (Rupees five hundred) only in the form of Demand Draft in favour of Joint Director Institute of Veterinary Biologicals Khanapara, Guwahati-22.

7. EARNEST MONEY DEPOSIT (EMD):

- a) Earnest Money Deposit worth **Rs.60,020/-** (Rupees Sixty thousand twenty) only in the form of Demand Draft/ Bank Guarantee favoring **“The Director, Animal Husbandry and Veterinary Department, Assam, Chenikuthi, Guwahati-3”** payable at Guwahati should be submitted along with hard copy of the Technical Bid to the Director, Animal Husbandry and Veterinary Department, Assam, Chenikuthi, Guwahati-3 on or before the last date and time of submission of the tender.

The following categories of tenders are exempted from payment of tender form fees and earnest money deposit:

- i. Small Scale Industrial Units registered with Director of Industries, Assam, only for Cold Cabinet (Refrigerator) manufactured by them.

- ii. The SSI units registered with National Small Industries Corporation and Small Industries Service Institute of Govt. of India for their manufacturing Cold Cabinet (Refrigerator).
- iii. In case of claim for exemption of EMD, the bidder must upload necessary documents/exemption certificate from appropriate authorities.
- iv. The EMD will be forfeited, in case the rates quoted by the tenderer are approved but the party refuses to enter into the agreement for supply.

8. SUBMISSION OF TENDER FORMS: Tenderer will submit tender document at office of the Joint Director, Institute of Veterinary Biologicals Khanapara from 18/12/2018 to 07/01/2019 up to 14.00 hrs.

a. Technical Bid Envelope(T):

The technical information in the form of following documents is mandatory.

- i. In case of Manufacturer, Manufacturing license from the competent authority.
- ii. In case of dealer, Manufacturer's Authorization Certificate.
- iii. Declaration duly signed by the tenderer (Annexure-C).
- iv. GST Registration certificate.
- v. Income tax return for last 3 years i.e. 2015-16, 2016-17 and 2017-18.
- vi. Certificate of Exemption for Earnest Money Deposit from the concerned authorities (If applicable)
- vii. Information brochure of the quoted items.
- viii. Check list duly signed (Annexure-D).

The original documents may be kept ready for verification if necessary. The above documents may be verified from concern document issuing authority. Non submission of any mandatory documents will make the tender form liable for rejection.

9. HOW TO QUOTE RATES:

- a. Rates should be quoted per unit of Thermos Flask etc considering for entire quantity required only.
- b. Validity of Rates: The rates quoted should be valid for a period of 1 year from the date of signing of agreement. The purchaser may procure additional quantity of Thermos Flask etc and Thermo flask as per requirement and availability of fund within the validity period of rate of 1 year.

10. PRICE VARIATION/ESCALATION:

- a. Increase in rate on any account such as increase in input cost etc. will not be admissible in any case.
- b. The tenderer will not quote or offer less price than the approved price in relation with this tender and agreement to any agency/institute concerned with Government of Assam or Government of India or other state Governments or supply the same goods to any of its distributor / dealers / whole- sellers at a lower rate (after applying all relevant discount structures) during the contract period including extension if granted, failing which "the tenderer" will have to accept the lesser price for all the orders concerned during the contract period.

11. ACCEPTANCE OF TENDERS:

- a. The Director, A.H. & Veterinary Department, Assam, Guwahati-3 reserves the rights of accepting whole or any part of the tender or to refuse all tenders without assigning any

- reason.
- b. The Director, A.H. & Veterinary Department, Assam, Guwahati-3 also reserves the right to call for break-up of the quoted rates if required.
 - c. The Director, A. H. & Veterinary Department, Assam, Guwahati-3 does not pledge himself to accept the lowest tender and reserves the right of accepting the whole or any part of the tender or portion of the rate offered against said items and the tenderer shall supply the same at the rates quoted.
 - d. **The accounting units are prescribed in the BOQ. The bidders should take care of that before submitting bid. Lowest rate will be determined on base price only without GST. The final rate evaluation will be on the basis of quoted Rate excluding GST and any other Taxes etc.**

12. SIGNING OF AGREEMENT:

- a. Successful Tenderer / authorized representative shall enter into a Contract Agreement with the Director, Animal Husbandry and Veterinary Department, Assam, Guwahati-3 preferably within 2 (Two) days of acceptance of tender or when called for by the Director in this regard.
- b. The successful Tenderer will be required to execute an agreement on non-judicial stamp paper worth Rs.100.00.
- c. Tenderer or his authorized representative is allowed to sign the agreement on behalf of the successful tenderer. Any other person will not be eligible to sign the agreement on behalf of the successful tenderer.
- d. The Earnest Money Deposit will be forfeited in case the tenderer fails to sign the agreement after acceptance of his tender. The tenderer is liable to be blacklisted in such case.

13. SECURITY DEPOSIT:

- a. The successful Tenderer will have to submit a Performance Security @5% of quoted amount (Excluding Tax) or the amount as decided by the purchaser. The Performance Security should be valid beyond 6 months of termination of agreement. The Performance Security should be submitted in the form of Bank Guaranty or Term /Fixed Deposit Receipt favouring the Director, A. H. & Veterinary Department, Assam, Guwahati-3 drawn on any nationalized bank. The Performance Security should be in favour of **"The Director, Animal Husbandry and Veterinary Department, Assam, Guwahati-3" and shall be payable at Guwahati.**
- b. The security deposit will be released after 6 months of successful completion of the contract period.
- c. Security Deposit will stand forfeited, in case of any breach of terms and/or conditions of the Tender and/or contract.

14. INDENTING PARTIES:

The Joint Director, Institute of Veterinary Biologicals, A. H. & Veterinary Department, Assam, Khanapara, Guwahati-22 will be the indenting officer for the Thermos Flask etc under the contract.

15. DEMAND AND SUPPLY SCHEDULE:

- a. Successful Tenderer will have to supply the Thermos Flask etc as per order placed within 10 (Ten) days or the period as decided by the indenting officer after receipt of supply order. Failure to supply the Thermos Flask etc within the stipulated period, the

- Tenderer is liable for a penalty of 0.5 % (Half percent) of the total price of the ordered Thermos Flask etc per week or part thereof for late delivery of such Thermos Flask etc till the date of its final supply/receipt.
- b. The quantity of Thermos Flask etc to be supplied may change as per the discretion of the indenting authority.
 - c. The tenderer will have to necessarily supply the of the same quality and make, as have been specified in his bid.
 - d. Part supply will not be accepted.

16. BILL RAISING. PAYMENT AND PROCEDURE THEREOF:

- a. The supply should be made at Institute of veterinary Biologicals Khanapara Guwahati-22 . The Thermos Flask etc supplied by the Tenderer should be as per specification and in good condition.
- b. The payment shall be released by the Director A.H. & Veterinary Department, Chenikuthi Assam, Guwahati-781003, only after the receipt of the delivery vouchers duly certified by the institute head to which it is supplied. All payment shall be made in the name of successful tenderer only.
- c. As the payments are made from Government Treasury, the undersigned shall not be responsible for any delay in receipt of grants from Government or procedural delay due to treasury operations, which is beyond control of undersigned or the indenting officer.

17. TAX DEDUCTIONS FROM BILLS:

GST at appropriate rate will be deducted at source for the supply made.

18. QUALITY CONTROL:

- a) If the undersigned desires to inspect the material, manufacturing facility and stores, they should be offered for inspection to him or to his agent at the cost of supplier.
- b) The quantity of the item will be checked and ascertained by the Director of A.H. & Veterinary Department through Joint Director, Institute of Veterinary Biologicals of Assam State.

19. PENALTY CLAUSE:

In case, the supplier fails to deliver consignment within the contract period or in case the Thermos Flask etc are found not in accordance with the prescribed specifications and / or as per approved samples, the Director, A. H. & Veterinary Department, Assam, Guwahati-3 or indenting officer on his behalf, shall exercise his discretionary powers to take one or more of the following actions. Any loss, penalty imposed on supplier shall be deducted from the bills payable to him to the extent of bill amount and any other amount due to contractor under the same or any other contract with the undersigned or any of the indenting agencies.

- a. To recover from the contractor as liquidated damages, a penalty of 0.5 % (Half percent) of the Thermos Flask etc price, which the contractor/supplier has failed to deliver as aforesaid for each week or part of a week during which the delivery of such items may be in arrears, and/or
- b. To purchase such cool from any other sources and at such price as the purchasing officer in his sole discretion feels fit and to recover the differences of cost if any from the tenderer. The additional amount of expenditure incurred over and above approved rates will be liable for recovery from the approved tenderer. The defaulting contractor will be penalized to the extent of differences in the rate of 100% of the value of the order. If the defaulting contractor fails to pay penalty, he will be permanently delisted from the list of approved contractors of departments of Assam Government/Central Government and

- security deposits of the contractor will be forfeited.
- c. To forfeit the entire amount of security deposit of the contractor.
 - d. To cancel the contract or part thereof with the supplier.
 - e. To blacklist the supplier permanently from the list of departmental suppliers.

20. WARRANTY CLAUSE AND ITS OPERATION:

The Successful tenderer should declare that the cold Thermos Flask etc sold to the buyer under this contract, shall be of best quality. The manufacturing date of item batch must be fresh. Supply shall be strictly in accordance with the specifications and particulars contained /mentioned therein. It should be supplied as per terms and condition of current goods transport rule to delivered place.

21. PERIOD OF VALIDITY OF CONTRACT:



The contract for the Thermos Flask etc shall be valid for a period of 1 year from the signing of the contract or as per the Governments directions.

22. SETTLEMENT OF DISPUTES:

- a. All the disputes between indenting agencies and the supplier shall be settled by the undersigned. However, the disputes between the successful tenderer and the undersigned or the appeal against the decision of undersigned in disputes referred to him, shall lie with the Principal Secretary/Commissioner/Secretary of Animal Husbandry and Veterinary Department, Government of Assam, Dispur, Guwahati-6.
- b. All Judicial proceedings will be under the jurisdiction of Guwahati High Court only.
- c. It will be the responsibility of the tenderer to prove beyond doubt his liability for any exemption from paying the Earnest Money Deposit and/or security Deposit wherever applicable. The tender should produce relevant document/certificate from the competent authority in such case.

23. REMOVAL OF DIFFICULTY:

- a. The undersigned shall take such decision to remove difficulties due to ambiguity of provisions in the tender documents or due to provisions which are inconsistent with the objective of this tender.
- b. The dates quoted in the tender form are subject to change for any reason or in the event of any holiday, abruptly declared by Government.
- c. The provisions under Assam Government industries, Energy and labour department's resolutions and the rulebook dated 30/10/2015 and as amended from time to time shall be applicable.

 Director A.H. & Veterinary Department, Assam Chenikuthi, Guwahati-03	 Joint Director Institute of Veterinary Biologicals Khanapara, Guwahati-22
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(Annexure-I)

Bid Form

(Letter Head of the bidder submitting quotation)

No..... Date.....

To,

Sir,

Having examined the bidding documents issued vide your office No date including Addenda Nos. (insert numbers, if any), the receipt of which is hereby duly acknowledge, we the undersigned offer to supply (deliver, installation & commissioning–retain as applicable) (name of items) specified therein in conformity with the said bidding documents for the sum or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted to deliver the items in accordance with the delivery schedule specified.

If our Bid is accepted, we will obtain the performance bank guarantee from a reputed Nationalized Financial Bid Bank within 7 (seven) days of receipt of the notification of award in a sum equivalent to 5% (five percent) of the contract price for the due performance of the contract.

We agree to abide by this Bid for a period of days from the date fixed for Bid opening as per the short NIQ, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We further agree to abide by all the terms and conditions of the bid documents.

Until a formal contract is prepared and executed, this Bid together with your written acceptance thereof and your notification of award shall constitute a binding contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force as per the “Prevention of Corruption Act 1988”.

We understand that you are not bound to accept the lowest or any bid you may receive.
Dated this day of 2017

.....
.....
(Signature) (Name)
(In the capacity of)
Duly authorized to sign Bid for and on behalf of.

(Annexure-II)

FINANCIAL BID ENVELOPE

FORMAT OF QUOTATION

Sl. No.	Description of Goods	Technical specification	Quoted unit rate (Rs.)	Total Quantity (No.)	Amount without GST	GST	Amount with GST
1	2	3	4	5	6	7	8
1	Thermos Flask						
2	Cool Box						
Total							

Gross Total Cost: Rs.

(Rupees)

We agree to supply the above goods in accordance with the technical specifications for a total contract price of Rs. (amount in figures) (Rupees (amount in words) within the period specified in the Invitation for Quotations.

We also confirm that the normal Financial Bid warrantee/guarantee of months shall apply to the offered goods.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

Signature of Supplier

* *Applicable while the bids are being invited for more than one item and would be evaluated for all the items together. Modify where evaluation would be made for each item separately.*

(Annexure-III)

DECLARATION OF THE TENDERER

1. That, I / We am / are the Director / Proprietor of the firm.....
2. That, I / We hereby submit tender to the Director, A. H. & Veterinary Department, Assam, Guwahati-3 for the Supply of Thermos Flask etc in this tender for the year 2018-19.
3. That, I / We have read the terms and conditions as mentioned in this tender form carefully and that, I shall / we will abide by all the terms and conditions contained therein.
4. That, I am / we are well acquainted with the facts about the firm and the information provided in the tender form is true and correct.
5. That, I / we may be punished as per law for any wrong information misleading facts provided in the tender form, besides rejection of my / our e-tender.
6. In case of any disputes, the jurisdiction will be Guwahati High court only.
7. I / We am / are bound to supply the items in the tender document is of best quality and shall be strictly in accordance with the specifications and particulars contained / mentioned herein, during the period of validity of the tender. I / we hereby guarantee that the said items supplied by me / us during the period of validity of the contract, would continue to confirm to the description and quality aforesaid during the rate contract period.
8. I / we am / are bound to supply the indented Thermos Flask etc within 45 days or as specified by the indenting authority. Failing which I / we am / are liable to pay penalty as per the terms and conditions mentioned in the penalty clause of this tender form.

I have carefully read the general & specific terms and condition of the tender for Purchase of Thermos Flask etc and Thermo flask and solemnly declare that the terms & conditions are acceptable to me and binding on me.

Signature of Tenderer (Seal)

Place:

Date:

(Annexure-IV)

MANUFACTURERS' AUTHORIZATION FORM*

No. Dated

To

.....
.....
.....

Dear Sir,

NIT No. :

We who are established and reputable manufacturers of *(name and description of goods offered)* having factories at *(address of factory)* do hereby authorize M/s *(Name and address of Agent)* to submit a bid, and sign the contract with you for the goods manufactured by us against the above NIT.

No company or firm or individual other than M/s are authorized to bid, and conclude the contract for the above goods manufactured by us, against this specific NIT. *(This para should be deleted in simple items where manufacturers sell the product through different stockists.)*

We hereby extend our full guarantee and warranty as per Terms and Conditions of Contract for the goods and services offered for supply by the above firm against this NIT.

Yours faithfully,

(Name)
(Name of manufacturers)

Note: *This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer. It should be included by the Bidder in its bid.*

* *Modify this format suitably in case where manufacturer's warranty and guarantee are not applicable for the items for which bids are invited.*

(Annexure – V)

CHECK LIST TO BE SUBMITTED BY TENDERER

Sl.No.	Description	Remark (Y/N)	Page No.
1	Tender Fee		
2	Court fee stamp		
3	EMD		
4	Address proof of the firm / manufacturer		
5	Bid documents duly signed with seal		
6	Bid Form (Annexure-I)		
7	Format of Quotation (Annexure-II)		
8	Declaration duly signed by the tenderer (Annexure-III)		
9	Manufacturer's authorization certificate (Annexure-IV)		
10	GST Registration Certificate of the firm with registration number, valid on the date of filing the		
11	Income tax return for last 3 years.		
12	Certificate of Exemption for Earnest Money deposit from the concerned authorities (If applicable)		
13	PAN		
14	Information brochure of the quoted item.		
15	Check list duly signed (Annexure-V).		

The above details have been checked by me and found correct

Place:

Date:

Signature of the Tenderer

(Seal)

Performance Security Form

[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

Date:*[insert date (as day, month, and year) of Bid Submission]*

NIT No. and title: *[insert no. and title of bidding process]*

Bank's Branch or Office: *[insert complete name of Guarantor]*

Beneficiary:*[insert complete name of Purchaser]*

PERFORMANCE SECURITY No.: *[insert Performance Guarantee number]*

We have been informed that *[insert complete name of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. *[insert number]* dated *[insert day and month]*, *[insert year]* with you, for the supply of *[description of Goods and related Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a Performance Security is required.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert amount(s) in figures and words]* upon receipt by us of your first demand in writing declaring the Supplier to be in default under the Contract, without cavil or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Security shall expire no later than the *[insert number]* day of *[insert month]**[insert year]*,ⁱⁱ and any demand for payment under it must be received by us at this office on or before that date.

[signatures of authorized representatives of the bank and the Supplier]



Privacy Policy:

The Merchant respects and protects the privacy of the individuals that access the information and use the services provided through them. Individually identifiable information about the User is not willfully disclosed to any third party without first receiving the User's permission, as covered in this Privacy Policy.

This Privacy Policy describes Merchant's treatment of personally identifiable information that Merchant collects when the User is on the Merchant's website. The Merchant does not collect any unique information about the User (such as User's name, email address, age, gender etc.) except when you specifically and knowingly provide such information on the Website. Like any business interested in offering the highest quality of service to clients, Merchant may, from time to time, send email to the User and other communication to tell the User about the various services, features, functionality and content offered by Merchant's website or seek voluntary information from the User.

Please be aware, however, that Merchant will release specific personal information about the User if required to do so in the following circumstances:

- a. in order to comply with any valid legal process such as a search warrant, statute, or court order, or available at time of opening the tender
- b. if any of User's actions on our website violate the Terms of Service or any of our guidelines for specific services, or
- c. to protect or defend Merchant's legal rights or property, the Merchant's site, or the Users of the site or;
- d. to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the security, integrity of Merchant's website/offerings.

 Director A.H. & Veterinary Department, Assam Chenikuthi, Guwahati-03	 Joint Director Institute of Veterinary Biologicals Khanapara, Guwahati-22
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