

**OFFICE OF THE CHIEF EXECUTIVE OFFICER
LIVESTOCK HEALTH & DISEASE CONTROL PROGRAMME (LH&DCP)
A. H. & VETERINARY DEPARTMENT, ASSAM
KHANAPARA :: GUWAHATI-781022**

**Tender for Supply of Hardware,
Consumables and Maintenance Services
for the Survey, Monitoring and Evaluation
Cell (SMEC) Call Centre under the National
Animal Disease Control Programme
(NADCP) in Assam**

NIT No.: IVB/NADCP/022/CALL CENTRE/2020-21/58 Dated 8th April, 2022

**State Nodal Agency (SNA)
Livestock Health & Disease Control Programme (LH&DCP)
Animal Husbandry & Veterinary Department, Assam**

Email: ivb.khanapara@gmail.com


State Nodal Officer
National Animal Disease Control Programme
IVB, Khanapara, Guwahati-781022

OFFICE OF THE CHIEF EXECUTIVE OFFICER
LIVESTOCK HEALTH & DISEASE CONTROL PROGRAMME (LH&DCP)
A. H. & VETERINARY DEPARTMENT, ASSAM :: KHANAPARA :: GUWAHATI-781022

NIT No.: IVB/NADCP/022/CALL CENTRE/2020-21/58 Dated 8th April, 2022

TENDER NOTICE FOR

“Supply of Hardware, Consumables and Maintenance Services for the Survey, Monitoring and Evaluation Cell (SMEC) Call Centre under the National Animal Disease Control Programme (NADCP) in Assam”

Sealed Tender affixing court fee stamp of Rs. 8.25/- is invited from “The State Nodal Officer, NADCP, Institute of Veterinary Biologicals Campus, Khanapara, Guwahati-22” on behalf of “The Director cum CEO, Livestock Health & Disease Control Programme (LH&DCP), A. H. & Veterinary Department, Assam, Chenikuthi, Guwahati-781003” in Single Bid System from competent Agencies / Companies / Dealers / Firms / LLPs / Suppliers etc. with experienced in-house workmen / professionals for **Supply of Hardware, Consumables and Maintenance Services for the Survey, Monitoring and Evaluation Cell (SMEC) Call Centre under the National Animal Disease Control Programme (NADCP) in Assam** implemented by the State Nodal Agency (SNA), Livestock Health & Disease Control Programme (LH&DCP), Animal Husbandry & Veterinary Department, Assam.

Tender Time Schedule (Key Dates):


Sl.	Activity / Description	Schedule
1.	Tender No.: IVB/NADCP/022/CALL CENTRE/2020-21/58 Dated 8th April, 2022	
2.	Publish Date	12 th April, 2022
3.	Issue of Bid Documents	12 th April, 2022 (02:00PM) to 26 th April, 2022 (02:00PM)
4.	Bid Submission Start Date	12 th April, 2022
5.	Bid Submission End Date	26 th April, 2022 (01:00PM)
6.	Bid Opening Date	26 th April, 2022 (02:00PM)

The complete tender documents may be collected from the office of the undersigned during the office hours. The tender document may also be downloaded from the website <https://veterinary.assam.gov.in>. In the event of the specified date for the submission of bids declared as a holiday for the purchaser, the bid will be received up to the appointed time on the next working day and will be opened at the appointed time and location on the same day.

Mode of bid submission: Sealed bid(s) to be submitted at the Office of the State Nodal Officer, NADCP, Institute of Veterinary Biologicals Campus, Khanapara, Guwahati -22

Right to accept, reject or cancel any or all tenders without assigning any reason, vests with the **The Director cum CEO, Livestock Health & Disease Control Programme (LH&DCP), A. H. & Veterinary Department, Assam, Chenikuthi, Guwahati-781003.**


Director cum CEO, SNA, LH&DCP
A. H. & Veterinary Department, Assam
Chenikuthi, Guwahati – 781003


State Nodal Officer, NADCP
A. H. & Veterinary Department, Assam
Institute of Veterinary Biologicals Campus
Khanapara, Guwahati – 781022

OFFICE OF THE CHIEF EXECUTIVE OFFICER
LIVESTOCK HEALTH & DISEASE CONTROL PROGRAMME (LH&DCP)
A. H. & VETERINARY DEPARTMENT, ASSAM :: KHANAPARA :: GUWAHATI-781022

TENDER DOCUMENT FOR SUPPLY OF HARDWARE, CONSUMABLES AND MAINTENANCE SERVICES FOR THE SURVEY, MONITORING AND EVALUATION CELL (SMEC) CALL CENTRE UNDER THE NATIONAL ANIMAL DISEASE CONTROL PROGRAMME (NADCP) IN ASSAM (2022-23)

1. Introduction

The State Nodal Agency (SNA), Livestock Health & Disease Control Programme (LH&DCP), Animal Husbandry & Veterinary Department (AHVD), Assam intends to engage a Contractor for Supply of Hardware, Consumables and Maintenance Services for the Survey, Monitoring and Evaluation Cell (SMEC) Call Centre under the National Animal Disease Control Programme (NADCP) in Assam implemented by State Nodal Agency (SNA), Livestock Health & Disease Control Programme (LH&DCP), Animal Husbandry & Veterinary Department, Assam, as defined in the Scope of Work and Other Terms & Conditions mentioned below, through a 'Single Bid System'.

2. Estimated work value

The estimated value for the Supply of Hardware, Consumables and Maintenance Services for the Survey, Monitoring and Evaluation Cell (SMEC) Call Centre under the National Animal Disease Control Programme (NADCP) in Assam (2022-23) shall not exceed Rs. 17.81 Lakh (Rupees Seventeen Lakh Eighty-One Thousand) only. This will be paid from funds released by the Govt. of India for setting up of call centre under NADCP in Assam during 2021-22 vide sanction No. K-11053(5313)/4/2021-LH Dated 30.09.2021.

3. Duration of Engagement

The term / duration of engagement will be valid for a period of 12 (Twelve) Months and shall focus on the Scope of Work mentioned below. The engagement may be extended further on the same Terms and Conditions, as applicable, subject to review by the SNA, LH&DCP, A. H. & Veterinary Department, Assam.

4. Packages

Sl. No.	Description of items / heads	Units	Period of delivery / engagement	Total package (Rs.)
1	2	3	4	5
1	Hardware, equipment & furnitures and their installations	As stated in the specifications (Section 8)	Within 28 days of order	13,25,000/-
2	Recurring Operational and Maintenance Expenses (broadband subscription, office stationary, consumables, maintenance)	As stated in the specifications (Section 8)	12 months	4,56,000/-
Total				17,81,000/-

5. Bid Validity

Tender/bid shall remain valid for a period of not less than 90 (ninety) days from the date of bid opening. A bid valid for a shorter period shall be rejected by the purchaser as non-responsive.

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The Director cum CEO, SNA, LH&DCP, A. H. & Veterinary Department, Assam, Chenikuthi, Guwahati-03 reserves the right to accept or reject any or all the quotations without assigning any reason thereof.

6. Place of Delivery

The Survey, Monitoring and Evaluation Cell (SMEC) Call Centre under the National Animal Disease Control Programme (NADCP) in Assam shall be housed at the Office of the State Nodal Officer, NADCP, Assam located in the campus of the Institute of Veterinary Biologicals (IVB), Khanapara, Guwahati-22.

7. Scope of Work

7.1. Objectives of the SMEC

- (a) The Survey, Monitoring and Evaluation Cell (SMEC) Call Centre under the National Animal Disease Control Programme (NADCP), Assam shall be responsible for monitoring the on ground implementation of NADCP in the state of Assam by calling up beneficiaries (livestock owners) over the telephone and ascertaining vaccination details vis-a-vis their livestock. The SMEC shall work in liaison with the INAPH (Information Network for Animal Productivity and Health) Cell of NADCP in the state with regard to data of the livestock owners (UID and mobile telephone numbers collected during vaccination / ear tagging and registration on INAPH.
- (b) The SMEC shall also call up the on ground/field staff/vaccinators over the telephone and keep record of on ground situations and constraints, if any, faced by the personnels engaged for NADCP in the state. On this front, the SMEC shall liaise with the District Monitoring Units (DMUs) and Block Monitoring Units (BMUs) with regard to data on the on ground/field staff/vaccinators. This shall include collection of daily data on cold chain maintenance.
- (c) The SMEC shall also run telephonic surveys among select groups of general public (e.g. heads of villages, representatives of SHGs, NGOs, Agriculture, Livestock and Dairy Cooperatives etc.) to assess the impact of NADCP and the level of awareness it has rippled among the public in general. For this part, the SMEC shall liaise with the concerned departments of the state government with regard to reaching out to the targeted groups of the general public.
- (d) The data gathered by the SMEC shall be compiled and communicated to the State Nodal Officer (SNO), NADCP, Assam on a day by day basis. The SNO, NADCP, Assam will further communicate the same with the State Monitoring Unit (SMU)/ State Implementing Agency (SIA), NADCP, Assam to assist in making informed decisions at the state level.
- (e) The scope of the SMEC shall not be limited to NADCP only. The SMEC shall be used to survey, monitor and evaluate the performance of other central sector, centrally sponsored and state-level schemes e.g. LH&DC (ASCAD, PPREP, CSFCP), NAIP, NLM, etc. in the state, in liaison with the concerned nodal officers in the state and with appropriation of required manpower. As such, the SMEC shall be running round the year.
- (f) The SMEC shall support the Farmers' Call Centre of the State Animal Husbandry and Veterinary Department as and when required. The Department may set up appropriate mechanism to be established within the SMEC to support the Kisan Call Centre of the Animal Husbandry and Veterinary Department, Assam, in liaison with concerned sectoral officers of the Department in the state and with appropriation of required manpower.
- (g) However, SMEC shall not serve as the Call Centre for managing the operations of the ESVHD-Mobile Veterinary Units (ESVHD-MVU). Under the provisions of the ESVHD-MVU

scheme, a dedicated independent Call Centre for managing the operations of ESVHD-MVU shall be established by the A. H. & Veterinary Department.

7.2. Terms of Reference

The controller of administration and management of the Survey, Monitoring and Evaluation Cell Call Centre under the National Animal Disease Control Programme in Assam (SMEC, NADCP, Assam) shall be the Director cum CEO, SNA, LH&DCP, A. H. & Veterinary Department, Assam.

The SMEC, NADCP, Assam shall, in general, be working during office hours on all working days of the Office of the State Nodal Officer, NADCP, Assam. The Director cum CEO, LH&DCP, A. H. & Veterinary Department, Assam may notify any special working schedule for the SMEC, NADCP, Assam in special circumstances with appropriation for required manpower and equipment.

The successful bidder shall undertake the following with respect to the Supply of Hardware, Consumables and Maintenance Services for the Survey, Monitoring and Evaluation Cell (SMEC) Call Centre under the National Animal Disease Control Programme (NADCP) in Assam.

1. Supply and installation of Hardware, Equipment & Furniture for the Survey, Monitoring and Evaluation Cell (SMEC) Call Centre under the National Animal Disease Control Programme (NADCP) in Assam:

1.1. Supply of the hardware, equipment & furniture (as stated in the specifications section) and their installation, testing and commissioning at the designated housing location within the specified period of delivery / engagement (Section 4 of the bid document).

1.2. The cost towards supply, installation, testing and commissioning of the hardware, equipment & furniture, as per specifications and terms & conditions, shall be paid to the successful bidder after satisfactory (supply, installation, testing and commissioning) work completion report issued by the State Nodal Officer, NADCP, Assam or any other competent authority designated by the Director cum CEO, LH&DCP, A. H. & Veterinary Department, Assam.

2. Management and Maintaining of Recurring Operations of the SMEC, NADCP, Assam:

2.1. The successful bidder shall be responsible for provisioning, managing and maintaining the broadband internet and telephony, running of backup power supply during the working hours, antivirus licenses, office stationary and consumables, minor office maintenance and miscellaneous expenses for the SMEC, NADCP, Assam during the specified period of delivery / engagement (Section 4 of the bid document).

2.2. The cost towards the maintenance and recurring operations shall be paid to the successful bidder against the approved rates of items at the end of every calendar month against monthly bills certified by the State Nodal Officer, NADCP, Assam or any other competent authority designated by the Director cum CEO, NADCP, A. H. & Veterinary Department, Assam.

8. List of Items & Specifications

8.1 Hardware, Equipment & Furniture

Sl.	Particulars	Estimated Unit Cost (Rs.)
1.	Computers (Desktop / All-In-One) (minimum configuration specifications: Intel Core or Athlon or Ryzen with minimum CPU Speed of 2.1GHz, 8GB RAM, 1TB HDD, 21-24 inch FHD monitor, Optical Mouse, Keyboard, with Wi-Fi, Windows 10, MS-Office, Antivirus, min. 600VA UPS, wires, cables and chords)	60,000.00


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Sl.	Particulars	Estimated Unit Cost (Rs.)
2.	Server Grade Computer / Workstation (min. configuration specifications: Intel Core i7 / Xeon or AMD Processor for Server/Workstation with minimum 6 Cores, min. CPU Speed of 3.2 GHz, 32 GB RAM, 1 TB SSD, with Wi-Fi, 27 inch FHD monitor, mechanical keyboard, optical mouse, Ubuntu Linux 20.04 or above LTS only, min. 1100VA UPS, wires, cables and chords)	2,50,000.00
3.	Call Logger Unit (min. specifications: min. 2 line USB Phone Recorder Voice Logger with PC based recorder, audio compression of voice file (wav/mp3), user friendly user interface easy searching of records, detection of incoming and outgoing caller ID, password protection, missed call reports)	25,000.00
4.	Telephone Handset with Headset (min. specifications: Corded phone with caller ID and handsfree speaker-phone and headphone-microphone jack, operated with 2 AAA batteries, programmable flash time setting, programmable tone and pulse setting, 3 step ringer volume and dial lock, auto redial with min. 20 redial memory, min. 20 one touch and min. 10 speed dialler, headphone with built in microphone with compatible audio jack, freq. response 20Hz-20kHz)	15,000.00
5.	Fibre-optic broadband connection with Wifi-router (min. 3 line fibre-optic broadband with wifi router with range extender, WiFi access for 802.11 b/g/n, Extend 2.4 and 5GHz WiFi up to 1200Mbps and reduce interference, FastLane)	25,000.00
6.	Wiring, Cabling etc. in an area of about 700 sqft built-up space with existing partitions and walls for items listed in 1-5 above.	90,000.00
7.	Genset 5KVA with accessories (min. specifications: Silent Diesel Power Generator with rated max power output 5 KVA single phase, compliant with the latest Government Emission Norms CPCB II, Controller Based Easy Push Start with all accessories including movable wheels + on-site installation with cabling)	3,00,000.00
8.	UPS / Inverter 3.5 kVA with batteries (minm. backup time 500W: 2 hrs , 400W: 2:30 hrs, 300W: 4 hrs, 200W: 6 hrs, 150AH batteries with tubular plates + table + battery rack + on-site installation with cabling)	1,20,000.00
9.	Air Conditioner 1T Split (with stabilizer and on-site installation)	45,000.00
10.	Standard Office Work Tables (best quality)	10,000.00
11.	Standard Office Work Chairs (best quality)	5,000.00

8.2 Recurring Operational and Maintenance Expenses

Sl.	Particulars	Estimated Unit Cost (Rs.)
12.	Broadband Internet and Telephony (average monthly subscription / rental) (min. 3 broadband internet telephony lines with unlimited voice calls anywhere in India, broadband speed up to 250 Mbps – 1Gbps, installation, maintenance)	15,000.00
13.	Back-up Power Supply Running (average monthly expenses)	15,000.00

Sl.	Particulars	Estimated Unit Cost (Rs.)
14.	Renewal of anti-virus software (yearly cost per terminal)	1,500.00
15.	Stationary and Consumables (on actual consumption basis, unit rates to be quoted)	
	(1) A4 size paper (Branded, 80GSM, Packet)	(1) 260.00
	(2) Legal size paper (Branded, 80GSM, Packet)	(2) 320.00
	(3) A3 size paper (Branded, 80GSM, Packet)	(3) 560.00
	(4) FS size paper (Branded, 80GSM, Packet)	(4) 320.00
	(5) Toner Cartridge (HP 88A)	(5) 4500.00
	(6) Toner Cartridge (Cannon ImageRunner)	(6) 3500.00
	(7) Pencil Cell AA (best quality for electronic gadget use - Duracell)	(7) 60.00
	(8) Pencil Cell AAA (best quality for electronic gadget use - Duracell)	(8) 60.00
	(9) Note Book (120 pages, 1/8 size, best quality)	(9) 120.00
	(10) Note Book (80 pages, ¼ size, best quality)	(10) 150.00
	(11) Staplers (small size, less than 24/6, best quality)	(11) 250.00
	(12) Staplers (medium size, 24/6 – 26/6, best quality)	(12) 300.00
	(13) Staple Pins (small size, less than 24/6, best quality)	(13) 40.00
	(14) Stapler Pins (medium size, 24/6 – 26/6, best quality)	(14) 60.00
	(15) Highlighter marker (best quality)	(15) 70.00
	(16) Permanent marker (best quality)	(16) 75.00
	(17) LED Bulbs (10W, branded, best quality)	(17) 250.00
	(18) Mosquito Repellent Machine (best quality)	(18) 150.00
	(19) Mosquito Repellent Refill (best quality)	(19) 100.00
16.	Maintenance (on actual consumption basis, unit rates to be quoted) (to be done at least 6 days in a month)	
	(1) Average labour cost for general workplace maintenance activities (man-day cost)	(1) 400.00
	(2) Average material cost for general workplace maintenance activities (average daily cost of consumables/disinfectants etc. for maintaining an office area of around 700 sqft)	(2) 100.00
17.	Miscellaneous expenses (average per month)	2,000.00

9. Eligibility for Participation in Tender Process

- The bidder must be an authorized Manufacturer / Stockist / Dealer / Sub-Dealer / Supplier or Distribution of reputed manufacturer of goods.
- It must be noted that the tenderer should not be 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.

Non-compliance with the above conditions will render the Tenderer ineligible for further processing.

10. Documents to be submitted with the Bid

The bidder should submit hard copies of the following documents:

- Duly Filled Bid Form (Annexure-1)
- Court Fee Stamp (Rs. 8.25/-)
- Earnest Money Deposit (EMD)
- Technical Specifications Format (Annexure-2)
- Declaration duly signed by the tenderer (Annexure-3)
- GST Registration Certificate
- IT Return for the last 3 years

- h. PAN Card
- i. Seal & Signed Bid Documents (in all pages)
- j. Relevant Certificate for EMD Exemption (if applicable)
- k. Duly filled-up Check List (Annexure-4)

The documents should be arranged as per serial number of check list (Annexure-4).

11. How to Obtain Tender Document

The Tender Document can be collected from the Office of the State Nodal Officer, NADCP, Institute of Veterinary Biologicals Campus, Khanapara, Guwahati-22, during office hours, after the tender notification is published in the newspapers. A non-refundable tender processing fee of Rs.500.00 (Rupees Five Hundred only) is to be paid in cash at the time of receiving of tender document. The tender document may also be downloaded from the website <https://veterinary.assam.gov.in>. For downloaded tender documents, non-refundable tender processing fee of Rs. 500.00 (Rupees Five Hundred) only to be paid in Cash at the time of submission of the tender.

12. Earnest Money Deposit (EMD)

- i. The Bidder shall furnish, a Bid Security (2% of estimated value) amount of Rs. 36,000.00 (Rupees Thirty-Six Thousand only) in the form of bank draft / banker cheque in favour of State Nodal Officer, NADCP, A.H. & Veterinary Department, Assam, Khanapara, Guwahati-781022. However, in case of SC/ST/OBC/MOBC/Women bidders, the Bid Security has been relaxed to 1% of the estimated value amount to Rs. 18,000.00 (Rupees Eighteen Thousand only). In such cases, the bidder must submit proof of their belonging to such category (SC/ST/OBC/MOBC) from the competent authority and to be submitted at the appropriate place. 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.
- ii. Unsuccessful bidder's bid securities will be discharged/returned after finalization of L1 bidder.
- iii. Successful Bidder's bid security will be discharged upon the Bidder signing the Contract, and furnishing the performance security.

13. Tender Time Schedule (Key Dates)

Sl.	Activity / Description	Schedule
1.	Tender No.: IVB/NADCP/022/CALL CENTRE/2020-21/58 Dated 8th April, 2022	
2.	Publish Date	12 th April, 2022
3.	Issue of Bid Documents	12 th April, 2022 (02:00PM) to 26 th April, 2022 (02:00PM)
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5.	Bid Submission End Date	26 th April, 2022 (01:00PM)
6.	Bid Opening Date	26 th April, 2022 (02:00PM)

14. Submission of Tender Forms

Tenders must be submitted to "The State Nodal Officer, NADCP, Institute of Veterinary Biologicals Campus, Khanapara, Guwahati-22", in single bid Systems. The technical specification & rates for the items must be filled up in prescribed format Annexure-'1' & '2'.

Technical bid (T) & Financial bid (F) must be put in separate envelops before sealed in a common envelop mentioning the NIT No. and detail address of the bidder.

Both Technical envelop (T) and Financial envelop (F) will be opened simultaneously.

The tender not fulfilling any of the requisite terms and conditions will be rejected and no further claim will be entertained.

- (a) **Technical Bid Envelope(T)**

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All the documents as per Clause 10 are mandatory and should be submitted in a Technical envelop (T).

All 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.

(b) Financial Bid Envelope (F):

The original demand draft / bank guarantee of EMD, tender fees and court fee stamp must be submitted along with Bill of Quantities (BOQ) in a separate envelop marking as Financial envelop (F).

The rates should be both inclusive and exclusive of all taxes. The rates not quoted in prescribed BOQ or quoted on separate paper will not be considered and the tender form will be rejected. The rates should be quoted as described in the tender document.

No tenders will be accepted after stipulated date & time. The firm making any undue effort to bring pressure from outside/departmental authority will be liable for outright rejection.

15. Check List (Annexure – 4)

The documents in the check list must be compulsorily submitted with tender document. Any omission in this regard, will make the tenderer liable for its rejection. Before preparation of the tender, the tenderer is advised to check each document and score at the appropriate place as Yes or No in the checklist and mention the page number accordingly.

16. How to Quote Rates

- (a) Rates should be quoted as per terms and condition set in the tender document for entire quantity as mentioned in the Clause 8. in the in the prescribed Financial Bid (F) only.
- (b) Rates must be quoted both exclusive and inclusive of all the taxes and expenses that may require.
- (c) 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 the items as per requirement and availability of fund within the validity period.

17. Bid Evaluation

- (a) The bidder will quote unit rates excluding GST and rate with GST or any other taxes or levies will be quoted separately.
- (b) L1 Bidder will be selected on the basis of aggregated lowest rate quote.

18. 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 product 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.

19. Acceptance of Tenders & Selection Criteria

- (a) The Departmental Purchase Committee (DPC) reserves the rights of accepting whole or any part of the tender or to refuse all tenders without assigning any reason.
- (b) The Departmental Purchase Committee (DPC) also reserves the right to call for break-up of the quoted rates if required.

- (c) The Departmental Purchase Committee (DPC) does not pledge 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 aggregate rate without GST or any other Taxes will be considered for ranking of bidders.

20. Signing of Agreement

- (a) After getting the Notification of Award (NoA), the successful Tenderer shall enter into a Contract Agreement with the State Nodal Officer, NADCP, Institute of Veterinary Biologicals Campus, A. H. & Veterinary Department, Assam, Khanapara, Guwahati-22, preferably within 7 days of acceptance of tender or when called for 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.

21. 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 Guarantee or Term/Fixed Deposit Receipt in favour of "The Director cum CEO, SNA, LH&DCP, A. H. & Veterinary Department, Chenikuthi, Guwahati-781003" drawn on any nationalized bank and shall be payable at Guwahati.
- (b) The security deposit will be released after 3 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.

22. Indenting Parties

The State Nodal Officer, NADCP, Institute of Veterinary Biologicals Campus, A. H. & Veterinary Department, Assam, Khanapara, Guwahati-22 will be the indenting officer under the contract.

23. Demand and Supply Schedule

- (a) Successful Tenderer will have to supply the items as per order placed within 21 (twenty one) days or the period as decided by the indenting officer after receipt of supply order. Failure to supply the items within the stipulated period, the Tenderer is liable for a penalty of 0.5 % (Half percent) of the total price of the work order, per week or part thereof for late delivery of such till the date of its final supply/receipt.
- (b) The quantity of items to be supplied may change as per the discretion of the indenting authority.
- (c) Part supply will not be accepted.

24. Bill Raising, Payment and Procedure Thereof

- (a) The supply should be made to the Office of the State Nodal Officer, NADCP, Institute of Veterinary Biologicals Campus, Khanapara, Guwahati-22. The items supplied by the Tenderer should be as per specification and in good condition.
- (b) The cost towards supply, installation, testing and commissioning of the hardware, equipment & furniture, as per specifications and terms & conditions, shall be paid to the successful bidder after satisfactory (supply, installation, testing and commissioning) work completion report issued by the State Nodal Officer, NADCP, Assam or any other competent authority designated by the Director cum CEO, LH&DCP, A. H. & Veterinary Department, Assam.

- (c) The cost towards the maintenance and recurring operations shall be paid to the successful bidder against the approved rates of items at the end of every calendar month against monthly bills certified by the State Nodal Officer, NADCP, Assam or any other competent authority designated by the Director cum CEO, LH&DCP, A. H. & Veterinary Department, Assam.
- (d) The payment shall be released by the Director cum CEO, SNA, LH&DCP, A. H. & Veterinary Department, Assam, Chenikuthi, Guwahati-781003 only after the receipt of the delivery vouchers duly certified by the intending Officer to whom it is supplied. All payments shall be made in the name of successful tenderer only.
- (e) As the payments will be made through PFMS mode, the undersigned shall not be responsible for any delay in receipt of grants from Government or procedural delay, which is beyond control of undersigned or the indenting officer.

25. Tax Deduction from Bills

Income tax & other taxes as applicable at appropriate rate will be deducted at source for the supply made.

26. 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 quality & quantity of the items will be checked and ascertained by the Director cum CEO, SNA, LH&DCP, A. H. & Veterinary Department through State Nodal Officer, NADCP, Institute of Veterinary Biologicals Campus, Khanapara, Guwahati-22.

27. Penalty Clause

In case, the supplier fails to deliver consignment within the contract period or in case are found not in accordance with the prescribed specifications and / or as per approved samples, the Director cum CEO, SNA, LH&DCP A. H. & Veterinary Department, Assam, Guwahati-3 or indenting officer on his/her behalf, shall exercise his/her 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 approved 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 items 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.

28. Warranty Clause and Its Operation

The Successful tenderer should declare that the product 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 in Annexure-1.

29. Period of Validity of Contract


State Nodal Officer
National Animal Disease Control Programme
Khanapara, Guwahati-781022
Page 11/22

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

30. 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.

31. 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.



State Nodal Officer, NADCP
A. H. & Veterinary Department, Assam
Institute of Veterinary Biologicals Campus
Khanapara, Guwahati – 781022

Annexure-1

(Letter Head of the bidder)

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 execute consultancy works (name of works) 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 services in accordance with the time 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 2020

.....
(Signature)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of.

.....
(Name)


State Nodal Officer
National Animal Disease Control Programme
IVB, Khanapara, Guwahati-781022

Annexure-2
(Letter Head of the bidder)
Technical Specifications Format

(a) Specifications of Hardware, Equipment & Furniture

Sl.	Particulars	Specifications Offered
1.	Computers (Desktop / All-In-One) (minimum configuration specifications: Intel Core or Athlon or Ryzen with minimum CPU Speed of 2.1GHz, 8GB RAM, 1TB HDD, 21-24 inch FHD monitor, Optical Mouse, Keyboard, with Wi-Fi, Windows 10, MS-Office, Antivirus, min. 600VA UPS, wires, cables and chords)	
2.	Server Grade Computer / Workstation (min. configuration specifications: Intel Core i7 / Xeon or AMD Processor for Server/Workstation with minimum 6 Cores, min. CPU Speed of 3.2 GHz, 32 GB RAM, 1 TB SSD, with Wi-Fi, 27 inch FHD monitor, mechanical keyboard, optical mouse, Ubuntu Linux 20.04 or above LTS only, min. 1100VA UPS, wires, cables and chords)	
3.	Call Logger Unit (min. specifications: min. 2 line USB Phone Recorder Voice Logger with PC based recorder, audio compression of voice file (wav/mp3), user friendly user interface easy searching of records, detection of incoming and outgoing caller ID, password protection, missed call reports)	
4.	Telephone Handset with Headset (min. specifications: Corded phone with caller ID and handsfree speaker-phone and headphone-microphone jack, operated with 2 AAA batteries, programmable flash time setting, programmable tone and pulse setting, 3 step ringer volume and dial lock, auto redial with min. 20 redial memory, min. 20 one touch and min. 10 speed dialler, headphone with built in microphone with compatible audio jack, freq. response 20Hz-20kHz)	
5.	Fibre-optic broadband connection with Wifi-router (min. 3 line fibre-optic broadband with wifi router with range extender, WiFi access for 802.11 b/g/n, Extend 2.4 and 5GHz WiFi up to 1200Mbps and reduce interference, FastLane)	
6.	Wiring, Cabling etc. in an area of about 700 sqft built-up space with existing partitions and walls for items listed in 1-5 above.	
7.	Genset 5KVA with accessories (min. specifications: Silent Diesel Power Generator with rated max power output 5 KVA single phase, compliant with the latest Government Emission Norms CPCB II, Controller Based Easy Push Start with all accessories including movable wheels + on-site installation with cabling)	
8.	UPS / Inverter 3.5 kVA with batteries (minm. backup time 500W: 2 hrs , 400W: 2:30 hrs, 300W: 4 hrs, 200W: 6 hrs, 150AH batteries with tubular plates + table + battery rack + on-site installation with cabling)	
9.	Air Conditioner 1T Split (with stabilizer and on-site installation)	
10.	Standard Office Work Tables (best quality)	

Sl.	Particulars	Specifications Offered
11.	Standard Office Work Chairs (best quality)	

(b) Recurring Operational and Maintenance Expenses

Sl.	Particulars	Specifications Offered
12.	Broadband Internet and Telephony (average monthly subscription / rental) (min. 3 broadband internet telephony lines with unlimited voice calls anywhere in India, broadband speed up to 250 Mbps – 1Gbps, installation, maintenance)	
13.	Back-up Power Supply Running (average monthly expenses)	
14.	Renewal of anti-virus software (yearly cost per terminal)	
15.	Stationary and Consumables (on actual consumption basis, unit rates to be quoted) (1) A4 size paper (Branded, 80GSM, Packet) (2) Legal size paper (Branded, 80GSM, Packet) (3) A3 size paper (Branded, 80GSM, Packet) (4) FS size paper (Branded, 80GSM, Packet) (5) Toner Cartridge (HP 88A) (6) Toner Cartridge (Cannon ImageRunner) (7) Pencil Cell AA (best quality for electronic gadget use - Duracell) (8) Pencil Cell AAA (best quality for electronic gadget use - Duracell) (9) Note Book (120 pages, 1/8 size, best quality) (10) Note Book (80 pages, ¼ size, best quality) (11) Staplers (small size, less than 24/6, best quality) (12) Staplers (medium size, 24/6 – 26/6, best quality) (13) Staple Pins (small size, less than 24/6, best quality) (14) Stapler Pins (medium size, 24/6 – 26/6, best quality) (15) Highlighter marker (best quality) (16) Permanent marker (best quality) (17) LED Bulbs (10W, branded, best quality) (18) Mosquito Repellent Machine (best quality) (19) Mosquito Repellent Refill (best quality)	
16.	Maintenance (on actual consumption basis, unit rates to be quoted) (to be done at least 6 days in a month) (1) Average labour cost for general workplace maintenance activities (man-day cost) (2) Average material cost for general workplace maintenance activities (average daily cost of consumables/disinfectants etc. for maintaining an office area of around 700 sqft)	
17.	Miscellaneous expenses	

.....
(Signature)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of.

.....
(Name)

(seal)


State Nodal Officer
National Animal Disease Control Programme
/B, Khanapara, Guwahati-781022

Annexure-3

(Letter Head of the bidder)

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 cum CEO, SIA, NADCP, Institute of Vety. Biologicals, Animal Husbandry and Veterinary Department, Assam, Khanapara, Guwahati-22for execution of consultancy works in this tender for the year 2021-22.
3. That, I/We have read the terms and conditions as mentioned in this e-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 execution of consultancy works in the tender document is of best quality and shall be strictly in accordance with the specifications and particulars contained/mentioned in the ANNEXURE-1, during the stipulated period of the tender.
8. I/we am/are bound to execution of consultancy works within period 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 Procurement of Consultancy services and solemnly declare that the terms & conditions are acceptable to me and binding on me.

Signature of Tenderer (Seal)

Place:

Date:


State Nodal Officer
National Animal Disease Control Programme
IVB, Khanapara, Guwahati-781022

Annexure-4
(Letter Head of the bidder)
CHECK LIST TO BE SUBMITTED BY TENDERER

Sl.No.	Description	Remark	Page No.
1	Duly Filled Bid Form (Annexure-1)	Yes/No	
2	Court Fee Stamp (Rs. 8.25/-)	Yes/No	
3	Earnest Money Deposit (EMD)		
4	Technical Specifications Format (Annexure-2)	Yes/No	
5	Declaration duly signed by the tenderer (Annexure-3)	Yes/No	
6	GST Registration Certificate	Yes/ No	
7	IT Return for the last 3 years	Yes/ No	
8	PAN Card	Yes/No	
9	Seal & Signed Bid Documents (in all pages)	Yes/No	
10	Relevant Certificate for EMD Exemption (if applicable)	Yes/No	
11	Duly filled-up Check List (Annexure-4)	Yes/No	

The above details have been checked by me and found correct

Place:

Date:

Signature of the Tenderer

(Seal)


State Nodal Officer
National Animal Disease Control Programme
IVB, Khanapara, Guwahati-781022

ANNEXURE-5

FINANCIAL BID "F"

BILLS OF QUANTITIES

NIT No.: IVB/NADCP/022/CALL CENTRE/2020-21/58 Dated 6th April, 2022

Sl	Item / Particulars	Specifications Offered	Unit	Rate / Unit (Rs.)	Rate of GST (as applicable)	Amount Without Taxes (Rs.)	Amount including GST (Rs.)
(A) Hardware, Equipment & Furniture							
1	Computers (Desktop / All-In-One) (minimum configuration specifications: Intel Core or Athlon or Ryzen with minimum CPU Speed of 2.1GHz, 8GB RAM, 1TB HDD, 21-24 inch FHD monitor, Optical Mouse, Keyboard, with Wi-Fi, Windows 10, MS-Office, Antivirus, min. 600VA UPS, wires, cables and chords)		Set				
2	Server Grade Computer / Workstation (min. configuration specifications: Intel Core i7 / Xeon or AMD Processor for Server/Workstation with minimum 6 Cores, min. CPU Speed of 3.2 GHz, 32 GB RAM, 1 TB SSD, with Wi-Fi, 27 inch FHD monitor, mechanical keyboard, optical mouse, Ubuntu Linux 20.04 or above LTS only, min. 1100VA UPS, wires, cables and chords)		Set				
3	Call Logger Unit (min. specifications: min. 2 line USB Phone Recorder Voice Logger with PC based recorder, audio compression of voice file (wav/mp3), user friendly user interface easy searching of records, detection of incoming and outgoing caller ID, password protection, missed call reports)		Set				


 State Nodal Officer
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Sl	Item / Particulars	Specifications Offered	Unit	Rate / Unit (Rs.)	Rate of GST (as applicable)	Amount Without Taxes (Rs.)	Amount including GST (Rs.)
4	Telephone Handset with Headset (min. specifications: Corded phone with caller ID and handsfree speaker-phone and headphone-microphone jack, operated with 2 AAA batteries, programmable flash time setting, programmable tone and pulse setting, 3 step ringer volume and dial lock, auto redial with min. 20 redial memory, min. 20 one touch and min. 10 speed dialler, headphone with built in microphone with compatible audio jack, freq. response 20Hz-20kHz)		Set				
5	Fibre-optic broadband connection with Wifi-router (min. 3 line fibre-optic broadband with wifi router with range extender, WiFi access for 802.11 b/g/n, Extend 2.4 and 5GHz WiFi up to 1200Mbps and reduce interference, FastLane)		Unit				
6	Wiring, Cabling etc. in an area of about 700 sqft built-up space with existing partitions and walls for items listed in 1-5 above.		LS				
7	Genset 5KVA with accessories (min. specifications: Diesel Power Generator with rated max power output 5 KVA single phase, compliant with the latest Government Emission Norms CPCB II, Controller Based Easy Push Start with all accessories including movable wheels + on-site installation with cabling)		Set				
8	UPS / Inverter 3.5 kVA with batteries (minm. backup time 500W: 2 hrs , 400W: 2:30 hrs, 300W: 4 hrs, 200W: 6 hrs, 4 nos of 150AH batteries with tubular plates + table + battery rack + on-site installation with cabling)		Set				
9	Air Conditioner 1T Split (with stabilizer and on-site installation)		Set				


Sl	Item / Particulars	Specifications Offered	Unit	Rate / Unit (Rs.)	Rate of GST (as applicable)	Amount Without Taxes (Rs.)	Amount including GST (Rs.)	
10	Standard Office Work Tables (best quality)		Nos.					
11	Standard Office Work Chairs (best quality)		Nos.					
Sub-Total for Hardware, Equipment & Furniture								
(B) Recurring Operational Expenses								
12	Broadband Internet and Telephony (average monthly subscription / rental) (min. 3 broadband internet telephony lines with unlimited voice calls anywhere in India, broadband speed 250 Mbps – 1Gbps, installation, maintenance)		Months					
13	Back-up Power Supply Running (average monthly expenses)		Months					
14	Renewal of anti-virus software (yearly cost per terminal)		Terminals					
15	Stationary and Consumables (on actual consumption basis, unit rates to be quoted)							
	(1) A4 size paper (Branded, 80GSM, Packet)		Packets					
	(2) Legal size paper (Branded, 80GSM, Packet)		Packets					
	(3) A3 size paper (Branded, 80GSM, Packet)		Packets					
	(4) FS size paper (Branded, 80GSM, Packet)		Packets					
	(5) Toner Cartridge (HP 88A)		Nos.					
	(6) Toner Cartridge (Cannon ImageRunner)		Nos.					
	(7) Pencil Cell AA (best quality for electronic gadget use - Duracell)		Nos.					
	(8) Pencil Cell AAA (best quality for electronic gadget use - Duracell)		Nos.					
	(9) Note Book (120 pages, 1/8 size, best quality)		Nos.					
	(10) Note Book (80 pages, ¼ size, best quality)		Nos.					
	(11) Staplers (small size, less than 24/6, best quality)		Nos.					
	(12) Staplers (medium size, 24/6 – 26/6, best quality)		Nos.					
	(13) Staple Pins (small size, less than 24/6, best quality)		Packets					

Sl	Item / Particulars	Specifications Offered	Unit	Rate / Unit (Rs.)	Rate of GST (as applicable)	Amount Without Taxes (Rs.)	Amount including GST (Rs.)
	(14) Stapler Pins (medium size, 24/6 – 26/6, best quality)		Packets				
	(15) Highlighter marker (best quality)		Nos.				
	(16) Permanent marker (best quality)		Nos.				
	(17) LED Bulbs (10W, best quality, branded)		Nos.				
	(18) Mosquito Repellent Machine (best quality)		Nos.				
	(19) Mosquito Repellent Refill (best quality)		Nos.				
16	Maintenance (on actual consumption basis, unit rates to be quoted) (to be done at least 6 days in a month)						
	(1) Average labour cost for general workplace maintenance activities (man-day cost)		Man-day				
	(2) Average daily material cost for general workplace maintenance activities (average daily cost of consumables/disinfectants etc. for maintaining an office area of around 700 sqft)		Day				
17	Miscellaneous		Months				
Sub-total for Recurring Operational Expenses							
TOTAL AGGREGATE AMOUNT (A+B) (in figures)							
AMOUNT (A+B) (in words)							

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

.....
 (Name)

(Seal)


 State Nodal Officer
 National Animal Disease Control Programme
 IVB, Khanapara, Guwahati-781022

Annexure-6

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]*, 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]


State Nodal Officer
National Animal Disease Control Programme
IVB, Khanapara, Guwahati-781022