



# Uttarakhand Livestock Development Board

Pashudhan Bhawan, 1st Floor, Mothrowala,

Dehradun-248001, Uttarakhand, India

GSTIN: 05AABFU8674M1ZK

Telefax : 0135-2532619, Email: [ceouldb2019@gmail.com](mailto:ceouldb2019@gmail.com) Website: [www.uldb.org](http://www.uldb.org)

## **INVITATION OF BID IN TWO BID SYSTEM (TECHNICAL AND FINANCIAL BID) FOR HIRING OF EXTERNAL SOURCE AGENCY FOR 24X7 TOLL FREE NO. OF DEPARTMENT OF ANIMAL HUSBANDRY, UTTARAKHAND**

<b>Bid Reference No.</b>	:	<b>3661/ULDB/Store/DAH Toll Free/2019-20 Dated: 20<sup>th</sup> March 2020</b>
<b>Price of bidding document (non refundable) inclusive of VAT</b>	:	<b>₹590.00</b>
<b>Date of Release of Invitation for Bids in <a href="https://uktenders.gov.in">https://uktenders.gov.in</a></b>	:	<b>21<sup>st</sup> March 2020</b>
<b>Availability of Bid Document and Mode of Submission</b>	:	<p>The bid document is available online on <a href="https://uktenders.gov.in">https://uktenders.gov.in</a>. The bidder would be required to register in the web site which is free of cost. The bidders are required to have Digital Signature Certificate (DSC) for online submission of bids. The DSC will be obtained from any one of the authorized certifying authorities.</p> <p>Details of subsequent addendum/corrigendum/ cancellation etc. may be obtained from <a href="https://uktenders.gov.in">https://uktenders.gov.in</a>.</p> <p>The bidder are required to submit (a) Original Demand Draft towards the cost of bid document (b) Original Bid Security and (c) Original Declaration regarding correctness of information furnished with bid documents till the prescribed validity period duly signed in ₹100.00 Non judicial Stamp Paper to the office of Uttarakhand Livestock Development Board, Pashudhan Bhawan, 1st Floor, P.O. Mothrowala, Dehradun- 248001, Uttarakhand, India on or before the date and time stipulated in bid document either by registered post or by hand. Failing which bid shall be declared as non-responsive.</p>
<b>Last date and time for Receipt of Bids Physically and in <a href="https://uktenders.gov.in">https://uktenders.gov.in</a></b>	:	<b>07<sup>th</sup> April 2020 at 11.00 AM</b>
<b>Time and date of Opening of Technical Bids</b>	:	<b>07<sup>th</sup> April 2020 at 11.30 AM</b>
<b>Time and date of Opening of Financial Bids of Technically qualified bidders</b>	:	Will be intimated through <a href="https://uktenders.gov.in">https://uktenders.gov.in</a>
<b>Place of Opening of Bids</b>	:	Uttarakhand Livestock Development Board, Pashudhan Bhawan, 1st Floor, Mothrowala, P.O. Mothrowala, Dehradun- 248001, Uttarakhand, India
<b>Address of Communication</b>	:	Same as above

The cost of bid document to be submitted in the form of Demand Draft or Bankers Cheque of any nationalized/ scheduled/ recognized Bank favoring "Uttarakhand Livestock Development Board" payable at "Dehradun, Uttarakhand".

**Chief Executive Officer,**  
Uttarakhand Livestock Development Board



**Uttarakhand Livestock Development Board**  
**Pashudhan Bhawan, 1st Floor, Mothrowala,**  
**Dehradun-248001, Uttarakhand, India**  
**GSTIN: 05AABFU8674M1ZK**

Telefax : 0135-2532619, Email: [ceouldb2019@gmail.com](mailto:ceouldb2019@gmail.com) Website: [www.uldb.org](http://www.uldb.org)

Sir,

With the objective of provision of better access to Veterinary and Animal Husbandry services to the Farmers of Uttarakhand the Department of Animal Husbandry, Uttarakhand is willing to hire services of External Source Agency for providing 24x7 toll free services of Department of Animal Husbandry, Uttarakhand for one year duration subject to be renewed on basis of yearly review of performance. You are invited to submit your most competitive bid for providing 24x7 toll free services of Department of Animal Husbandry, Uttarakhand.

1. **Scope of Work:** As per demand of Department of Animal Husbandry, Uttarakhand the External Source Agency will arrange 24x7 Hrs. Toll Free No. for Department of Animal Husbandry, Uttarakhand. The External Source Agency will arrange 1 personnel each for 3 shifts in a day for providing 24x7 Hrs. Toll Free Services to the farmers/ livestock owners. Call center space, computer hardware, software and other ancillaries required will be arranged by bidder on its own. Following scope of work will be covered by the External Source Agency:

- I. Toll free number will work 24X7 Hrs.
- II. Personnel deputed should have Graduate Degree in Life Science and well versed with English, Hindi and regional language speaking.
- III. External Source Agency will develop toll-free management reporting system in which information related to the district, block, nyay panchayat and subject matter specialist will be regularly updated.
- IV. Toll free management reporting system will be sub-classified according to function at different levels.
- V. The status of various information will be studied daily in the toll-free management reporting system.
- VI. After receiving the call on the toll free number, the information will be collected by the representative of the External Source Agency at the Help Center regarding the general information/ complaint of the complainant, such as name, address and complaint.
- VII. On the basis of the complainant's general information/ complaint, the complaint will be forwarded immediately to the officer concerned through which the information / complaint is to be redressed.
- VIII. The complaint / information given by the complainant will need to be redressed within 24 hours.
- IX. If the complaint is irrelevant, the complaint will be closed by the person concerned.
- X. The departmental facilities and related departmental information will be made available to the farmers/ livestock owners at the toll free number. The software/ website developed by the External Source Agency will be the property of the Department of Animal Husbandry, Uttarakhand.
- XI. The updated status of the complaint will be seen on the Toll Free Website developed by External Source Agency.
- XII. On receipt of the call on the toll free number, it will be registered by the personnel deputed by External Source Agency. In the registration, it will be necessary to enter the name, address and purpose of the caller and the details of the action taken. All information received and action taken will be updated instantly in Toll free management reporting system/ developed Software/ Toll Free Website
- XIII. The information / complaint sent by the complainant will need to be forwarded immediately to the Veterinarian / Chief Veterinary Officer/ Additional Director of the concerned region and the action taken by the concerned Veterinary Officer in respect of the information / grievance will be promptly forwarded to the Chief Veterinary Officer/ Additional Director/ Director, Animal Husbandry. A committee under the chairmanship of Director, Animal Husbandry will be constituted for the effective operation of the Toll Free Number at the Directorate Level and one Nodal Officer will also be nominated. The concerned officers will be responsible for the delay in redressal of the complaint.
- XIV. Committee will review the progress on monthly basis.

2. **Bid:**

- A] Complete Set of Bid Document can be obtained from <https://uktenders.gov.in>. Bids are invited in two parts (Technical Bid and Financial Bid).
- B] The bid shall be submitted along with Cost of Bid Document (Bankers Cheque/ DD), Bid Security (Bankers Cheque/ DD/ FDR/ Bank Guarantee) of ₹30,000/- (₹ Thirty Thousand Only). Bankers Cheque/ DD/ FDR should be in favor of "Uttarakhand Livestock Development Board" payable at "Dehradun". Bid security if submitted in the form of FDR/ Bank Guarantee then the FDR/ Bank Guarantee must be valid up to 60 days after the date of validity of bid.
- C] The contract shall be for the full quantity.

- D] The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- E] The price shall be quoted in Indian rupees only.

**3. TECHNICAL BID: should contain scanned copy of following documents:**

- i. Proof of Cost of Bid Document (Original Cost of Bid Document for the amount as specified in bid document must reach to Uttarakhand Livestock Development Board, Pashudhan Bhawan, Ist Floor, P.O. Mothrowala, Dehradun-248001, Uttarakhand, India on or before the date & time as stipulated in bid document, failing which bid submitted will be treated as Non-responsive.
- ii. Proof of Bid Security (Original Cost of Bid Security for the amount as specified in bid document must reach to Uttarakhand Livestock Development Board, Pashudhan Bhawan, Ist Floor, P.O. Mothrowala, Dehradun- 248001, Uttarakhand, India on or before the date & time as stipulated in bid document failing which bid submitted will be treated as Non-responsive.
- iii. Proof of Declaration (Original Declaration regarding correctness of information furnished with bid documents & validity of bid till the prescribed validity period duly signed in ₹100.00 Non judicial Stamp Paper must reach to Uttarakhand Livestock Development Board, Pashudhan Bhawan, Ist Floor, P.O. Mothrowala, Dehradun- 248001, Uttarakhand, India on or before the date & time as stipulated in bid document, failing which bid submitted will be treated as Non-responsive.
- iv. Bidder's Profile along with proof of certification having details of registration; PAN No; GSTIN No. etc.
- v. Latest GST Return Filing Statement.
- vi. Summary of Audited Balance Sheet and Turn Over for Last Three Years (2016-17, 2017-18 and 2018-19)
- vii. Documentary proof of BIS &/or ISO certification or any other relevant document.
- viii. Detail on Strategy and Methodology proposed to be adopted by External Source Agency for fulfilling the Scope of Work desired in Bid Document.
- ix. Experience of the bidder conforming to the qualification criteria desired in bid document & any other relevant documents establishing bidders eligibility & qualification

**4. FINANCIAL BID:**

**Financial Bid must be submitted online in <https://uktenders.gov.in>.**

**Financial Bid should contain: Bill of Quantity (BOQ) QUOTE IN: Bidders Name and Column No. 13, 16 and 17.**

**(BIDDERS ARE REQUIRED TO QUOTE UNIT RATE AT COLUMN NO. 13, 16 and 17)**

**BOQ WILL BE CONSIDERED ONLY IF SUBMITTED ONLINE AND IN THE FORMAT UPLOADED IN WEBSITE.**

**BOQ SUBMITTED IN OTHER FORMATS/ HARD COPY WILL NOT BE CONSIDERED.**

All expenses incurred in hiring of Call Center Space, Toll Free No. & Equipments, Personnel, Computer Hardware, Software and other ancillaries, Development of Reporting System, Software, Website etc. will be incorporated in quoted price.

**5. Eligibility Criteria:**

- i. Bidder must have at least 03 Year Experience of running similar kind of projects. Proof of which must be submitted along with Technical Bid. Failing which the bid submitted will be considered as Non responsive
- ii. Annual Turn Over of the Bidder for last three year must be Rs.50,00,000.00 or more in each year. Proof of which must be submitted along with Technical Bid. Failing which the bid submitted will be considered as Non responsive
- iii. **Bidder will have to make presentation on Strategy and Methodology proposed to be adopted for fulfilling the Scope of Work desired in Bid Document. Failing which the bid submitted will be considered as Non responsive.**

**6. Preparation, Sealing and Marking of Bid:**

The Bidders shall submit cost of bid, bid security, declaration in ₹100.00 non judicial stamp paper, all documents as desired in the bid in sealed envelope duly marking the envelope by "Invitation of Bids in two bid system (Technical and Financial Bid) for Hiring of External Source Agency for 24 x 7 Toll Free No. of Department of Animal Husbandry, Uttarakhand" and a statement: "DO NOT OPEN BEFORE ....."

- 7. Each bidder shall submit only one bid.
- 8. Successful bidder shall be awarded with the contract
- 9. **Validity of Bid:**

Bid shall remain valid for a period not less than 60 days after the dead line date specified for submission.

**10. Evaluation of Bids:**

**Technical Bid Evaluation:**

Technical Bid shall be evaluated by the Committee on the basis of documents submitted in Technical Bids and other requirements establishing bidders eligibility & qualification and presentation given by the bidder. The list of Technically Qualified Bidders and date of opening of financial bids of technically qualified bidders will be intimated on

<https://uktenders.gov.in>. The decision of the committee on technical suitability of bids shall be final and shall not be open for discussion.

**Financial bids:**

- All the taxes and other levies indicated in the Financial Bid (BOQ) will be taken for the Financial Bid evaluation.
- Bid should be evaluated on all items together basis.
- In case of Discrepancy in quoted GST the bid should be evaluated on Unit Rate basis including all incidentals but excluding GST.
- The Bidder quoting the lowest price (L1) including all incidentals, taxes etc. will be selected for the award of contract. However, ULDB does not bind itself in any way to select the bidder(s) offering the lowest price.

11. **Award of Contract**

The ULDB will award the contract to the bidder whose bid has been found technically responsive and who has offered the lowest evaluated bid price. The successful bidder will have to sign the agreement on non judicial stamp paper of ₹100.00 (the cost of which shall be borne by the bidder) & shall have to submit performance security equivalent to 6% of Total Contract Value in the form of Bankers Cheque/ DD/ FDR/ Bank Guarantee of any nationalized/ scheduled/ registered bank valid up to 60 days after the date of completion of performance obligations including warranty obligations in favor of/ pledged to “**Uttarakhand Livestock Development Board**” payable at “**Dehradun**”.

A) Notwithstanding the above, the Uttarakhand Livestock Development Board reserves the right to accept or reject any bid and to cancel the bidding process and reject all bids at any time prior to the award of contract.

B) The Uttarakhand Livestock Development Board will notify the bidder whose bid is accepted for the award of contract. The terms of the accepted offer shall be incorporated in the purchase order.

12. **Payment:**

Successful bidder will have to submit monthly bill along with the detail of progress of 24x7 Toll Free No. Payments shall be made within 30 days after submission of monthly invoice and review of progress by the user department.

13. **Liquidated Damage for Delays/ Non Satisfactory Performance:**

Non satisfactory fulfillment of performance will result in termination of contract & in such cases the Performance Security submitted by the successful bidder shall be forfeited.

14. **Resolution of Disputes:**

In case of dispute relating to the enforcement of the provisions of agreement, Chairman, ULDB or his authorized representative shall act as arbitrator in the matter as per the provisions of the Arbitration Act of Government of India.

Any dispute arising out of this agreement will be settled under the jurisdiction of Dehradun Court.

15. Notwithstanding the above, the Uttarakhand Livestock Development Board reserves the right to accept or reject any bid and to cancel the bidding process and reject all bids at any time prior to the award of contract.

16. The Uttarakhand Livestock Development Board prior to expiration of the bid validity period will notify the bidder whose bid is accepted for the award of contract. The terms of the accepted offer shall be incorporated in the purchase order.

**Chief Executive Officer**  
Uttarakhand Livestock Development Board

**Declaration****(To Be submitted in Original in ₹100.00 Non judicial stamp paper)**

Date: .....

To:

Chief Executive Officer  
Uttarakhand Livestock Development Board  
Pashudhan Bhawan, Ist Floor,  
Mothrowala,  
Dehardun – 248001, Uttarakhand

Sir,

I Having examined the Bidding Document Bid Reference No.: 3661/ULDB/Store/DAH Toll Free/2019-20 Dated: 20<sup>th</sup> March 2020 including Addenda Nos. ....[insert numbers], the receipt of which is hereby duly acknowledged, we the undersigned, will abide all the terms and conditions as specified in the bidding document and offer to supply and deliver.....(*Description of Goods and Services*) in conformity with the said bidding document.

We undertake, if our bid is accepted, to deliver the goods/ perform services in accordance to the terms and conditions of the bidding document.

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 in India.

We understand that you are not bound to accept the lowest or any bid you may receive.

We clarify/confirm that we comply with the eligibility requirements as per the bidding document.

Name of the Bidder:

Complete Postal Address:

Date:

PAN:

GSTIN:

Bidders Signature and Seal:

**BID SECURITY FORM**

(Proforma of Bid Security to be submitted in ₹100.00 Non judicial stamp paper)

Where .....<sup>1</sup>(hereinafter called "the Bidder") has submitted its bid dated ..... (date of submission of bid) for the supply of ..... (name and/or description of the goods) (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE ..... (name of bank) of ..... (name of country), having our registered office at ..... (address of bank) (hereinafter called "the Bank"), are bound unto..... (name of Purchaser) (hereinafter called "the Purchaser") in the sum of ..... for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ..... day of .....20.....

THE CONDITIONS of this obligation are:

- 1. If the Bidder
  - (a) withdraws its Bid during the period of bid validity specified by the Bidder on the Declaration ; or
  - (b) does not accept the correction of errors in accordance with the ITB; or
- 2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:
  - (a) fails or refuses to execute the Contract Form if required; or
  - (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders;

we undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

.....  
(Signature of the Bank)

1  
Name of Bidder

PERFORMANCE SECURITY FORM FOR BANK GUARANTEE

To:

Chief Executive Officer
Uttarakhand Livestock Development Board
Pashudhan Bhawan, Ist Floor,
Mothrowala,
Dehardun – 248001, Uttarakhand

WHEREAS (Name of Supplier)
hereinafter called "the Supplier" has undertaken, in pursuance of Contract
No.....dated.....20..... to supply/ arrange
.....(Description of Goods and Services) hereinafter called "the Contract".

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank
Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier's performance
obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total
of.....(Amount of the Guarantee in Words and Figures) and we undertake to pay
you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument,
any sum or sums within the limit of .....(Amount of Guarantee) as aforesaid, without your needing to prove or
to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid unit the .....day of.....20.....

Signature and Seal of Guarantors

.....
.....

Date.....20.....

Address: .....

.....
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