



GOVERNMENT OF MEGHALAYA
OFFICE OF THE CHIEF EXECUTIVE OFFICER, STATE IMPLEMENTING AGENCY
A. H & VETERINARY DEPARTMENT, MEGHALAYA, SHILLONG

Phone no :

No. MAHV/SIA/LH&DCP-1/ESVHD-MVU/ Pt-I/2021-22/329

Email : ceosiamagh@gmail.com

Dt. Shillong, the 07th June, 2023

EOI NOTICE

Expression Of Interest (EOI) are invited from reputed and experienced firms/service provider for operation and maintenance of 17 Nos. of Mobile Veterinary Units (MVUs)/Ambulances/Clinics, Centralized Call Centre Unit (CCU) with 1962 Animal Helpline in the State of Meghalaya under centrally Sponsored/sector Scheme, Establishment & Strengthening of Veterinary Hospital & Dispensaries Mobile Veterinary Units (ESVHD-MVU) under Livestock Health & Disease Control Programme to provide Veterinary Health Care Services at the farmers door-step, on terms and conditions specified in EOI documents. The EOI document can be obtained from the Office of The **Director A.H. & Veterinary Cum Chief Executive Officer, State Implementing Agency Department Meghalaya Shillong**, downloaded from www.megahvt.gov.in on payment of Rs. 3,000/- (Rupees Three thousand) only as Tender Fee through A/C payee Demand Draft drawn from any Nationalized Bank payable which is non-refundable in favour of Director A.H. & Veterinary Cum Chief Executive Officer, State Implementing Agency (SIA) Meghalaya Shillong.

The last date for receipt of EOI is on the 30th June 2023 at 11:00 AM, and the date for opening will be on this date at 3:00 PM.

Dr. Rattan Ch Sangma.
I/c Director A.H. & Veterinary &
Chief Executive Officer,
State Implementing Agency
Meghalaya, Shillong.

Memo. No. MAHV/SIA/LH&DCP-1/ESVHD-MVU/2021-22/

Dt. Shillong, the

June, 2023

Copy to: -

1. The Secretary to the Government of Meghalaya, A.H. & Veterinary Department Shillong, for kind information.
2. The Director, A.H & Veterinary & Chief Executive Officer State implementing Agency Department, Meghalaya, Shillong, for kind information.

Director A.H. & Veterinary &
Chief Executive Officer,
State Implementing Agency
Meghalaya, Shillong.

Invitation For Expression of Interest (EOI)
For
“Selection of Service Providers for Operation and Maintenance of
MVUs & Centralized Call Centre”

No: MAHV/SIA/LH&DCP-1/ESVHD-MVU/Pt-I/2021-22

CHIEF EXECUTIVE OFFICER
STATE IMPLEMENTING AGENCY A.H. &
VETERINARY DEPARTMENT
GOVERNMENT OF MEGHALAYA

Lumdiengjri, Shillong- 793002, Meghalaya

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1. ACTIVITY CALENDAR

Activity	Details
Publishing of EOI on the portal	9 th June 2023
Last date of receiving EOI	30 th June 2023, 11:00 hrs.
EOI Submission Mode	Offline, Hardcopies of the documents to be submitted to the address below.
Address for communication and submission of EOI	Chief Executive Officer State Implementing Agency A.H. & Veterinary Department Email ID: meghvety01@gmail.com ceosiamegh@gmail.com Contact No.: +91- 7735501313
Soft copy of the EOI document available at	https://megahvt.gov.in

2. ABBREVIATIONS & DEFINITIONS

2.1. The Authority is Director cum Chief Executive officer State Implementation Agency (SIA) A.H & Veterinary Department, Shillong who is inviting the expressions of Interest from the agencies/organizations to access the surcharges for operation of Mobile Veterinary Units (MVUs), Centralized call Centre Unit (CCU) with 1962 Helpline.

2.2. The agency/organization is an entity who shall be meeting the eligibility criteria and terms and conditions to claim the surcharges for operations Mobile Veterinary Units (MVUs), Centralized call Centre Unit (CCU) with 1962 Animal Helpline.

2.3. Service providers are the personnel who shall be onboarded by the agency/organization based upon the eligibility criteria set forth in this document, to provide the services as per the scope of work.

3. INTRODUCTION:

The Government of Meghalaya State as part of its vision to provide improved Veterinary Services to Livestock, has conceptualized Mobile Veterinary Services for livestock at the door steps of farmers.

As per 2019 census there are 9,03,570 Cattle, 15,714 Buffaloes, 15,679 Sheep, 3,97,503 Goats, 7,06,364 Pigs, and 2,56,972 Dogs. The Production of Milk from April 2022 to March 2023 is 40,000 Metric ton in the State of Meghalaya.

Quotations are invited from reputed and experienced and reputed firms/service providers to realize the surcharges for operation 17 nos. of Mobile Veterinary Units (MVUs)/Ambulances/Clinics, Centralized call Centre Unit (CCU) with 1962 Animal Helpline in the State of Meghalaya under Centrally Sponsored/Sector Scheme, Establishment & Strengthening of Veterinary Hospitals & Dispensaries – Mobile Veterinary Units (ESVHD-MVU) under Livestock Health and Disease Control Programme to provide Veterinary Health Care Services at the call of farmers at their door-step.

i) Mobilization/Operation 17 MVUs, each Mobile Veterinary Unit (Ambulance) shall have 1 (one) Veterinary Doctor, 1 (one) Para-Vet and 1 (one) Driver cum Attendant

ii) Centralized call centre, shall have 1 Veterinarian and 3 Call Executives and to be trained by the Service Provider.

4. GENERAL CONDITIONS

a) A complete set of bidding documents may be downloaded at free of cost from the given website www.megahvt.gov.in. However, a non-refundable fee of Rs.3,000/- through A/C Payee Demand Draft/Banker's cheque in favour of **Director A.H. & Veterinary & Chief Executive Officer State Implementing Agency Department Meghalaya Shillong**.

b) All bids must be accompanied by Earnest Money Deposit (EMD) as specified in the bid document and scanned copy of which must be furnished with the bid.

c) The bid and all correspondence and documents shall be in the English language.

d) The tender document is not transferable.

e) The tender document shall be signed by the bidder in all the pages with official seal.

f) Interested eligible bidders, if so desired, may obtain further information from the office of the authority inviting tender.

g) The bidder may question the bidding condition, bidding process and reasons, rejection of bids through enquiry to the office of the Director A.H. & Veterinary & Chief Executive Officer State Implementing Agency A.H. Veterinary Department Meghalaya Shillong

h) The Bidder shall follow the guidelines prescribed in the Operational Guidelines for Livestock Health and Disease Control Scheme issued by the Ministry of Fisheries, Animal Husbandry and Dairying, Government of India.

i) Rates should be quotes in Rupees.

5. ELIGIBILITY CRITERIA

5.1 BIDDER INTENDING TO BID SHALL FULFIL THE FOLLOWING ELIGIBILITY CRITERIA

- a) Bidder should have a successful track record for operation, management and maintenance of 1962 Call Centre and Mobile Health Units and similar nature of such work in at least 1(one) year.
- b) Should have minimum **4 years** of experience of providing and management of human resources for any government, non-government institution(s) in Meghalaya.
- c) Should have proven financial services capability, particularly in financing programmes/projects etc.
- d) Proof of Financial Status in the form of balance sheet/ITR.
- e) Should not have been banned/blacklisted/temporary suspended by any Government Department/Organization
- f) **Any Organization which is a public or private agency/firm/corporation/non-government organization should have a valid labour license issued by Labour Dept. Govt. of Meghalaya and having registered Office in Meghalaya.**
- g) **Trading License Issued by the Autonomous District Council of KHADC, GHADC, JHADC should be provided by the Non-Tribal Tenderers.**
- h) Should have experience of managing and providing minimum of 100-200 personnel for any government, non-government institution(s)
- i) All bids must be accompanied by EARNEST MONEY DEPOSIT(EMD) of an amount of Rs. 19,00,000/- (Nineteen lakhs) only for Non-Tribal Bidders & Rs.9,50,000 Lakhs (Nine lakhs and Fifty Thousand) only in case of Tribal Bidders, in the form of Demand Draft/Banker's Cheque in favour of **Director A.H. & Veterinary & Chief Executive Officer State Implementing Agency Meghalaya Shillong**. EMD submitted in any other form or bids shall not be accepted. The EMD of the successful bidder shall be retained till completion of the tender period but shall not carry any interest. If the successful bidder fails to execute the agreement and/or fails to deposit the performance security within the specified time, or withdraws his bid within the validity period of the bid, the EMD shall be forfeited. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of the tender.
- j) PAN Card (in the name of Firm/Bidder/Proprietor)
- k) GSTIN of the Bidder
- l) **The Annual Turnover of the bidder should not be less than Rs. 2,00,00,000 (Rupees Two Crores)** Only at an average for the previous 2 (two) years i.e., 2021-22 and 2022-23. The financial documents such as balance sheet, profit and loss statement, income tax return and tax filing etc. should be in the name of the firm/proprietor and duly audited by a Chartered Accountant.
- m) Brief history of the organization to be provided by the service provider.

5.2 ELIGIBILITY CRITERIA FOR SERVICE PROVIDER

- a) Minimum educational qualification- 12th pass.
- b) Should be minimum of 18 years of age.
- c) Should be able to read, write and speak English.
- d) Must have a smartphone and should be able to use the applications and websites.
- e) Preferably, have the relevant experience in the fields such as volunteering/prior experience in related sector with government or non-government organization/institutions/department, etc.

6. SCOPE OF SERVICE

6.1. The selected agency will be required to run MVUs for providing veterinary healthcare at the farmers doorstep by way of phone calls received at the call centre to manage all calls requiring MVUs services as received from all parts of the state. The proposed Call Centre will serve as a single point of contact for all these vehicles in Meghalaya. The call centre with its vehicle tracking mechanism will track and monitor the MVUs. Requests shall be forwarded to the nearest available MVU/ambulance. Call centre executive(s) shall follow-up with the MVU driver for the requested service.

6.2. The successful Agency shall develop the database of MVUs with complete details. Each MVU is already fitted with a GPS device and mobile communication device. The successful Agency shall be responsible for maintaining GPRS requirements (internet data plan) for the GPS devices for tracking through the MVU tracking system.

6.3. The selected Agency will be required to manage the MVUs (**8 Hrs X 7 days**) through the Call Centre and control room with an adequate team of personnel.

6.4. The agency will ensure timely payment of all legal entitlements and salary to all staff at the call centre. The agency shall ensure that any strike/ agitations by manpower deployed by the agency should not affect the performance of the call centre and make replacement accordingly for the same period.

6.5. The Agency shall keep record of calls received, calls attended, cases undertaken, MVU/Ambulance dispatch instructions issued, cases closed and time taken to close a case and submit to the State Implementing Agency A.H. & Veterinary Department Meghalaya Shillong on a monthly basis or as instructed and keep the details for at least 2 years with asset using an advanced call monitoring system. The Agency shall take appropriate insurance coverage for all equipment, fixtures, furniture for accident, damage, theft, fire, burglary etc. on a third-party risk basis. The Agency should also have a software/application portal for managing the calls received and keeping record.

6.6. The State Implementing Agency (SIA) Directorate A.H. & Veterinary will provide the selected Service Provider with a Standard Operating Procedure (SOP) for each type of function to be provided which includes Call centre, MVUs management, field operation, HR management, urgent veterinary etc. The Service Provider will provide with SOP for Call Centre must include scheduled maintenance work, training of executives, call handling, response behavior, maintenance work of equipment's, etc. These SOPs for human resources should clearly define roles, responsibilities, training, working hours, etc. All SOPs provided by the Service Provider must include measurable indicators which will be verified by the Department as and when required. SOPs will be used for monitoring purposes by the client. The selected Service Provider will have to submit a training plan, job description and terms of reference for each position to the State Implementing Agency (SIA)

6.7. Notwithstanding anything stated in Scope of Services, the Service Provider shall maintain and keep all MVUs and call centre up and running **(8 Hrs X 7 days)**. In case of scheduled maintenance requirements, the Service Provider shall make necessary arrangements so that the call centre continues to work uninterrupted. In case of scheduled maintenance requirements of MVUs, the Service Provider should inform the Client's representative 3 days prior to sending the vehicle for scheduled maintenance. In case, a vehicle is required to be sent for ad- hoc maintenance, the Service Provider should make sure that the vehicle is not off-the road beyond 48 hours.

6.8. The service provider should keep a daily checklist for the driver for vehicle maintenance and checklist for cleanliness of MVU on a daily morning basis. The selected service provider will be solely responsible for **(8 Hrs X 7 days)** maintenance of each vehicle. All checklists shall be monitored and certified by district or facility authority every month. Designated officials of the Government shall verify the checklist on a daily/ weekly/ monthly basis.

6.9. The SOP (Standard Operation Procedure) for operation of MVUs and Centralized call centre is enclosed as Annexure-1.

6.10. The service provider will be provided with fixed recurring expenditure from the State Implementation Agency for operating of the MVUs as per Annexure-II.

7. TECHNICAL EVALUATION:

The bidder shall furnish along with the bid, the following:

- a) All bids must be accompanied by EARNEST MONEY DEPOSIT(EMD) of an amount of Rs. 19,00,000/- (Nineteen lakhs) only for Non-Tribal Bidders & Rs.9,50,000 Lakhs (Nine lakhs and Fifty Thousand) only in case of Tribal Bidders, in the form of Demand Draft/Banker's Cheque in favour of **Director A.H. & Veterinary & Chief Executive Officer State Implementing Agency Meghalaya Shillong**. EMD submitted in any other form or bids shall not be accepted. The EMD of the successful bidder shall be retained till completion of the tender period but shall not carry any interest. If the successful bidder fails to execute the agreement and/or fails to deposit the performance security within the specified time, or withdraws his bid within the validity period of the bid, the EMD shall be forfeited. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of the tender.
- b) PAN Card (in the name of Firm/Bidder/Proprietor)
- c) GSTIN of the Bidder

- d) **The Annual Turnover of the bidder should not be less than Rs. 2,00,00,000 (Rupees Two Crores)**
Only at an average for the previous 2 (two) years i.e., 2021-22 and 2022-23. The financial documents such as balance sheet, profit and loss statement, income tax return and tax filing etc. should be in the name of the firm/proprietor and duly audited by a Chartered Accountant.
- e) Undertaking in the form confirming acceptance of all terms and conditions of the tender
- f) An undertaking on fraud and corruption.
- g) In the technical bid, the bidder shall confirm that, in case he becomes the successful bidder he shall abide by the following stipulations which shall also form a part of his undertaking.
- h) The technical qualified bidders will give presentation on plan for operation of MVUs and Call Centre, work flow, software technology and other requirements for the operation and management of MVUs and Call Centre.

8. EVALUATION MECHANISM

8.1 EOI Submission:

The interested parties shall submit a hard copy of the expression of Interest to the Director cum Chief Executive Officer A.H & Veterinary Department State Implementing Agency (SIA), Government of Meghalaya on or before the last date of submission.

8.2 Shortlisting: State Implementing Agency (SIA) A.H & Veterinary Department shall shortlist only the eligible applicants meeting the requirements, pertaining to the submission of all relevant documents as specified in this document. The shortlisting of the applicants shall be based upon the below parameters:

Sl No	Parameter	Marks
Selection Phase 1		
1.	Prior experience in running MVUs or similar works.	20
2.	Prior experience in running call centre or similar works.	10
3.	Composition of team and qualification.	5
4.	Annual turnover plan.	5
5	TOTAL	40
Selection Phase II		
1.	Presentation on plan for operation on MVU and call centre, work flow, software technology and other requirements for operation of MVUs and Call Centre.	60
	GRAND TOTAL	100

The interested party with the highest marks (out of 100 marks) and based upon the proposal and subsequent negotiations shall be awarded the contract for the appointment and overall management of the Contract

9. PRICE BID EVALUATION

- a. The Price Bids of technically qualified Bidders only will be opened on the prescribed date in the presence of Bidder's representatives who wish to attend.
- b. If a Bidder quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered [for QCBS evaluation]
- c. In deciding the final selection of the Bidder, the technical quality of the proposal will be given a weightage of 80% on the basis of criteria for evaluation. The price bids of only those service providers who qualify technically will be opened. The proposal with the lowest cost will be given a financial score of 100 and the other proposal given financial scores that are inversely proportional to their prices. The financial proposal shall be allocated a weightage of 20%.
The lowest financial offer will be awarded 100 points. The Price scores of other Bidders will be calculated as:
$$F_n = (F_m / F_b) \times 100$$

Where
 F_n = Normalized financial score of the bidder under consideration
 F_b = Price quoted by the bidder under consideration
 F_m = Lowest price quoted

Similarly, the highest technical scored by the bidder will be awarded 100 points. The technical scores of other Bidders will be calculated as:
$$T_n = (T_s / T_h) \times 100$$

Where
 T_n = Normalized Technical score of the bidder under consideration
 T_s = stands for the technical score of bidders under consideration
 T_h = stands for Highest Technical Score

Only fixed price financial bids indicating a total price for all the deliverables and services specified in this bid document will be considered.
- d. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- e. Any conditional bid would be rejected
- f. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

10. COMBINED AND FINAL EVALUATION

- a. The technical and financial scores secured by each Bidder will be added using weightage of 80% and 20% respectively to compute a Composite Bid Score. *[The weightage of technical and financial scores should be customized by the State Implementation Agency A.H & Veterinary Deptt]*
- b. The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for the award of the Project. The overall score will be calculated as follows: -
$$B_n = (0.80) T_n + (0.20) F_n$$

[In case of 80% weightage to the technical score] Where
 B_n = overall score of Bidder
 T_n = Normalized Technical score of the Bidder (out of a maximum of 100 marks)
 F_n = Normalized financial score of the Bidder
- c. In the event the bid composite bid scores are 'tied', the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for the award of the Project.

11. AWARD OF CONTRACT:

a. Award Criteria

The State Implementing Agency (SIA) A.H & Veterinary Department will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

b. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

The **Director A.H. & Veterinary & Chief Executive Officer, State Implementing Agency Department Meghalaya Shillong** reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals 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 service providers.

c. Notification of Award

Prior to the expiration of the validity period, State Implementing Agency (SIA) will notify the successful Bidder in writing or by fax or email, that its proposal has been accepted (Letter of Intent). In case the tendering process has not been completed within the stipulated period, the Purchaser, may request the Bidders to extend the validity period of their Proposal. The decision to extend the validity period of a Bidder's Proposal shall be the Bidder's sole prerogative.

d. Performance guarantee

On receipt of a letter of intent from the Purchaser, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 5 per cent of the total contract value, on or before the signing of the subsequent contract, typically within 7 days from notification of award, unless specified to the contrary (Performance Guarantee). In case the successful Bidder fails to submit Performance Guarantee within the time stipulated, the **Director A.H. & Veterinary & Chief Executive Officer, State Implementing Agency Department Meghalaya Shillong** may at its sole discretion cancel the letter of intent, in addition to any other right available to it under this EOI.

The Performance Guarantee furnished by the successful Bidder shall be in the manner prescribed in this EOI. The successful Bidder shall ensure, the Performance Guarantee is valid at all times during the Term of the subsequent contract (including any renewal) and for a period of 60 days beyond all contractual obligations, including warranty terms.

The Director A.H. & Veterinary & Chief Executive Officer, State Implementing Agency Department Meghalaya Shillong may invoke the Performance Guarantee in the event of a material breach by the successful Bidder leading to termination for material breach.

e. Signing of contract

Subsequent to receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter into a contract, incorporating all clauses and the Proposal of the Bidder, between the service provider and the successful Bidder.

12. TERMS AND CONDITIONS: -

1. Contract period shall be 1 years from the date of Contract, extendable up to 3 years on satisfactory performance and certain terms and conditions on mutually agreed basis or as decided by the **Director A.H. & Veterinary & Chief Executive Officer, State Implementing Agency Department Meghalaya Shillong**
2. The bidder shall submit acceptance within 7 days of issue of letter of award (LOA) with security deposit along with MoU duly signed in all aspects.
3. The commencement of the service of operation and maintenance of MVU shall be from the day of actual implementation of the scheme after signing Memorandum of Understanding (MoU).
4. Advance operation expenditure and consequent price escalation shall be made with mutual agreement between the Service Provider and Director, A.H. & Veterinary, & Chief Executive Officer, State Implementing Agency Department Meghalaya Shillong.
5. Service Provider shall be provided with the recurring expenditure in advance as per the rates given by GOI along with the surcharges, and they are to submit a statement of expenditure to the authority on monthly basis duly signed by the recipients.

13. PAYMENT TERMS

The Director cum Chief Executive Officer SIA shall make payment to the selected agency/organization or Service Provider for the stipulated period as mentioned:

- a) The fixed recurring expenditure will be paid on quarterly basis to the selected Agency.
- b) The surcharges will be paid on quarterly basis to the selected Agency

14. SUBMISSION GUIDELINES

14.1 Sealing of Envelopes and Submission: EOI should be submitted (duly signed on all the pages) on or before the mentioned last date. The SIA reserves the right to reject any or all the EOIs without assigning any reasons.

14.2 Last Date of receiving EOI: 30th June 2023, 11:00 hrs.

Address of submission:

Envelopes shall be submitted in person or by speed post/ courier to the address below on or before the due date of submission.

To: The Director cum Chief Executive Officer State Implementing Agency A.H. & Veterinary Department, Meghalaya, Shillong-793002

Subject: *Submission of Expression of Interest- "Selection of Organization/Agency to appoint Service Provider"*

14.3 Documents to accompany EOI

The applications shall be complete with the following documents:

- a) Letter of Authorization for Authorized Representative.
- b) Each page of the EOI document duly seal and signed by the authorized person.
- c) Expression of Interest in Form - I
- d) Details of organization Form - II
- e) Experience of appointing people in last 4 years (2019-2023) Form - III
- f) Original certificate(s) of experience.
- g) Copy of work order from the government, non-government institutions
- h) Original certificate of completion of project.
- i) Proposal including the financials as specified in the section 5.1
- j) No blacklisting certificate.


15. VALIDITY OF EOI

EOI shall remain valid for a period of 30 days after the deadline date specified for the submission of interest.

16. DISCLAIMER

The Director cum Chief Executive Officer A.H. & Veterinary Department reserves the right:

- a) To reject any or all applications without assigning any reasons thereof.
- b) To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the Directorate without assigning any reasons thereof.
- c) To cancel the contract at any point of time based upon the performance and conduct.


Director &
Chief Executive Officer
A.H. & Veterinary Department
Meghalaya Shillong

17.

FORM-I: EOI Letter

To,

Director cum Chief Executive Officer,
A.H. & Veterinary Department,
Meghalaya, Shillong.

Sub: Expression of Interest in appointment as Service Provider.

The undersigned having read and examined in detail all the EOI documents pertaining assignment; do hereby express the interest for the work as specified in the scope of work.

S. N.	Description	Response
1.	Name of the organization	
2.	Address	
3.	Name, designation & address of the person to whom all references shall be made	
4.	Telephone (with STD code)	
5.	Mobile No. of the contact person	
6.	E-mail of the contact person	

We have enclosed the following documents:

- Form I (on the organization's letter head) duly seal and signed by the authorized person.
- Form II Details of experience of Applicant.
- Form III Experience of appointing people in last 4 years (2019-2023).
- Self-Attested copies of Supporting Documents as specified in the EOI document.

I or We hereby declare that my or our EOI is made in good faith and the information contained is true and correct to the best of my or our knowledge and belief.

Thanking you,
Yours faithfully,

(Signature of the Applicant)

Name:
Designation:
Seal:
Address:
Date & Place:
Witness by:

Signature
Name & Address:
Date & Place:

18.

FORM - II: DETAILS OF APPLICANT

S. N.	Categories	Details
1	Name of the organization	
2	Address of the organization	
3	Year of Incorporation	
4	Registration Number & Registration Authority	
5	Legal Status (Public/Private)	
6	Name & Designation of the Authorized person to whom all references shall be made regarding this EoI	
7	Telephone No. (with STD Code)	
8	E-Mail of the Contact person:	
9	Mobile Number	
10	Website	
11	GSTIN Number	
12	PAN	

(Signature of the Applicant)

Name:

Designation:

Seal:

Address:

Date & Place:

19. FORM - III: Experience of appointing people in last 4 years starting from the year 2019-23

#	Institution Name	No. of people de- ployed	Period of appointment	Required documents
1.				Copy of Contract or Certificate of completion (if completed)
2.				
3				
4				
5				

(Signature of the Applicant)

Name:

Designation:

Seal:

Address:

Date & Place:

Stamp.....

Date.....

Standard Operating Procedure (SOP) For Mobile Veterinary Unit & Call Centre

Establishment and Strengthening of Veterinary Hospitals and Dispensaries (ESVHD) - Mobile Veterinary Units (MVU):

a) In order to increase accessibility of veterinary services at farmer's doorsteps, funds for Mobile Veterinary Units (MVU's) will be provided to the States/UTS under this scheme for @ 1 MVU approximately for one lakh livestock population

b) These MVU's will be customized fabricated vehicles for veterinary healthcare with equipment for diagnosis, treatment & minor surgery, audio visual aids and other basic requirements for treatment of animals. The vehicle would preferably be a four-wheeler van with space enough to accommodate required equipment for diagnosis (microscope, portable X-ray machines, etc. wherever required), medicines, surgical equipment, sample collection and animal handling paraphernalia, working space for 1 veterinarian, 1 para-veterinarian and a driver-cum-attendant along with necessary equipment.

c) **Veterinary & public awareness paraphernalia** - The MVU will have equipment for sample collection like vials, vacutainers, syringes, small refrigerator/ vaccine carrier/active cool box, medicines for treatment - including lifesaving drugs, antibiotics etc., cotton, bandages and minor surgery equipment. and audio-visual aids like microphones, amplifiers, charts/ photographs/ slides of diseases and importance of prevention etc., pamphlets announcing vaccination campaigns, if required etc.

d) **Each MVU will have one Veterinarian, one Para Veterinarian and one driver-cum- attendant**

e) The Mobile Veterinary Unit would be operated in PPP mode with the Government providing for the infrastructure but manpower is outsourced by Implementing Agency (including cooperatives and milk unions, etc.).

f) These MVUS will provide veterinary services at the farmers' doorstep basis the phone calls received at the Call Centre from farmers of respective State/UT. The MVUs need to be positioned at strategic locations in order to minimize travel time and to provide service within targeted time.

g) A State/UT level Call Centre should also be set up / aligned with the existing Call Centre in each State/ UT. Such Call Centers should be under the control of the State/ UT Animal Husbandry Department with a Nodal Officer nominated by the State. The Call Centre should function as the pivot while rendering the mobile veterinary services. It should receive calls from livestock rearers / animal owners and transmit them to the Veterinary doctor at the Call Centre. The decision of directing the MVU would be on the emergent nature of the veterinary case as decided by the Veterinary doctor at the Call Centre. The Call Centre should also be responsible for monitoring the movement and use of the MVUs. The Call Centre should also confirm actual services through the UID and mobile number of the animal owner and share the data with the State concerned. The Call Centre should also be responsible for communication with the local Veterinarian for follow up treatment and registered local AI technician for AI. MVUs should also provide extension service through audio-visual aids contained in the MVUs to the local population so as to spread awareness of animal diseases, their prevention and control, requisite bio-security measures, economic advantages of livestock farming and efforts of the Government in this direction.

h) Each State level Call Centre unit shall be constituted of 1 veterinarian and 3 call executives for around every 20 MVUS. For 100 MVUS, there will be 2 veterinarians along with 6 Call Executives and for additional each one hundred of MVUS, 1 veterinarian & 3 Call Centre executives will be required.

i) Both, the recurring and the one-time capital cost given (of MVUS) are indicative and is subject to the tendered rates. Flexibility for transfer of funds from one component to any other component is envisaged as per exigencies.

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

Sl No.	Items	Rate per Month (₹)	Numbers / Units	Amount per Year per Unit (₹)	Total per year (₹)
1	Outsourcing of Veterinary Doctor	56,100.00	17	6,73,200.00	1,14,44,400.00
2	Outsourcing of Para-Veterinarian	20,000.00	17	2,40,000.00	40,80,000.00
3	Outsourcing of Driver cum Attendant	18,000.00	17	2,16,000.00	36,72,000.00
4	Purchase of Medicines, Equipment, etc	35,000.00	17	4,20,000.00	71,40,000.00
5	Expenditure on Maintenance & Fuel Petrol/Diesel/Oil/lubricant /coolant) etc.	33,000.00	17	3,96,000.00	67,32,000.00
Grand Total (for 1st Year)					3,30,68,400.00

Centralized Call Centre unit.

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

SCHEDULE OF RATES

Sl. No.	Description Qnty.	Rate (In Rs.) (Per unit cost per month)	Monthly Cost for 17 MVUs (In Rs.)
1.	<p>Surcharges for Mobilization /Operation, of the Mobile Veterinary Unit – (MVU)/Ambulance; 17 MVUs EKH-3, WKH-1, EWKH-1, SWKH-1, WJH-1, EJH-1, WGH-2, SWGH-2, EGH-1, NGH-1, SGH-1, RIBHOI – 2 *Surcharges is excluding the fixed recurring expenditure charges meant for operation& management of MVUs as in Annexure -II.</p>		

Sl. No.	Description Qnty.	One time cost (In Rs.)
2.	<p>Setting up and Maintenance 1962(Helpline No.) Veterinary Call Centre at Directorate A.H. & Veterinary Department, Shillong along with software/application portal for calls</p>	

Sl. No.	Description Qnty.	Monthly cost (In Rs.)
3.	<p>Surcharges for Operation and Maintenance of the MVU 1962 Veterinary Call Centre at Directorate Office, Shillong. *Surcharges is excluding the fixed recurring expenditure charges meant for management & maintenance of Central call centre unit as in Annexure -II.</p>	

DATE:

SIGNATURE:

NAME &DESIGNATION:

NAME & ADDRESS OF THE FIRM:

SEAL:

UNDERTAKING

Sl. No. of the Tender:

Name of the party of firms in whose:

Favour of the Tender has been issued

Director, A.H. & Veterinary
& Chief Executive Officer,
State Implementing Agency
Shillong, Meghalaya

Dear Sir,

1. I/We hereby submit the Tender for..... for the year 2022-23.

2. The rates quoted included all admissible taxes, transport charge, loading and unloading charges for all infrastructures of the Centralized CCU, for the MVUS in the State of Meghalaya

3. I am/We are registered with DGS&D/Taxation and my/our Reg. No. ofGSTIN No. offor which a Photostat copy is enclosed herewith.

4. I/We have deposited an Earnest Money of Rs. (Rupees only in the form of Demand Draft/Banker Cheque drawn in favour of the Director bearing No. dt..... of..... Bank and agree to the condition of the tender under which the EARNEST MONEY DEPOSIT shall be forfeited.

5. I/We hereby agree to all the Terms & Conditions stipulated by the Director, A.H. & Veterinary & Chief Executive Officer, State Implementing Agency in this connection, delivery or penalty etc.

6. I/We have read the terms and conditions of the bid and agree to abide by these terms and conditions and other guidelines issued in this regard.

7. I/We have enclosed all additional undertakings and / or certificates as required, as per Bid conditions. The information given by me in/with this bid document is true and correct to the best of my knowledge and belief and the rates quoted are not higher than the rates quoted to anyone in the State in the same financial year.

8. My/Our Firm is not debarred/ blacklisted/ banned/ restricted by any State/Central Government Department or PSUs at the time of submission of bid.

9. My/Our Firm has not been debarred/ blacklisted/ banned/ restricted by any government /autonomous institution, hospital or body in India for an item which is being quoted here by me in this Bid.

10. My/Our Firm has not been convicted in any of the States during the preceding three years.

11. I/We hereby declare that if services provided by our firm are not found to conform to the required statutory standards and we will provide service to all respective Block.

12. I/We understand all the terms and conditions of the contract and bind myself/ourselves to abide by them.

13. I/We hereby declare that there is no vigilance/CBI or court case pending/contemplated against us at the moment.

DATE:

SIGNATURE:

NAME & DESIGNATION:

NAME & ADDRESS OF THE FIRM:

SEAL:

UNDERTAKING

I/We M/sdo hereby undertake that in competing for (and, if the award is made to us, in executing) the subject contract for
..... under tender reference No.
Dt..... I/We hereby give the undertaking that I am/we are not blacklisted anywhere in the country.

DATE:

SIGNATURE:
NAME & DESIGNATION:
NAME & ADDRESS OF THE FIRM:
SEAL: