



**GOVERNMENT OF BIHAR
DEPARTMENT OF ANIMAL & FISHERIES RESOURCES
DIRECTORATE OF ANIMAL HUSBANDRY, BIHAR, PATNA**

REQUEST FOR PROPOSAL (RFP)

**“SUPPLY, INSTALLATION, COMMISSIONING, OPERATION AND MAINTENANCE OF
3-AGENT CALL CENTER”**

Sealed tenders (RFP) are invited (for selection of firms and rate fixation) under two-bid system from reputed manufacturer or their specific authorised partner/ dealer or system integrator for **supply, installation, commissioning, operation and maintenance of 3-agent call center** strictly as per specification, terms & conditions enumerated in tender document.

IMPORTANT INFORMATION ABOUT THE RFP

EMD	Rs. 25,000/- (Rs. Twenty Five Thousand Only) paid through DD or Bank Guarantee in favour of Director, Animal Husbandry, Bihar Payable at Patna.
Last date and Place for submission of Bids	Up to 01:00 PM on 02-04-2019, Animal Husbandry Directorate, New Secretariat, Vikas Bhawan, Patna, 800015, Bihar (India).
Opening of General Cum Technical Bids	15:00 hrs on 02-04-2019, Animal Husbandry Directorate, New Secretariat, Vikas Bhawan, Patna, 800015, Bihar (India).
Opening of Financial Bids	Only those bidders, who qualify, will be informed about the Financial bid opening dates.
Address for Communication	Director, Animal Husbandry, Animal Husbandry Directorate, New Secretariat, Vikas Bhawan, Patna, 800015, Bihar (India).

The detailed tender notice and tender document containing technical bid form, financial bid form, technical description/specification and terms & conditions can be downloaded from official website of the Department : www.ahd.bih.nic.in.

The authority reserves the right to reject/cancel any or all the tenders received without assigning any reason thereof.

Any legal dispute is subject of Patna jurisdiction only.

Any future clarification and/or corrigendum(s) shall be communicated through Director, Animal Husbandry, Bihar, Patna on the departmental website: www.ahd.bih.nic.in.

**Director, Animal Husbandry
Bihar, Patna.**



GOVERNMENT OF BIHAR

DEPARTMENT OF ANIMAL & FISHERIES RESOURCES

(ANIMAL HUSBANDRY DIRECTORATE)

REQUEST FOR PROPOSAL (RFP)

NOTICE INVITING TENDER

For

**“SUPPLY, INSTALLATION, COMMISSIONING,
OPERATION AND MAINTENANCE OF
3-AGENT CALL CENTER”**

GOVERNMENT OF BIHAR, DEPARTMENT OF ANIMAL & FISHERIES RESOURCES

Disclaimer

- 1) The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of tendering authority, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation to the interested parties for submission of bids.
- 2) The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Purchaser makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Purchaser may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- 3) Information provided in this RFP to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- 4) The Purchaser also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this RFP. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.
- 5) The issue of this RFP does not imply that the Purchaser is bound to select a bidder or to appoint the selected bidder, as the case may be, for the Project and the Purchaser reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
- 6) The bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an bidder in preparation of submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

ABOUT ANIMAL HUSBANDRY DEPARTMENT

Responsibilities:

Major responsibility of Animal Husbandry Directorate is administrative control of different programmes launched under Animal Husbandry sector.

Activities:

- Animal health care.
- Animal disease control and prevention.
- Assessment of major livestock products such as milk, meat, eggs and wool.
- Genetic developments of livestock by implementing the Animal Breeding Programmes.
- Welfare activities of animal by implementing the Prevention of Cruelty to Animal Act.
- Providing better animal treatment facilities by disease diagnostic programmes.
- Promoting the people for better managerial and feeding practices for animals.
- Publicity and extension activities of Animal Husbandry Programme.
- Prevention, Control and Surveillance of Livestock and Poultry Diseases in the case of outbreak.

Objective of Directorate:

- To improve the rural economy.
- To make availability of animal protein for human consumption.
- To create sufficient and sustainable wealth for rural people.
- To create self employment opportunities for unemployed youth at their doorsteps.
- To check the exodus of rural labour and skills.

Scope of Directorate:

- Whole of the State of Bihar through Range, District, Sub-Division and Block level institutions in Animal Husbandry Sector.

Duties and Services rendered by the Directorate:

- Animal Treatment.
- Animal Disease Control.
- Disease Diagnosis.
- Safe guard of Animals.
- Extension and Publicity.
- Monitoring the work of Subordinate Officials.
- Breed improvement.
- Augmentation of Animal Protein availability to the Society.

SECTION I: INVITATION TO BIDDERS

INVITATION OF RFP FROM REPUTED MANUFACTURER OR THEIR SPECIFIC AUTHORISED PARTNER/ DEALER OR SYSTEM INTEGRATOR FOR **SUPPLY, INSTALLATION, COMMISSIONING, OPERATION AND MAINTENANCE OF 3-AGENT CALL CENTER** STRICTLY AS PER SPECIFICATION, TERMS & CONDITIONS ENUMERATED IN THIS DOCUMENT.

1. Bid Procedure

The Bidder should submit the proposals in two parts:

1. Technical Bid

2. Financial Bid

- (i) Technical part should contain all such details as mentioned in the Bid Document and it should be kept one envelop marked as "TECHNICAL BID"
- (ii) Financial part should contain only the financial bid inclusive of all admissible taxes, duties and levies etc. It should be kept one envelop marked as "FINANCIAL BID"
- (iii) Both these separate sealed and superscripted as "Technical" & "Financial" envelops should then be sealed in a third envelop marked as "**Offer for Supply, installation, commissioning, operation and maintenance of 3-Agent Call Center**"

The last date for submission of bid is **02-04-2019** up to **13:00 hrs** at the following address:

**Department of Animal Husbandry, Government of Bihar,
2nd Floor, New Secretariat, Vikas Bhawan,
Bailey Road, Patna - 800 015, Bihar.**

The technical bids will be opened on the same day at **15:00** hours before the authorized representatives of the participating bidders, who wish to be present.

The undersigned reserves the right to cancel the bid without assigning any reasons.

Director, Animal Husbandry, Bihar.

SECTION – II RFP DATASHEET

Following table brings out the dates and bidder's information. The Bidder should note that the Purchaser reserves the right to change these dates without assigning any reason at any stage of the bidding process.

Sr.	Information	Details
1.	Name of the Assignment	Offer for Supply, installation, commissioning, operation and maintenance of 3-Agent Call Center
2.	Last Date and Time for Submission of Bids	Up to 01:00 PM on 02-04-2019
3.	Bid Security / Earnest Money Deposit (EMD)	Rs. 25,000/- (Rs. Twenty Five Thousand Only) paid through DD or Bank Guarantee in favour of Director, Animal Husbandry, Bihar Payable at Patna.
4.	Validity period of Bid Security / Earnest Money Deposit (EMD).	90 days from the date of submission of Bid.
5.	Proposal Validity period.	1 Years
6.	Place, Date and Time of opening of Proposals.	02-04-2019 at 03:00 PM at Vikas Bhawan, Bailey Road, Patna - 800 015, Bihar.
7.	Addressee and Address at which Bid is to be submitted.	Director, Animal Husbandry, Animal Husbandry Directorate, New Secretariat, Vikas Bhawan, Patna, 800015, Bihar (India).
8.	Address for Communication	Director, Animal Husbandry, Animal Husbandry Directorate, New Secretariat, Vikas Bhawan, Patna, 800015, Bihar (India) Email-dirahdbih@gmail.com, dirahd-bih@nic.in
9.	Contact Person	Dr. Chandra Shekhar Singh, Leave Reserve Officer, Animal Husbandry Directorate, New Secretariat, Vikas Bhawan, Patna, 800015, Bihar (India). Contact No. :- 9471865075

SECTION III: SCOPE OF WORK

2. WORK DETAILS

2.1 Scope of Work

The contract will have the following work scope:

Installation, Commissioning & Operation of call center at AHD head office at Vikas Bhawan (New Secretariat), Patna or at any other place in Patna as decided by Director, Animal Husbandry. The vendor is expected to deploy the latest technology in the proposed Call Center solution for this project.

The agents have to provide various information to the caller regarding quick resolution of problems regarding animal husbandry, advice related to various diseases of animals, it's prevention & cure, vaccination & other necessary information. All the District Animal Husbandry Officers or any other officer under Animal Husbandry Directorate would be forwarded the relevant queries raised by the callers & they have to address the queries.

This call center will be operational in between 07:00 AM to 07:00 PM in all working days as per Government of Bihar Rules.

2.2 Bill of Materials

Following equipment's & services covered under bidder scope of work :-

Sl. No.	Item Name	Quantity
1	Communication Server Hardware & Workstation PC with 650 VA (Double Battery) LI UPS	04
2	Communication Server Software	01
3	IP Extension	03
4	PRI Card	01
5	Agent Licenses	03
6	Supervisor License	01
7	Recording Licenses	03
8	IP Phone	01
9	Agent Head Phone	04
10	Agent (Human Resources)	03

CALL PROCESS:-

1. Caller calls on the animal helpline.
2. Caller hears a voice prompt for language selection if required.
3. After selecting language choice call goes to the respective agent if agent is busy then caller hears the announcement to be on hold.
4. When agent is free, agent gets Caller line identification on his/her PC. Agent identify the caller if this caller is making call second time from same number else for the first time caller, agent takes detail and record this data in database.
5. Agent speaks to caller and register his/her complains.

AT CALL CENTRE :- BACK-END

1. All conversations will be recorded.
2. The call can be transferred to Supervisor or respective officers
3. The Supervisor can see online status of calls.
4. Supervisor can generate report agent wise for performance check of agent and various MIS input
5. This report can be generated daily/weekly/monthly/yearly.

PRE REQUISITE – TO BE PROVIDED BY AHD

1. Fully finished air-conditioned room of adequate size for establishment of Call Centre.
2. Adequate number of electrical points for connecting various equipment inside the call centre.
3. LAN Network with 16/08 Port managed switch with 06 No. PoE Ports
4. PRI Line from service provider.
5. Man Power (Supervisor) for call centre operation between 7 AM to 7 PM

2.3 Maintenance of Equipment

The selected Bidder shall ensure that services of a professionally qualified person are available for providing comprehensive on-site maintenance and administration of hardware and software for a period of three years (hardware and system software).

In the event of network break down or failure at any stage, protection available, which would include the following, shall be specified.

- i. Diagnostics for identification of hardware failures
- ii. Recovery/restart network

The Bidder should maintain stock of critical components to meet Service Level Agreement (SLA). The comprehensive maintenance would be inclusive of all spares need to be replaced.

The Bidder shall guarantee the availability of spares for a period of at least three years in respect of all the hardware and software.

The Bidder shall post minimum two engineers at head quarter, during the period of three years of maintenance.

Bidder to indicate CAMC (Comprehensive Annual Maintenance Cost) during post warranty of three years. However, this cost will not be considered during evaluation of Financial Bid.

2.3 Warranty

- i. The Supplier warrants that all the Goods are new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
- ii. The Supplier further warrants that the Goods shall be free from defects arising from any act or omission of the Supplier or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the user country (India)
- iii. The warranty shall remain valid for 38 months for the Goods, or any portion thereof as the case may be, from the date of delivery or 36 months from the date of installation, which so ever is earlier.
- iv. The Purchaser shall give notice to the Supplier stating the nature of any such defects together with all available evidence thereof, promptly following the discovery thereof. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect such defects.
- v. Upon receipt of such notice, the Supplier shall, within the period of 72 hours expeditiously repair or replace the defective Goods or parts thereof, at no cost to the Purchaser.
- vi. If having been notified, the Supplier fails to remedy the defect within the period specified, the Purchaser may proceed to take within a reasonable period such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

SECTION IV: ELIGIBILITY CRITERIA OF BIDDERS & PROCESS OF BID SUBMISSION

The Applicants should meet all the below listed criteria to qualify for the participation in the Tender. They need to provide the mentioned documentary evidence to support their qualification as listed below:

A. Bid shall be submitted in TWO PARTS, viz. **Technical Bid** comprising (i) EMD should be in form of DD or a Bank Guarantee in favour of **Director, Animal Husbandry, Bihar** payable at PATNA (ii) technical details, compliances etc. as enumerated in the tender document and **Financial Bid**. The bid should be submitted in properly wax sealed covers indicating the Bid detail. Address of the firm submitting the tender and the officer to whom the tender is addressed, must appear distinctly on both the inner and outer sealed covers, indicating also on each envelop TECHNICAL BID/FINANCIAL BID as may be applicable. Above two envelopes are again to be put in single envelope super scribed “**NOTICE INVITING TENDER (RFP) For SUPPLY, INSTALLATION, COMMISSIONING, OPERATION AND MAINTENANCE OF 3-AGENT CALL CENTER**”.

Minimum Qualification Criteria

Financial Capability

The Bidder shall furnish documentary evidence that it meets the minimum annual average turnover of 02 crores in at least two previous FY (2016-17, 2017-18 or 2015-2016, 2016-2017).

Experience & Technical Capacity

The Bidder shall furnish documentary evidence to demonstrate that it meets the following experience requirement(s):

- (i) The bidder must have executed satisfactorily, similar solution of the type specified in Schedule of Requirements to the extent of at least consolidated value of Rupees five lakhs or more in any one of the last three years in Bihar.
- (ii) Further, the Original Equipment Manufacturers (OEMs) whose product and services have been quoted, should be in continuous business of manufacturing / supplying and after sale services of products similar to that specified in the ‘Schedule of requirement’ during the last 3 years prior to bid opening.
- (iii) The Bidder should furnish a brief write-up, backed with adequate data, explaining his available capacity and experience (both technical and commercial) for the manufacture / supply of the required equipment within the specified time of completion after the meeting all their current commitments.

- (iv) Attested photocopy of Average Annual Turn Over (Minimum Rs.2.00 crore) disclosed in VAT Returns/GST Returns of last three years or Certificate issued by Chartered Accountant to this effect for last three years (2015-16, 2016-17 and 2017-18).
- (v) Income Tax Return for the last three assessment years.
- (vi) Affidavit regarding not blacklisted as well as not facing any enquiry by any Govt. Offices/Govt. undertakings/ organizations.
- (vii) The bidder/ OEM shall furnish a legally enforceable authorization in the prescribed Form [ANNEXURE III] assuring full guarantee and warranty obligations as per the RFP.
- (viii) The bidder should have executed order for at least one Call Centre.
- (ix) The Bidder should be ISO 9001 certified.
- (x) The Bidder must have an operational office in Bihar, duly registered under GST Rules, or they may submit an undertaking that within 21 days of award of Contract, they will set up a functional office in Bihar along with registration under Bihar GST.
- (xi) The warranty of entire scope of work is three years.
- (xii) Bidders are instructed to only use formats provided in the tender document. Use of any reproduced/reformatted format will lead to summarily rejection of bid.
- (xiii) The offers, which do not fulfil any or all of the conditions prescribed in this document or found incomplete, are liable to be rejected at Department's discretion. The Department reserves the right to reject any or all offers without assigning any reason.
- (xiv) The evaluation will be on least cost method
- (xv) Delivery: Unless otherwise stated Delivery & Installation of goods will have to be within average four weeks from the date of issue of award of work. All aspects of safe delivery shall be the exclusive responsibility of the OEM/Bidder. Any unjustified and unacceptable delay in delivery beyond the delivery schedule as per award of work/ purchase order will render the Bidder/Manufacturer/service provider liable for liquidated damage.
- (xvi) Any loss or damage caused to the article in transit to the centralized delivery location is to be made good by the supplier free of cost within reasonable time.

The Bidder shall submit the following additional documents in the Technical Bid:

1. Certification of incorporation of the bidder and/or manufacturer/service provider.

The Bidder/s shall be required to submit a true copy of its Incorporation Certificate / Details of legal status, take over / merger/ acquisition / buy outs / name change etc., place of registration and principal place of business of the company or firm or partnership, etc.;

In case of Bidder also using qualification documents of any company that is its legitimate part by way of takeover / merger/ acquisition / buy outs / name change etc., the same should be documented and legally binding.

2. Technical schedules of goods as required by technical specifications.
3. Descriptive Documents, drawings, technical notes, operating systems etc.
4. A detailed description of the Goods, essential technical and performance characteristics.
5. A step by step compliance on the Purchaser's technical specifications demonstrating substantial responsiveness of the Goods and Services to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.
6. For purposes of the compliance to be furnished pursuant to Paragraph 5 above, the Bidder shall note that standards for workmanship, material and goods, and references to brand names or catalogue numbers designated by the Purchaser in its Technical Specifications are intended to be descriptive only and not restrictive. The Bidder may substitute upgraded and or higher alternative standards, brand names and/or catalogue numbers in its bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions ensure substantial equivalence to those designated in the Technical Specifications.
7. The documentary evidence of the goods and services eligibility shall consist of a statement in the Technical part on the country of origin of the goods and services offered which shall be confirmed by a certificate of origin at the time of shipment.
8. Non-manufacturer bidders will submit the manufacturer's authorization Form as per prescribed Form [ANNEXURE III], failing which their tender will be summarily rejected.
9. The following details shall also be provided by Indian Bidders:
 - a. Name & address of the Bidding Company.
 - b. Company's GST, PAN and Income Tax Return
10. The bidders from outside India shall provide the corresponding details of Income Tax registration, Social Security Number, details regarding Registration under Value Added Tax or sale of goods (as may be applicable) etc.

3. Sealing and Marking of Bids

- i. The Bidders shall seal the envelope No.1 Technical envelope and envelope No.2 Financial envelope in separate inner envelopes, duly marking the envelopes as envelope No.1, **"Technical BID" and "Envelope No.2 Financial BID"**. He shall then place these two envelopes in an outer envelope super scribed **"NOTICE INVITING TENDER (RFP) For SUPPLY,**

INSTALLATION, COMMISSIONING, OPERATION AND MAINTENANCE OF 3-AGENT CALL CENTER". Both the inner envelopes and the outer envelope should be addressed to Address:-

**Director, Animal Husbandry,
Animal Husbandry Directorate, New Secretariat,
Vikas Bhawan, Patna, 800015, Bihar (India).**

ii. The inner and outer envelopes shall be marked **"Offer for Supply, installation, commissioning, operation and maintenance of 3-Agent Call Center"**

iii. Both the inner envelopes shall indicate the name and address of the Bidder.

iv. Above two envelopes are again put in single envelope super scribed **"NOTICE INVITING TENDER(RFP) For SUPPLY, INSTALLATION, COMMISSIONING, OPERATION AND MAINTENANCE OF 3-AGENT CALL CENTER"**.

iv. If the outer envelope is not sealed and marked, the tender will be summarily rejected.

v. Telex, cable or facsimile bids will be rejected.

4. AWARD OF WORK

i. The finalization of the Proposals will be done by the Technical & Financial Tender committees constituted by the Department for this purpose.

ii. The contract will be awarded to the Successful bidder, who has quoted financially lowest computed price / cost for the project.

5. DELIVERY

1. Subject to clause for Force Majeure, if the bidder fails to complete the project deliverables within scheduled timelines or the extended date or if any.

2. Vendor repudiates the contract before completion of the work, the Purchaser at its discretion may without prejudice to any other right or available remedy, may recover 0.5% per week subject to a maximum of 5% (five percent) of the remaining part of the project from the Vendor as Liquidated Damages (LD). If the delay continues further (i.e. beyond 10 weeks) Purchaser may terminate the contract.

3. In the case it leads to termination, the Purchaser may give 30 days' notice to the vendor of its intention to terminate the contract and shall so terminate the contract unless during the 30 days notice period the vendor initiates remedial action acceptable to the Purchaser.

The Purchaser may without prejudice to its right to affect recovery by any other method deduct the amount of liquidated damages from any money belonging to the vendor in its hands (which includes the Purchaser's right to claim such amount against vendor's

Performance Bank Guarantee) or which may become due to the vendor. Any such recovery or liquidated damages shall not in any way relieve the vendor from any of its obligations to complete the works or from any other obligations and liabilities under the Contract.

6. PAYMENT TERMS:-

For the purpose of payment the total quote submitted by bidder will be considered in two parts i.e. total bid price for Bill of Materials (Para 2.2) Sl. No. 01 to 09 & Monthly Charges against Human Resources.

For Bill of Materials Sl. No. 01 to 09 :-

1. Advance Payment: No provision of advance payments under any circumstance.
2. Mobilization Advance: The successful bidder, who has been awarded the contract / PO, may request for mobilization advance upto 50% of the contract value against submission of Bank Guarantee for similar amount.
3. Payment to the successful bidder, who has been awarded the contract / PO shall be made as follows and submission of relevant invoices, delivery challans etc.
 - i. 80% against delivery of ordered Goods at designated site or at location as specified by the Purchaser, duly verified by the Purchaser.
 - ii. 10% within 15 days of installation, testing and commissioning.
 - iii. Remaining 10% after three months of functioning of the project. However, Bidder can claim this 10% against submission of BG of equal amount, valid for 12 months from the date of SITC & start of O&M.

For Bill of Materials Sl. No. 10:-

1. Advance Payment: No provision of advance payments under any circumstance.
2. The payment against Human Resources will be paid over 3 years' time as monthly charges.

ANNEXURE I

PROFORMA FOR OTHER DETAILS OF BIDDER, AND IT'S BANK

1.	Name & Full Address of the Bidder					
2.	Telephone & fax No. Office/Works					
3.	Telex No. Office/Works					
4.	Email					
5.	Mobile No.					
6.	E-mail Address					
7.	Financial Details of Bidder					
	Consecutive Three Years	2014-15	2015-16	2016-17	2017-18	Average Annual Turnover in 3 years
	Turnover in (INR)					
8.	Details of two persons that Department may contact for requests for clarification during bid evaluation					
		First			Second	
	Name					
	Tele No. (Direct)					
	Mobile No.					
	E-Mail					
9	Bank details from where the EMD for Bid Security has been issued:					
i	Name and Address of The Bank					
ii	For a foreign bank, name of correspondent Bank in India					
iii	Name of the Contact Person					
iv	Phone Number/Mobile					
v	Fax Number					
vi	Email Address					

Signature and seal of the Bidder.

ANNEXURE II – TECHNICAL BID COVERING LETTER

To _____

Date:

The Director, Animal Husbandry,
Animal Husbandry Directorate, New Secretariat,
Vikas Bhawan, Patna, 800015, Bihar (India).

Ref: _____

Subject _____

Dear Sir

We, the undersigned, hereby offer to render the services to The Director, Animal Husbandry, Animal Husbandry Directorate, New Secretariat, Vikas Bhawan, Patna, 800015, Bihar (India) with the requirements defined in the Request for Proposal (RFP) dated [specify date], and all of its annexure, as well as the Terms and Conditions:

We have attached all the documentary evidence as specified and asked in the tender and we confirm that all information provided are true to best of my knowledge and any manipulation found at any stage would lead to disqualification of my bid at any stage.

For and on Behalf of

Authorized Signatory

ANNEXURE III – Manufacturer’s Authorisation Form (MAF)

To

The Director, Animal Husbandry,
Animal Husbandry Directorate, New Secretariat,
Vikas Bhawan, Patna, 800015, Bihar (India).

WHEREAS

We *[insert complete name of Manufacturer/service provider]*, who are official manufacturer/supplier/service provider of *[insert type of goods manufactured/supplied]*, having factories at *[insert full address of Manufacturer’s factories]*, do hereby authorize *[insert complete name of Bidder]* to submit a bid the purpose of which is to provide the following Goods, manufactured/supplied by us *[insert name and or brief description of the Goods]*, and to subsequently negotiate and sign the Contract against the above RFP.

We hereby extend our full guarantee and warranty in accordance with RFP, with respect to the Goods offered by the above firm against this RFP.

Signed: *[insert signature(s) of authorized representative(s) of the Manufacturer]*

Name: *[insert complete name(s) of authorized representative(s) of the Manufacturer]*

Title: *[insert title]*

Duly authorized to sign this Authorization on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*

ANNEXURE IV – BID SECURITY FORM

From: (Bidder)

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

To:

The Director, Animal Husbandry,
Animal Husbandry Directorate, New Secretariat,
Vikas Bhawan, Patna, 800015, Bihar (India).

Sir,

We have deposited Bid Security (EMD) for an amount of INR..... in the form of a, demand draft, letter of credit or a bank guarantee from a Nationalized/Scheduled Bank in India the details of which are as follows:

- (i) BG/FDR Number and date:
- (ii) Name & Branch of issuing Bank

We agree that the Bid Security deposited by us as detailed above, may be forfeited by the Purchaser in accordance to RFP clause.

Signature and Name of Bidder

Date:

Note: To be completed and submitted as a part Technical Bid

BID SECURITY (BANK GUARANTEE)

[The Bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

[Insert Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: *[insert name and address of Purchaser]*

Date: *[insert date]*

BID GUARANTEE No.: *[insert bid Guarantee number]*

We have been informed that *[insert name of the Bidder]* (hereinafter called "the Bidder") has submitted to you its bid dated *[insert date]* (hereinafter called "the Bid") for the execution of *[insert name of Contract]* under Invitation for Bids No. *[NIT number]* ("the NIT"). Furthermore, we understand that, according to your conditions, bids must be supported by a Bid Guarantee.

At the request of the Bidder, we *[insert name of Bank]* hereby irrevocably undertake to pay you, not later than, any sum or sums not exceeding in total an amount of *[insert amount in figures],[insert amount in words]* upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn its Bid during the period of bid validity specified by the Bidder in the Bid Submission Form; or
- (b) having been notified of the acceptance of its Bid by the Purchaser during the period of bid validity, (i) fails or refuses to execute the Contract, if required, or (ii) fails or refuses to furnish the Performance Security, if required in accordance with the ITB,.

This Guarantee will expire: (a) if the Bidder is the successful Bidder, upon our receipt of copies of the Contract signed by the Bidder and the Performance Security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful Bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; However, the Guarantee validity period shall be upto

Consequently, any demand for payment under this Guarantee must be received by us at the office on or before that date.

[Signature(s) of authorized bank's representative(s)]

Note: *To be completed and submitted as part of the Technical Bid*

Technical Specification for Communication Server Hardware & Workstation PC with 650 VA (Double Battery) LI UPS		
Processor	Intel Xeon Processor E3-1225 v3 3.2GHz 8M Cache or higher	
RAM	4GB with 4 UDIMM slots.	
Hard Disk	1 TB HDD	
Optical Drive	DVD Reader/Writer	
Monitor	18.5" TFT Monitor	
Keyboard & Mouse	Minimum 104 keys USB Keyboard and USB Optical Scroll mouse	
Chipset	Intel C226	
Bays	Up to six internal (cabled) hard drives in total:	
	• Up to four 3.5" SATA hard drives, plus or more.	
	• Up to two 2.5" SATA hard drives	
Slots	Up to 4 slots:	
	1 PCIe X16 3.0 or more	
	1 PCIe x16 2.0 (x4 speed) or more	
	1 PCIe x1 2.0 or more	
	1 PCI slot or more	
Ports	10 USB (four USB 3.0) ports & HDMI.	
Power Supply	Power supply with power cables (OEM) with minimum 280 W > or higher.	
Operating System	Windows 10	
UPS	650 VA Line Interactive Double battery	
Warranty	3-year onsite OEM comprehensive warranty.	

Technical Specification for Call Centre Solution & equipment		
The Call Centre Solution shall be Platform independent		
The Proposed IPPBX system in call centre solution Shall be from Gartner Leader Quadrant only		
The IPPBX shall have dual redundant Power supply		
The Application Shall be Flexible enough to act as Inbound as well as outbound call centre by only adding licenses.		
It Should have Virtual environment for Predictive and Progressive Dialling		
The Call centre solution shall allow agents to answer calls through PC soft client or IP hard Phones		
It should have customizable Queue Time-outs		

It should have finite and infinite Wrap-Up Times	
It should have facility to integrate with database/CRM if required in future by License upgrade.	
It should have facility to Record all calls for training and Quality purpose	
It should have Completely Browser Based Agent and Admin Interfaces	
It should be Operating System Independent Agent Desktops	
Remote Agent Over VoIP Network	
Remote Agent over TDM Network	
IVR with TTS and ASR	
Integration with 3rd party Payment Gateways	
Integration with 3rd party Databases	
KPI (key Performance Indicators)can be announced on IVR	
Inbuilt IVR facility for Confidential Data Capture	
100% call recording	
Rule based partial recording	
Inbuilt Quality Tool	
More than 55 Standard Reports	
Facility to customize your own reports	
Single click Excel download	
Reporting on mobile via GPRS	

Technical Specification for Agent (Human Resource)	
The Agent (Human Resource) must be a graduate between the age group of 25 to 40 years	
The Human Resource (Agent) must have Diploma in computer application.	

Licensing:-

Validity of Licenses

Bidders should guarantee that any software supplied under this RFP as part of the contract mentioned in this RFP are legal licenses. Licenses supplied for all components including all hardware and software should be “Permanent and Lifetime Licenses”, which should enable the Purchaser to use the same without any restrictions during the project as well as after the contract with the selected Bidder is over. This clause extends to OEM of Hardware who supply it as preloaded software.

Intellectual Property Rights

All intellectual property rights for the work performed under this RFP as far as data shall be property of Purchaser. This clause is applicable to all data in any form or format designed and developed for the Purchaser under this RFP by the Bidder. The Bidder shall not use such data for any other purpose during and after the term of contract.

Indemnity

Successful bidder/SI shall indemnify, protect and save Purchaser against all claims, proceeding, liabilities, losses, costs (including legal costs), damages, expenses and action suits, resulting from infringement of any patent, trademarks, copyrights, any other statutory infringements in respect of all the hardware / software supplied by them or expenses whatsoever arising out of or resulting from any loss or damage to the property or personnel of Purchaser, relating to the performance of the Project whether or not such loss or damage is caused or contributed to by negligence or other default of SI / vendors or their Authorized User.

Signature and Name of Bidder

Date:

ANNEXURE V: FORMAT FOR PRICE BREAKUP

RFP Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Name:

Designation:

Phone/Mobile No:

E-mail:

Telephone No(s):

Fax No.:

Subject: Price bid for Supply, installation, commissioning, operation and maintenance of 03-Agent Call Center”

Sir,

We, the undersigned Bidders, hereby propose to provide the price breakup as under:

Sl. No.	Item Description	Quantity	Rate Per Unit	Total Price
1	Communication Server Hardware & Workstation PC with 650 VA (Double Battery) LI UPS	04		
2	Communication Server Software	01		
3	IP Extension	03		
4	PRI Card	01		
5	Agent Licenses	03		
6	Supervisor License	01		
7	Recording Licenses	03		
8	IP Phone	01		
9	Agent Head Phone	04		
Total				
GST				
Grand Total				
Total Cost in Figures :				
Total Cost in Words :				

Sl. No.	Description	Quantity	Rate Per Month	Total Charges
10	Agent (Human Resources)	03		
GST				
Grand Total Per Month				

This should be kept in separate envelope number 3 marked as “**FINANCIAL BID – PRICE BREAKUP**”, which will be opened along with the **FINANCIAL BID**.

Note: The bidders should quote the price in words also. In case of any discrepancy between

the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

Reproduced/ re-word-processed formats or Tenderers/Bidders own formats for the price bids will disqualify the Bid. However, the Tenderer/ bidder can reproduce exactly the same format for clarity in filling due to shortage of space.

2. Bid Pricing

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders as stated in Bidding document.

3. Bid Price

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in attached with our proposal as part of the Financial Bid.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)
Printed Name and
Designation

Seal :-
Date :-
Place :-
Business Address :-