

भारत सरकार  
कृषि एवं किसान कल्याण मंत्रालय  
पशुपालन एवं डेयरी विभाग  
चौधरी चरण सिंह राष्ट्रीय पशु स्वास्थ्य संस्थान  
बागपत - २५० ६०९ (उत्तर प्रदेश)



Government of India  
Ministry of Agriculture & Farmers Welfare  
Department of Animal Husbandry & Dairying  
C.C.S. National Institute of Animal Health  
Baghpat-250609, Uttar Pradesh

Ph: 0121-2222472, Tele-fax: 0121-2222291  
E-mail: ccs.niah@gov.in; Website: http://www.ccsniah.gov.in  
An ISO 9001:2015 certified organization

F. No: 5/7/2018-19/CCSNIAH  
Dated: 27.03.2019

## INVITATION FOR TENDER TO

### PROVIDE CONSULTANCY FOR OBTAINING ISO 17025:2017 ACCREDITATION

e-Tender in **Two Bid System** are hereby invited from interested ISO 17025 Consultants and Service Providers for providing consultancy services to CCSNAIH for obtaining ISO 17025:2017 accreditation meeting the pre-qualifying criteria for the work mentioned below through online bidding on the website <https://eprocure.gov.in/eprocure/app> having Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. of India and which can be traced up to the chain of trust to the Root Certificate of CCA.

The tenderer should fulfill the following eligibility conditions:-

- i. Registration Certificate of the firm with the appropriate State/local Government (Consultant, Firms & Companies).
- ii. Copy of PAN no.
- iii. Copy of GST Certificate, if applicable.
- iv. Certified copies of the balance sheet for last two years- FY-2016-17 and FY-2017-18 from registered chartered accountant or Income tax return.
- v. The consultant should have provided such services to at least three laboratories in the 5 years ending 31.03.2019 in successfully obtaining the ISO 17025 accreditation (Evidence of documentary proof viz photocopy of certificate and copies of consultancy orders issued in the name of the bidder is to be submitted by the bidder). In case, the organization is not able to submit completion certificates, submission of complete contact details (Telephone no, address, organization name) of the contact person where the work has been done is mandatory (Annexure II).
- vi. Introduction of the Consultancy firm/ Individual Consultant's in brief with areas of activity and core expertise.
- vii. Team size and detailed resume of the Team Leader and Team Members indicating the details of qualifications and professional experience.
- viii. Certificate of Lead Assessor course undergone by the Team Leader and Team Member(s).
- ix. Methodology

- x. Work Plan and Schedule (Annexure I)
- xi. Tender Acceptance Letter

**TIME SCHEDULE OF TENDER:**

S/No.	Particulars	Date
1.	Tender e-Publication date	27.03.2019
2.	Document download start date	28.03.2019
3.	Document download end date	17.04.2019
4.	Date of Pre Bid Meeting	03.04.2019
5.	Bid Submission start date	04.04.2019
6.	Bid Submission end date	18.04.2019
7.	Tender Opening Date	20.04.2019

**1. CONTRACT DATA**

**(A) GENERAL INFORMATION:**

S/No	Item	Details
1.	Name of the work	Tender for providing consultancy services to CCSNIAH for obtaining ISO 17025:2017 accreditation
2.	Employer	CCS National Institute of Animal Health
3.	Employer's Representative	Head of Office
4.	Accepting Authority	Director, CCS National Institute of Animal Health
5.	Executing Authority	Head of Office

**(B) BID INFORMATIONS:**

S/No	Item	Details
1.	Intended completion period/ Time period assigned for completion	01 (One) Year from the date of Commencement of the work
2.	Earnest Money Deposit	₹5,000/-
3.	Bid validity period	90 days from opening of Tender
4.	Currency of Contract	Indian Rupee
5.	Language of Contract	English

1. Bid documents consisting of e-Tender Notice, Instruction to Tenderers for online bid submission, General Conditions of Contract (GCC), Terms and Conditions of Contract and Tender Schedule, Scope of Work, Bill of Quantity (BOQ) in prescribed .xls format and Submission of Offer and the set of terms and conditions of contract and tender details can be seen on the website: <https://eprocure.gov.in/eprocure/app>.
2. Online Bids must be accompanied by Scanned copy (PDF Format) of Tender Fee, Earnest Money Deposit (EMD).
3. For effecting the Bid, the Tenderer will deposit the EMD of Rs. 5000/- in the form of Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the Commercial Banks located in the country and payable to "Pay & Accounts Officer (Extension), Department of Agriculture Cooperation, New Delhi". Any tender not accompanied with Earnest Money will be rejected. The hard copy of the

original instrument in respect of earnest money must be delivered to the Director, CCS National Institute of Animal Health, Baghpat-250609, UP on or before bid opening date/time as mentioned in the critical date sheet.

4. The Bid documents will be available on the website: <https://eprocure.gov.in/eprocure/app>. for online bidding.
5. The bidder must possess compatible Digital Signature Certificate (DSC) of Class-II or Class-III.
6. All Bids are to be submitted online on the website <https://eprocure.gov.in/eprocure/app> No Bid shall be accepted off-line. The Bids shall be received only “online” as per Time Schedule of Tender at Sl. No. 4.
7. After opening of Technical Bid, the original documents as per requirement of the e-Tender Document will be verified by CCSNIAH.
8. After evaluation of bid, all the bidders will get the information regarding their eligibility / pre-qualification on website. Thereafter, a system generated e-mail confirmation will be sent to all successful bidders. The bidders can check the same from the portal.
9. The Price-bid of the successful bidders (qualified in Technical-bid) will be decrypted and opened on-line, on the scheduled date and after the pre-scheduled time by Bid Openers with their Digital Signature Certificate (DSC). The bidders will get the information regarding the status of their financial bid and ranking of bidders on website.
10. Other details can be seen in the bidding documents.
11. The authority will not be held responsible for any technical snag or network failure during on-line bidding. It is the bidder’s responsibility to comply with the system requirement, i.e. hardware, software and internet connectivity at bidder’s premises to access the e-Tender website. Under any circumstances, CCSNIAH shall not be liable to the tenderer for any direct / indirect loss or damages incurred by them arising out of incorrect use of the e-Tender system or internet connectivity failures.
12. The authority reserves the right to reject any or all tenders without assigning any reasons thereof and shall also not be bound to accept the lowest tender.
13. If the documents as per Notice Inviting Tender (NIT) are not submitted along with the bid or shortfalls are noticed, then the offer will be summarily rejected and no correspondence in this regard is to be entertained from any Bidder.
14. For any clarifications, if required, please contact to Head of Office, CCSNIAH, Baghpat (email: [ccs.niah@gov.in](mailto:ccs.niah@gov.in)).

**Sd/-**  
**Head of Office**  
**CCSNIAH, Baghpat**

## **INSTRUCTIONS TO TENDERERS FOR ONLINE BID SUBMISSION**

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

### **Registration:**

- I. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal by using the “Online Bidder Enrolment” option available on the home page. Enrolment on the CPP Portal is free of charge.
- II. During enrolment / registration, the bidders must provide the correct/true information including valid email-id & mobile No. All the correspondence shall be made directly with the contractors/bidders through e-Mail-id provided.
- III. As a part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- IV. For e-tendering possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY/TCS/n-Code/e-Mudra or any Certifying Authority recognized by CCA India on e-Token/ Smart Card.
- V. Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- VI. Only one valid DSC must be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and must ensure safety of the same.
- VII. Bidders can then log into the site through the secured login by entering their user ID /password and the password of the DSC / e-Token.

Note : Those who are already enrolled need not to go through the above steps.

### **Preparation of Bids:**

- I. For preparation of bid, bidders shall search the tender from published tender list available on site and download the complete tender document and must take into account corrigendum if any published before submitting their bids. After selecting the tender document same shall be moved to the ‘My favourite’ folder of bidders account from where bidder can view all the details of the tender document.
- II. Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidder shall note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- III. For any clarifications, if required, they have to go through the contact details given in the tender document.
- IV. Bidders must get ready in advance for the bid documents to be submitted as indicated in the tender document/schedule in PDF/xls/rar/zip/dwf formats.

**Submission of Bids:**

- I. Bidder must log into the site well in advance for bid submission so that he/ she uploads the bid in time i.e. on or before the bid submission time.
- II. Bidder must prepare the EMD as per the instructions specified in the e-Tender Notice. The originals must be submitted to the Tender Inviting Authority within the specified time, if specifically requested.
- III. While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accept the same in order to proceed further to submit their bid.
- IV. Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender details according to specified cover.
- V. Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- VI. Bidders shall download the Bill Of quantity, in xls format and save it without changing the name of the file. Bidder shall quote their rates in figures only in the green background cells, thereafter save and upload the file in financial bid cover (Price bid) only. The bidders are cautioned that while uploading of the financial bid, Macros in .xls must be enabled to see the word representation of figures.
- VII. Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders.
- VIII. After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the bidders shall take print out of system generated acknowledgement number and keep it as a record of evidence for online submission of bid.
- IX. Bidder must follow the server time that is being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission and bid opening etc., in the e-tender system.
- X. All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.

**Assistance to Bidders:**

- I. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Head of Office, CCSNIAH (the tender inviting authority), Baghpat (Tel: 0121-2222472, email: ccs.niah@gov.in).
- II. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP portal Helpdesk Mobile no +918826246593 Tel: The 24X7 Help Desk Number 0120-4200462;0120-4001002

INVITATION TO TENDER AND INSTRUCTIONS CONTAINING GENERAL TERMS AND CONDITIONS GOVERNING CONTRACT FOR PROVIDING CONSULTANCY SERVICES FOR OBTAINING ISO 17025:2017 ACCREDITATION AT CCS NATIONAL INSTITUTE OF ANIMAL HEALTH, BAGHPAT (U.P).

From  
The Head of Office  
CCS National Institute of Animal Health,  
Baghpat- 250609 (U.P.)

**Dear Sir,**

e-Tender in **Two Bid System** are hereby invited from reputed agencies for providing consultancy services for obtaining ISO 17025:2017 accreditation at CCS National Institute of Animal Health, Baghpat (U.P). meeting the pre-qualifying criteria for the work mentioned below through online bidding on the website <https://eprocure.gov.in/eprocure/app> having Digital Signature Certificate (DSC) issued from any agency authorized by Controller of Certifying Authority (CCA), Govt. of India and which can be traced up to the chain of trust to the Root Certificate of CCA.

**1. GENERAL BACKGROUND**

Chaudhary Charan Singh National Institute of Animal Health (CCSNIAH) is the apex regulatory body for quality control (QC) of Veterinary Biologicals in India working under Department of Animal Husbandry and Dairying, Ministry of Agriculture & Farmers Welfare, Government of India. CCSNIAH is notified as the Central Drug Laboratory for quality control of Veterinary Biologicals by Ministry of Health and Family Welfare, Govt of India.

The objective for obtaining ISO 17025 accreditation by the institute is to promote confidence in the operation of laboratory. Since these standards contain requirements for laboratories to enable them to demonstrate that they operate competently and able to generate valid results, the ISO 17025 accreditation becomes critically significant for the institute. To conform to these standards, the laboratory will also operate generally in accordance with the principles of ISO 9001. These standards require the laboratory to plan and implement actions to address risks and opportunities. Addressing both risk and opportunities establishes a basis for increasing the effectiveness of the management system, achieving improved results and preventing negative effects. These standards will facilitate cooperation between laboratories and other bodies and assist in the exchange of information and experience and in the harmonization of standards and procedures. The acceptance of results between countries is facilitated if laboratories conform to ISO 17025.

Accordingly CCSNIAH has to start the implementing ISO 17025:2017 requirements. It is envisaged that institute will need the services of competent consultant to implement the requirements of ISO 17025:2017. This tender has been developed to assist CCSNIAH select a competent consultant who may be engaged for providing consultancy services to obtain ISO 17025:2017 accreditation.

**2. TERMS OF REFERENCE:**

The terms of reference for the consultant/service provider will include the following:-

- a) The consultant shall visit CCSNIAH, Baghpat to ascertain the existing quality system and technical competence of the institute with regard to the requirements for ISO

17025:2017 accreditation.

- b) To determine the scope of ISO 17025:2017 implementation and finalize the same through discussion with the institute authorities. The consultant should define such a scope for which ISO 17025:2017 requirements may be implemented within a time period of five months.
  - c) The consultant shall prepare the Quality Manual of the CCSNIAH as per ISO 17025:2017 requirement in consultation with CCSNIAH. The consultant will discuss relevant requirements for ISO 17025:2017 accreditation with the laboratory in-charges.
  - d) The consultant shall write/refine the procedures, work instructions, guidelines, formats, charts, lists etc. in consultation with the laboratory in-charges covering all activities within QC Labs of CCSNIAH to ensure compliance with ISO/IEC 17025 and other requirements for accreditation.
  - e) The consultant shall be responsible for implementation of the quality management system of the QC testing labs of CCSNIAH as per ISO 17025 requirements.
  - f) To perform gap analysis of the existing documentation of the institute against the requirements of ISO 17025:2017 and produce a gap analysis report.
  - g) To plan with the authorities of the Institute on the ways to address the gaps in order to develop the necessary documentation for ISO 17025:2017 accreditation.
  - h) To develop all mandatory procedures as required in ISO 17025:2017 and guide institute on implementing the same.
  - i) To conduct required trainings for all employees including Internal Auditors training.
  - j) To assist in evaluation of implemented ISO 17025:2017 through internal audits including closure actions.
  - k) To offer close guidance in the preparation and review of final documents prior to accreditation.
  - l) To assist in coordination of required management reviews prior to accreditation.
  - m) To co-ordinate selection of the Accreditation Body with the institute and accordingly develop the application for accreditation.
  - n) To co-ordinate during final accreditation of the Institute. The consultant shall remain present and assist during all audits by the certifying body including final assessment till the award of the certification.
  - o) Any other task to ensure the accreditation of the Institute.
3. **TIME FRAME:** The time period for the implementation of ISO 17025 accreditation will be 5 months from the date of award of the contract.

#### 4. Tenders

- i. Tenders must be written in Hindi/English. All accompanying technical literature, and correspondence in connection with or arising from a bid shall be in Hindi /English.
- ii. The Tenderer is being permitted to give Tenders in consideration of the stipulations on his part that after submitting his Tenders, he will not resile from his offer or modify the terms and conditions thereof. If the Tenderer fail to observe and comply with the foregoing stipulation, the aforesaid amount of EMD will be forfeited by the CCS NIAH. In the event of the offer made by the Tenderer not being accepted, the amount of earnest money deposited by the unsuccessful Tenderer will be refunded to him in the manner prescribed by the Institute.

- iii. The Tenders are liable to be ignored if complete information as required is not given therein or if the particulars asked for in the schedules to the Tenders is not fully filled in.
  - iv. The Institute is not bound to accept the lowest or any other tenders and also reserve to itself the right of accepting the tenders in whole or in part. Conditional tenders will not be accepted.
  - v. The Director, CCSNIAH reserves the right to reduce or terminate the period of contract or to extend its duration in the interest of the Institute, for any justifiable reasons, not mandatory to be communicated to the Tenderer.
- 5. Earnest money**
- i. The tenderers are required to deposit Bank Draft issued by a reputed nationalized bank located in the country of Rs 5,000/-/- (Rs. Five thousand only) in favor of the **“Pay and Account Officer (extension), Department of Agriculture and Co-operation, payable at New Delhi”** as Earnest Money Deposit (EMD) along with original tender document for this work, with three months validity. EMD will be returned to the unsuccessful tenderers after award of the contract. No interest shall be payable by CCS NIAH on EMD.
  - ii. Any tender not accompanied by Earnest Money will be rejected.
  - iii. Unsuccessful Tenderer’s Earnest Money will be released as promptly as possible, but not later than ninety (90) days.
  - iv. The successful Tenderer’s Earnest Money will be released upon the Tenderer signing the contract.
  - v. The Earnest Money may be forfeited in case of a successful Tenderer,:-
    - a) If Tenderer withdraws its tender during the period of tender validity specified in
      - b) the Tender Form; or
      - c) If the Tenderer fails to sign the contract
- 6. Opening of Tender:** All Tenders will be opened online as per schedule. The technical bid shall be opened first. The price bid will be opened only of those tenderers whose technical bid is found to be in order and for which they shall be intimated separately.
- 7.** CCS National Institute of Animal Health, Baghpat, UP will host a Pre Bid Meeting in the conference room of the institute. The Conference is tentatively scheduled as per the schedule given above. The representatives of the interested organizations (restricted to two persons) may attend the bidders' conference at their own cost. The purpose of the conference is to provide bidders with any clarifications regarding the tender. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the tender.
- 8. Period of Validity of Tenders**
- A.** Validity of Tenders shall be 90 days after the date of tender opening. A tender valid for a shorter period shall be rejected by the CCSNIAH as non-responsive.
  - B.** In exceptional circumstances, the CCSNIAH may solicit the Tenderer’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (or by cable). The Earnest Money provided shall also be suitably extended. A Tenderer may refuse the request without forfeiting its Earnest Money. A Tenderer granting the request will not be permitted to modify its tender conditions.
- 9. Evaluation criteria:** The consultant who will be engaged should have extensive and proven mix of skill and expertise in the field of ISO 17025:2017 accreditation. The consultant must meet the following minimum criteria and submit the documents:-
- i. Registration Certificate of the firm with the appropriate State/local Government (Consultant, Firms & Companies).



- ii. Copy of PAN no.
  - iii. Copy of GST Certificate, if applicable.
  - iv. Certified copies of the balance sheet for last two years- FY-2016-17 and FY-2017-18 from registered chartered accountant or Income tax return.
  - v. The consultant should have provided such services to at least three laboratories in the 5 years ending 31.03.2019 in successfully obtaining the ISO 17025 accreditation (Evidence of documentary proof viz photocopy of certificate and copies of consultancy orders issued in the name of the bidder is to be submitted by the bidder) In case, the organization is not able to submit completion certificates, submission of complete contact details (Telephone no, address, organization name) of the contact person where the work has been done is mandatory.(Annexure II).
  - vi. Introduction of the Consultancy firm/ Individual Consultant's in brief with areas of activity and core expertise.
  - vii. Team size and detailed resume of the Team Leader and Team Members indicating the details of qualifications and professional experience.
  - viii. Certificate of Lead Assessor course undergone by the Team Leader and Team Member(s).
  - ix. Methodology
  - x. Work Plan and Schedule (Annexure I)
  - xi. Tender Acceptance Letter
10. Only those firms will be considered for financial bid who will qualify in the technical bid.
11. **Preliminary examination.**
- i. The CCS NIAH will examine the tenders to determine whether any computational errors have been made, whether required sureties have been furnished and whether the tenders are generally in order. The arithmetical errors will be rectified on the following basis. If there is a discrepancy between unit prices and the total price and quantity, the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of errors, its tender will be rejected, and its earnest money will be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
  - ii. The CCS NIAH may waive any minor informality, non conformity, or irregularity in a tender which does not constitute a material deviation, provided same does not prejudice or affect the relative ranking of any tenderer.
  - iii. Prior to the detailed evaluation, the CCS NIAH will determine the substantial responsiveness of each tender to the tender documents without material deviations.
  - iv. If the tender is not substantially responsive, it will be rejected by the CCSNIAH and may not subsequently be made responsive by the tenderer by correction of the non conformity.
12. Acceptance by the Institute will be communicated in writing. Formal letter of acceptance and work order of the Tenders will be forwarded as soon as possible, but the earlier instructions in the letter etc. should be acted upon immediately.
13. **Award Criteria**
- The CCSNIAH will award the contract to the successful Tenderer whose tender has been determined to be substantially responsive and finalized based on the suitability of the agency with reference to the prescribed criteria and competitiveness of the price quoted provided further that the Tenderer is determined to be qualified to perform the contract satisfactorily. However, if the terms and conditions are not found as per the prescribed norms, the claim of the lowest quotee will be ignored.

**14. CCSNIAH Right to accept any Tender and to Reject any or all Tenders**

The CCSNIAH reserves the right to accept or reject any tender, and to annul tender process and reject all tenders at any time prior to contract award, without thereby incurring any liability to the affected Tenderer or tenderers or any obligation to inform the affected Tenderer or tenderers of the grounds for the CCSNIAH's action.

**15. Notification of award**

- a) Prior to the expiry of the period of tender validity, the CCSNIAH will notify the successful Tenderer in writing by registered letter or by cable for awarding contract, to be confirmed in writing by registered letter, that its tender has been accepted.
- b) The notification of award will constitute the formation of the contract.

**16. Signing of Contract**

The Agency, on award of the contract should execute an agreement on Rs. 100/- Stamp paper with CCSNIAH, Baghpat incorporating the terms and conditions.

**17. Security Money**

- a) If Tenderer does not accept the offer, after issue of letter of award by CCSNIAH within 15 days, the offer made shall be deemed to be withdrawn without any notice and Earnest money forfeited.
- b) Within fifteen (15) days on receipt of the Notification of contract award, the successful tenderer shall furnish to the CCSNIAH the Security Deposit equivalent to 10% value of the contract amount in the form of Bank Guarantee/FDR payable to "Pay & Accounts Officer (Extension), Department of Agriculture Cooperation, Shastri Bhawan, New Delhi"
- c) The performance security so deposited should have validity of twelve months from the date of signing of agreement.
- d) No interest on security deposit and earnest money deposit shall be paid by the Institute to the tenderer.
- e) The Security deposit (as performance Security) shall be returned to the Agency on the expiry of the contract period on furnishing usual clearance/No Demand Certificate and No wages dues to the personnel certificate endorsed/signed by the personnel deployed by the agency. The Security Deposit shall be returned on the expiry and termination of the Contract subject to conditions that the Agency has indemnified the CCSNIAH for all payments to its staff. The Security Agency while requesting for release of the Security Deposit shall certify that all payments including Labour Laws obligations have been fulfilled and that the CCSNIAH authorities shall not be responsible for any payments to the staff arising out of the decision of the Labour Court, if any.
- f) Failure of the successful Tenderer to sign the agreement and/or furnish the Security Deposit, at the beginning of execution of contract, shall constitute sufficient grounds for the annulment of the award and forfeiture of the Earnest Money, in which event the CCSNIAH may make the award to the next lowest evaluated Tenderer or call for new tenders.
- g) In case of failure to perform to as per the terms and conditions of the contract, the security deposit may be forfeited on the discretion of the competent authority of the Institute without any other consideration, in addition to the termination of the contract. The Institute also reserves the right to use the forfeited amount for meeting out any pending expenses/liabilities towards the employees of the firm or damages to the Institute, if required.

**18. Tentative Payment terms for payment to the consultant:**

S. No.	Activity completion	Payment in percentage to be released of the total Quoted Consultancy Charges
1.	Awareness program and Training Lab Personnel	10%
2.	Preparation and Review of Quality Manual & other documents/formats and Internal Audit	20%
3.	Application for Accreditation	20%
4.	External auditing by Accreditation Body and removal of non-compliances	20%
5.	Award of ISO 17025 Accreditation certificate	30% along with the Security deposit

19. The payment to the certification body towards the certification fee will be made by CCSNIAH directly.

20. **Resolution of Disputes**

- A. The CCSNIAH and the agency shall make every effort to resolve amicably by mutual consultation/direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
- B. In case of failure of settlement dispute shall be referred to the sole arbitrator to be appointed by the Director, CCSNIAH. The decision of the sole Arbitrator as appointed shall be final and binding on the parties. Arbitration proceedings shall be governed by the Arbitration & Constitution Act, 1996.
- C. For resolution of disputes, appropriate legal action shall be initiated in consultation with the Department of Legal Affairs, Government of India and will be dealt in Baghpat only. Relevant sections of Indian laws as amended from time to time shall be applicable and binding on the tenderer.
- D. Decision of the Director, CCSNIAH shall be final for any aspect of the contract and binding to all parties.

21. **Acceptance**

Acceptance both provisional and final regarding the manpower contract will be by the Director, CCS National Institute of Animal Health, Department of Animal Husbandry, Dairying & Fisheries, Ministry of Agriculture and Farmers Welfare, Government of India, Baghpat, Uttar Pradesh-250609 or his authorized representative.

Sd  
/- Head of Office  
CCSNIAH, Baghpat

## Annexure I

Proposed deliverables with time frame, for fulfilling the requirements of ISO 17025 Certification from Documentation-Training-Internal Audit-to the award of Certification, are mentioned in prescribed format.

### Proposed Deliverables with Time Frame

S. No.	Deliverables	Time Frame (In Weeks)
1.	Awareness program	
2.	Training Lab Personnel	
3.	Preparation of quality manual & Other documents/formats	
4.	Review of document	
5.	Internal audit	
6.	Application for Accreditation	
7.	External auditing by Accreditation Body	
8.	Removal of non-compliances	
9.	Award of Accreditation certificate	
10.	Any other activity, if required	

(Since CCSNIAH desires ISO:17025 Accreditation at the earliest possible, the consultant should specify the minimum time required for seeking ISO-17025 accreditation)

PLEASE NOTE IN ANY CASE THE TOTAL TIME TO GET ISO 17025 ACCREDITATION SHALL NOT EXCEED FIVE MONTHS FROM THE DATE OF AWARD OF ORDER TO CONSULTANT.

Experience Detail

1. Total experience of providing consultancy for ISO 17025 Accreditation, in years .....
- i. Name of Clients (Laboratories) who have received ISO 17025 Accreditation through the firm during the last 5 years.

S. No.	Name & Address of the Client (Laboratory) along with contact details like Phone & Fax numbers	Date of Award of Certificate	Scope
1.			
2.			
3.			
4.			

- ii. Name of the Client (Laboratories) to whom the firm is in process of providing consultancy for acquiring ISO 17025 Accreditation i.e. assignment in hand.

S.No.	Name & Address of the Client (Laboratory) along with contact details like Phone & Fax numbers	Date of Appointment as Consultant	Scope	Time frame as per Terms of reference
1.				
2.				

Please note, if need be, the authorities of CCSNIAH may contact the clients served by your organization.

**TENDER ACCEPTANCE LETTER**  
**To be given on company letter head**

To

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

**Sub: Acceptance of terms and conditions of tender**

Tender reference No: .....

Name of tender / Work:-

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

**Dear Sir,**

1. I / We have downloaded / obtained the tender document (s) for the above mentioned 'Tender / Work' from the web site (s) namely:

.....  
.....

As per your advertisement, given in the above mentioned websites (s)

2. I / We hereby certify that I/ we have read the entire terms and conditions of the tender documents from Page No. .... to ..... (including all documents like annexure (s), schedule (s) etc.) which form part of the contract agreement and I / we shall abide hereby by the terms / conditions/ clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization to have also been taken into consideration, while submitting this acceptance letter.
4. I / We do hereby declare that our firm has not been blacklisted/ debarred by any govt. Department / Public sector undertaking.
5. I / We certify that all information furnished by the our firm is true and correct and in the event that the information is found to be incorrect / untrue or found violated, then your department / organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

**Yours faithfully**

**(Signature of the bidder, official Seal)**