

Department of Animal Husbandry & Dairying

Ministry of Fisheries, Animal Husbandry & Dairying

Government of India



सत्यमेव जयते

REQUEST FOR PROPOSAL (RFP)

FOR

**ENGAGING A SURVEY AGENCY TO CONDUCT A
TELEPHONIC EVALUATION FOR FLAGSHIP SCHEMES OF
DAHD, GoI**

January 2020

Table of Contents

Disclaimer.....	4
SECTION- I	6
1. LETTER OF INVITATION	6
SECTION- II	9
2. INSTRUCTIONS TO BIDDERS	9
2.1 Introduction	9
2.2 Clarification and amendment of RFP documents	11
2.3 Earnest Money Deposit.....	12
2.4 Performance Security	13
2.5 Preparation of proposal	13
2.6 Submission, receipt and opening of proposals	14
2.7 Proposal Evaluation	15
2.8 Pre-Qualification Criteria	16
2.9 Technical Qualification Criteria	18
2.10 Financial Bid Opening	19
2.11 Grant of Work Order.....	19
2.12 Miscellaneous	21
2.13 Confidentiality.....	22
2.14 Force Majeure	22
SECTION-III	24
3. TERMS OF REFERENCE	24
3.1 About the Department	24
3.2 About the project	24
3.3 Duration of engagement.....	25
3.4 Scope of Work.....	25
3.4.1 Roles and Responsibilities of selected the survey agency	26
3.5 Deliverables and Liquidity Damage	27
3.6 Payment Terms & Schedule	28
SECTION-IV	29
4. Pre-Qualification and Technical Proposal Standard Forms	29
Form IV-B: Self-certification of Minimum Eligibility and of not being blacklisted.....	32
Form IV-C: Format for PQ Proposal (Annual Turnover of Bidder) for Professional fees	33
Form IV-D: Format for Experience of the Bidder	34
Form IV-E: Format of Assignment Details of the Bidder	35
Form IV-F: Format for Power of Attorney for Authorized Representative	36
Form IV-G: Format of Bank Guarantee for Earnest Money Deposit	37
SECTION- V	41
Form V-A: Financial Proposal Submission Form	41
Form V-A: Format for Financial Quotation	42

Notice Inviting – Request for Proposal

Department of Animal Husbandry & Dairying (DAHD)

RFP FOR ENGAGING A SURVEY AGENCY TO CONDUCT A TELEPHONIC EVALUATION FOR FLAGSHIP SCHEMES OF DAHD, GoI

India's livestock wealth (534.54 million) includes 192.48 million cattle, 109.85 million buffaloes, 148.88 million goats, 74.26 million sheep and 9.06 million pigs. India is the largest producer of milk globally with production of 187.74 million MT (2019).

Government of India (GoI) has numerous schemes/initiatives to better manage diseases, improve health of animals and increase production and productivity of various animal-based products. For this, various initiatives are Nation-wide Artificial Insemination Programme (NAIP), National Animal Disease Control Programme for FMD and Brucellosis (NADCP), PPR control programme and Classical Swine Fever Control Programme (CSF-CP).

The main objective of the assignment is to on-board a survey agency to conduct a continuous survey by calling the registered farmers/beneficiaries on pre-defined random sampling basis and providing the collated feedback on various DAHD, GoI nationwide initiatives.

DAHD intends to on-board a survey agency for a period of 1 year, extendable for 2nd year based on satisfactory performance and /project requirement and based on the sole discretion of the DAHD.

The salient features of the programme, eligibility criteria and prescribed formats for submission can be accessed in the RFP document uploaded on the website: <http://eprocure.gov.in> and <http://dahd.nic.in>.

Interested Bidders are requested to submit their responses to the RFP on Central Public Procurement Portal (<http://eprocure.gov.in>) on or before 20th February 2020 by 1100 hrs.

The submissions must be addressed to:

Deputy Secretary (KPJ)
Room No. 436-A,
Department for Animal Husbandry & Dairying,
Ministry of Fisheries, Animal Husbandry & Dairying,
Government of India,
Krishi Bhavan,
New Delhi-110001

Disclaimer

1. This RFP document is neither an agreement nor an offer by Department of Animal Husbandry & Dairying; Ministry of Fisheries, Animal Husbandry & Dairying, Government of India (hereinafter referred to as DAHD) to the prospective Bidders or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposal pursuant to this RFP.
2. DAHD does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for DAHD to consider needs of each party who reads or uses this document. RFP includes statements which reflect various assumptions and assessments arrived at by DAHD in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. Each prospective Bidder should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.
3. DAHD will not have any liability to any prospective Bidder/ Firm/ or any other person under any law (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of DAHD or their employees, any Survey Agency (SA) or otherwise arising in any way from the selection process for the Assignment. DAHD will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any Bidder upon any statements contained in this RFP.
4. DAHD will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that DAHD is bound to select a Bidder or to appoint the Selected Bidder for the services and DAHD reserves the right to accept/reject any or all of proposals submitted in response to RFP document at any stage without assigning any reasons whatsoever. DAHD also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the RFP application.
5. The information given is not exhaustive on account of statutory requirements and should not be regarded as complete or authoritative statement of law. DAHD accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
6. DAHD reserves the right to change/ modify/ amend/ cancel any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the website of DAHD and CPPP portal.

ACRONYMS

Abbreviations	Descriptions
FMD	Food and Mouth Disease
SA	Survey Agency
DAHD	Department of Animal Husbandry & Dairying
RFP	Request for Proposal
CPPP	Central Public Procurement Portal
NADCP	National Animal Disease Control Programme
GoI	Government of India
MT	Metric Ton
PQ	Pre-Qualification
TQ	Technical Qualification
TEC	Tender Evaluation Committee
ToR	Terms of Reference
SoW	Scope of Work
NDDB	National Dairy Development Board
INAPH	Information Network for Animal Productivity and Health

SECTION- I

1. LETTER OF INVITATION

New Delhi

Date: 28th January 2020

Department of Animal Husbandry & Dairying (DAHD)

India's livestock wealth (534.54 million) includes 192.48 million cattle, 109.85 million buffaloes, 148.88 million goats, 74.26 million sheep and 9.06 million pigs. India is the largest producer of milk globally with production of 187.74 million MT (2019).

Government of India (GoI) has numerous schemes/initiatives to better manage diseases, improve health of animals and increase production and productivity of various animal-based products. For this, various initiatives namely Nation-wide Artificial Insemination Programme (NAIP), National Animal Disease Control Programme for FMD and Brucellosis (NADCP), PPR control programme and Classical Swine Fever Control Programme (CSF-CP).

Objective

The main objective of the assignment is to on-board a survey agency to conduct a continuous survey by calling the registered farmers/beneficiaries on pre-defined random sampling basis and providing the collated feedback on various DAHD, GoI nationwide initiatives. The detailed terms of reference are given in Section 3.

The Survey Agency will be selected as per Lowest Financial Quotation -L1 process.

The RFP includes the following documents:

Section 1	Letter of Invitation
Section 2	Instructions to Bidders
Section 3	Terms of Reference
Section 4	Pre – Qualification and Technical Proposal - Standard Forms
Section 5	Annexure

All clarifications/ corrigenda will be published only on the website of DAHD. The official website for accessing the information related to RFP is: www.dahd.nic.in (the "Official Website") along with Central Public Procurement Portal (eprocure.gov.in/eprocure/app).

Deputy Secretary (KPJ)
Room No. 436-A,
Department for Animal Husbandry & Dairying,
Ministry of Fisheries, Animal Husbandry & Dairying,
Government of India,
Krishi Bhawan,
New Delhi-110001

1.1 FACT SHEET

Particulars	Details
Name of Purchaser	Department for Animal Husbandry & Dairying, Ministry of Fisheries, Animal Husbandry & Dairying, Government of India
Name of the Engagement	RFP FOR ENGAGING A SURVEY AGENCY TO CONDUCT A TELEPHONIC EVALUATION FOR FLAGSHIP SCHEMES OF DAHD, GoI
RFP Publication Date	28 th January 2020
Last date for submission of pre-bid queries	3 rd February 2020
Pre-Bid Meeting Date, time & venue	5 th February 2020 1600 hrs [Room number 243, Krishi Bhawan, New Delhi]
Last date & time (deadline) for submission of the bid	20 th February 2020 1100 hrs
Date and time of opening of PQ/TQ Bid	21 th February 2020 1100 hrs
Date and Venue of Technical presentation by Bidders	27 th February 2020 1500 hrs [Room number 243, Krishi Bhawan, New Delhi]
Date of opening of Financial Bid	To be notified
Method of Selection	Least Cost Selection (LCS) with minimum qualifying technical score
Bidding in Consortium	No
Bid Proposal Validity	180 days from the date of opening of bid
Agreement Period	1 year from the date of signing of contract; extendable for 2nd year based on satisfactory performance and /project requirement and based on the sole discretion of DAHD
Payment frequency	Quarterly basis
Tender document fees	Tender shall be downloaded free of cost from portal http://eprocure.gov.in and http://dahd.nic.in
Earnest Money Deposit	EMD amount INR 3,00,000/- (Rs. Three lakhs). EMD to be paid in the form of a Demand Draft/ Bank Guarantee, from a scheduled Indian Bank in favour of Pay and Account Officer,

RFP FOR ENGAGING A SURVEY AGENCY TO CONDUCT A TELEPHONIC EVALUATION FOR FLAGSHIP SCHEMES OF DAHD, GoI

	DAHD, New Delhi, payable at New Delhi. The EMD should remain valid minimum for a period of 45 days from the bid submission date
Address & contact details for communication	Deputy Secretary (KPJ), Room No. 436A, Department for Animal Husbandry & Dairying, Ministry of Fisheries, Animal Husbandry & Dairying, Government of India, Krishi Bhawan, New Delhi, 110001

SECTION- II

2. INSTRUCTIONS TO BIDDERS

2.1 Introduction

- 2.1.1 The Client, named in the Data Sheet will select a Survey Agency (SA) in accordance with the method of selection specified in the data sheet. Bidders are advised that the selection of SA shall be based on an evaluation by client through the selection process specified in this RFP (the selection process). Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the selection process will be given and that client's decisions are final without any right of appeal whatsoever.
- 2.1.2 The Bidders are invited to submit Pre-qualification, Technical and Financial Proposals (collectively called as - the proposal), as specified in the data sheet, for the services required for the assignment. The proposal will form the basis for grant of Work Order to the selected SA. The SA shall carry out the assignment in accordance with the Terms of Reference of RFP (the ToR).
- 2.1.3 The Bidder shall submit the proposal in the form and manner specified in this RFP. The proposal shall be submitted as per the forms given in relevant sections herewith.
- 2.1.4 Bidders shall bear all costs associated with the preparation and submission of their proposals and their participation in the selection process, and presentation including but not limited to postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by client or any other costs incurred in connection with or relating to its proposal. The client is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to grant of Work Order, without thereby incurring any liability to the Bidders.
- 2.1.5 Client requires that the Bidder shall hold client's interest's paramount, avoid conflicts with other assignments or with its own interests and act without any consideration for future work. The Bidder shall not accept or engage in any assignment that may place it in a position of not being able to carry out the assignment in the best interests of Client and the project.
- 2.1.6 It is the Client's policy to require that the Bidders observe the highest standard of ethics during the selection process and execution of work/assignment. In pursuance of this policy, the client: will reject the proposal for award if it determines, at any stage/time, that the Bidder has engaged in corrupt or fraudulent activities in competing for the Work Order in question; will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded any contract or Work Order if it at any time determines that the Bidder has engaged in corrupt or fraudulent practices in competing for and in executing the Work Order.
- 2.1.7 **Arbitration:** If any dispute or difference of any kind whatsoever arises between the parties in connection with or arising out of or relating to or under this RFP, the parties shall promptly and in good faith negotiate with a view to its amicable resolution and settlement. In the event no

amicable resolution or settlement is reached within a period of thirty (30) days from the date on which the above-mentioned dispute or difference arose, such dispute or difference shall be finally settled by Secretary, DAHD whose decision shall be final and binding on the parties.

- 2.1.8 **Termination of assignment:** Client will have the right to terminate the assignment by giving 30 (thirty) days' notice in writing. In the event of termination for no fault of Bidder, the Client will reimburse all the expenses incurred by the Bidder (upon submission of proof) including closing-up of the project. If the assignment is terminated due to the fault of the Bidder or in case of termination of the assignment by the Bidder for reasons not attributable to the Client, the Client will forfeit the performance security of the Bidder.
- 2.1.9 The Bidder shall submit his proposal in two covers containing details of **Earnest Money Deposit (EMD), Pre-Qualification Proposal, Technical Proposal (Cover -1) and Financial Proposal(Cover-2)** respectively on Central Public Procurement Portal (<http://eprocure.gov.in/eprocure/app>). Original EMD is to be deposited at DAHD. **No proposal shall be accepted in any other form and shall be summarily rejected.** The submissions for Pre-Qualification shall be evaluated first as specified in this RFP. Subsequently the technical and financial evaluation as specified in this RFP will be carried out only for those Bidders who meet the Pre- Qualification criteria. Based on this evaluation, a list of finally qualified Bidders shall be prepared in the order of their merit.
- 2.1.10 Number of Proposals: No Bidder shall submit more than one bid proposal.
- 2.1.11 Right to reject any or all Proposals:
- i. Notwithstanding anything contained in this RFP, the Client reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
 - ii. Without prejudice to the generality of above, the Client reserves the right to reject any Proposal if:
 - a. at any time, a misrepresentation is made or discovered, or
 - b. the Bidder does not provide, within the time specified by the Client, the supplemental information sought by the Client for evaluation of the Proposal
 - iii. Such misrepresentation/ improper response by the Bidder may lead to the disqualification of the Bidder. If such disqualification/ rejection occurs after the Proposals have been opened and the highest-ranking Bidder gets disqualified/ rejected, then the Client reserves the right to consider the next best Bidder or take any other measure as may be deemed fit in the sole discretion of the Client, including annulment of the Selection Process.
- 2.1.12 Acknowledgement by Bidder
- i. It shall be deemed that by submitting the Proposal, the Bidder has:
 - a. made a complete and careful examination of the RFP;
 - b. provided all relevant information requested from the Client;
 - c. accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Client;

- d. satisfied itself about all matters, things and information, including matters herein above, necessary and required for submitting an informed Application and performance of all of its obligations there under;
 - e. acknowledged that it does not have a Conflict of Interest;
 - f. agreed to be bound by the undertaking provided by it under and in term hereof, and
 - g. conducted its own investigations and analysis and checked the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtained independent advice from appropriate sources.
- ii. The Client and/ or its advisors shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the Client and/ or its consultant.

2.2 Clarification and amendment of RFP documents

Bidders may seek clarification on this RFP document, within five (5) days of the date of issue of this RFP document. Any request for clarification must be send in editable excel template as per below pre-defined format to the Client's email address (mdnadcp-ahd@gov.in)

Bidder Name:		Bidder contact no.:		Bidder email id:
Sl. No.	Clause No.	Pg. No.	Content of RFP Requiring Clarification	Change Requested/ Clarification required

The Client will endeavor to respond within the schedule date/time prior to submission of bid date. The Client will post the reply to all such queries on its official website and/or on the Central Public Procurement portal (CPPP).

- 2.2.1 At any time before the submission of Proposals, the Client may, for any reason, whether at its own initiative/discretion or in response to a clarification requested by a prospective Bidder, modify/ update the RFP documents by way of an amendment. Only the amendments/ corrigenda posted on the Client's Official Website shall be valid. To provide the Bidders a reasonable time for taking an amendment into account, the Client may at its discretion extend the Proposal Due Date.
- 2.2.2 Date of Pre-Bid Meeting and venue is mentioned in Data Sheet. Bidders willing to attend the pre-bid should inform client beforehand in writing through email. The maximum number of participants from a Bidder, who choose to attend the Pre-Bid Meeting, shall not be more than two per Bidder. The representatives attending the Pre-Bid Meeting shall accompany with an authority letter duly signed by the authorized signatory of his/her organization.

2.3 Earnest Money Deposit

- 2.3.1 An Earnest Money Deposit should be in the form of a Demand Draft/ Bank Guarantee, from a scheduled Indian Bank in favour of Pay and Account Officer, DAHD, New Delhi, payable at New Delhi, for the sum of Rs. 3,00,000/- (Rupees Three Lakh Only) and shall be required to be submitted by each Bidder. The Bank Guarantee shall be in the format of Form IV-G.
- 2.3.2 The original copy of Demand Draft/ Bank Guarantee shall be placed in an envelope and marked as —EMD— [name of assignment] and —Not to be opened except in the presence of evaluation committee. This envelope shall be delivered to DAHD in original hard copy before the Proposal Due Date. In addition, a scanned copy (in pdf format) shall also be uploaded on CPPP. Bids received without the specified Earnest Money Deposit Bid Security will be summarily rejected.
- 2.3.3 Client will not be liable to pay any interest on Earnest Money Deposit. Bid security of Pre-Qualified but unsuccessful Bidders shall be returned, without any interest, within one month after grant of the Work Order to the Selected Bidder or when the selection process is cancelled by the Client. The Selected Bidder's Earnest Money shall be returned, without any interest upon the Bidder accepting the Work Order and furnishing the Performance Security in accordance with provision of the RFP and Work Order.
- 2.3.4 Client will be entitled to forfeit the bidder EMD under the following conditions:
- i. If bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as envisaged under this RFP (including the Standard Form of Work Order);
 - ii. If any Bidder withdraws its proposal during the period of its validity as specified in this RFP and as extended by the Client from time to time,
 - iii. In case of the selected Bidder, if the bidder fails to accept the Work Order or provide the Performance Security within the specified time limit, or
 - iv. If the Bidder commits any breach of terms of this RFP or is found to have made a false representation to Client.
- 2.3.5 Any entity which has been barred by the Central Government, any State Government, a statutory or by order of a judicial/regulatory authority or a public sector undertaking from participating in any project and the bar subsists as on the date of the Proposal Due Date, would not be eligible to submit a Proposal.
- 2.3.6 A Bidder should have, during the last 3 (three) years, neither failed to perform on any agreement, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder or its Associate, nor been expelled from any project or agreement nor have had any agreement terminated for breach by such Bidder or its Associate.

2.4 Performance Security

- 2.4.1 Performance security equivalent to the 10% of the total project value shall be furnished before start of work on assignment in form of a Performance Bank Guarantee (PBG) substantially in the form specified in the RFP/ Work Order. The validity of PBG shall be for the complete project contract duration plus 60 days in extra.
- 2.4.2 For the successful bidder, the Performance Security shall be retained by Client until the completion of the assignment by the Bidder and be released 60 (Sixty) days after the completion of the assignment.

2.5 Preparation of proposal

- 2.5.1 Bidders are requested to submit their Proposal in English language and strictly in the formats provided in this RFP. The Client will evaluate only those Proposals that are received in the specified forms and complete in all respects.
- 2.5.2 In preparing their Proposal, Bidders are expected to thoroughly examine the RFP Document.
- 2.5.3 The pre-qualification and technical proposal should provide the documents as prescribed in this RFP. **No information related to financial proposal should be provided in the pre-qualification and technical proposal.**
- 2.5.4 Failure to comply with the requirements spelt out above shall lead to deduction of marks during the evaluation. Further, in such a case, Client will be entitled to reject the Proposal. **However, if any information related to financial proposal is included in the pre-qualification and technical proposal the Bidder shall be disqualified and his proposal will not be considered.**
- 2.5.5 The Proposals must be digitally signed by the Authorized Representative (duly authorized through Power of Attorney as perform IV-E), the—Authorized Representative as detailed below:
- i. by the proprietor in case of a proprietary firm;
 - ii. by a partner, in case of a partnership firm and/or a limited liability partnership; or
 - iii. by a duly authorized person holding the Power of Attorney/Board Resolution, in case of a Limited Company or a corporation.
- 2.5.6 Bidders should note the Proposal Due Date, as specified in Data Sheet, for submission of Proposals. Except as specifically provided in this RFP, no supplementary material will be entertained by the Client, and the evaluation will be carried out only based on Documents received by/before the closing time of Proposal Due Date as specified in Data Sheet. Bidders will ordinarily not be asked to provide additional material information or documents subsequent to the date of submission, and unsolicited material if submitted will be summarily rejected. For the avoidance of doubt, the Client reserves the right to seek clarifications in case the proposal is non- responsive on any aspects.
- 2.5.7 **Financial proposal:** While preparing the Financial Proposal, Bidders are expected to consider the various requirements and conditions stipulated in this RFP document. The Financial Proposal should be a lump sum Proposal inclusive of all the costs including (but not limited to), except GST, associated with the Assignment. While submitting the Financial Proposal, the Bidder shall ensure the following:

1. All the costs associated with the Assignment shall be included in the Financial Proposal. These shall normally cover remuneration for all the personnel (Expatriate and Resident, in the field, office, etc.), local transportation at the location of deployment, equipment, printing of documents, secondary and primary data collection, etc. The total amount indicated in the Financial Proposal shall be without any condition attached or subject to any assumption and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.
2. The Financial Proposal shall consider all the expenses and tax liabilities and cost of insurance specified in the Work Order, levies and other impositions applicable under the prevailing law. For the avoidance of doubt, it is clarified that all taxes, excluding GST, shall be deemed to be included in the cost shown under different items of Financial Proposal. The Bidder shall be paid only GST over and above the cost of Financial Proposal. Further, all payments shall be subjected to deduction of taxes at source as per Applicable Laws.
- 2.5.8 The Financial proposal of the technically qualified participating agencies will be opened by the tender committee on the prescribed date in the presence of the Agency's representatives. The names of technically qualified participating agencies with their overall technical scores shall be read aloud. The Financial proposals will then be inspected to confirm that they have remained sealed and unopened. These Financial proposals shall be then opened, and the total prices (Financial Quote) read aloud and recorded.
- 2.5.9 The proposal should be submitted as per the standard Financial Proposal submission forms prescribed in this RFP.
- 2.5.10 Bidders shall express the price of their services in Indian Rupees only.

2.6 Submission, receipt and opening of proposals

- 2.6.1 The Proposal shall be submitted through e-procurement portal CPPP. The procedure for filing of e-tender is provided on the portal. Files uploaded on the portal should have file name in accordance to following format [form name. Bidder name]. Bidder name should contain only first two words of its name. Proposal received in any other manner shall be summarily rejected.
- 2.6.2 The Authorized Representative of the Bidder should authenticate EMD Details, Pre-qualification, Technical and Financial proposal using digital signatures. The Authorized Representative's authorization should be confirmed by a written power of attorney/Board Resolution by the competent authority accompanying the Proposal. (Pre-Qualification Proposal).
- 2.6.3 The Bidder shall submit his proposal in two covers containing details of EMD, Pre-Qualification Proposal, Technical Proposal (cover-1) and Financial Proposal (cover-2) respectively, on e-procurement portal.
- 2.6.4 No proposal shall be accepted after the due date for submission of Proposals. After the deadline for submission of proposals, the Pre-Qualification Proposal shall be opened by the Evaluation

Committee to evaluate whether the Bidders meet the prescribed Minimum Qualification Criteria. The Technical and Financial Proposals shall remain sealed.

- 2.6.5 After the Proposal submission and until the grant of the Work Order, if any Bidder wishes to contact the client on any matter related to its proposal, it should do so in writing at the Proposal submission address. Any effort by the Bidder firm to influence the Client during the Proposal evaluation, Proposal comparison or grant of the Work Order decisions may result in rejection of the Bidder's proposal.

2.7 Proposal Evaluation

- 2.7.1 As part of the evaluation, the Pre-Qualification Proposal submitted (Form 3A to 3H and 3N) shall be checked to evaluate whether the Bidder meets the prescribed Minimum Qualification Criteria. Subsequently the Technical Proposal submission, for Bidders who meet the Minimum Qualification Criteria (Shortlisted Bidder), shall be checked for responsiveness in accordance with the requirements of the RFP and only those Technical Proposals which are found to be responsive would be further evaluated in accordance with the criteria set out in this RFP document.

- 2.7.2 Prior to evaluation of Proposals, the Client will determine whether each Proposal is responsive to the requirements of the RFP at each evaluation stage as indicated below. The Client may, in its sole discretion, reject any Proposal that is not responsive hereunder. A Proposal will be considered responsive at each stage only if:

a. Pre-qualification

The client will satisfy itself that the Bidders meets the minimum qualifications prescribed before evaluating technical and financial proposals.

b. Technical Proposal

- i. The Technical Proposal is received in the form specified in this RFP;
- ii. It is accompanied by the Earnest Money Deposit as specified in this RFP;
- iii. It is received by the Proposed Due Date including any extension thereof in terms hereof;
- iv. It does not contain any condition or qualification; and
- v. It is not non-responsive in terms hereof.

c. Financial Proposal

- i. The Financial Proposal is received in the form specified in this RFP;
- ii. It is received by the Proposed Due Date including any extension thereof in terms hereof;
- iii. It does not contain any condition or qualification; and
- iv. It is not non-responsive in terms hereof

- 2.7.3 The Client reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal will be entertained by the Client in respect of such Proposals. However, client reserves the right to seek clarifications or additional information from the Bidder during the evaluation process. The Client will subsequently examine and evaluate Proposals in accordance with the Selection Process detailed out below. As part of the evaluation, the Pre-Qualification Proposals submitted should fulfill the Minimum Qualification Criteria. In case a Bidder does not fulfill the Minimum Qualification Criteria, the Proposal of such a Bidder will not be evaluated further.

2.8 Pre-Qualification Criteria

S. No.	Basic Requirement	Specific Requirements	Evidence Documents Required	Supporting docs required
1	EMD	EMD of INR 3,00,000/- to be submitted in the form of a Demand Draft/ Bank Guarantee, from a scheduled Indian Bank in favour of Pay and Account Officer, DAHD, New Delhi, payable at New Delhi with minimum 45 days validity from the bid due date	Scanned copy of transaction slip of EMD amount to be uploaded on CPPP and original hard copy to be submitted to DAHD before the bid due submission date	
2	Company Registration	The agency should be a company registered under Companies Act 1956/2013/ Registered Society or Trust/Autonomous Body/Registered Firm/ Universities/ Management/ Partnership firm in existence for the last 3 years	Copy of Certificate of Incorporation/Registration/ MoA as applicable	
3	Turnover from services	Bidder should have minimum average annual turnover of Indian Rupees (INR) 100,00,000/- (One Crore) from survey related business during the last three financial years (FY 16-17, 17-18, & 18-19)	<ul style="list-style-type: none"> • Copy of Audited Profit & Loss • Statement and Balance sheet • Certificate from statutory auditor certifying that the Bidder has a minimum average annual turnover of Indian Rupees (INR) 100,00,000/- (One crore) from survey related business during the last three financial years (FY 16-17, 17-18 & 18-19) 	Form IV-C
4	Project Experience	The agency should have conducted a minimum of two (02) survey projects covering PAN India in last three years. The sample size of such surveys should not be less than 10,000 respondents for each project.	Copy of Work order/certificate of completion	Form IV-D
5	PAN & GST	The agency should have a valid PAN and Service Tax/GST Registration in India	Copy of PAN card and Service Tax/GST Registration certificate	
6	Blacklisting	The agency should not have been blacklisted by any Central/State Government departments/ Undertakings	Self-Certification	Form IV-B

RFP FOR ENGAGING A SURVEY AGENCY TO CONDUCT A TELEPHONIC EVALUATION FOR FLAGSHIP SCHEMES OF DAHD, GoI

Note:

- Any bid failing to meet the above stated eligibility criteria shall be summarily rejected and will not be considered for further evaluation.
- If there is a change in the status of the bidder on any of the above clauses at any stage during the bid process till the award of the project, the bidder should immediately bring the same to the notice of the DAHD.
- Consortium is not permitted.
- The selected bidders need to operate the project centrally from the Delhi/NCR region for ease coordination with the DAHD authority.

2.9 Technical Qualification Criteria

The Evaluation Committee appointed by the Client will evaluate the Proposals based on the following evaluation criteria and points system. If required, the Client may seek specific clarifications from any or all Agencies at this stage. Each evaluated Proposal will be given a technical score (St) as detailed below. The maximum points/ marks to be given under each of the evaluation criteria are:

SI No	Criteria	Max. Marks	Marking category
1	<p>Bidder should have minimum average annual turnover of Indian Rupees (INR) 100,00,000/- (One crore) from survey related business during the last three financial years (FY 16-17, 17-18 & 18-19)</p> <ul style="list-style-type: none"> • Copy of Audited Profit & Loss Statement and Balance sheet 	25	<p>Turnover INR 1 Crore to 3 Crore = 15 marks 3 Crore to 5 Crore =20 marks >5 Crore =25 marks</p>
2	<p>The agency should have conducted a minimum of two (02) pan India surveys in last three years. The sample size of such surveys should not be less than 10,000 respondents per such project.</p> <p>Project work order/ project completion certificate</p>	25	<p>Minimum 2 nos. of projects in last three years with sample size of 10,000 to 15,000 respondents from a pan India level = 15 marks</p> <p>Minimum 2 nos. of projects in last three years with sample size of 15,001 to 20,000 respondents from a pan India level = 20 marks</p> <p>Minimum 2 nos. of projects in last three years with sample size of more than 20,000 respondents from a pan India level = 25 marks</p>
3	<p>Technical Presentation</p>	50	<ul style="list-style-type: none"> • Presentation to DAHD on the: <ul style="list-style-type: none"> ○ Proposed solution, adherence to standards, approach and methodology, work plan, resource deployment plan, understanding and ability to meet timelines to address the scope of work as presented in the RFP (30 marks) ○ Availability of requisite infrastructure and qualified personnel (20 marks) • Evaluation would be based on the Bidder's approach, quality of presentation and continuous monitoring. • The presentation to be made by the proposed Project Manager. • The bidders are required to submit presentation to DAHD one day before the schedule of the presentation.

*The bidders may be called for a detailed presentation on each of the above criteria, at a date and time provided by DAHD, in order to facilitate a comprehensive evaluation of their respective proposals. In case of non-attendance of bidders in the presentation, the bid shall be given '0' (zero) marks on technical evaluation.

Bidders, whose bids are responsive, based on minimum qualification criteria as in Pre- Qualification Criteria and score at least 70 marks (out of 100) from the technical evaluation criteria would be considered technically qualified.

The technical score would be calculated for each Bidder by the Client and all the Bidders who get at least 70 marks out of 100 would be considered for financial evaluation. Bidders who get a technical score of less than 70 out of 100 would not be considered for the financial evaluation.

2.10 Financial Bid Opening

- i. The Commercial bids will not be opened by Bid Evaluation Committee until the complete evaluation of the Technical Bids.
- ii. Bid Evaluation Committee will open the Commercial Bids of only Technically Qualified Bidders, designated representatives of the Bidder who choose to attend, at the date, time and place, as decided and communicated by DAHD.
- iii. The Commercial Bid of only the technically qualified Bidders will be opened for evaluation.
- iv. The final score will be calculated through Least Cost Selection method
- v. Of all the commercial bids opened, the bidder whose commercial bid is lowest (here by referred to as L1 Bidder) will be considered eligible for negotiations and award of contract after the negotiations.
- vi. If there is a discrepancy between words and figures, the amount in words shall prevail. For any other calculation/ summation error etc. the bid may be rejected.
- vii. Format for Commercial bid is provided in ANNEXURE of this RFP.
- viii. Bidders shall give the required details of all applicable taxes, duties, other levies and charges etc. in respect of direct transactions between DAHD and the bidder.
- ix. Bidders shall quote for the entire scope of contract on an "overall responsibility" basis such that the total bid price covers all the bidder's obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product/services.
- x. Prices quoted by the bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- xi. In the event the Least Costs offered by more than one bidder are same, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of work order.
- xii. In case of special circumstance where the L-1 bidder is not taking the order, DAHD may offer the same to next L-2 bidder at the cost offered by L-1.

2.11 Grant of Work Order

- i. After selection, a Work Order will be issued, by the Client to the Successful Bidder and the Successful Bidder shall sign and return the duplicate copy of the Work Order in acknowledgement thereof within 7 (seven) working days of the receipt of the Work Order. In failure of same, the Client may,

unless it consents to extension of time for submission thereof, forfeit the Earnest Money Deposit of such Bidder in full or pre-estimated loss and damage suffered by the Client on account of failure of the Successful Bidder to acknowledge the Work Order, and the next highest-ranking bidder may be considered.

ii. **Performance Security:** Performance Security equivalent to 10 (Ten) percent of the total cost of Financial Proposal shall be furnished from a Nationalized/Scheduled Bank by the Successful Bidder, before start of work on assignment, in form of a Bank Guarantee substantially in the form specified at Annexure of the Work Order. For the successful bidder, the Performance Security will be retained by Client until the completion of the assignment by the by the Successful Bidder and be released 60 (Sixty) Days after the completion of the assignment.

iii. **Contract cancellation along with forfeiture of Performance Guarantee**

a. The Bidders and their respective officer(s), employee(s), agent(s), representative(s) and adviser(s) shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Client will reject the proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through its officer(s), employee(s), agent(s), representative(s) and adviser(s), engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the —Prohibited Practices) in the Selection Process. In such an event, the Client shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Earnest Money Deposit, as mutually agreed genuine pre-estimated compensation and damages payable to the Client for, inter alia, time, cost and effort of the Client, regarding the RFP, including consideration and evaluation of such Bidder’s proposal.

b. Without prejudice to the rights of the Client under this Clause, hereinabove and the rights and remedies which the Client may have under the WORK ORDER or the Agreement, if an Bidder, as the case may be, is found by the Client to have directly or indirectly or through its agent(s)/representative(s), engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the WORK ORDER or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by the Client during a period of 5 (five) years from the date such Bidder, as the case may be, is found by the Client to have directly or through its agent(s)/representative(s), engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

c. For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:

Corrupt practice’ means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Client who is or has been associated in any manner, directly or indirectly with the Selection Process or the WORK ORDER or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the

expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Client, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the WORK ORDER or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the WORK ORDER or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the Client in relation to any matter concerning the Project;

- i. fraudulent practice means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- ii. coercive practice means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process;
- iii. undesirable practice means (i) establishing contact with any person connected with or employed or engaged by the Client with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- iv. Restrictive practice means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

2.12 Miscellaneous

- i. The Selection Process shall be governed by and construed in accordance with the laws of India and the Courts at New Delhi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.
- ii. The Client, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
 1. suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
 2. consult with any Bidder in order to receive clarification or further information;
 3. retain any information and/or evidence submitted to the Client by, on behalf of and/or in relation to any Bidder; and/or
 4. independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.
- iii. It shall be deemed that by submitting the Proposal, the Bidder agrees and releases the Client, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/ or claims it may have in this respect, whether actual or contingent, whether present or future.
- iv. All documents and other information provided by Client or submitted by a Bidder to the Client shall remain or become the property of the Client. Bidders and the selected SA, as the case may be, are to treat all information as strictly confidential. Client will not return any proposal, or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the Bidder to the Client in relation to the assignment shall be the property of the Client.

- v. The Client reserves the right to make inquiries with any of the clients listed by the Bidders in their previous experience record.

2.13 Confidentiality

1. Agency shall treat all matters in connection with the Contract as strictly confidential and undertakes not to disclose, in any way, information, documents, technical data, experience and know-how given to him by DAHD without the prior written consent of DAHD.
2. Agency further undertakes to limit the access to confidential information to those of its employees, implementation partners who reasonably require the same for the proper performance of the Contract provided however that Agency shall ensure that each of them has been informed of the confidential nature of the confidentiality and non-disclosure provided for hereof.
3. DAHD and the Agency agree to keep confidential (i) the terms and conditions of the Contract (ii) any data/ information related to the Contract which is not in public domain and which may have a material effect on the Contract, and (iii) any opinion, advice, statement, experts' views, documents, technical particulars, etc., provided by DAHD to the Agency and vice versa. Further, the Agency and DAHD agree that none of the foregoing matters may be disclosed or referred to publicly or to any third party not concerned with the Contract excluding the Government of India (GOI), DAHD or its authorized assignees or any such other body which has the authority to ask for such information under the law, except in accordance with the written authority of the other Party.

2.14 Force Majeure

1. Notwithstanding anything contained in the RFP, the Agency shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delays in performance or other failures to perform its obligations under the Contract is the result of an event of force majeure.
2. For purposes of this clause "Force majeure" shall mean and be limited to the following:
 - a. War/hostilities Riot or Civil commotion
 - b. Riot or Civil commotion
 - c. Earthquake, flood, tempest, lightening or other natural physical disaster.
 - d. Restrictions imposed by the GOI or other statutory bodies after the Award which prevents or delays the execution of the Contract by Agency.
3. If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of force majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of force majeure within seven (7) days after the occurrence of such event.
4. If a force majeure event occurs, the Agency shall inform the DAHD in writing, of such conditions and the cause thereof. Unless otherwise directed by the DAHD in writing, the Agency shall continue to perform its obligations under the Contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

5. The party or parties affected by the event of force majeure shall use reasonable efforts to mitigate the effect of the event of force majeure upon its or their performance of the Contract and to fulfill its or their obligations under the Contract

For delays arising out of Force Majeure, Agency shall not claim any extension for a period exceeding the period of delay attributable to the causes of Force Majeure and neither DAHD nor Agency shall be liable to pay extra costs provided it is mutually established that Force Majeure Conditions did actually exist.

Agency shall categorically specify the extent of Force Majeure Conditions prevalent in their works at the time of submitting their Proposal and whether the same have been taken into consideration or not in their quotations. In the event of any force majeure cause, Agency or DAHD shall not be liable for delays in performing their obligations under this order and the contract will be extended to Agency without being subject to price reduction for delayed completion, as stated elsewhere.

SECTION-III

3. TERMS OF REFERENCE

3.1 About the Department

The Department of Animal Husbandry and Dairying (DAHD) is one of the Departments of the newly created Ministry of Fisheries, Animal Husbandry & Dairying vide Cabinet Secretariat's Notification No.1/21/7/2019-Cab dated 17.06.2019 published in e-gazette S.O.No.1972(E). The Department of Animal Husbandry and Dairying (DAHD) renamed as Department of Animal Husbandry, Dairying & Fisheries (DADF) was one of the Departments in the Ministry of Agriculture and came into existence w.e.f. 1st February 1991, by converting two divisions of the Department of Agriculture and Cooperation namely Animal Husbandry and Dairy Development into a separate Department. The Fisheries Division of the Department of Agriculture and Cooperation and a part of the Ministry of Food Processing Industries were later transferred to this Department w.e.f. 10th October 1997.

The Department is responsible for matters relating to livestock production, preservation, and protection from diseases and improvement of stocks and dairy development, and also for matters relating to the Delhi Milk Scheme and the National Dairy Development Board.

3.2 About the project

India's livestock wealth (534.54 million) includes 192.48 million cattle, 109.85 million buffaloes, 148.88 million goats, 74.26 million sheep and 9.06 million pigs. India is the largest producer of milk globally with production of 187.74 million MT (2019).

Government of India (GoI) has numerous schemes/initiatives to better manage diseases, improve health of animals and increase production and productivity of various animal-based products. For this, various initiatives namely Nation-wide Artificial Insemination Programme (NAIP), National Animal Disease Control Programme for FMD and Brucellosis (NADCP), PPR control programme and Classical Swine Fever Control Programme' (CSF-CP). Brief on each of these programmes is as follows:

- Currently under the **Nation-wide Artificial Insemination Programme (NAIP)** being implemented, the delivery of Artificial Insemination (AI) Services is at the doorstep of farmers/beneficiaries in around 1,80,000 villages from where the data is generated and the information is passed on by the Artificial Insemination Technicians (AITs) by uploading online on website <http://nadsapps.gov.in> and State wise, district-wise, village-wise progress report is available on real time basis. All inseminated animals are identified using a 12-digit Unique Identification (UID) number called 'Pashu Aadhar' and the data is being uploaded on the National database, 'Information Network for Animal Productivity and Health' (INAPH) thus making all animals traceable. The survey centre may help contact on his/ her mobile number to verify whether the service has been delivered to him/her and the quality of service.
- The **National Animal Disease Control Programme for FMD and Brucellosis (NADCP)** is underway with an aim to control FMD by 2025 with vaccination and its eventual eradication by 2030. This will result in increased domestic production and ultimately in increased exports of milk and livestock products. Intensive Brucellosis Control programme in animals is envisaged for controlling Brucellosis which will result in effective management of the disease in both animals and in humans.

- The **PPR control programme** is implemented by the Department of Animal Husbandry & Dairying, Government of India in the entire country which shall benefit rural small / non-land holding farmers. The programme involves vaccination of all susceptible goats and sheep and their three subsequent generations (approx. 30% sheep and goat population) with an objective to declare the country free from PPR by 2025.
- Classical swine fever is highly contagious, potentially fatal viral disease that affects pigs. This disease is a major constraint to the development of pig farming systems in northeast India where pig farming is a main source of livelihood for most households. In order to control the CSF disease in pigs, '**Classical Swine Fever Control Programme**' (CSF-CP) was added in the scheme of LH&DC during 2014-15.

The SA shall assist in monitoring of above initiatives/programmes by helping record the feedback from farmers/beneficiaries regarding validation of AI and vaccination done.

The main objective of the assignment is to on-board a survey agency to conduct a continuous survey by calling the registered farmers/beneficiaries on pre-defined random sampling basis and providing the collated feedback on various DAHD, GoI nationwide initiatives.

3.3 Duration of engagement

Duration of the engagement of the SA would be one (01) year, which can be extended for another one year on sole discretion of DAHD subject to satisfactory performance on the same terms and conditions

3.4 Scope of Work

Through this RFP, DAHD intends to hire a professional survey agency/call centre to conduct nationwide post vaccination/AI feedback survey for the flagship schemes of DAHD, GoI. This will enable DAHD and other government agencies to better understand about the experiences and feedback from the registered farmers/beneficiaries under its various nationwide schemes. The department intends that the result of this survey will be used to draw the insights, and this would be helpful in planning and better decision making for future endeavors.

The questionnaires for conducting the survey would be provided by the DAHD. The questionnaire would contain maximum 10 mutually exclusive objective questions.

Indicative list of questions to be covered in the Questionnaire are as follows:

Sl. No	Questionnaire-1 (a) for FMD and Brucellosis vaccination
1	Was vaccination done (Y/N)?
2.	If Yes:
a.	For which disease vaccination has been done?
b.	On what date?
c.	Was a new needle used? (Y/N)
d.	Did your animal have an ear tag?
e.	No. of animals vaccinated: _____
3.	If No:
a.	Did vaccinator visit your village? (Y/N)
b.	If yes, what were the reasons for animal/(s) not being vaccinated? _____
c.	Do all your animals have a health card each?

3.4.1 Roles and Responsibilities of selected survey agency

The Broad Scope of Work for the selected survey agency would be as follows, but not limited to:

- i. The selected survey agency would be given the farmers'/beneficiaries' details (farmer name, state, district, village, mobile number and such others) from the INAPH portal which would be provided by the DAHD
- ii. The selected survey agency would have to enter the telephonic feedback survey results into the web form field provided in the INAPH online application interface. Credentials to the INAPH would be shared with the selected SA after the issuance and acceptance of the work order
- iii. The survey agency can view a randomized list which will be provided by DAHD from the INAPH portal.
- iv. The Survey agency shall be given the ability to edit the records for which it has already made the calls and input "Yes/No" in a field called 'Feedback of survey agency'.
- v. The selected survey agency will proactively coordinate with the Department to confirm their agreement on the Format for survey questionnaire data submission, Weekly Survey Summary Report and such other aspects before initiating the survey
- vi. The selected survey agency should initiate the survey immediately after the randomized list has been shared by DAHD with the agency.
- vii. The agency will need to call the farmers/beneficiaries in the village/district within 3 days of receiving the randomized list from DAHD.
- viii. The Survey agency should be well versed with the regional languages of India for conversing with the local farmers/beneficiaries. It is mandatory that the conversations are done in the regional language of the farmer.
- ix. The selected survey agency will need to provide the cleaned data for completed questionnaires of randomized list which will be provided by DAHD per week without any duplication of farmers/beneficiaries and incomplete responses.
- x. The duly filled survey forms will be submitted to DAHD online by the Survey agency, on a daily basis.
- xi. The selected survey agency will also need to provide a weekly summary of the calls made by it during the week. This summary will include the states, districts, villages covered, the total number of farmers/beneficiaries called, and the total number of questionnaires completed. The format for this weekly summary will be provided to the agency by DAHD.
- xii. The selected agency should have sufficient resources and infrastructure to fulfill the target set out by the DAHD for the telephonic survey
- xiii. The selected SA should either have a centralized operating office in Delhi NCR region or should open a local branch office within Delhi NCR which is equipped with adequate infrastructure within 15 working days after the award of the contract
- xiv. The selected SA should maintain recording of all the telephonic-calls made under this project and provide the recording to DAHD on request.
- xv. The selected agency needs to provide an android based application to capture the completed survey forms. All completed survey forms should be uploaded on this application and be made available to DAHD. On completion of the project, the application should be handed to the department along with full source code.

3.4.2 Responsibilities of DAHD, Ministry of Fisheries, Animal Husbandry & Dairying

- a. Access to INAPH portal
- b. Verified data of registered farmers/beneficiaries for NADCP and NAIP programmes (available on INAPH portal)
- c. Verified data of registered farmers/beneficiaries for other programmes – To be provided as applicable
- d. Random sampling methodology of DAHD
- e. Standard questionnaire to be administered
- f. Random quality and authenticity verification of 5% of the call records/ feedback data on monthly basis submitted by the selected SA

3.5 Deliverables and Liquidity Damage

Sl. No.	Items	Deliverables Target	Frequency	Liquidity Damage
1	Collated and cleaned data for completed questionnaires/survey forms	Clean data for up to 25,000 completed questionnaires / survey forms equally proportioned between the selected states/UT as per the programme implementation schedule	Weekly	<ol style="list-style-type: none"> 1. Deduction of 5%, in case of delay in non-submission of completed questionnaires from the list shared by DAHD at the end of every week. 2. Pursuant to a finding that there have been instances where surveys have been incorrectly, or fraudulently filled, DAHD may deduct up to 15% percent of monthly invoice amount. 3. Submission of false/ manipulated questionnaires feedback/ survey report may lead to termination of contract and forfeiture of PBG and consequent, black listing of the agency. 4. Total of 05 defaults under any SLA would lead to termination of the contract and forfeiture of the PBG
2	Completed questionnaires/survey forms	Duly filled survey forms submitted to DAHD on-line	Daily	
3	Compiled/ Summarized survey report	As per requirement of DAHD	Every Monday / Weekly	
4	Periodic Survey Summary Report	As per requirement of DAHD	Periodic (weekly and monthly)	

DAHD will not deduct any amount from the Bid Amount without first giving a written notice to the Agency of the reason for intending to do so and giving the Agency an opportunity to provide an oral and a written response. DAHD will then provide to the Agency a letter containing its reasons, the arguments of the Agency and the final grounds for making the deduction.

3.6 Payment Terms & Schedule

Payment is due upon receipt of SA's invoices as per the following payment schedule:

S.No.	Deliverable	Percentage of Payment
1	Submission of verified survey summary report and collated data, as per DAHD requirement	Quarterly invoice should be 25% of the total project cost. Payment to be released after the authentication/ verification of the submitted monthly survey summary report in the desired template as per guidance of DAHD
2	Final report submission with collated data	16% of the total project cost payment to be released after the authentication/ verification of the final report in the desired template (softcopy) and accepted by the DAHD

Note:

1. Minimum assured guarantee of 10,000 survey questionnaires per week
2. The selected Survey Agency(SA) should have an ability to scale up to maximum 25,000 survey questionnaires per week

SECTION-IV

4. Pre-Qualification and Technical Proposal Standard Forms

Form IV-A: Pre –Qualification Proposal Submission Form

Form IV-B: Self Certification of Minimum Eligibility and of not being blacklisted

Form IV-C: Average Annual Turnover of Bidder

Form IV-D: Format for Experience of the Bidder

Form IV-E: Format of Assignment Details of the Bidder

Form IV-F: Format of Power of Attorney for Authorized Representative

Form IV-G: Format of Bank Guarantee for Earnest Money Deposit

Form IV-H: Technical proposal submission

Form IV-A: Pre-Qualification Proposal Submission Form

[Delhi, January 2020]

To

Deputy Secretary (KPJ)
Room No. 436-A ,
Department of Animal Husbandry & Dairying
Ministry of Fisheries, Animal Husbandry & Dairying
Government of India

RFP dated [date] for selection of Survey Agency (SA) for [name of assignment]

Dear Sir/ Madam,

With reference to your RFP document dated _____, we, having examined all relevant documents and understood their contents, hereby submit our Pre- Qualification Proposal for selection as the Survey Agency (SA) for [name of assignment]. The Proposal is unconditional and unqualified. We are submitting our Proposal as [name of the Bidder]. We understand you are not bound to accept any Proposal you receive. Further:

1. We acknowledge that Client will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the SA, and we certify that all information provided in the Proposal and in the supporting documents is true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.
2. This statement is made for the express purpose of appointment as the SA for the aforesaid Project.
3. We shall make available to Client any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
4. We acknowledge the right of Client to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. We certify that in the last 3 (three) years, we have neither failed to perform on any assignment or contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, nor been expelled from any project, assignment or contract by any public authority nor have had any assignment or contract terminated by any public authority for breach on our part.
6. We declare that:
 - (a) We have examined and have no reservations to the RFP, including any Addendum issued by the Authority;
 - (b) We do not have any conflict of interest in accordance with the terms of the RFP;
 - (c) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by

- or any agreement entered into with Client or any other public sector enterprise or any Government, Central or State; and
- (d) We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
7. We understand that you may cancel the selection process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the SA, without incurring any liability to the Bidders.
 8. We declare that we are not associated or affiliated to any other Bidder applying for Selection as the SA.
 9. We declare that we are not a member of any other Consortium/JV applying for selection as a SA.
 10. We certify that we or any of our affiliates have not been convicted by a court of law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
 11. We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any Agency of the Government or convicted by a court of law for any offence committed by us or by any of our affiliates. We further certify that we have not been barred by the Central Government, any State Government, a statutory body or any public sector undertaking, as the case may be, from participating in any project or bid, and that any such bar, if any, does not subsist as on the date of this RFP.
 12. We further certify that no investigation by a regulatory authority is pending either against us or against our affiliates or against our CEO or any of our Directors/ Managers/ employees.
 13. We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by Client in connection with the selection of SA or in connection with the selection process itself in respect of the above-mentioned Project.
 14. We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall we have any claim or right of whatsoever nature if the Project is not awarded to us or our proposal is not opened or rejected.
 15. We agree to keep this offer valid for 60 (sixty) days from the Proposal Due Date specified in the RFP.
 16. A Power of Attorney in favor of the authorized signatory to sign and submit this Proposal and documents is attached herewith.
 17. The Technical and Financial Proposal is being submitted in a separate cover. This Pre-Qualification Proposal read with the Technical and Financial Proposal shall constitute the application which shall be binding on us.
 18. We agree and undertake to abide by all the terms and conditions of the RFP Document.

Yours sincerely,

Signature

Name and title of Authorized signatory/Authorized Representative

(Name of Firm) Address:

Telephone: Fax: (Name and seal of the Bidder/ Authorized Representative)

**Form IV-B: Self-certification of Minimum Eligibility and of not being
blacklisted**

[Location, Date]

The firm to provide a certificate that the Bidder is a registered firm/ company/ LLP* and is not being currently blacklisted** by any Central/ State/ Public Sector undertaking in India.

If at any time it is found that the Bidder did not have the capabilities as enumerated above, DAHD may put the Bidder in negative list without prejudice to any other civil/ criminal action under the law and forfeiture of the earnest money deposit and in due course the performance guarantee in lieu of penalty

*Kindly provide supporting documents of being registered firm/incorporation certificate

**Kindly provide details if the company has been blacklisted in the past with the relevant supporting documents

Form IV-C: Format for PQ Proposal (Annual Turnover of Bidder) for Professional fees

Financial Year (1)	Total turnover in India (in Rs.) (2)	Turnover from survey related business in India during last 3 years (3)	Serial page no. Of Proposal where supporting document has been provided (4)
2018-19 (a)			
2017-18 (b)			
2016-17 (c)			
Average: ((a)+(b)+(c)/3)			

Certification from Bidder's Chartered Accountant: I hereby certify that the information provided above has been verified by me from the available records, and I certify it to be true and accurate. The Bidder must produce the supporting documents if and when required by DAHD.

Name and Signature of Bidder's Chartered Accountant:

Name and Signature of Authorized Representative

Note: Supporting documents to be attached.

- Audited balance sheets of the Bidder from financial years 2016-17 to 2018-19
- Certificate from statutory auditor certifying that the Bidder has a minimum average annual turnover of Indian Rupees (INR) 100,00,000/- (One crore) from survey related business during the last three financial years (FY 16-17, 17-18 & 18-19)

Note:

1. Bidder should provide the turnover based on its own financial statement. Annual turnover of the Bidder's parent company or its subsidiary or any associate company will not be considered for computation of the turnover of the Bidder.

Form IV-D: Format for Experience of the Bidder

Category No.	Criteria	Name and Details of Assignments and Clients
1		
2		
3		
4		

Form IV-E: Format of Assignment Details of the Bidder

Details of surveys conducted over 2016-17 and 2018-19 with a value of Rs. 50 lakh and above.

S. No. (1)	Client Name (2)	Contract value (in Rs. lakhs) (3)	Date of Commencement (4)	Date of completion (5)

Certification from Bidder's Chartered Accountant: I hereby certify that the information provided above has been verified by me from the documents available with the Bidder and I certify it to be true and accurate. The Bidder must produce the supporting documents if and when required by the client.

Name and Signature of Bidder's Chartered Accountant:

Name and Signature of Authorized Representative:

Important Notes:

This table must be signed by the Bidder's Chartered Accountant as well as the Authorized Representative. ALL COLUMNS MUST BE MANDATORILY FILLED. No change in the format will be permitted.

Form IV-F: Format for Power of Attorney for Authorized Representative

We, [name of organization and address of the registered office] do hereby constitute, nominate, appoint and authorize Mr / Ms. [name], son/ daughter/ wife of [name], and presently residing at [address], who is presently employed with/ retained by us and holding the position of [designation] as our true and lawful attorney (hereinafter referred to as the—Authorized Representative), with power to sub-delegate, in writing, to any person, to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for and selection as Survey Agency (SA) for [name of assignment], to be developed by (the—Authority) including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us until accepting the Work Order with the Authority.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, [name of organization], THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS [date in words] DAY OF [month] [year in yyyy format].

For [name and registered address of organization]

[Signature] [Name] [Designation]

Witnesses:

1. [Signature, name and address of Witness]
2. [Signature, name and address of Witness]

Notes:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under seal affixed in accordance with the required procedure.
2. Wherever required, the Bidder should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
3. For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction for where the Power of Attorney is being issued. However, the Power of Attorney provided by Bidders from countries that have signed The

Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy if it carries a conforming Apostille certificate.

Form IV-G: Format of Bank Guarantee for Earnest Money Deposit

BG No. _____

Date: _____

1. In consideration of the Department of Animal Husbandry & Dairying, Ministry of Fisheries, Animal Husbandry & Dairying, Government of India, Krishi Bhawan, New Delhi —110011 (hereinafter referred to as the—Authority which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) having agreed to receive the proposal of **[Name of company]**, (hereinafter referred to as the—Bidder which expression shall unless it be repugnant to the subject or context thereof include its successors and assigns), for appointment as Survey Agency (SA) for **[name of assignment]** pursuant to the RFP Document dated [date] issued in respect of the Assignment and other related documents including without limitation the draft Work Order for services (hereinafter collectively referred to as—RFP Documents),we **[Name of the Bank]** having our registered office at **[registered address]** and one of its branches at[branch address](herein after referred to as the—Bank),at the request of the Bidder, do hereby in terms of relevant clause of the RFP Document, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the RFP Document by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the Authority an amount of **Rs. [in figures] ([in words])** (hereinafter referred to as the—Guarantee) as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder shall fail to fulfill or comply with all or any of the terms and conditions contained in the said RFP Document.
2. Any such written demand made by the Authority stating that the Bidder is in default of the due and faithful fulfillment and compliance with the terms and conditions contained in the RFP Document shall be final, conclusive and binding on the Bank. We, the Bank, further agree that the Authority shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfillment and compliance with the terms and conditions contained in the RFP Document including, Document including without limitation, failure of the said Bidder to keep its Proposal valid during the validity period of the Proposal as set forth in the said RFP Document, and the decision of the Authority that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Authority and the Bidder or any dispute pending before any court, tribunal, arbitrator or any other authority.
3. We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Authority is disputed by the Bidder or not, merely on the first demand from the Authority stating that the amount claimed is due to the Authority by reason of failure of the Bidder to fulfill and comply with the terms and conditions contained in the RFP Document including without limitation, failure of the said Bidder to keep its Proposal valid during the validity period of the Proposal as set forth in the said RFP Document for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs. [in figures] ([in words]).
4. This Guarantee shall be irrevocable and remain in full force for a period of 60(sixty) days from the Proposal Due Date and a further claim period of thirty (30) days or for such extended period as may be mutually agreed between the Authority and the Bidder, and agreed to by the Bank, and shall continue to be enforceable until all amounts under this Guarantee have been paid.
5. The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, acquisition, merger or amalgamation of the Bidder or the Bank with any other Company, Corporation, LLP or a Firm.
6. In order to give full effect to this Guarantee, the Authority shall be entitled to treat the Bank as the principal debtor. The Authority shall have the full liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said RFP Document or to extend time for submission of the Proposals or the Proposal validity period or the period for conveying of Letter of Acceptance to the Bidder or the period for fulfillment and compliance with all or any of the terms and

RFP FOR ENGAGING A SURVEY AGENCY TO CONDUCT A TELEPHONIC EVALUATION FOR FLAGSHIP SCHEMES OF DAHD, GoI

conditions contained in the said RFP Document by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said RFP Document or the securities available to the Authority, and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of extension of time being given to the said Bidder or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Bidder or by any change in the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

7. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
8. We undertake to make the payment on receipt of your notice of claim on us addressed to [Name of bank along with branch address] and delivered at our above branch which shall be deemed to have been duly authorized to receive the said notice of claim.
9. It shall not be necessary for the Authority to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Authority may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.
10. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing.
11. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.
12. For the avoidance of doubt, the Banks liability under this Guarantee shall be restricted to Rs. [in figures] ([in words]). The Bank shall be liable to pay the said amount or any part thereof only if the Authority serves a written claim on the Bank in accordance with paragraph 8 hereof, on or before [date]/15 days from the date of receipt of notice by the Bank. Signed and Delivered by [name of Bank]

By the hand of Mr; /Ms; [name], it's [designation] and authorized official;

(Signature of the Authorized Signatory)

(Official Seal)

Notes:

1. The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Guarantee.

2. The address, telephone number and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter of issuing Branch.

Form IV-H: Technical Proposal Submission Form

[Location, Date]

To,

Deputy Secretary (KPJ)
Room No. 436-A,
Department of Animal Husbandry & Dairying
Ministry of Fisheries, Animal Husbandry & Dairying
Government of India

RFP dated [date] for selection for [name of assignment]

Sir,

With reference to your RFP Document dated [date], we, having examined all relevant documents and understood their contents, hereby submit our Technical Proposal for selection as [name of assignment]. The Proposal is unconditional and unqualified.

We are submitting our Proposal as [name of the Bidder].

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate in accordance with the RFP. Our Proposal is binding upon us, subject only to the modifications resulting from negotiations in accordance with the RFP.

We understand you/Client are not bound to accept any Proposal you receive.

Further:

1. We acknowledge that Client will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Survey Agency (SA), and we certify that all information provided in the Proposal and in the supporting documents is true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.
2. This statement is made for the express purpose of appointment as the SA for the aforesaid Project.
3. We shall make available to Client any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
4. We acknowledge the right of Client to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. We certify that in the last 3 (three) years, we have neither failed to perform on any assignment or contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, nor been expelled from any project, assignment or contract by any public authority nor have had any assignment or contract terminated by any public authority for breach on our part.
6. We declare that:
 - a. We have examined and have no reservations to the RFP, including any Addendum issued at any stage by the Authority;
 - b. We do not have any conflict of interest in accordance with the terms of the RFP;

- c. We have not directly or indirectly or through an agent/representative engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with Client or any other public sector enterprise or any government, Central or State; and
- d. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
7. We understand that you may cancel the selection process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the SA, without incurring any liability to the Bidders.
8. We certify that in regard to matters other than security and integrity of the country, we or any of our affiliates have not been convicted by a court of law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
9. We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any Agency of the Government or convicted by a court of law for any offence committed by us or by any of our affiliates. We further certify that neither we nor our affiliates have been barred by the central government, any state government, a statutory body or any public sector undertaking, as the case may be, from participating in any project or bid, and that any such bar, if any, does not subsist as on the date of this RFP.
10. We further certify that no investigation by a regulatory authority is pending either against us or against our affiliates or against our CEO or any of our Directors/ Managers/ employees.
11. We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by Client in connection with the selection of SA or in connection with the selection process itself in respect of the above-mentioned Project.
12. We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall we have any claim or right of whatsoever nature if the Project is not awarded to us or our proposal is not opened or rejected.
13. The Financial Proposal is being submitted in a separate cover. This Technical Proposal read with the Financial Proposal shall be binding on us.
14. We agree and undertake to abide by all the terms and conditions of the RFP Document.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Telephone:

Fax:

(Name and seal of the Bidder/Member in Charge)

SECTION- V

Form V-A: Financial Proposal Submission Form

<Location, Date>

To:

Deputy Secretary (KPJ)
Room No. 436A,
Department of Animal Husbandry & Dairying
Ministry of Fisheries, Animal Husbandry & Dairying
Government of India

Subject: Submission of the Financial bid for <provide name of the consulting assignment> Dear

Sir/Madam,

We, the undersigned, offer to provide the services of a Survey Agency (SA) in accordance with your Request for Proposal dated [Date] and our Proposal - Technical and Financial Proposals. Our attached Financial Proposal is for the sum of <<Amount in words and figures>>. This amount is inclusive of OPEs, Miscellaneous expenses & Service taxes. The rate card is enclosed as Form2B, which shall be binding on us, if selected for the contract period. All the fee quoted in this bid shall be valid for the entire contract duration, and no escalation will be payable.

I understand that the payment would be made on the basis of actual GST rate prevalent during the time of payment.

I further certify that none of the rates quoted are above respective DAVP rates (where applicable). Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., <<Date>>.

We understand you are not bound to accept any Proposal you receive. Yours sincerely,

Authorized Signature:

Name and Title of Signatory: Name of Firm:

Address:

Form V-A: Format for Financial Quotation

Name of the Agency:

Sl. No.	Items	Per 1,000 completed questionnaire Cost in INR per week without taxes
1	For 1,000 completed telephonic survey questionnaires per week	
TOTAL PROJECT COST FOR ONE YEAR (in words):		

Note: GST will be paid as applicable and will not be considered for calculating financial scores.