

Chief District Veterinary Officer, Khordha

UNDER

FISHERIES & ANIMAL RESOURCES DEVELOPMENT DEPARTMENT, GOVERNMENT OF ODISHA

Invites Request for Proposal (RFP) for setting up of Animal Helpline & Veterinary ambulance service in Urban areas of Bhubaneswar in Khordha district.

Name of the Institution: **Chief District Veterinary Officer, Khordha**

Tel/Fax: 06755223067

E-Mail- cdvokhordha@gmail.com

Bid Reference No.- 1419

Dated:- 28.02.25

DATE OF PUBLICATION OF BID
DOCUMENT IN WEBSITE

: Dt. 28.02.25

PRE BID MEETING

: Dt 07.03.25 12.00 P.M

LAST DATE & TIME OF RECEIPT OF BID
DOCUMENTS

: Dt. 10.03.25 5.00 P.M.

DATE & TIME of OPENING of RPF

: Dt. 11.03.25 12.00 P.M.

Date and Time for Technical presentation

: Dt 11.03.25 03.00 P.M.

PLACE OF OPENING OF BID DOCUMENTS

Chief District Veterinary Officer, Khordha
At/PO- Khordha

PRE-BID CONFERENCE:

AND

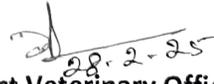
ADDRESS FOR COMMUNICATION

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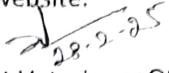
RECEIPT OF BID DOCUMENTS

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Chief District Veterinary Officer,
Khordha

Memo No. ¹⁴²⁰ /CDVO (K)/ Dated 28.2.25

Copy forwarded to the District Information Officer, NIC, Khordha for information and necessary action with a request to upload the tender in the district website.


28.2.25
Chief District Veterinary Officer,
Khordha

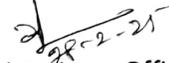
Memo No. ¹⁴²¹ /CDVO (K)/ Dated 28.2.25

Copy to the DIPRO, Khordha for information and necessary action. He is requested to publish the short tender notice in at least one English daily and one Odia daily for wide publicity.


28.2.25
Chief District Veterinary Officer,
Khordha

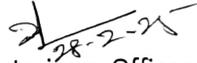
Memo No. 1422 /CDVO (K)/ Dated 28.2.25
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Copy submitted to the APD (Finance), Khordha for information and necessary action.


28.2.25
Chief District Veterinary Officer,
Khordha

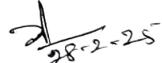
Memo No. 1423 /CDVO (K)/ Dated 28.2.25

Copy submitted to the Additional District Magistrate(Gen), Khordha for kind information and necessary action.


28.2.25
Chief District Veterinary Officer,
Khordha

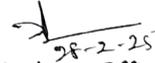
Memo No. 1424 /CDVO (K)/ Dated 28.2.25

Copy submitted to the Collector and District Magistrate, Khordha for kind information and necessary action.


28.2.25
Chief District Veterinary Officer,
Khordha

Memo No. 1425 /CDVO (K)/ Dated 28.2.25

Copy submitted to the Director of Animal Husbandry and Veterinary Services, Odisha, Cuttack for favour of kind information.


28.2.25
Chief District Veterinary Officer,
Khordha

Memo No. ¹⁴²⁶ /CDVO (K)/ Dated 28.2.25

Copy submitted to the Director, I & PR Dept., Bhubaneswar for favour of kind information and necessary action


28.2.25
Chief District Veterinary Officer,
Khordha

The RFP document containing **details of scope of work, time frame, eligibility criteria, selection criteria and other bidding parameters** can be accessed and downloaded from the website <https://khordha.nic.in>

INDEX

SL. NO.	DESCRIPTION	PAGE
1	BIDDER DATA SHEET	5
2	LETTER OF INVITATION (LOI) – SECTION 1	6
3	INFORMATION TO THE BIDDER -- SECTION 2	7
4	TENDER of REFERENCE -- SECTION 3	8
5	SCOPE for FNGO-- SECTION 4	13
6	Technical Proposal Submission Forms -- SECTION 5	20


28-2-25

DISCLAIMER

This **RFP notice** is issued by the CDVO, Khordha under the Department of Fisheries & Animal Resources Development, Odisha.

The information contained in this RFP notice or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the Authority or any of their employees or advisors, is provided to bidder on the terms and conditions set out in this RFP notice and such other terms and conditions subject to which such information provided. This RFP notice is not an agreement and is not an offer/ invitation by the Authority to the prospective Applicants or any other person.

The purpose of this RFP notice is to provide interested bidders with information that may be useful to them in the formulation of their Proposals pursuant to this. This notice includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the assignment. Such assumptions, assessments and statements do not purport to contain all the information that each applicant may require. This notice may not be appropriate for all persons, and it is not possible for the authority, its employees or advisors to consider the objectives, technical expertise and particular needs of each part who reads or uses this notice. The assumptions, assessments, statements and information contained in this notice, may not be complete, accurate, adequate or correct. Each applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP notice and obtain independent advice from appropriate sources.

Information provided in this notice to the applicants is on a wide range of matters, some of which depend upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The authority, its employees and advisors make no representation or warranty and shall have no liability to any person including any applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this notice or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the notice and any assumptions, assessments, statements or information contained therein or deemed to form part of this notice or arising in any way in the selection process. The authority also accepts no liability of any nature whether resulting from negligence or otherwise, however caused arising from reliance of any applicant upon the statements contained in this notice.

The issue of this notice does not imply that the authority is bound to select an applicant or to appoint the selected applicant, as the case may be, for service and the authority reserves the right to reject all or any of the proposals without assigning any reason whatsoever. CDVO, Khordha under the Department of Fisheries & Animal Resources Development, Odisha shall be the sole and final authority with respect to selection of a firm through this RFP notice.

CDVO, KHORDHA


28-2-25

BIDDER DATA SHEET

SI	Particular	Details
	Name of the Client	Chief District Veterinary Officer, Khordha under Dept. of Fisheries & Animal Resources Development, Odisha
	Method of Selection	Quality Based Selection (QBS) method.
	Availability of RFP Document	https://khordha.nic.in
	Date of Issue of RFP	Dt. 28.02.25
	Deadline for Submission of Pre Bid Query	Dt. 04.03.25 Time: 05.00 P.M.
	Pre-Bid Meeting	Dt. 07.03.25 Time: 12.00 P.M.
	Last Date & Time for submission of Bid	Dt. 10.03.25 Time: 5.00 P.M.
	Date of opening of RFP	Dt. 11.03.25 Time: 12.00 P.M.
	Date of Technical Presentation	Dt. 11.03.25 Time: 03.00 P.M.
	Date of Assignment	After deposit of PBG by selected Bidder
	Pre-Bid Meeting	A pre-bid meeting will be held on Dt. 07.03.25 at 12.00 PM in the office chamber of CDVO, Khordha. All queries should be received on or before dt.25.02.25 up to 5:00 PM on Email: cdvokhordha@gmail.com in MS Word format addressed to: CDVO, Khordha
	Bid Processing Fee (Non-Refundable)	1000/- INR (non-refundable in shape Account payee demand draft / fixed deposit receipt/ banker's cheque/ bank guarantee form from any commercial bank/online transfer/ Direct cash payment in office on generation of valid Govt. money receipt.
	Earnest Money Deposit (E.M.D.)	5000/- INR (Refundable) in shape Account payee demand draft / fixed deposit receipt/ banker's cheque/ bank guarantee form from any commercial bank/online transfer/ Direct cash payment in office on generation of valid Govt. money receipt.
	Performance Bank Guarantee	@ 5 % of the total contract value before award of LoA or signing the contract.
	Address for Submission of Proposal	(Postal Address) of CDVO Telephone No- Email: cdvokhordha@gmail.com
	Mode of Submission of Proposal	Mode of Submission: Speed Post / Registered Post / Courier/ in person (drop box) to the address as specified above during office hour only. Submission of bid through other mode and late bid shall be rejected.
	Place of Opening of RFP	Office chamber of CDVO, Khordha

[Signature]
28-2-25

SECTION-1
LETTER OF INVITATION

RFP Notice No.

Dated:

Name of the Assignment: Selection of Facilitating Non-Government Organisation for "setting up of Animal Helpline & Veterinary ambulance services" in Bhubaneswar urban are under **Chief District Veterinary Officer, Khordha** of Fisheries & Animal Resources Development Department, Odisha. More details on the proposed assignment are provided at Section-3: Terms of Reference of this Document.

1. An Organization will be selected through a two-stage process. Firstly, the applicant NGOs will be shortlisted based on their capacity and experience on undertaking animal welfare activities. The short-listed NGOs will be called for to make a detailed presentation on their past experiences in implementation of programmes and also on their proposed action plan for supporting the Animal Help Line activities in Bhubaneswar Municipal Corporation.
2. The proposal complete in all respect as specified in the RFP Document must be accompanied with a **non-refundable** amount of **Rs. 1000/- (Rupees One thousand only)** towards **Bid Processing Fee** in form of Account payee demand draft / fixed deposit receipt/ banker's cheque/ bank guarantee form from any commercial bank/ Online transfer in favour of "**Chief District Veterinary Officer, Khordha**" (**Banking name of CDVO**) drawn in any Scheduled Commercial Bank payable at Khordha, Odisha failing which the bid shall be rejected.
3. The proposal must be delivered at the specified address as per the Bidder Data Sheet by **Speed post / Registered Post/ in person through drop box**. The Client shall not be responsible for postal delay or delay due to any other consequence. Submission of proposal through any other mode shall be rejected. The last date and time for submission of proposal complete in all respects is **dt.10.03.25 up to 5:00 PM** and the date of opening of RFP is **dt 11.03.25 at 12.00 PM** in presence of the bidders/bidders' representatives at the specified address as mentioned in the Bidder Data Sheet. The representative of a bidder may attend the meeting with due authorization by the bidder in form of a letter. However the absence of any bidder or their representative is not a bar to open the technical bid.
4. This RFP document includes following sections:
 - a. Letter of Invitation [**Section -1**]
 - b. Information to the Bidder [**Section -2**]
 - c. Tender of Reference [**Section -3**]
 - d. Scope for FNGO [**Section - 4**]
 - e. Technical Proposal Submission Forms [**Section -5**]
5. While all information/data given in the RFP document are accurate within the consideration of scope of the proposed assignment to the best of the client's knowledge, the client holds no responsibility for accuracy of information and it is the responsibility of the bidder to check the validity of information/data included in this document. The client reserves the right to accept/reject any/all proposals/terminate the entire selection process at any stage without assigning any reason thereof.

**Chief District Veterinary Officer,
Khordha**


28.02.25

Section -2
Information To Bidders

Submission of RFP paper

1. The interested bidder can download the entire RFP Document from the website <https://khordha.nic.in> He/She can take the RFP documents from office of the CDVO, Khordha from accounts section by making a Govt. deposit of Rs.1000/- (Rs. One thousand only) towards cost of RFP paper and processing fee.
2. The bid should be sent through **Speed post / Registered Post/ Courier/ in person through drop box kept in the o/o CDVO, Khordha.**

BID Processing Fee:

The bidder shall deposit an amount of Rs.1000/- towards cost of RFP paper and BID processing fee (non-refundable) in shape of Account payee demand draft / fixed deposit receipt/ banker's cheque/ bank guarantee form from any commercial bank/online transfer/ Direct cash payment in office on generation of valid Govt. money receipt. The demand draft / banker's cheque / transaction slip of online transfer or Govt. money receipt of Rs.1000/- is to be attached with the Technical bid documents. .

Bank details of CDVO Khordha:-
Chief District Veterinary Officer, Khordha
A/c No.-11276460698
IFSC Code- SBIN0000116
State Bank of India, Main Branch, Khordha


28-2-25

Pre-Qualification Criteria (Eligibility Criteria):

Bidders must conform to the eligibility criteria given below and to this effect must produce the required supportive documents/information as indicated against each as part of their technical proposal:

- (i) Firms intending to participate in the bidding process must be registered under OGST Act.
- (ii) Firms must have valid PAN/ TAN registration.
- (iii) The FNGO must be a registered body under the Societies Registration Act of 1860 (20 of 1860) or any other corresponding law for the time being in force
- (iv) The FNGO must be a recognized organisation by the Animal Welfare Board of India for taking up Animal Welfare activities.
- (v) The FNGO must have minimum 3 years of experience in implementing Animal Welfare activities along with social mobilization, awareness program. Valid documents are to be submitted in support of this.
- (vi) Bidders who have been blacklisted either by the RFP inviting authority or by any State Govt. or Central Govt. organization is not eligible to participate in the RFP during the period of black listing.
- (vii) Bidders who have not supplied to the RFP inviting authority, any order after publication of rate contract (s) in previous RFPs/ Tenders shall not be considered for price comparison.
- (viii) Bidder must have submitted income tax return for at least three years in last five assessment years **(2019-20, 2020-21, 2021-22 & 2022-23 and 2023-24)**.
- (ix) Bidder must have filed latest GST return certificate.

SECTION -3 : TERMS OF REFERENCES (TOR) FOR ENGAGEMENT OF FACILITATING NON-GOVERNMENTAL ORGANISATION (FNGO)

Animal Help Line facility with ambulance service is implemented in the Khordha District Society for the Prevention of Cruelty to Animals (SPCA) through the Chief District Veterinary Officer (CDVO)-cum-Member Secretary, District SPCA Khordha in order to provide emergency veterinary care to stray and destitute animals in Bhubaneswar Municipal Corporation (BMC).

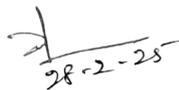
In order to support the implementation of the Animal Help Line Programme involvement of a civil society organisation having expertise in animal welfare activities will be engaged vide Letter No. 1956/ Vet dated 30.01.25 of Director, AH & VS, Odisha .Accordingly, District Society for the Prevention of Cruelty to Animals (SPCA) Khordha District invites Request of Proposal (**hereinafter called "RPF"**) from Non-Government Organisations (NGOs) having prior experience in the field of Animal Welfare Activities for engagement as Facilitating NGO (FNGO) for supporting the District Society for the Prevention of Cruelty to Animals (SPCA) Khordha, for implementing Animal Helpline activities.

The engagement will be valid for a period of **ONE** year from the date of signing of MoU between District Society for the Prevention of Cruelty to Animals (SPCA), Khordha and selected FNGO, which can further be extended to one more year by the Dist. SPCA, Khordha, subject to satisfactory performance by the FNGO.

[Handwritten signature]
28-2-25

TERMS & CONDITIONS FOR PROVIDING MANPOWER BY FNGO

- i) The engagement of FNGO and its continuance of engagement is based on the appraisal of its performance by the Society for the Prevention of Cruelty to Animals (SPCA), Khordha District against deliverables Animal Help Line Programme.
- ii) The personnel/manpower engaged by the FNGO cannot claim any right to a regular appointment at any time neither with Society for the Prevention of Cruelty to Animals (SPCA), Khordha District nor with Fisheries & Animal Resources Development Department, Govt. of Odisha.
- iii) Bidders will be rated based on their annual turnover. For this they have to submit valid document of at least three years of last five years. **(2019-20, 2020-21, 2021-22 & 2022-23 and 2023-24).**
- iv) During the tenure of engagement, the manpower provided by FNGO shall abide by the rule, regulations, conditions prescribed by the Member Secretary, District SPCA, Khordha and other superior officers of SPCA.
- v) The bidder with experience of at least **2 (two) "Animal Welfare Projects"** with contract value of the project being not less than **Rs.10 lakh in each case** during the last five years **(2019-20, 2020-21, 2021-22 & 2022-23 and 2023-24)** under Central/State Govt./PSUs. (LoA and Invoice/ Bill to be submitted with BID document as proof).
- vi) During the period of engagement in the project, the personnel provided by the FNGO shall be required to work and attend the duties as may be assigned by the Nodal Officer, for AHL programme.
- (vii) The FNGO having contractual agreements with Vet doctor, Para vet, Attendant will be preferable and weightage will be given accordingly.
- (viii) FNGO having an animal shelter (Goshala and Kennel) of own near around Bhubaneswar with minimum keeping capacity of 200 animals as will be required by the AHL units in exigencies And weightage will be given accordingly
- (ix) FNGO having an ambulance service of his own in Bhubaneswar Municipal area will be preferable, and weightage will be given accordingly.
- (x) The Personnel shall be entitled to a maximum of **12 days** of leave in a year with prior approval of the Nodal Officer. Any unauthorized absence shall attract proportionate deduction from the consolidated monthly remuneration. On the days of leave the FNGO will provide similar type of manpower to the AHL unit for uninterrupted AHL service in BMC area.
- (xi) In the event of unauthorized absence or any other misconduct by the Personnel deployed by the FNGO, such Personnel shall immediately be replaced.
- (xii) The FNGO shall be held responsible for any loss sustained by the Society for the Prevention of Cruelty to Animals (SPCA), Khordha District/F&ARD Department through fraud or negligence on the part of the Personnel deployed by the FNGO.
- (xiii) Upon termination of the FNGO engagement, Personnel shall be liable to hand over all the assets and records in their possession to the Nodal officer.
- (xiv) The Personnel deployed by the FNGO shall not take up any other assignment other than District SPCA, Khordha during the period of engagement.
- (xv) The personnels engaged in different units of AHL, Bhubaneswar can be deployed to other units of AHL within BMC area, as and when exigency arises/ as per the instruction of OIC, AHL/Nodal Officer/Honorary Secy., Dist. SPCA, Khordha.


28-2-25

(xvi) **BID Security/ Earnest Money Deposit**- The bidder has to deposit an amount of **Rs. 5000/-** towards BID security through Account payee demand draft / fixed deposit receipt/ banker's cheque/ bank guarantee form from any commercial bank need to be submitted along with bid documents. The BG form should have validity at least 45 days beyond the BID validity period. The bid security will be returned to unsuccessful bidders. The BID security of successful bidders will be adjusted during the collection of Performance security.

(xv) **Performance Security**- The successful bidder has to submit Bankers Guarantee Form from a Nationalised Bank @ 5 % of the total contract value before award of LoA or signing the contract. The BG form should have validity atleast 60 days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. A model BG form is attached herewith.

1. Minimum Qualifying Criteria for Deployment of Manpower for AHL Programme by FNGO

A. Veterinary Doctor

(i) Graduate in Veterinary Science and Animal Husbandry from a recognized College/University.

(ii) Registered and valid Practitioners of Orissa Veterinary Council/Veterinary Council of India

(iii) Age not above 65 years

B. AHL Assistant

(i) Candidates having Plus two with 2-year Diploma in Animal Sciences from a recognised educational institution OR

Must have passed Plus two Vocational Courses in field of Animal Husbandry/ Dairy/ Poultry/ Animal Production from a recognised educational institution

(ii) Age not above 55 years

C. AHL Attendant

(i) Candidate should have passed 10th+ from a recognised educational institution.

(ii) Age not above 55 years

(iii) Should be physically fit to work in the field.

D. Program Coordinator

(i) Post Graduate in Social work/ Sociology/ Rural Development from a recognized University/ Institute.

(ii) Age not above 55 years

(iii) Experience:

a. Must have at least one year of working experience in the field of Animal Welfare activities

b. Should have working knowledge in computer applications (MSOffice/MSWord).

c. Should have adequate knowledge to work in multi-tasking environment having skills in managing & coordinating activities in a project mode.

d. Should have skills & proficiency in developing suitable contents for posting in social media in English and Odia languages

E. Field Assistant

(i) Graduate in any discipline from a recognized University/Institute.

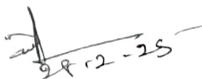
(ii) The age should be between 25 to 45 years.

(iii) Experience:

a. Must have at least one year of working experience in the field of Animal Welfare activities

b. Should have working knowledge in computer applications (MSOffice/MSWord).

c. Should have adequate skill to work with community and mobilise them for successful implementation of AHL Program:

 28.12.25

Documents should be submitted with the Application form in Appendix-A:-

Document No.	Document type	Remarks
1.	Forwarding letter in letter pad of the firm with checklist (Index with Page No. of following Documents signed by authorized representative of the firm	
2.	Letter of authorization.	
3.	Document of proof for the organisation registered under the Societies Registration Act of 1860 (20 of 1860) or any other corresponding law for the time being in force	
4.	Copy of AWBI Registration Certificate of the Agency	
5.	Copy of the FCRA Registration Number. (If Yes)	
6.	Proof of Tender processing fee as mentioned above	
7.	Proof of Earnest Money Deposit (EMD or BID security fee) as mentioned above.	
8.	Details name, address, telephone no., Fax, e-mail of the firm in the format Appendix-A	
9.	Copy of PANCARD & GST registration certificate. Bidders participating in the tender must be registered under Odisha GST (OGST) Act.	
10.	Copy of latest GST payment receipt.	
11.	Copy of I.T Return of any three years out of last preceding five fiscal years 2023-24; 2022-23; 2021-22; 2020-21; 2019-20	
12.	Declaration of not been blacklisted by any Govt. institution in Appendix-C	
13.	Copies of Audited statement of Accounts, Balance Sheet and Income Expenditure returns for last three years	
14.	Bio-data of the Staff members of the existing professional staff and copies of certificates of their qualification	
15.	Copy of Agreement/ Work order for implementation/ facilitation of schemes on Animal Welfare activities. Past experience details in the format Appendix-A.4 (Relevant Past Achievements- It may include the types of Animal Welfare activities implemented by the FNGO, Coverage area and their Achievements (Physical& Financial), publications, Success Story etc.)	
16.	Proof of Minimum Average Annual turnover of the bidder: in any three of last preceding five fiscal years (2019-20, 2020-21; 2021-22; 2022-23 and 2023-24), certified by a Chartered Accountant. Appendix-A.2	
17.	Copy of ^{1st} page of bank pass book or a cancelled cheque as proof of Bank Account details.	


28-2-25

NB: Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to summary rejection of the bid. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions and other information as mentioned in the RFP Document. The proposal must be complete in all respects and indexed. Each page should be numbered and certified by the bidder/ authorized representative. Failure to comply with the BID requirements will result in outright rejection of the proposal

Pre-Bid Meeting:

A pre-bid meeting will be organised by the client to address the queries relating to the overall selection process and scope of the work. To this respect, bidders can submit their queries, to **Chief District Veterinary Officer, Khordha** through e mail at cdvokhordha@gmail.com up to dt.04.03.25 from the level of the bidder/authorized representative of the bidder. **Any request for clarification submitted beyond the above deadline will not be entertained during the pre-bid meeting.** The pre-bid meeting will be held on 07.03.25 at 12 PM in the office chamber of CDVO, Khordha. Representatives (**maximum up to 2 members from each bidder**) with due authorization letter will be allowed to attend the pre-bid meeting. Clarifications to the submitted queries will be uploaded in the website <https://khordha.nic.in> for information of the bidders. Any such clarification/ corrigendum shall be deemed to be part of this RFP document. Request for alternation/change in existing terms and conditions of the RFP document shall not be considered/ entertained.

FORMAT FOR SUBMISSION OF PRE-BID QUERY

- The bidders will have to ensure that their queries in soft copy for the pre-bid meeting should reach to CDVO, Khordha through email at cdvokhordha@gmail.com latest by **dated 04.03.25 up to 5.00 PM** as per the prescribed format only as mentioned below.

Sl. No.	RFP Document [Section & Number]	Page	Content of RFP requiring Clarification(s)	Clarification Requested
1.				
2.				
3.				
4.				

- Any other form of submission will not be entertained.
- The Client shall not be responsible for ensuring that the bidders' queries have been received by them. Any request for clarifications post the indicated date and time as per the Instruction sheet of the RFP shall not be entertained by the Client.
- The purpose of query clarification is to provide the bidders with information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the project.
- The Client will endeavour to provide timely response to the queries by uploading in website. No individual response to be given. However, the client makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does it undertake to answer all the queries that have been proposed by the bidders.

Authorized Signatory [In full and initials]: _____
Name and Designation with Date and Seal:

[Signature] 28.2.25

Section-4 : SCOPE FOR FNGO

Scheme for setting up of Animal Helpline & Veterinary Ambulance service in urban areas circulated by Fisheries & Animal resources development dept. Govt. of Odisha vide Letter No. 1956/Vet dated 30.01.25.

1. Objective:

- The objective of the program is to provide Animal Helpline and Ambulance Service (AHL) to the stray and destitute animals in need.
- To treat the injured/distress/abandoned animals/pets at the spot with first-Aid and lifesaving drugs.
- To cater better and timely veterinary services during natural calamities, when large number of animals become prone to injuries.

2. Scope of the Program

i. Coverage of the AHL Program

The AHL program will be implemented in 4 AHL units in Bhubaneswar-
(i) Sahidnagar (ii) Patrapda (iii) Kalarahanga (iv) Nayapalli

ii. Infrastructure support for animal health care

Infrastructure support will be provided under the scheme for setting up of animal shelters and kennels, veterinary healthcare facilities, post treatment facilities etc in the AHL unit.

- iii. Supporting Animal Welfare Organizations towards Veterinary medicines and consumables for treatment of stray animals

In order to support the Animal Welfare Organizations in undertaking emergency veterinary health care for destitute cases, funds can be provided under the scheme towards medicines and consumables.

3. Programme Implementation

- (i) The AHL programme will be implemented by the respective **District Society for Prevention of Cruelty to Animals (SPCA)**. The Chief District Veterinary Officer-cum- Member Secretary, District SPCA will be responsible for implementation of the AHL program.
- (ii) The District Society for Prevention of Cruelty to Animals (SPCA) will engage a Facilitating NGO (FNGO) involved in Animal Welfare Activities for supporting the implementation of AHL programme.
- (ii) The FNGO will provide the necessary technical personnel under this scheme, which includes a dedicated team of Veterinary doctors, AHL Assistants, attendants and other support staff.
- (iv) In Bhubaneswar, the FNGO will provide Project Coordinator and Field Assistants to coordinate with Bhubaneswar Municipal Corporation authorities, active Animal Welfare Organization and volunteers in implementation of AHL Program


26.2.25

3.1: Timings of Animal Help Line

Location	No. of Shifts	Shift I	Shift II	Shift III
Sahidnagar	3 shifts (24x7)	6am-2 pm	2pm to 10pm	10 pm to 6am
Patrapada	2 shifts	6am-2 pm	2pm to 10pm	-
Kalahanga	2 shifts	6am-2 pm	2pm to 10pm	-
Navapalli	2 shifts	6am-2 pm	2pm to 10pm	-

3.2: Manpower Support

Location	Location	Veterinary Doctors	Project Coordinator	AHL Assistant	Field Assistant	Attendant
Bhubaneswar	Sahidnagar	3	1	3	2	3
	Patrapada	2	-	2	-	2
	Kalahanga	2	-	2	-	2
	Nayapalli	2	-	2	-	2
	Total	9	1	9	2	9

3.3: Details of Financial Outlay for Manpower Support (2024-25)

Manpower	Cost/person/month(in Rs)	No. of Person	Outlay for 2024-25 (12 months)
Veterinary Doctor @ Rs 50000/- per month with 18 % GST and @ 3.85 % of Gross remuneration (Rs 59000/-) i.e. Rs 2271.5/- per Doctor , Total= Rs 61271.5/-	Rs 61271.5/-	9	6617322
Programme Coordinator @ Rs 30000/- per month with 18 % GST and @ 3.85 % of Gross remuneration (Rs 35400/-) i.e. Rs 1362.9/- per District Programme Coordinator , Total= Rs 36763/-	Rs 36763/-	1	441156
AHL Assistant Coordinator @ Rs 22000/- per month with 18 % GST and @ 3.85 % of Gross remuneration (Rs 25960/-) i.e. Rs 999/- per AHL Assistant, Total= Rs 26959/-	Rs 26959/-	9	2911572
Field Assistants @ Rs 22000/- per month with 18 % GST and @ 3.85 % of Gross remuneration (Rs 25960/-) i.e. Rs 999/- per Field Assistant, Total= Rs 26959/-	Rs 26959/-	2	647016
Attendant @ Rs 12500+ (EPF-13%, + ESI-3.25% + GST-18%) i.e. Rs 17209.19= Rs 17209/- & Service charges for manpower provider @ 3.85 % of Gross Remuneration (Rs 17209/-) i.e. Rs 663/- per Attendant, Total= Rs 17872/-	Rs 17872/-	9	1930176
Management & Administrative charge to the FNGO (lump sum)	1000	30	30000
Total Cost			12577242

28.2.25

4 Animal Helpline Toll Free Number

A dedicated Animal Helpline Toll free number launched for the State i.e.1962.

5. **Modalities for Engaging the Facilitating NGO**

- a. The Facilitating NGOs shall be engaged by the respective District SPCA.
- b. The organisation selected to function as Facilitating NGO should be a **Voluntary Non-Government Organisation working in the field of animal welfare**. The indicative Terms of Reference of the FNGO is placed **at Section-3**.

Setup of AHL Team

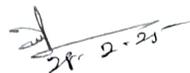
- The team will consist of-Veterinary officer, AHL Assistant, Driver and Attendant
- In addition in Bhubaneswar additional personnel namely Programme Coordinator and Field Assistants shall be deployed.
- The team will report to the Nodal Officer in charge as decided by the CDVO

Infrastructure/Equipment and Medicines

- The ambulance will be well equipped with instruments/equipment like basic surgical kit,embryotomy set, portable sterilizer, ice box, saline stands, haemoglobinometer, gloves,syringes,thermometer,chairs,torchlight, etc.
- CDVO will take steps for procurement of need based medicines & equipment by following necessary procurement procedures or make it available out of the existing stock in the district.
- The medicines and other consumables shall be used for treatment of stray / abandoned animals. No free medicines/ consumables shall be used for treatment of pets.

6. Standard Operating Procedure managing AHL unit

- Each AHL unit should provide veterinary health care services to stray and abandoned animals on receipt of the call through 1962
- Emergency calls for treatment of injured and distress animals will be entertained.
- In Bhubaneswar, AHL services will be available on 24X7 basis in 3 shifts at Sahidnagar AHL unit while in 2 shifts at Patrapada, Kalrahanga and Nayapalli.
- On receiving a call through Toll Free telephone Number 1962/any communication about a sick/injured animal, the ambulance/AHL reaches the spot as early as possible.
- The ambulance team will provide necessary First-Aid/treatment to the animal. In critical cases, the affected animals wherever required may be shifted to the nearest Veterinary Hospital /Veterinary Dispensary / nearest goshalas / animal shelter homes for necessary treatment/care.
- If dead animals are recovered from the accident site, the same are to be disposed preferably by deep burial method in the nearby Govt. land away from human habitation .This may be done in coordination with the local Deputy Commissioner/Health Officer of concerned municipality/corporation.
- In case of natural calamities, the Animal helpline will continue to deliver the requisite services as usual subject to its utilization in affected areas as per the instruction of the concerned CDVO/DD (DVH)in exigencies.


28.2.23

- If more numbers of stray animals particularly cattle are shifted and treated, those can be rehabilitated temporarily in any nearby Goshalas.
- Similarly, infrastructure support towards Veterinary health care, small animal kennel to be made by the Municipality/NACs but priority will be given 14 nos. of locations where the programme is implemented, then other locations as per need.
- The Animal Helpline team when not in service will assist the DD (DVH) in their day-to-day working VH/VD.
- No user charges will be collected towards providing ambulance service to injured stray animals.

Record Keeping

- The Veterinary officer along with animal health assistant engaged in Ambulance should maintain all the requisite registers such as Call receive register, Treatment Register, Stock book of Medicine and Equipment, Contingency Register, Log Book, Attendance Register in prescribed format, Indoor Register, Cash Book, money receipt book, under active supervision/guidance of Nodal Officer, AHL.
- The equipment stock is also to be maintained regularly subject to non-functioning of equipment, which is to be brought immediately to knowledge of the Nodal Officer AHL.
- In addition, any other registers, if required, may also be maintained along with the corresponding files

Review and monitoring

- Monthly report will be submitted by Nodal Officer AHL to the CDVO. The CDVO shall submit the monthly report to the Directorate of A.H&V.S by 5th of succeeding month.
- Theregularsupervision&monitoringtobecarrriedoutbytheCDVOforsmoothimplementation of AHL and Animal Ambulance facility.
- A monitoring committee consisting of the following members will guide, monitor and review the programme implementation.

7. SELECTION PROCESS OF FNGO:

The selection of the Facilitating Non-Governmental Organization (FNGO) will follow a QBS method (Quality Based Method). Firstly, the applicant NGOs will be shortlisted based on criteria mentioned under subheading **Pre-Qualification Criteria (Eligibility Criteria)**.

The shortlisted candidates will be subjected to a two stage selection method:

In 1st stage: In presence of all in an open process, basing on their capacity and experience on undertaking animal welfare activities, the agencies will be awarded marks in different parameters set in the table under **Evaluation Criteria**.

In 2nd stage: The individual agencies will be called one after another to make their detailed presentation will on their past experiences in implementation of programmes and also on their proposed action plan for supporting the Animal Help Line activities in Bhubaneswar Municipal Corporation. This process will be done in front of the tender evaluation committee. No other agency will be allowed inside room while one agency is presenting their work.

The marks secured in above two stages will be added and the FNGO having the highest marks will be selected.

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B. HUMAN RESOURCES

The FNGO will provide the following personnel /manpower for supporting the implementation of the Animal Help Line activities.

Personnel	Number of persons
Veterinary Doctors	9
AHL Assistant	9
Project Coordinator	1
Field Assistants	2
Attendant	9

9. Job Description & Responsibilities

A. Job Description of Veterinary Doctor

He/she will attend duty at Veterinary Dispensary/Veterinary Hospital on an 8 hourly shift basis (24X7) in Bhubaneswar (BMC) and offer animal health care services to stray and abandoned animals under Animal Help Line.

- ii. Provide follow up treatment of sick/injured animals being rescued/attended under Animal Help line
- iii. Plan and organise vaccination campaign for FMD vaccination in stray animals in Bhubaneswar Municipal Corporation area covered under AHL.
- iv. Supervise receiving and recording of calls in Call register.
- v. Train the AHL Assistant and other staff attached to Animal Help Line in receiving and recording of calls etc.
- vi. Facilitate proper disposal of carcasses in coordination with BMC, Bhubaneswar.
- vii. He/she will sign the log book of vehicle.
- viii. He/ she will report to AHL Nodal Officer for any issue relating to Animal Help Line or ambulance service.
- ix. Redressal of complaints if any of the citizen.
- x. Maintenance of Stock and utilization of medicine.
- xi. Rescue of sick animals in BMC area being covered under AHL for treatment. & from other areas within Khordha district in special cases if directed by Member Secretary, SPCA.
- xii. Submit Monthly Report to Nodal Office as identified by CDVO regarding progress of Animal Help Line.
- xiii. Any other job assigned as and when required by Nodal Officer AHL/CDVO for smooth functioning of Animal Help Line.

B. Job description of AHL Assistant:-

- i He/ she will work in close coordination with the Veterinary Doctor in the AHL
- ii He/she will assist in treatment of Animal Helpline cases in field
- iii He/She will take up vaccination of stray animals against F.M.D.
- iv Prepare Report return of AHL
- v He/she will follow up of treatment of AHL cases in field under the direct supervision of Veterinary Doctor.
- vi He/ she will assist in rescue of sick animals, such as stray Bulls/Cows/Dogs etc. for treatment/operation at Veterinary Hospital etc.
- vii Receive and maintain data base of all calls entertained under AHL
- viii He/she will maintain stock and store at AHL Unit


28.2.25

ix. He/She will keep a track on daily calls made to Animal Help Line services and followup.

x. He/She will report to Veterinary Doctor directly and Nodal Officer, Animal Help Line for day-to-day routine jobs

xi. Any other job assigned as and when required by Veterinary Doctor/Nodal Officer/CDVO for smooth functioning of Animal HelpLine

xi. Job Description of Attendant engaged under AHL

a. Work in close coordination with the Veterinary Doctor and AHL Assistant in the Animal Help Line as a team.

b. Undertake restraining of animals for treatment of Animal Helpline cases.

c. Take up vaccination of stray animals against F.M.D. in area of operation of AHL.

d. Undertake follow up of dressing of wounds of sick and wounded animals, etc as per the advice of Veterinary doctor.

e. Assist in rescue of sick animals, such as stray Bulls/Cows/Dogs etc. for treatment /operational Veterinary Hospitaletc.

f. Will report to Veterinary Doctor directly and Nodal Officer, Animal Help Line for day-to-day routine jobs.

g. Any other job assigned as and when required by Veterinary Doctor / Nodal Officer AHL/ CDVO for smooth functioning of Animal Help Line.

xii. Job Description of Program Coordinator

a. Awareness and Sensitization

i. Create an IEC plan to sensitize the general public about the Animal Helpline and Animal Birth Control Programme

ii. Implement the IEC plan through channels such as – meetings, electronic media, print media, posters and social media

b. Collaboration with other Entities

i. Establish a rapport with local communities for effective implementation of AHL services (reporting sick animals, taking care of animals etc.) and ABC programs (support in dog catching, releasing etc.).

ii. Maintain partnerships with active Animal Welfare Organisations and general public which can shelter sick/injured/old animals rescued through AHL and ABC programs

iii. Ensure adoption of animals through Animal Welfare Organisation and interested general public

iv. Maintain rapport with active Animal Welfare Organisations and general public who can take care of recovering animals in AHL and ABC programs

v. Actively play a facilitator role between the government and the public to maximize animal welfare programmes in the operational area.

c. Program Implementation support:

i. Assist the Nodal Officer in data collection, compilation and analysis with respect to animal population, mortality, potential cases for AHL, potential for ABC, status of operations etc.

ii. Update AHL and ABC related information to the department in required formats and through appropriate channels (on Department App/portal/Excel/email etc.)

iii. Ensure quality of calls management and treatment by ambulance service is up to the mark

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- iv. Ensure dog catching is done in a humane and proper manner
- v. Supervise catching and release of stray dogs from and to the specified locations
- vi. Coordinate with the BMC functionaries and ensure ABC operations are done as per the guidelines and animals are well taken care before and after the operation in the government facilities.
- vii. Manage field assistants and ensure their responsibilities are met under the AHL and ABC units
- viii. Maintaining database of activities organized and prepare physical progress and impact reports, better practices/ success stories on AHL and ABC Program as key deliverables
- ix. Undertake any other job assigned as and when required by Nodal Officer//CDVO for smooth functioning of Animal Help Line & ABC program.

Responsibilities of Field Assistants

I On-field support

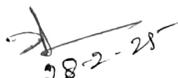
- Keep track of all calls to the AHL and ensure proper follow up is done on all calls
- Help in identifying dogs to be sterilized by preparing monthly planning advance plans
- Make visits with dog catching vans to oversee catching and releasing of dogs and resolve any public issues
- Ensure dog catching is done in a proper and humane manner
- Ensure dogs are released at the same location from where they are picked
- Ensure kennels and pounds where dogs are kept before and after the ABC operations are clean
- Ensure the sheds where animals are kept to treat AHL cases are clean
- Ensure quality of food, water, medicines provided to animals is good

ii. Program Implementation Support:

They will assist the Programme Coordinator in maintaining database of activities organized and prepare physical progress and impact reports, better practices/success stories on AHL and ABC Program

10. REMUNERATION & ADMINISTRATIVE COST:

The FNGO will be paid on monthly basis by the Society for the Prevention of Cruelty to Animals (SPCA) towards remuneration of personnel deployed along with management and administrative charges by the Member Secretary, District SPCA, Khordha. The payment will be released on submission of Performance Appraisal Report along with Absentee Statement every month by Nodal officer, AHL Program. The total payment will be released directly to the Bank Account of the FNGO.


28-2-25

APPLICATION FORMAT

a. Name of the Organisation	
b. Abbreviation name of Organisation, if any	
c. Address of Organisation	
d. Mailing and Correspondence Address	
e. Contact person	
Name	
Designation/Title	
Telephone No.(LandLine/Mobile)	
Email	
(I) Is the organization registered :Yes/No	
(II) If yes, under which Act: Society Act/ Trust Act Company (Section-25)Act or Any Other (attached copy)	
Year of Registration	
(III) Since how long it is operational (No. of Years)	
(IV) Whether organization is Registered under FCRA :Yes/No	
(V) Whether it is registered under Income Tax (Yes/No)	PAN No : Last 3 years IT Return
(VI) If Registered under GST Act	GST No :

[Signature]
28-2-23

1. Give Details of Board Members (Current Status)

Name	Address	Position/ Designation

2. Annual Turn Over for last 3 Years

Year	Turnover Rs. In Lakh
2021-22	
2022-23	
2023-24	

Copies of Audited Annual Reports, Income-Expenditure statement & Balance Sheet To be enclosed.

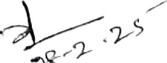
3. Details of Professional Experienced Staff

Area of Expertise	Name of staff	Qualification	Years of experience

4. Details of Experience in Implementing Animal Welfare Activities in Odisha

SI. No	Name of the Scheme/Programme	Area of implementation	Activities undertaken	Total Funds utilized in Rs.

Signature of the Authorised Signatory


28-2-25

Appendix-B

DECLARATION BY THE FNGO

1. I have read and understood the terms and conditions relevant to Request for Proposal (RPF) vide advertisement No. Date: and submitted the proposal in accordance with the terms and condition of the above-mentioned notification.
2. The information furnished in the proposal are true and factual and I clearly understand that our proposal is liable for rejection, if any information furnished is found to be incorrect and not factual at any point of time without assigning any reason thereof and Member Secretary, District SPCA cum CDVO, Khordha will have the right to initiate any action as deemed fit.

Place:

Signature:

Date:

Name:

Designation:

Seal of the Organisation:


28.2.25

Appendix-C

(RUPEES 10 STAMP PAPER)

FORM DECLARATION for not been Black listed

I/We do hereby declare that, I/We have not been de-recognized / debarred / blacklisted by any State Govt. / Union Territory / Govt. of India / Govt. organization / Govt. Veterinary Institutions for supply of Non-Standard Quality (NSQ) items / part-supply / non-supply.

That, I am not a defaulter in supply of any item to Chief District Veterinary Officer, Khordha, Odisha, or any other indenting officers of the State of Odisha after being responsive bidder in past three years.

I/We do hereby declare that I/we will supply the approved service as per the terms, conditions & specifications of the tender document. I / we further declare that my / our performance security deposit will be forfeited if I /we fail to supply any item after getting order from the purchaser. I /we further declare that we will supply the ordered items manufactured only by the manufacturers as mentioned in the bid document.

I/We agree that the Tender Inviting Authority can debar / blacklist me/us for a period of 3 years if, any information furnished by us proved to be false at the time of inspection / verification and not complying with the Tender terms & conditions.

Signature of the bidder :

Date

Name & Address of the Firm:

Registered before Public Notary


28-2-21

Evaluation Criteria for Selection of FNGO

Sl No	Parameter	Range	Marks	Max. Marks
1	2	3	4	5
1	Annual average farm size for last 3 years	< Rs. 2 lakhs per annum	2	10
		Rs. 2-5 lakhs per annum	4	
		Rs. 5-10 lakhs per annum	6	
		> Rs. 10 lakhs per annum	10	
2	Infrastructure and Office Establishment	Office with Furniture	2	10
		Veterinary Dispensary	2	
		Animal Shelter (Kennel)	2	
		Animal Shelter (Goshala)	2	
3	Number of existing experienced Professional Staff	Professional staff like Veterinary Doctor- Minimum four	5	20
		Professional staff like ParaVet (AHL Asst.) minimum four	5	
		Post Graduate in Social Science/Social work/ Sociology/ Rural Development with knowledge of computer	2	
		Graduate in any discipline with computer knowledge	2	
		Persons with 10+ educational qualification and good physical fitness, minimum four	5	
4	Experience of implementing Animal Welfare Activities	Other Professional Expert	1	20
		0-2years	2	
		2-4years	6	
		4-6years	10	
		6-10years	14	
5	Experience of implementing other Government sponsored projects	>10years	20	10
		Nil	0	
		1-2 projects	2	
		3-5 projects	5	
		6-8 projects	7	
6	Presentation by Agency regarding experience in taking AW Activities	8-10 projects or more	10	30
	Regarding plan of Action for facilitating Animal Welfare Activity (ABC programme & Animal Helpline)		15	

Chief District Veterinary Officer, Khordha

28.2.25

PERFORMANCE BANK GUARANTEE FORMAT

To

The Chief District Veterinary Officer, Khordha

WHEREAS _____ (Name and Address of the Service Provider) (herein after called "the Service Provider) has undertaken, in pursuance of Contract No. _____ dated _____

To undertake the service.....

AND WHEREAS it has been stipulated by CDVO, Khordha in the said contract that the Service Provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;
And WHEREAS we have agreed to give the Service Provider such a bank guarantee;

Now,

THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider up to a total of _____ (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in anyway release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This performance bank guarantee shall be valid until the _____ day of _____ year. Our branch at (Name & Address of the Bank) is liable:

To pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our _____ branch a written claim or demand and received by us at our _____ branch on or before Dt _____ otherwise bank shall be discharged of all liabilities under this guarantee thereafter.....

(Signature of the authorized officer of the Bank)

Name and designation of the Officer

Seal, Name & Address of the Bank & Branch

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28.2.25