

	<p style="text-align: center;">भारतसरकार/ GOVERNMENT OF INDIA सीमाशुल्कप्रधानआयुक्तकाकार्यालय (विमानपत्तनवएयरकार्गोकॉम्प्लेक्स) OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (AIRPORT & ACC) सीमाशुल्कसदन, 15/1, स्ट्रैंडरोड, कोलकाता- 700001 (प. ब.) CUSTOM HOUSE, 15/1, STRAND ROAD, KOLKATA- 700001 (WB)</p>	
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Notice Inviting E-Tender for Supply of Dog Food and Providing WELFARE AND HEALTH MANAGEMENT OF K9 SQUAD at NSCBI Kolkata Airport

1. For and on behalf of the Pr. Commissioner of Customs, Kolkata Airport & Air Cargo Commissionerate, Custom House, Kolkata, online e-tenders are invited from reputed organisations/companies engaged in the service providing business, for “**Supply of Dog Food and Providing WELFARE AND HEALTH MANAGEMENT OF K9 SQUAD at NSCBI Kolkata Airport**”. Tender document can be downloaded from the website link <http://eprocure.gov.in> & the filled-in tender forms should be uploaded through online at <http://eprocure.gov.in>.

2. In case of any difficulty, the bidders may seek clarification for any doubt/query regarding the NIT from the Superintendent of Customs (SCH), Custom House, Kolkata on any working day between 11:30am and 4.30pm within 07 days after the publishing of bids.

3. Critical Dates: Bid Submission Start date- As per E procurement Portal

Bid Submission Closing Date- As per E procurement Portal (10 Days after Bid Submission Start Date)

Technical Bid Opening Date- As per E procurement Portal

Financial bid Opening Date-Will be opened after evaluation of technical bids.

4. Manual tender application will NOT be entertained and will be liable for outright rejection. It is suggested that the prospective Bidders shall keep a watch over the <http://eprocure.gov.in> website constantly for any changes / updates. The Pr. Commissioner of Customs (A&ACC Commissionerate), Custom House, 15/1 Strand Road, Kolkata-01 reserves the right to accept or reject any or all tenders without assigning any reasons thereof.

5. These issues with the approval of Competent Authority.

Sd/-

Asst. Commissioner of Customs
SCH Unit, Custom House,
Kolkata-01

	<p>भारतसरकार/ GOVERNMENT OF INDIA सीमाशुल्कप्रधानआयुक्तकाकार्यालय (विमानपत्तनवएयरकार्गोकॉम्प्लेक्स) OFFICE OF THE PRINCIPAL COMMISSIONER OF CUSTOMS (AIRPORT & ACC) सीमाशुल्कसदन, 15/1, स्ट्रैंडरोड, कोलकाता- 700001 (प. ब.) CUSTOM HOUSE, 15/1, STRAND ROAD, KOLKATA- 700001 (WB)</p>	
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Notice Inviting E-Tender for Supply of Dog Food and Providing WELFARE AND HEALTH MANAGEMENT OF K9 SQUAD at NSCBI Kolkata Airport

Instructions to Bidders

1. Online e-tenders are invited from reputed organisations/company engaged in the business of service providing, for and on behalf of the Pr. Commissioner of Customs, Kolkata Airport & AirCargo Commissionerate, Custom House, Kolkata for “**Supply of Dog Food and Providing WELFARE AND HEALTH MANAGEMENT OF K9 SQUAD at NSCBI Kolkata Airport**”.

2. **MODE OF TENDERING:** Interested bidders may download the tender enquiry documents (TED) and submit their tenders online at Central Public Procurement Portal website: <https://eprocure.gov.in/eprocure/app> and bid online through the portal www.eprocure.gov.in. The bids are invited in a single stage two bid system (Technical and Financial) from reputed firms and are required to be submitted in two parts, namely, (1) Technical Bid and (2) Financial/Price Bid. The Financial/Price bid should be valid for One (1) year from the date of opening of the Tender. Incomplete bid documents shall be rejected summarily.

3. **Earnest Money Deposit (EMD):**The bidder should duly fill and sign, stamp and upload bid security declaration as annexed with this NIT. Failure to which, technical bid will be cancelled.
4. **Performance Guarantee:** The Successful bidder has to submit 3% of the Total Contract Value as performance guarantee to be deposited in the form of a Bank Guarantee from any Nationalized Bank/Scheduled Bank drawn in favour of “ The Commissioner of Customs, Kolkata” within 07 days from the date of awarding of contract. The performance guarantee shall be returned to the selected bidder without any interest on the completion of contract period. The validity of the Bank Guarantee should be for 14 months from the date of contract. Performances Guarantee will be released upon expiry of 14 months. Performance guarantee will be forfeited in case of noncompliance of Agreement/work order issued by this office within a period of 14 months.
5. The tenderer should fill up the information in all the columns of all the Annexure enclosed at the end of this document in clear and legible terms and it should be physically signed and stamped by the bidder or its authorized signatory failing which the bid will be liable for rejection.
6. The Bidders should enter the firm’s name & the total rate only in the financial bid (BoQ) of the given .xls format & upload the same. If Financial Bid (BoQ) or if relevant financial bid details uploaded in Technical BID Cover, it will be liable for rejection.
7. The contractor should pay at least minimum wages at the prevailing rate as fixed by the Chief Labour Commissioner (Central), Govt. of India. Besides ESI, EPF, EPS, EDLI, Bonus and other statutory payments at the current rate should be paid by the contractor to their employees/workers every month as per Minimum Wages Act, 1948 or any other acts for the time being in force. Any breach of this condition will be liable for termination of the contract and forfeiture of Performance Guarantee amount, if any.

8. This office reserves the right to postpone/and/or extend the date of receipt / opening of Quotations or to withdraw the same without assigning any reasons thereof.
9. This office reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time, without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for such action.
10. The tender forms shall be rejected if found incomplete in any aspect. The tender documents are not transferable.
11. Not more than one tender shall be submitted by a contractor. No contractor having relationship with one another as per Section 6 of Companies Act, 2013, should submit separate tenders. In case, participants having relationship with others, participating in the tender process, submit separate tenders in order to get undue advantage to make the tender uncompetitive, all such tenders will be rejected. A breach of this condition will render the tenders of such parties liable to rejection.
12. Late submission of tenders and EMD shall not be accepted.
13. The technical bids, at the first instance, will be opened in the presence of the Tender Evaluation Committee and financial bids of technically qualified bidders only shall be opened thereafter. The Bidders, if they wish, may attend the Tender opening proceedings with proper authorization from the bidding firm.
14. In the event of any of the above-mentioned dates being subsequently declared as a holiday / closed day for this office, the tenders will be opened on the next working day at the scheduled time.
15. In case of more bidders quoting same rate, the Competent Authority reserves full rights to select the vendor.

16. The intending bidders must read the terms and condition of this bid document carefully. He should only submit his bid if he considers his firm/company eligible in all respect and is in possession of all the documents required.
17. Information and instruction for bidders posted on website shall form part of bid document.
18. The tender document consisting of plans, specifications, the schedule of quantities of various types of items to be executed and the set of terms and conditions of the contract to be complied with and other necessary documents can be seen and downloaded from eprocure.gov.in. The bid can only be submitted after uploading the mandatory scanned documents duly signed and stamped as specified.
19. Instruction for online Bid Submission:
- I. Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrolment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA/GNFC/IDRBT/MtnlTrustline/SafeScript/TCS.
 - II. Bidder then logs into the portal giving user id / password chosen during enrolment.
 - III. The e-token that is registered should be used by the bidder and should not be misused by others.
 - IV. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
 - V. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under **My Documents** option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
 - VI. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
 - VII. The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
 - VIII. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details

- given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
- IX. Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
- X. Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
- XI. The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids.
- XII. The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
- XIII. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.
- XIV. It is important to note that, **the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.**
- XV. In case of Offline payments, the details of the Earnest Money Deposit(EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected
- XVI. The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
- XVII. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
- XVIII. At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
- XIX. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the

submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.

XX. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.

XXI. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected

XXII. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.

XXIII. All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.

XXIV. During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer(SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.

XXV. The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time **(as per Server System Clock)**.

**Government eProcurement System of NIC (GePNIC ©)
Guidelines for hassle free Bid Submission**

XXVI. Non submission of bids due to any reasons within due date / time following due process prevalent at that time in the portal for which bidder shall be held solely responsible. Neither National Informatics Centre nor concerned Procuring Entity will be held responsible for the same in any manner. The following information helps bidders in overcoming last minute hassles and guide towards successful bid submission.

XXVII. System readiness: Bidders are advised to keep ready well in advance, their computer system in order like Original Operating System having sufficient RAM, high speed internet connectivity like broad band, with network providing static IP (avoid using mobile data/network), right internet browser, right Java Runtime Environment, un restricted access to the eProcurement portal from the bidder computer system. Bidders are also advised to procure and keep ready well in advance valid Digital Signature Certificate (Signing) of Class III issued by CA under CCA India.

XXVIII. To know about prevalent system requirements, portal enrolment and online bidding and other procedures, bidders can avail Help Desk facility. Bidders are also advised to refer FAQs,

Bidder Manual Kit, System Malfunction Procedure available on the portal in addition to the instructions provided in the Tender.

- XXIX. 2. Portal Enrolment/registration: Bidders are advised to complete well in advance online enrolment / registration in the portal by following due process prevalent at that time.
- XXX. Bid Submission: The server time (which is displayed on the bidders' dash board) shall be considered as the standard time for referencing the deadlines for submission of the document by the bidders.
- XXXI. Bidder, in advance, should go through the notice inviting tender / advertisement, tender & its related document(s) carefully to understand the requirements of the tender and various documents that are required to be submitted as part of the bid.
- XXXII. In case of any clarifications pertaining to the tender, bidders are advised to check with concerned procuring authority in advance so that they can participate in the tender well within scheduled due date/time. Regarding any clarifications on the technical related matter in using the portal, same may kindly be get clarified from help desk facility or any other established technical support mechanism prevalent at that time.
- XXXIII. Bidder, in advance should get ready with the required bid document(s) having correct file format / acceptable file name / optimal file size that are acceptable for online bid submission.
- XXXIV. Generally, the permitted file format in the portal are pdf / xls / rar/ dwf/ jpg formats. File name should not contain special characters like &, comma etc. File size of the bid documents can be reduced by scanning of bid documents with 100 dpi with black and white option and also some time it may require to increase local Java Runtime Environment memory at bidder end computer, while uploading bid document having huge size.
- XXXV. Mail/SMSs alerts are in-built in the eProcurement portal as an additional feature to inform procuring entities as well as bidders on various events that are happening in the portal. However, delivery of such mail/sms to concerned individual will always depends on the configuration of individual account in the portal, receiver's mail / sms server, mail box / mobile capacity and other factors. Hence, bidders are also advised to visit the website/portal regularly till bid submission due date/time to keep themselves updated and to act upon with respect to changes/modification deemed fit in any manner carried out in the tender by concerned procuring authority.
- XXXVI. As bidder have been provided with the facility to submit bid documents at any time and also resubmit any number of times till bid submission due date/time, bidders are advised to submit their bid complete in all respect (free from virus/uncorrupted file/ correct file format/ right file size capable enough to upload from the bidder system) well in advance before the last date/time of the bid submission to avoid the last minute hassles.
- XXXVII. Most importantly bidders are advised to get an acknowledgement containing Bid ID along with other vital

information indicating successful submission of bids from the portal by following due process (like Freezing of Bid).

XXXVIII. If a bidder withdraws their already submitted bid against a tender in the portal, then the bidder will not be allowed to participate in the same tender once again.

XXXIX. The bid documents submitted by the bidders are encrypted using PKI Technology involving digital signature certificates of pre-designated bid openers of the procuring entity to ensure the secrecy of the data. The encrypted bids are stored safely and securely in the server. Only designated bid openers shall be able to decrypt and open the bid on or after the pre-defined bid opening date/time. These assure bidders that their bids are kept confidential, safe and secure.

XL. Bidders are advised to complete the online payment (if applicable) for Tender Fee, EMD and other fees well in advance at least one day in advance prior to the bid submission due date/time.

XLI. In case exemption is claimed on account of Tender Fee/EMD/others, then the bidders are advised to doubly check all entries and ensure exemption details are correctly entered. The exemption details cannot be changed once it is confirmed by clicking on "Confirm" button or any process prevalent at that time and leaving that page.

XLII. As the banker of the bidder will take their own time for payment processing / clearing, the bidder can use the "Payment Verification" button or any other process prevalent at that time to check the completion of the online payment process from the bank to the eProcurement portal. Only upon successful receipt of online payment, bidder can able to freeze / finally submit their bid to the procuring entity and get bid acknowledgment regarding successful bid submission.

XLIII. All users have to note that after logging into the portal, if the user is not doing anything in the portal i.e idle for more than 20 minutes continuously then the system will automatically logout the user and they will have to login again to carry out any activity in the portal.

List of Annexure

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Sd/-

Asst. Commissioner of Customs

SCH Unit, Custom House,

Kolkata-01

Copy to

SCP,SCH for displaying in Notice Board

SCP, Computer Cell for displaying in Departmental website

SCP,EDI for requesting System Manager, CBIC to upload NIT in
cbic.gov.in

General Terms and Conditions of the Contract –
Annexure- A

1. **Law:** The contract shall be governed by the provisions of Indian Contract Act, 1872 or any other law for the time in force. The contractor shall comply with all applicable laws of the Central and State Governments and any other law for the time being in force including the GST Law. This authority will not be responsible for any dispute that may arise in connection with the subject service, between the vendor and any State or Central Government Department e.g. Authorities dealing with EPF, ESI, Labour Laws, GST and Income Tax etc. or any local body. Necessary permission, if any, required under any Law, Acts, Rules enacted by State or Central Government should be complied by the contractor.
2. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration under THE ARBITRATION AND CONCILIATION ACT, 1996. The Agreement shall be subject to jurisdiction of the Courts at Kolkata.
3. **Effective Date of the Contract:** The contract shall come into effect on the date of receipt of signed copy of AOC by the L1 vendor and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the goods/services and work shall commence from the effective date of the contract. Failing to accept the T&C of AOC by the vendor within a stipulated time of seven days, the AOC shall be deemed to be cancelled.
4. **Penalty for Use of Undue Influence.** The Contractor undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Competent Authority or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present

Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Contractor or any one employed by him or acting on his behalf (whether with or without the knowledge of the Contractor) or the commission of any offence by the Contractor or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1988 shall entitle the Competent Authority to cancel the contract and all or any other contracts with Contractor and recover from the Contractor the amount of any loss arising from such cancellation. A decision of the Competent Authority or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Contractor. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Contractor towards any officer/employee of the Competent Authority or to any other person in a position to influence any officer/employee of the Competent Authority for showing any favour in relation to this or any other contract, shall render the Contractor to such liability/penalty as the Competent Authority may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and enforcement of refund of the amounts paid by the Competent Authority.

5. **Access to Books of Accounts.** In case it is found to the satisfaction of the Competent Authority that the Contractor has engaged an agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Contractor, on a specific request of the Competent Authority, shall provide necessary information/inspection of the relevant financial documents/information.
6. **Non-Disclosure of Contract Documents:** Except with the written consent of this department, Bidders shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.
7. **Liquidated Damages:** In the event of the Contractor's failure to provide the service as per contract within the stipulated time of this bid document, the COMPETENT AUTHORITY may also deduct up to 5 % of total contract value for noncompliance per event from the

L-1 Bidder as liquidated damages, subject to the maximum value of the Liquidated Damages being not higher than 15% of the value of the contract.

8. **Termination of Contract:** The Competent Authority shall have the right to terminate this Contract without any payment in part or in full in any of the following reasons: - (a) The noncompliance of tender terms is caused by the contractor for causes not attributable to Force Majeure for more than three times. (b) The Contractor is declared bankrupt or becomes insolvent.
9. **Notices:** Any notice required or permitted by the contract shall be in the English language and may be delivered personally or may be sent by FAX or by Speed Post/e- mail, addressed to the last known address of the party to whom it is sent.
10. **Transfer and Sub-letting:** The L-1 bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.
11. **Amendments:** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.
12. **Taxes and Duties:** The bidders are directed to quote charges for Dog Food (with allied activity) for one Dog and Welfare Management (engagement of doctor with allied activity) for one Dog presently, as presently one dog is available with K-9 Squad. The quotes are to be inclusive of GST and all other taxes and as applicable charges per dog basis. L-1 Bid will be calculated based on cumulative charges. In case of increase in number of dogs in future, the bidder has to provide the service @ pro rata basis.
13. **Tolerance Clause:** To take care of any change in the requirement during the period starting from issue of NIT till placement of the contract, Competent Authority reserves the right to 10% plus/minus increase or decrease the quantity of the required work up to that limit without any change in the terms and conditions and prices quoted by the Contractor. While awarding the contract, the quantity ordered can be increased or decreased by the Competent Authority within this tolerance limit and the Contractor will be obliged.

14. **Payment Terms for Indigenous Contractors:** It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/NEFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate from prescribed by RBI to be submitted by Bidders for receiving payments through ECS is attached. The payment will be made as per the following terms, on production of the requisite documents: - 100% payment on completion of work as per AOC and work acceptance report by the department.
15. **Advance Payments:** No advance payment(s) will be made.
16. **Paying Authority:** The payment of bills will be made on submission of the following documents by the Contractor to the Competent Authority along with the bill: - (a) Ink- signed copy of Tax-Invoice. (b) Acceptance note from Competent Authority.
17. **Fall clause:** The following fall clause will form part of the contract placed on successful Bidder: - (a) The price charged for the work to be carried out under the contract by the Contractor shall in no event exceed the lowest prices at which the Contractor has undertaken identical description of works to any persons/Organization including the purchaser or any department of the Central Government or any Department of State Government or any statutory undertaking of the Central or State Government as the case may be during the period till performance of all Work Orders placed during the currency of the rate contract is completed. (b) If at any time, during the said period the Contractor reduced the contract price, sells or offers to execute similar type of work to any person/organization including the Competent Authority or any Dept. of Central Govt. or any Department of the State Government or any Statutory Undertaking of the Central or State Government as the case may be at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction in rate of offer of sale to the Director General of Supplies and Disposals and the charges payable under the contract for such reduction of offer of work shall stand correspondingly reduced. (c) The Contractor shall furnish the following certificates to the Service Procuring Authority along with each bill for payment for work made against the Rate of Contract - "We certify that there has been no reduction in similar type of work contracted for

execution/executed with the Government under the contract herein and such work have not been offered/executed by me/us to any person/organization including the purchaser or any department of Central Government or any Department of a State Government as the case may be up to the date of bill/the date of completion of work against all work orders placed during the currency of the Rate of Contract at price lower than the price charged to the Government under the contract.

18. **Risk and Expense clause and Indemnify Clause:** Suitable insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Contractor. The Contractor shall arrange necessary insurance cover for any persons even for short duration. This office shall not be liable to any claim arising out of mishap, if any that may take place while discharging the work. In the event of any liability/claim falling on the Commissionerate in this regard, the same will be reimbursed/indemnified by the bidder.
19. **Force Majeure clause:** (a) Neither party shall bear responsibility for the complete or partial non- performance of any of its obligations (except for failure to pay any sum which has become due on account of completion of work under the provisions of the present contract). If the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that was not known earlier and have arisen after awarding of the present contract. (b) In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action arising out of these circumstances and their consequences. (c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form to the other party of the beginning and immediately after cessation of the above circumstances. But in any case, not later than 5(Five) days from the moment of their beginning or cessation. (d) If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of

the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

20. **Quality:** The bidder must provide good quality Dog Food as per contract obligations and also should engage Registered veterinarian (Doctor) and provide necessary top-quality items/service as per contract conditions. Proof/declaration regarding the same to be uploaded with technical bid.
21. **Inspection Authority:** The Inspection may be carried out by the SCP, SCH or authorised person/agency nominated by him.
22. **Stamp of Each Page:** The tenderer shall sign and stamp each page of his uploaded tender document and all other enclosures appended as a token of having read, understood and accepted the terms conditions contained therein.
23. **Permission:** Necessary permission, as per provisions of laws, should be obtained by the contractor from local authorities, if required.
24. **Work Completion Period:** Service should be provided as per contract norms.

Special Terms and Conditions of the Contract- Annexure- B**Food of Dog Squad:**

1. The diet of the dog should meet the prescribed nutritional requirements.
2. Feed twice a day, light meal in the morning and heavy meal in the evening in case they are deployed on day duty. For night duty dogs, feed the heavy meal in the morning and light meal in the evening. The place and time of feeding meals should be fixed. Therefore, Supplier should provide Heavy Meal/Light Meal as per requirement.
3. The meals should be fresh, wholesome and cooked. In order to offer fresh food, it should be prepared just before the feeding time. Supplier should provide all the necessary logistics arrangement and manpower support for the said purpose without any extra cost charged to the department and food may be prepared under supervision of the K-9 Staffs, if demanded/required.
4. A piece of fresh long bone of sheep or goat with open ends should be offered for chewing as it helps to maintain the teeth and gums clean and healthy; the bone should be steamed. The same to be provided by the contractor without extra cost as per requirement and demand by the department.
5. The advice of a veterinarian should be taken for the diet of sick dogs. Diet/Food, based on advised given by veterinarian, to be provided by the contractor, if required.
6. In addition to the general points mentioned above, the following specific points as stated below shall be kept in mind by contractor, while submission of bid

The light meal constitutes vegetable broth and small quantity of rice & chapattis. The heavy meal comprises of the meat, grams, vegetables, rice/chapattis mixed in meat broth and one boiled egg .The inclusion of following ingredients makes dog's diet balanced: Meat - Properly cooked meat upon mixing with vegetables and chappattis make the meal palatable; meat should form at least 50% of the total ration by weight; Cereals 1. Rice - properly cooked rice can be used; unpolished rice is superior to polished rice; Wheat-chappattis shall be shredded into small pieces and fed to the dog mixed with broth and other components of the ration; Oats/maize - they should be fed in the form of porridge and may be fed instead of rice and chapattis. Pulses: Properly soaked and

cooked pulses, green gram, rajma, kidney bean, lentil and peas provide adequate carbohydrates as well as proteins; and Vegetables-provided as a source of minerals, vitamins and fibre, besides making the meal appealing; 200 grams of liver shall be fed twice a week.

7. The daily meals can be prepared in the following method:
Pressure cook the meat using sufficient water and care be taken to remove all the bones from the cooked meat. Small bones may choke the dogs. Similarly pressure cook the chopped vegetables; Keep the soup aside; Shred the chapattis into pieces, and mix the chappattis and cooked green vegetables with the boiled meat; Mix the meat, chapattis/bread pieces in feeding basin along with luke warm meat and vegetable soup and feed it to the dog at lukewarm stage;In order to change the appearance of meals and make it appealing, add vegetables of different colours occasionally (carrot, beans, pumpkins) andNever add sugar in the meal. If there are certain/exceptional circumstances when it is not possible to cook, dogs can be fed with a balanced readymade dog food of reputable brand with FSSAI registration with prior approval from Dog Handler. However, dogs should be exposed to the readymade food gradually; The local veterinarian should be consulted before finalizing the quantity of the ration based on the body weight and physical condition of animal; feeding schedule may also be planned after detailed discussions with the veterinarian keeping the above guidelines in mind. Therefore, vendor should provide diet based on recommendation of veterinarian only.

WELFARE AND HEALTH MANAGEMENT of Dog Squad

8. Contractor should engage dedicated registered veterinarian (Doctor) for welfare and health management of Dog Squad.
9. A monthly consultation with a registered veterinary doctor should be ensured. Besides, a thorough biannual veterinary checkup should be done as per mentioned protocol and the details of check-up should be recorded in health register of the respective dog as given in Appendix XII of Indian Custom K9 Manual published by CBIC by the Contractor.
10. Some emergency medical situations such as allergies involving anaphylaxis*, burns, severe bleeding, foreign bodies in mouth leading to suffocation, insect bite leading to allergic shock, poisoning, profuse diarrhoea causing severe dehydration, epileptic seizures, trauma, vomiting may require immediate veterinary attention. In some cases, it may also warrant intensive care. Necessary checkup to be carried out by contractor engaged veterinarian on urgency basis based on calls received from Dog Handler or concerned authority. Before they are taken to the hospital, the dogs should be given some emergency care in order to save its life.

Various clinical emergencies, their symptoms and actions to be taken are given at Appendix-IX of Indian Customs K9 Manual published by CBIC. All the costs regarding the same should be borne by the contractor.

11. Deworming starts at the age of 3rd week, followed by single dose at 6th, 9th, 12th and 24th weeks. Thereafter, deworming once in three months shall be ensured. The dogs shall be vaccinated against the following diseases namely, Rabies, Canine Distemper, Parvo viral Infection, Leptospirosis and Infectious Canine Hepatitis as per the schedule given at Appendix-X of Indian Customs K9 Manual published by CBIC. All the costs regarding the same should be borne by the contractor.

12. Further, any other activities as detailed in Chapter-V of Indian Customs K9 Manual published by CBIC, wherein presences of veterinary doctor are required, are to be carried out by contractor engaged veterinary doctor. The contractor and contractor engaged veterinary doctor shall be responsible for Veterinary Care of Dog.

13. Bidder should not indulge in employing child labour or any other malpractices in violation of labour laws or any other laws applicable to the services provided by the bidder.

14. Bidders should be paying at least minimum wages and allowances to their personnel as prescribed by the respective Central Government authorities as per the latest rates and when amended from time to time.

15. The Contractor shall be solely responsible for any/all disputes between him and the personnel deployed by him. The Department will not entertain any such dispute and there should be no claim or liability against Kolkata Customs Authority or any of its officers on this account. The Contractor will keep the Pr. Commissioner of Customs, AP &ACC Commissionerate, Custom House, Kolkata indemnified against all actions.

16. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.

17. Canvassing whether directly or indirectly, in connection with tenderers is strictly prohibited and the tenders submitted by the contractors who resort to canvassing will be liable to rejection.

Eligibility Criteria-Documents to be uploaded with Technical Bid – Annexure-C

The prospective bidder should upload the following documents as eligibility criteria with technical Bid:

1. Stamp and sign each document of this NIT and upload as token of having read and accepted the terms and conditions of this NIT.
2. Duly filled, signed and stamped each page of Annexure, wherever required.
3. Copy of PAN, GST certificate duly certified and signed.
4. Copy of ITR Return, Form 26AS and certified Balance Sheet, P&L Statement of Financial Year 2018-19, 2019-20, 2020-21.
5. Copy of govt. registered office address proof at the city of consignee/Kolkata.
6. Copy of Experience certificates/work orders, if available, should be enclosed.
7. Copy of Business Enlistment certificate or Trade License from local authority should be enclosed.

Performa for Technical Bid – Annexure-D

Sl No	Description	
1	Name of the Registered Organization / Firm	
2	Status of ownership (viz. Proprietary/Partnership/Company)	
3	Address of the organization / Firm (with Tel. No / Fax No. & Email) Main / Branch Office address at Kolkata (Attach proof)	
4	Name of Address of the Proprietor / Partner / Director with mobile number and Email ID	
5	Contact numbers of person(s) (with mobile numbers)	
6	Details of EMD (copy to be attached)	
7	Permanent Account No. of the firm as allocated by the Income Tax Department (copy to be attached.)	
8	GST Registration (copy to be attached.)	
9	List of present clients along with proof of Job Order certificate	
10	Experience certificate as per NIT	

(Note :- Attach attested Photo copies of all the above Documents.)

[Signature of Authorized Person]

Declaration: I/We hereby certify that the information furnished above is full and correct and to the best of my/our knowledge. I/We understand that in case any deviation or false or improper information is found/detected in above statement at any stage, the company/firm will be blacklisted and the department will not deal with the contractor in future in addition to the other penal provisions including blacklisting of the firm/company.

[Signature of Authorized Person]

Bid Security Declaration Form – Annexure E

Proforma for Earnest money Deposit Declaration

Whereas, I/We..... (Name of agency).....have submitted bids for (Name of work)..... I/We hereby submit following declaration in lieu of submitting Earnest Money Deposit.

- (1) If after the opening of tender, I/We withdraw or modify my/our bid during the period of validity of tender(including extended validity of tender) specified in the tender documents, Or
- (2) If, after the award of work, I/We fail to sign the contract, or to submit performance guarantee before the deadline defined in the tender documents, I/We shall be suspended for one year and shall not be eligible to bid for Custom House tenders from date of issue of suspension order.

Signature of Contactor(s)

Undertaking by the Bidder – Annexure-F**TENDER ACCEPTANCE LETTER**

(To be given on Company Letter Head)

Date:

To,

The Asst. Commissioner of Customs,
SCH Unit,
Custom House,
Kolkata-01

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender /

Work:_____

Dear Sir,

1. I/ We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), etc.), which form part of the contract agreement and I/ We shall abide hereby the terms / conditions/ clauses contained therein.

2. The corrigendum (s) issued from time to time by your department / organizations too have also been taken into consideration, while submitting this acceptance letter.

3. I/ We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in it totality/ entirety.

4. In case any provisions of this tender are found violated, then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/ bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

Scope of Service Specification – Annexure – G

Annexure-G include Dog Food Guidelines, WELFARE AND HEALTH MANAGEMENT OF K9 SQUAD, Clinical emergencies and Remedies and vaccination schedule

Dog Food Guidelines

Appendix- VII: Composition of heavy meal and light meal
(Para 5.1, Chapter 5)

Heavy meal	Light meal
Chappathi -500 g,	Boiled rice - 200 g
Boiled green grams/	Chapattis - 200 g
Boiled egg - 1 No.	Vegetable soup - 200 ml (mixed with chappathi)
Meat -500 g	Salt - 1/3 teaspoon
Boiled vegetables - 300 g	
Fish liver oil- 10 ml	
Vitamin and mineral	

Note: The above ration is suggested for an adult dog of 30 kg body weight

WELFARE AND HEALTH MANAGEMENT OF K9 SQUAD

S. No.	Organs	Normal	Abnormalities to look for
1	Eye	Eyes are bright and clear, conjunctival membrane-healthy pink	Discolouration/discharge/cloudiness /swelling
2	Nose	Shiny and moist	Discharge/sneezing/dry appearance
3	Ear	Small amount of brownish wax in the vertical canal	Reddish discolouration/discharge/swelling/shaking of ear
4	Mouth	Gums and inner lips should be healthy pink	Discolouration of gum/bad breath/persistent drooling
5	Coat and skin	Glossy, soft and pliable The undercoat is thicker in cold weather and sheds in hot weather	Reddening, scabs, scratching, abnormal shedding, loss of hair in spots, dryness, presence of fleas or ticks
6	Feet and legs	Foot pads should be free of foreign objects, cuts, bruises and abrasions.	Foreign objects, cuts and bruises and abrasion of the pads Long, broken, or split nails Loosely attached dewclaws (should be removed by a veterinarian) Wounds, swelling, or sores on legs
7	Genital area	In male dog, the penis is located in a sheath of skin 'prepuce'. A small amount of greenish- yellow discharge at the end of the sheath is normal. In a female dog, the external genital opening —vulva- contains no discharge	Males: Large amount of discharge present Bleeding from sheath Blood in urine Swelling, reddening, or scabbing of the scrotum (the pouch around the testicles) Females: Reddening of the vulva or the skin in the genital area Discharge Blood in urine Increased urination

8	Anal area	Anal gland present on either side of the rectum near the anus	Swelling or reddening of the skin in the area of the anus Biting at the rectum area Soft or watery stool Blood in the stool Worms or segments present in the stool Difficulty in defecation
9	Others	Respiratory rate of 10-30 per min, heart rate 70-160/min and temperature 99°F-102°F are the normal range for vital signs in a dog.	

Clinical emergencies and Remedies (Para 5.13, Chapter 5)

1. Allergic Reactions: The dog may develop allergy in response to some food items, vaccines, insect bites, stings or environmental stimulus. The clinical signs associated with the condition are fever, vomiting, diarrhoea, scratching, swollen face, breathing trouble and weakness. veterinarian should attend immediately; Allergic reactions should be treated as soon as possible to prevent shock*.

2. Bleeding: In the case of an external bleeding (blood is flowing from an open wound) Apply direct pressure to the wound area (the dog's foot or leg bleed profusely); Use a sterile bandage or a clean handkerchief, or pinch the wound edges together with fingers; Apply a pressure bandage as soon as possible; Provide warmth to dog by covering it in a blanket; and Veterinarian should attend immediately.

3. Burns: Burns can be caused by heat sources, chemicals or radiation and they cause partial/complete tissue damage. Do not apply ice, butter or any other ointment unless directed by the veterinarian. Avoid direct sunlight. If direct sunlight is unavoidable, apply sunscreen to vulnerable areas on dog's body, especially shaved areas.

Thermal Burns:

Apply cool water with a clean (sterile) cloth; this may prevent the burn from penetrating deeper into the tissues; keep the site cool and wet; Do not break any blisters that may have formed; Do not apply any ointments or butter-like substances; Do not apply ice to the burn; and Veterinarian should attend immediately. *Shock is the sudden occurrence of state of insufficient blood flow to the tissues of the body as a result of problems with the Circulatory system. Initial symptoms of shock may include weakness, fast heart rate, fast breathing, sweating, anxiety, and increased thirst. The consequences are fatal if not attended to immediately.

Chemical Burns:

If the burn is from a dry chemical, brush away as much of the substance as possible; Wash the contaminated area with large amounts of warm water; If the chemical entered into the dog's eyes, flush with clean water or sterile saline for 15-20 minutes; Do not apply any ointments or butter-like substances; Do not apply ice to the burn; and Veterinarian should attend immediately.

4. Foreign Bodies in Mouth: Dog accidentally eat materials other than food which may get lodged in mouth. Try to remove the object by massaging the throat upward; Get help from anyone available, if needed; and Veterinarian should attend immediately.

5. Fractures: Fractures are the breaks in a bone. A fracture can be simple or compound. If the fracture is contained within the skin, it is a simple fracture. A protruding type is a compound fracture. Immediately restrain the dog to prevent further injury to the fractured area; Keep the dog quiet and warm to prevent shock; and Veterinarian should attend immediately

6. Insect Bites: As insect bites lead to allergic shock, it should be managed as early as possible. If the reaction is local and mild, swelling and pain develop only at the sting site. If the reaction is severe, there is swelling all over the body. Remove the sting from the site; Keep the dog calm, clean the site and apply ice in the case of local reaction; and Veterinarian should attend immediately.

7. Poisoning: Dogs get poisoned by different items like chemicals (insecticides, cleaning solutions etc), poisonous plants and poisonous animals (snakes and toads). The accompanying signs are drooling, vomiting, fatigue, convulsions and severe diarrhoea soon after ingesting poison. Keep the dog quiet and warm to prevent shock; Identify the source of poisoning if possible; and Veterinarian should attend immediately.

8. Profuse Diarrhoea: Diarrhoea can be often a symptom of more serious illness. Provide the dog with plenty of water and oral rehydration solution; If diarrhoea persists for more than 12-24 hours, seek veterinary attention; and A bland diet (cooked rice with white chicken meat) is provided in consultation with a veterinarian. Veterinarian should attend immediately.

9. Seizures: Seizures happen when there is a sudden disturbance in brain function. Seizures may be caused by low blood sugar, liver disease, lack of oxygen, infection, poison, or brain tumours. If the seizures recur, the condition is

known as epilepsy. If seizure is of mild nature, try to gain dog's attention; this action might prevent a severe seizure from developing; If the seizure is severe, and last for more than a minute, clear all objects away from the dog, wrap it in a blanket and surround it with cushions to prevent the dog from injuring itself; After the seizure, keep the dog calm and confined; unwrap the blanket from the dog; and Veterinarian should attend immediately.

10. Trauma: Trauma often leads to shock. Heart rate and respiration rate will be high. dog may not respond normally. Sometimes internal injury will occur, even though animal is apparently healthy.Keep the dog calm; If external bleeding is noticed, apply pressure at the bleeding site; and Veterinarian should attend immediately.

11. Vomiting: It may be a sign of underlying illness. Look for signs of foreign materials in mouth or strange food in the vomit. Empty the stomach by starving the dog for 4-6 hours; Provide light meal. If the dog eats light meal without any vomiting, they can be kept on this diet for the next 24 hours. Then gradually feed the normal diet; and If vomiting persists for more than 24 hours, Veterinarian should attend immediately.

12. Common Diseases: Some of the most common diseases that afflict dogs are: Leptospirosis, Canine Distemper, Infectious Canine Hepatitis, Rabies, Parvoviral Infection, Kennel Cough, Rotavirus Infection and Ehrlichiosis. Follow vaccination and deworming schedule scrupulously. Look for abnormalities in daily check up; Follow the emergency guidelines prescribed for common symptoms such as diarrhoea, vomiting, seizure etc; and Veterinarian should attend immediately.

I/382015/2022

Appendix-X: Vaccination Schedule
 (Para 5.14, Chapter 5)
 (Para 3.2, Chapter 3)

S. No.	Disease	Inoculations		
		First	Second	Booster
1.	Rabies	12 weeks	18 weeks	Annually
2.	Canine Distemper	8 weeks	12 weeks	16 weeks
3.	Parvo Viral Infection	8-9 weeks	-----	Annually
4.	Rabies, Canine Distemper, Leptospirosis, Infectious Canine Hepatitis	8 weeks	11 weeks	One year after second dose
5.	Canine Distemper, Infectious Canine Hepatitis	7-9 weeks	12-14 weeks	Annually
6.	Leptospirosis and Parvo Viral Infection	7-9 weeks	12-14 weeks	Annually