



Akash Shova Building, Sachivalay Marg
Bhubaneswar – 751001, Odisha
Ph: 0674-2396437

Notice No: 53293/BDA
Estt(P)1/2023

Date: 04/12/2023

**Expression of Interest (EOI)
for Operation & Management
PET CARE CENTRE, BHUBANESWAR**

The **Bhubaneswar Development Authority (BDA)** is in the process of developing a '**PET CARE CENTRE**' with an objective to establish a secure and empathetic haven for animals, including strays, rescues, and those who have suffered abuse. Here, they can not only flourish and revel their lives, but also find solace and recovery. The Pet Care Centre is being developed over 6.1 Acres of contiguous land with a built-up area of around 3597 Sq. Meters.

The BDA invites interested entities (Single or Consortium of maximum two entities) to submit their EOI for Operation & Management of the Centre. The experience and expertise sought from the bidding entity(ies) include pet management, healthcare, training as well as facilities management of large institutional infrastructure.

Interested firms are requested to submit their documents in the manner specified in the Notice for EOI, available at the BDA website (<https://www.bda.gov.in/>).

Identification Number of the EOI: **53293/BDA**

The last date of submission: **26 December 2023**

BDA reserves the right to cancel this invitation and / or invite fresh EOI/ Bid / RFP with or without amendments to this invitation, without liability or any obligation for such invitation and without assigning any reason. BDA reserves the right to accept or reject any or all proposals without assigning any reason whatsoever.

**Sd/-
Secretary
Bhubaneswar Development Authority**

Expression of Interest

for

**Operation & Management
of
'PET CARE CENTRE'
at
Bhubaneswar**

December 2023

EOI No. 53293/BDA, 04.12.2023



Bhubaneswar Development Authority
Akash Shova Building, Sachivalaya Marg
Bhubaneswar – 751001

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DISCLAIMER

1. Though adequate care has been taken in the preparation of this document, henceforth referred to as the Expression of Interest document or the EoI document, the Applicants should satisfy themselves that the document is complete in all respects. Intimation of discrepancy, if any, should be given to the address mentioned below latest by date mentioned in Section 3 of this EoI document. In case, no such intimation is received by the said deadline, it shall be deemed that the applicant is satisfied that the document is complete in all respects.

Secretary

Bhubaneswar Development Authority

Akash Shova Building, Sachivalaya Marg

Bhubaneswar – 751001

E: secretarybdabbsr@gmail.com

2. Neither BDA nor its employees make any representation or warranty as to the accuracy, reliability, or completeness of the information in this EoI document. Each prospective Applicant should conduct their own investigations and analysis and check the accuracy, reliability, and completeness of the information in this EOI document and obtain independent advice from appropriate source(s) before submission of their EOI.
3. Neither BDA nor its employees will have any liability to any prospective Applicant or any other person under any law for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this EOI document.
4. BDA reserves the right, without any obligation or liability, to accept or reject any or all of the EoIs, and at any stage of the process, to cancel or modify this solicitation process, or any part thereof, or to vary any of the terms and conditions, or to cancel this solicitation process to initiate a new process without assigning any reason whatsoever.
5. Neither BDA nor their employees will have any liability in case of non-receipt of any correspondence from them to the applicants due to the postal delays.
6. The applicable laws for the purpose are the laws of India. Appropriate Courts of Bhubaneswar will have jurisdiction concerning or arising out of this EOI document.
7. The applicants are expected to know the relevant rules and regulations of the respective authorities concerning to this project.
8. This EOI is not an offer by BDA, but an invitation to receive responses from eligible interested Firms/Entities for operation and management of the Pet Care Centre. No contractual obligation whatsoever shall arise from this process.
9. BDA shall have all the right to seek clarification with regards to submission and invite the Firms/Entities for a discussion/ presentation. However, invitation to such discussion will not create any obligation of any sort for BDA.

DEFINITIONS AND INTERPRETATION

In this Volume of the EOI, unless the context otherwise requires, capitalized terms shall have the meaning given below:

“Addendum or Addenda	Means an addendum or addenda to the EOI
“Annexure”	Means an annexure to this Volume of the EOI
“Authority”	Means the Bhubaneswar Development Authority (BDA) or its authorized representatives who have invited Applications from competent and interested parties to participate in the EOI process
“Applicable Law”	Means all the laws, acts, ordinances, rules, regulations, notifications, guidelines or bye-laws, in force and effect, as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgments, decrees, injunctions, writs or orders of any court of record, as may be in force and effect during the subsistence of this Contract, and applicable to the procurement
“Applicant”	Means a Single business entity, including a sole proprietor or a partnership firm or a limited liability partnership firm or a company, or a Consortium of maximum two (2) entities who submits an application in response to this EOI within the stipulated Due Date and Time of submission
“Authorized Signatory”	Means the Person Authorized by the firm to sign the Application, correspond with the Authority, make representation to the Authority as part of this EOI.
“EOI Process”	Means the process adopted by BDA inviting the EOI from prospective entities on the terms and conditions set out in the EOI, which commenced with the issuance of the EOI.

1. Introduction:

The Bhubaneswar Development Authority (BDA) is in the process of developing a state-of-art Pet Care Centre at Bhubaneswar designed with detailed research on the diversity of species, the population and type of services that can be extended, including allocating adequate space based on their needs and shelter compatibility that can promise for a quality of life for the animals.

Some of the facilities that has been planned for the Centre include:

- i. Healthcare Unit- *Clinic and Crematorium for stray, domestic and pet animals.*
- ii. Training Centre - *For Pet animals.*
- iii. Shelters- *Long term stays for stray animals.*
- iv. *Short term stays for animals waiting for adoption.*
- v. *Short term stays for animals recovering from injuries and surgeries.*
- vi. *Geriatric Centre for Old animals.*
- vii. Day-care Centre - *For Pet animals.*
- viii. Adoption Centre - *For stray and recovered animals.*
- ix. Pet cafes and accessories store- *For pet animals and pet – parents.*



Objectives of the Pet Care Centre

- i. To provide proper training, healthcare and other facilities for stray as well as domestic pet animals.
- ii. The pets and domestic animals of Bhubaneswar to receive adequate infrastructure for their survival.
- iii. To promote and foster human-animal relationship.



Kindness and compassion



Positive human-animal relationships



Wellbeing for life

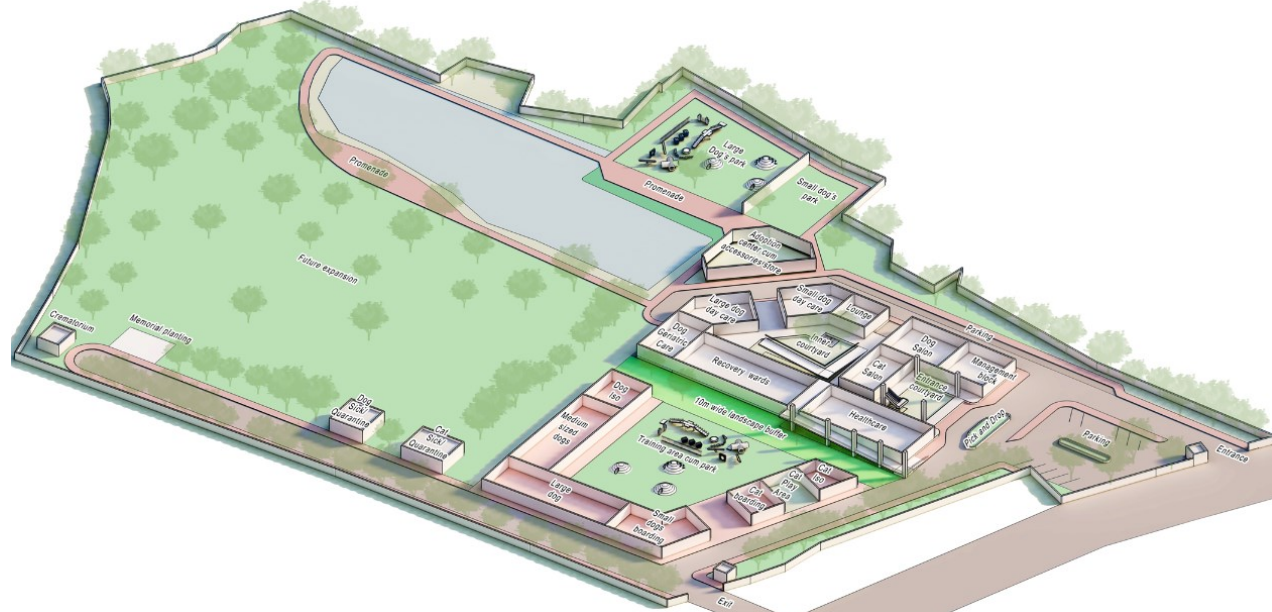
Zoning of the Pet Care Centre

The Zoning Plan includes:

- i. Parking & Emergency Access – *Cars, Two-wheelers, Ambulance*
- ii. Hospital – *Emergency Care, Consultation Rooms*
- iii. Pharmacy
- iv. In-patient boarding
- v. Testing & laboratories – *X-ray, Ultrasounds, Sterilization Rooms*
- vi. Adoption Centre – *Lounge, Care Rooms*
- vii. Admin Office
- viii. Animal Day-Care
- ix. Animal Salon
- x. Animal Training & Boarding Centre – *Cats, Small Dogs, Large Dogs*
- xi. Isolation Rooms & Crematorium
- xii. Geriatric Stay
- xiii. Staff Rest Areas

Ground & First Floor Zoning (for illustration only)

Ground Floor – 500 pets



First Floor – enabling infrastructure.



Tentative Manpower Requirement

The PET CARE CENTRE will be managed by a team of specialized manpower who will understand the specific requirement of the Centre, with experience of managing a facility of such scale. The Operation & Management partner is expected to advise the Authority on adequate staffing of the facility.

As per preliminary assessment, the possible manpower requirement may include:

- i. Management & Supervisors**
 - a. General Manager
 - b. Department Supervisors – Boarding, Healthcare, Training, Adoption Centre
- ii. Medical Team**
 - a. Veterinarians
 - b. Veterinary Nurses
- iii. Animal Care Staff**
 - a. Kennel Attendants
 - b. Veterinary Technicians
 - c. Groomers
 - d. Trainers
 - e. Animal Socialization Staff
- iv. Adoption Centre**
 - a. Adoption Counselors
 - b. Adoption Administrators
- v. Front Desk, Admin & Customer Care**
 - a. Receptionist
 - b. Customer Service Staff
 - c. Administrative Assistant
- vi. Civil Maintenance Team**
 - a. Multispecialty Technician
 - b. Plumber
- vii. Electrical-Mechanical Team**
 - a. Electrician
 - b. DG Set cum Pump Operator
 - c. Fire Technician
- viii. Security Team**
 - a. Security Supervisor
 - b. Security Staff – Entry/ Exit/ Inside Centre/ Parking
- ix. Housekeeping/ Gardening/ Café**
 - a. Housekeeping Supervisor
 - b. Housekeeping Staff
 - c. Café Manager
 - d. Café Attendant
 - e. Gardener

2. Invitation for Presentation/ Discussion after receipt of the EOI:

After receipt of the EOI from prospective Operation & Management Partners, BDA will at their own discretion and suitability, invite the applicants for a presentation and discussion on their operation and management plan.

The final process of procurement will be decided by the Authority at their sole discretion.

3. **Schedule of EOI process:**

The Authority shall endeavor to adhere to the following schedule:

S. No	Event Description	Date
1	Issue of EOI	4 December 2023
2	Last date of receiving applications from prospective Operation & Management partner for the Pet Care Centre	26 December 2023 at 5 PM
3	Date of Presentations	To be decided

Note:

The authority reserves the right to extend the above dates without assigning any reason thereof. Any notice will be uploaded in the authority's official website, <https://www.bda.gov.in/>

4. **Eligibility Criteria:**

4.1. **Eligible Applicant:**

- 4.1.1. The Applicant should be a single business entity (the "Single Business Entity") or a Consortium of maximum two (2) entities. A Single Business Entity shall mean a a Company as registered under Companies Act, 1956/2013 or a Partnership Firm or a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008 or a Society registered under Society Registration Act, 1860 or a Trust registered under The Indian Trust Act, 1882 or a Proprietorship firm registered under the relevant act
- 4.1.2. Only Indian firms are allowed to participate in the EOI process.
- 4.1.3. The applicants need to submit up to date Income-Tax Return proof as per relevant Act.
- 4.1.4. Applicant(s) should not have been blacklisted by any Central/ State Government/ Public Sector Undertaking.
- 4.1.5. Applicant(s) should not be involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this EOI and subsequently during the tendering and procurement stage.

Sl. No	Minimum Qualification Criteria	Documentary Evidence
1	Bidder must be a Company as registered under Companies Act, 1956/2013 or a Partnership Firm or a Limited Liability Partnership registered under The Limited Liability Partnership Act, 2008 or a Society registered under Society Registration Act, 1860 or a Trust registered under The Indian Trust Act, 1882 or a Proprietorship firm registered under the relevant act	For Company/LLP/ Society/Trust: Certificate of incorporation as per relevant law For Partnership Firm: Certificate of registration or partnership deed For Proprietorship Firm: Enlistment certificate with Odisha Government / other State Government / Government of India / PSU / ULB or any government agency in India and GST

		registration certificate
2	The Applicant (Single or as a Consortium) must demonstrate experience of managing any of the following: <ol style="list-style-type: none"> i. Pet Care Centre ii. Veterinary Hospital/ Clinic iii. Animal Welfare Unit iv. Pet Creche v. Animal Shelter vi. Large Institutional facility 	Supporting documents to be provided including Incorporation Certificate/ Trader's License/ Other documents etc.

5. Submission of EOI - Packing, Sealing and Marking:

- 5.1. The EOI application (As per format given in Annexure 1) shall be submitted in hard copy having the title as "Expression of Interest for Operation & Management of Per-Care Centre, Bhubaneswar". The applicant shall send the documents by post to the address mentioned herein below before the submission due date as mentioned in this EOI document.
- 5.2. The application shall include following document (including but not limited to):
 - 5.2.1. Letter of Application (**Annexure1**)
 - 5.2.2. Organizational detail (**Annexure2**)
 - 5.2.3. Summary of Technical Experience (**Annexure 3**)
 - 5.2.4. Brief Write-up on 'Understanding of the Engagement' (**Annexure 4**)
 - 5.2.5. Summary of Financial Strength (**Annexure 5**)
 - 5.2.6. Undertaking by Applicant (**Annexure 6**)
 - 5.2.7. Besides above documents, following supporting documents also need to be submitted along with the bid:
 - i. Original documents certifying applicant's legal status.
 - ii. Certificate of incorporation
 - iii. Letter of Authority for EOI submission, in favor of Authorized Signatory
 - iv. Latest company brochures/ capabilities statement
 - v. Audited Annual Accounts for the last 3 preceding years i.e. 2022-23, 2021-22 and 2020-21. In case the Audited Annual Accounts are not available, the bidder must furnish the provisional statement duly signed by the Chartered Account/Statutory Auditor.
 - vi. If the bidder is a Consortium, the above documents (except identification of Authorized Signatory) must be submitted by both the firms.**
- 5.3. Applicants shall submit the EOI in the prescribed format in English language only and in case of documents and certificate in other language the same shall be supported with translation in English language.
- 5.4. The EOI shall be submitted along with a covering letter together with the desired supporting documents and proof on the letter head of the Applicant and each page of the Document should be duly signed by the Authorized signatory of the Applicant under a common seal.
- 5.5. The page numbering of each page of the EOI application should be done correctly.

6. Amendments of EOI:

- 6.1. At any time prior to the Application Due Date, the authority may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify terms and conditions of EOI through issuance of corrigendum and addendum.
- 6.2. Any Addendum or Corrigendum of reply to queries thus issued will be available only on the website of the Authority.

6.3. In order to afford the applicants a reasonable time for taking an Addendum in to account or for any other reason the Authority may, in its sole discretion, extend the Application Due Date.

7. Fraudulent and Corrupt Practices:

If an Applicant is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice during the EOI Process, such Applicant shall not be eligible to participate in any tender or EOI issued by the Authority.

8. Right to accept or reject:

The Authority reserves right to accept or reject any/all application without assigning any reason or incurring any liability to the applicants.

9. EOI Processing Fee:

9.1. The Applicants are required to submit **INR 11,800/- (non-refundable)** including GST to be payable in the form of Demand Draft / Pay Order in favor of “**Secretary, Bhubaneswar Development Authority**” payable at “Bhubaneswar” along with the Application as non-refundable cost of EOI Processing fee.

9.2. The EOI processing fee shall be submitted as Part of Application in a separate sealed cover. Any Application not accompanied with EOI Processing Fees in the acceptable amount and form will be summarily rejected by the Authority as being non-responsive and Applications of such Applicant shall not be evaluated further.

10. Submission of EOI - Packing, Sealing and Marking:

10.1. The EOI must be inserted in sealed envelopes, along with applicant’s name and address in the left-hand corner of the envelope and superscribed in:

**“Expression of Interest for Operation & Management of Per-Care Centre,
Bhubaneswar”**

10.2. The EOI shall be addressed to the Authority at the following address:

**Secretary
Bhubaneswar Development Authority
Akash Shova Building, Sachivalaya Marg
Bhubaneswar – 751001**

(If the envelope is not sealed and marked as mentioned above, BDA will not be responsibility for any misplacement or premature opening (Telex, cable, E-mail or facsimile EOI will be rejected).

11. Number of EOIs:

An Applicant is eligible to submit only one Application for the empanelment.

12. Validity of EOI:

EOI Proposal shall remain valid for 120 days after the date of opening of the EOI. An EOI Proposal valid for a shorter period shall be rejected as non-responsive.

13. Disputes:

All legal disputes are subject to the jurisdiction of courts at Bhubaneswar only.

14. Acknowledgement by Applicant:

It shall be deemed that by submitting the EOI, the applicant has:

- a. Made a complete and careful examination of the EOI, general condition of contract, submission formalities and evaluation mechanism;
- b. Received all relevant information required from BDA;
- c. Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in this invitation document or furnished by or on behalf of BDA;
- d. Satisfied itself about all matters, things and information necessary and required for submitting the proposal and performance of all of its obligations there under;
- e. Acknowledged that it does not have a conflict of interest with any other Applicant; and
- f. Agreed to be bound by the undertaking provided by it under and in terms hereof.

BDA shall not be liable for any omission, mistake or error on the part of the firm in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to this invitation document or the selection process, including any error or mistake therein or in any information or data given by the BDA.

15. Right to Reject any or all Proposals:

Notwithstanding anything contained in this invitation document, the BDA reserves the right to accept or reject any Proposal and to annul this EOI Process and reject all proposals, at any time without any liability or any obligation for such acceptance rejection or annulment, and without assigning any reasons thereof. BDA, also, reserves the right to reject any Proposal if:

- a. At any time, a material misrepresentation is made or uncovered, or
- b. The applicant does not submit sufficient information as being asked for.

16. Language:

The EOI and all communications in relation to or concerning the Selection Process shall be in English language and strictly on the formats provided in this invitation document.

17. EOI Submission Due Date:

Duly sealed EOI proposal from the applicant filled in all respect must reach BDA at the address, time and date specified in the invitation letter through Speed / Regd. Post or Courier. If the specified date for the submission of EOI proposal is declared as a holiday for the BDA, the EOI proposal will be received up to the appointed time on the next working day.

18. Late Submission:

EOI Proposal received after the deadline for submission prescribed by BDA will not be opened and will be rejected.

19. Modifications and Withdrawal of EOI Proposals:

No modifications to the EOI Proposals shall be allowed once it is received by the BDA.

20. Empanelment Procedure:

The broad procedure for empanelment of consultants constitutes as under.

- a. Invitation of Expression of Interest (EoI): The BDA invites the application from eligible entities to submit their expression of interest to participate in the empanelment procedure.
- b. Submission of EOI: The participants will submit the EOI to BDA along with the details as required in the prescribed manner.
- c. Scrutiny by the BDA – BDA will scrutinize all the EoI proposals received as per the eligibility criteria mentioned in this document.
- d. Presentation: The eligible applicants would be invited for a presentation on the basis of their credentials, competence and previous work records.

ANNEXURE-1
FORMAT FOR COVERING LETTER
(On the Letterhead of the Applicant)

Secretary
Bhubaneswar Development Authority
Akash Shova Building, Sachivalaya Marg
Bhubaneswar – 751001

Sir,

Ref: Submission of Expression of Interest for Operation & Management of Per-Care Centre, Bhubaneswar

1. Being duly authorized to represent and act on behalf of..... (both members in case of Consortium) (hereinafter referred to as “the Applicant”) and having reviewed and fully understood all of the information provided in the EOI document provided by the Authority in respect of the captioned procurement, the undersigned hereby submits the Applications in response to the EOI.
2. I/We have studied the EOI document carefully and understand that we shall have no claim, right or title arising out of any documents or information provided to us by the Authority or in respect of any matter arising out of or concerning or relating to the EOI process.
3. This statement is made for the express purpose of qualifying as an Applicant for the aforesaid EOI.
4. I/We shall make available to the Authority any additional information it may find necessary or require supplementing or authenticate the qualification statement.
5. I/We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
6. I/We understand that you may cancel the EOI Process at any time and that you are neither bound to accept any application that you may receive nor to invite the Applicants, without incurring any liability to the Applicants.
7. My/Our Application is consistent with all requirements of submission as stated in the EOI Document or in any of the subsequent communication issued by the Authority. I/We would be solely responsible for any errors or omissions in our application.
8. I/We understand that any omission, commission or misstatement in facts provided by us will make our application invalid at any time during the EOI Process and also after the presentation and discussions; the Authority reserves the right to take appropriate action accordingly.
9. I/We understand that the Authority reserves the right to accept or reject any or all the Applications and reserves the right to withhold and/or cancel the EOI Process without assigning any reason or otherwise.
10. I/We hereby irrevocably relinquish any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with this EOI, or in connection with the Procurement Process itself, in respect of the above-mentioned activities and the terms and implementation thereof.
11. I/We agree and undertake to abide by all the terms and conditions of the EOI Document.

12. Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in my/our Application, I/we hereby represent and confirm that my/our Application is unqualified and unconditional in all respects.

.....
Signature of the Authorised Person

.....
Name of the Authorised Person

Date

ANNEXURE-2
APPLICANT PROFILE AND STATUS

Sl.No.	Description	Particulars
1.	Name of the firm	
2.	Status (Legal entity)	
3.	Address with pin code	
4.	Contact person (Management)	
5.	Contact number	
6.	Fax No.	
7.	Mobile No.	
8.	Email Id.	
9.	Web address	
10.	Year of incorporation (Certificate of Registration to be furnished)	
11.	Details of PAN (Copy of PAN Card to be furnished)	
12.	Details of GST Registration No. (Copy of GST Registration number to be furnished)	
13.	Contact person (Name & Address)	
14.	Contact person Mobile / telephone no.	
15.	Contact person email ID	
16.	Any other relevant information	

.....
Signature of the Authorized Person

.....
Name of the Authorized Person

Date

Note: Both Members in case of Consortium

ANNEXURE-3
SUMMARY OF TECHNICAL EXPERIENCE

- i. Pet Care Centre
- ii. Veterinary Hospital/ Clinic
- iii. Animal Welfare Unit
- iv. Pet Creche
- v. Animal Shelter
- vi. Large Institutional facility

S.No.	Name of Work (complete details required as per EOI)	Client / Agency	Length / Duration of Work (months)	Start date & End Date	Remarks
1					
2					
3					
4					
5					

Note:

Supporting document with respect of each Work to be furnished by the applicants.

.....
Signature of the Authorized Person

.....
Name of the Authorized Person

Date

Note: Both Members in case of Consortium

ANNEXURE-4

UNDERSTANDING OF THE ENGAGEMENT

- i. Sharing experience of similar projects
- ii. Identifying the key enablers for running a Pet-Care Centre
- iii. Any suggestions for the Authority
- iv. Any other points

ANNEXURE-5

SUMMARY OF FINANCIAL STRENGTH

Sr.No.	Financial Year	Turnover of firm/ company (INR)	Average Annual Turnover –for Last 3 FY.
1	2022-23		
2	2021-22		
3	2020-21		

.....
Certified by Statutory Auditor/ Chartered Accountant
Registration details:

.....
Signature of the Authorised Person

.....
Name of the Authorized Person

Date

Note: Both Members in case of Consortium

ANNEXURE 6

UNDERTAKING BY APPLICANT

1.	Is the tenderer currently involved in any litigation relating to the Government of Odisha or BDA. If yes: give details:	Yes/No
2.	Has the tenderer or any of its constituent partners been blacklisted/ deregistered by any agency in India during the last 3 years from the last date of submission of applications. If yes, give details:	Yes/No
3.	Has the tenderer or any of its constituent partner(s) failed to perform on any contract work in India during the last 3 years from the last date of submission of applications. If yes, give details:	Yes/No

Note:

If any information in this schedule is found to be incorrect or concealed, qualification application will summarily be rejected.

.....
Signature of the Authorized Person

.....
Name of the Authorized Person

Date