

(PRECISE)



STANDARD OPERATING PROCEDURES

FOR

SINDH AGRICULTURAL GROWTH PROJECT

LIVESTOCK COMPONENT

PROJECT DURATION

(JULY 2014-JUNE 2019)

Standard Operating Procedures

This document describes how to use standard operating procedures (SOPs) to different components of Sindh Agricultural Growth Project (Livestock Component) including Capacity Building of farmers and public sector of Livestock department, Rehabilitation/modernizing of rain/flood affected Veterinary hospitals/ dispensaries, Dairy Value Chain and Project Management, Monitoring & Evaluation. It provides an overview of the SOP process and lists the desired SAGP-L project outcomes. The requirements of the World Bank guideline Standards are covered in this module and throughout the individual SOPs. The manual comprises an introduction and three standard operating procedures relating activities implementing techniques of all components of this project.

Purpose and scope

This SOPs cover management of all components of this project. The purpose is to outline the procedures for proper procurement of goods, consultancy services for value chain as well as civil works and delivering effective capacity building components. This document will helpful in proper implementation of project and ensure the optimal efficiency to address troubleshoots in variety of activities of the project.

TABLE OF CONTENTS

- 1. CODE OF ETHICS**
- 2. RESPONSIBILITY**
 - 2.1. Responsibility for Acquisition**
 - 2.2. Procurement committee**
 - 2.3. Purchase committee**
 - 2.4. Technical committee**
 - 2.5. Responsibility for Procurement Planning**
- 3. REQUISITION**
 - 3.1. Requisitions for Supplies, Equipment and Services**
 - 3.2. Procurement Requisitions**
- 4. PROCURING METHODS**
 - 4.1 Competition**
 - 4.2 Required Competition Level**
 - 4.3 Sealed Bids**
- 5. SOLICITATION DOCUMENTS**
 - 5.1. Types of Solicitation Documents**
 - 5.1.1. Requests for Proposals and Bidding Documents**
 - 5.1.2. Request for Quotations and Invitations to Bid (ITB)**
 - 5.1.3. Expressions of Interest (EOI)**
- 6. SUBMISSION AND RECEIPT OF BIDS**
 - 6.1. Bid Opening**
 - 6.2. Evaluation of Bids**
- 7. PROCUREMENT REVIEW COMMITTEE**
 - 7.1. Bidder performance**
- 8. CONTRACT TYPES**
 - 8.1 Purchase Orders**
 - 8.2 Written Procurement Contracts**
 - 8.3 Terms and Conditions**
 - 8.4 Procurement Plan and Contract database**
- 9. PURCHASE OR SUPPLY ORDERS**
- 10. WRITTEN PROCUREMENT CONTRACTS**
 - 10.1 TERMS AND CONDITIONS**
- 11. PROCUREMENT PLAN AND CONTRACTS DATABASE**
- 12. PUBLIC ACCESS AND TRANSPARENCY**
- 13. GRIEVANCE AND REDRESSEL**

1. CODE OF ETHICS FOR PROCURING OFFICIALS

1.1. An official shall not use his authority or office for personal gain. Personal advantage includes accepting or requesting anything of substantial value from bidders, potential bidders or suppliers.

1.2. "Any request for, or solicitation of anything of value by any public official in the course of the exercise of his duty" shall be considered as corrupt and fraudulent practice.

1.3. The officials involved in the procurement process shall keep all information regarding the bid evaluation confidential until the time of the announcement of the evaluation report.

1.4. Official involved in procurement process has to sign a 'Conflict of Interest' statement. Concerned official should declare any personal interest they may have in any procurement that may affect, or may reasonably be deemed by others to affect, their impartiality in any matter relevant to their duties.

1.5. During the procurement process, the officials shall not:

i. Bar or restrict availability of bidding documents/other information to a bidder

ii. Develop specifications to favor a particular vendor;

iii. Split or group the procurements;

iv. Add any condition in the bidding documents which discriminates between bidders or is difficult to meet.

Code of Ethics for Bidders

1. The bidders will not involve in "offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution to the detriment of the procuring agencies".
2. The bidders will not "misrepresent the facts in order to influence a procurement process or the execution of a contract".
3. The bidders will not involve in "collusive practices (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the procuring agencies of the benefits of free and open competition".
4. PAs shall ensure that an individual consultant or a consulting firm, for an assignment, shall not be hired where there is possibility of conflict of interest
5. The supplier or contractor should not submit any information concerning his qualification, which is false and materially inaccurate or incomplete otherwise he shall be disqualified from the procurement proceedings
6. Suppliers and contractors who are found to be indulged in corrupt or fraudulent practices shall be debarred from participating in the procurement proceedings.

These Procedures shall be implemented in a manner consistent with the responsibilities of the Procurement related officers.

2. RESPONSIBILITY

2.1. Responsibility for Acquisition: The project director and procurement specialist are responsible for all procurement activities in Sindh Agricultural Growth Project Live Stock Component. the over-all responsibility for the Acquisition and the procurement process for goods, civil work and services Are delegated to the Chief of the Procurement Section duly designated by the World Bank. To this end, the Chief Procurement officer or specialist shall ensure that the Relevant Financial Regulations and Rules on Procurement are strictly complied with World Bank guideline.

2.2. Procurement committee: there are five members in procurement committee and they are responsible for all procurements.

2.3. Purchase committee: there are three members in purchase committee and they are responsible for purchasing of goods.

2.4. Technical committee: there are three members in Technical committee and they are responsible for technical specification at the time of receiving of goods.

2.5. Responsibility for Procurement planning: The Procurement planning is essential for the effective and timely solicitation of bids, proposals, award of contracts and delivery of the goods and services required for the project success and bright future. Chiefs of Section are responsible for developing their procurement plans in cooperation with the Procurement Section and the financial manager. The detailed activity, responsibility, review and approval are given as under;

Responsibilities and Approvals (Goods, Works and Services)

ACTIVITY	RESPONSINBLITY	REVIEW	APPROVAL
1.Procurement Plan	Procurement specialist	Project Director	WORLD BANK
2. Initiating activities	Procurement specialist	Project Director	WORLD BANK
3. Procurement method	Procurement specialist	Project Director	WORLD BANK
4. Preparation of bidding Documents	Procurement specialist	Project Director	WORLD BANK
5. Invitation for bid	Procurement specialist	Project Director	WORLD BANK
6. Receipt of proposals	Procurement specialist	Project Director	WORLD BANK
7. Opening of bid	Procurement Committee	Project Director	WORLD BANK
8. Post Qualification Documents (verification) And Receipt of documents During BER	Procurement Committee	Project Director & Procurement Specialist	WORLD BANK
9. Bid Evaluation Report	procurement committee	project Director	WORLD BANK
10. Technical Evaluation	Procurement Committee	Project Director	WORLD BANK
11. Award of contract	Procurement Committee	Project Director	WORLD BANK
12. contract agreement	Procurement specialist	Project Director	Project Director
12. Receiving of goods and Its technical and physical verification in terms of quality and quantity as per specification	Technical Committee	Project Director	WORLD BANK
13. payment to bidders	Finance Manager	Procurement Specialist	Project Director

Responsibilities and Approvals (CONSULTANCY SERVICES)

ACTIVITY	RESPONSINBLITY	REVIEW	APPROVAL
1.Procurement Plan	Procurement specialist	Project Director	WORLD BANK
2.Initiating activities	Procurement specialist	Project Director	WORLD BANK
3.Consultancy method	Procurement specialist	Project Director	WORLD BANK
4.Development of RFP	Procurement specialist	Project Director	WORLD BANK
5.Preartion of EOI	Procurement specialist	Project Director	WORLD BANK
6. Receipt of proposals	Procurement specialist	Project Director	WORLD BANK
7.Opening of EOI and Technical proposal	Procurement Committee	Project Director	WORLD BANK
8.Post Qualification Documents(verification) And Receipt of documents During BER	Procurement Committee	Project Director & Procurement Specialist	WORLD BANK
9. Technical Evaluation	Procurement Committee	Project Director	WORLD BANK
10. Bid Evaluation Report	procurement committee	project Director	WORLD BANK
11. Award of contract	Procurement Committee	Project Director	WORLD BANK
12.Implementation of consutancy services as per award	Technical Committee	Project Director	WORLD BANK
13. payment to bidders	Finance Manager	Procurement Specialist	Project Director

3. REQUISITION

3.1. Requisitions for goods, civil work and Services are ordered by requisitions, which are raised by the Section Chiefs and/or requisitioning officers. All requisitions must be first certified by a duly designated Certifying Officer of the department

(a) Review all requisitions in the light of actual needs for procurement and the availability of funds in PC-1 for the goods/Civil work/services being Processed.

(b) Specifications should be comprehensive, generic and unambiguous that shall allow widest possible competition, and the description of scope of work in the requisition must be clear. A complete description or detailed specifications which may be available should be listed on the requisition for each item. It is of utmost importance for evaluating or technical offers or committee and for the winning supplier that Certifying Officers make sure that technical specifications of goods, civil works and/or services are sufficiently detailed and generic.

3.2. Procurement Requisitions and benefits: All requests for procuring goods, civil work and services shall be submitted to the Procurement Section as per requirement.

The requisitions shall include the following information:

- A. Need Assessment, A clear, concise statement of what is required. This may consist of a simple description or a fully developed specification.
- B. To develop this specification, the Section Chiefs and/or the requisitioning officers may use experts within the Sections of department or, where
- C. Appropriate, an outside source;
- D. Why it is required? Define benefits from it.
- E. Define project areas where those goods and services shall be delivered.
- F. Who are the beneficiaries from goods, civil work buildings and services?
- G. Outcome from goods, civil works and services.
- H. A detailed technical specification or Statement of Work, where applicable, prepared by the Section Chiefs and/or the requisitioning officers on a separate sheet and as an attachment to the requisition;
- I. Use of goods, services and civil work
- J. User of goods, services and civil work
- K. Beneficiaries from procurement

Note: A contact person designated to answer questions concerning the requisition. In the case of contracts for large or complex goods or services, the contact person designated should be available throughout the procurement process;

- A. Delivery or completion date required;
- B. The total estimated quantities and costs;
- C. The budget code in PC-1;
- D. The recommended supplier(s) if available;
- E. General comments or note on the requisitions necessary and relevant to the conduct of a conclusive and successful procurement exercise.

NOTE: SPECIFICATION:

The specifications should be generic in nature, in order to facilitate fair competition for the goods and services being acquired. Specifications shall not specify brand names, products of one company or features which are particular to the products of one company, unless it has been determined in writing by the requisitioner that these particular products or those particular features are essential to the PMU'S requirements, and that products of another company would not meet the requirements. Where proprietary items are specified or standardization is evoked, the requisitioner must provide justifications in writing to the Registrar or the Designated Office for approval before the procurement action is initiated. On occasion, brand name could be stated to clarify requirements or essential, however Adding "equivalent" is compulsory.

It should be noted that Procurement Section will not process any requisition without available of budget in PC-1. Thus proper approval in written Note from financial manager for budget availability is very essential for further process of procurement. Financial officer also responsible for maintaining detailed records of all obligations and expenditures against the accounts for which they have been delegated the responsibility. It is the responsibility of the FINACILA MANAGER not to exceed the budget lines under his/her authority.

3. Redressal of grievances by the procuring agency.-

- (1) The procuring agency shall constitute a committee comprising of odd number of persons, with proper powers and authorizations, to address the complaints of bidders that may occur prior to the entry into force of the procurement contract.
- (2) Any bidder feeling aggrieved by any act of the procuring agency after the submission of his bid may lodge a written complaint concerning his grievances not later than fifteen days after the announcement of the bid evaluation report under rule 35.
- (3) The committee shall investigate and decide upon the complaint within fifteen days of the receipt of the complaint.
- (4) Mere fact of lodging of a complaint shall not warrant suspension of the procurement process.
- (5) Any bidder not satisfied with the decision of the committee of the procuring agency may lodge an appeal in the relevant court of jurisdiction.

NOTE: First of all complaints shall be sent to World Bank authorities for its redressal than redressal shall also be sent to Wolrd bank Authorities for further guidance.

4. PROUREMENT METHODS

(a) shopping:

The World Bank Allows to go for shopping under 50000 us dollar by inviting minimum three Request for Quotations.

(b) Open competition for routine procurements.

- i. **National Competition Bidding (NCB) budget limit is under 600000 US Dollar.**
- ii. **International Competition Bidding (ICB) budget above 600000 US Dollar**

(c) Framework agreement:

- i. **Maximum Three years limit agreement**
- ii. **FA may be permitted as an alternative to shopping and NCB Methods for goods that can be procured off the shelf or are common use with standard specification.**

(d) Direct contracting:

Contracting without competition from single source in case of Original manufacture, required items are proprietary and emergency situation shall be declared by appropriate Fora.

NOTE: SAGP-L is focusing on three major ingredients in procurement process as under:

1. **Procurement Conduct:** it shall be free, fair and transparent
2. **Procurement Objective:** to bring value for money in terms of Quality, Timeliness , reliability, after sales service, Warranty, Guarantee, Source, price and Cost+Quality.
3. **Procurement Process:** It shall be effective, efficient and economical.

Sealed Bids

Sealed bidding is a method of soliciting competitive offers to purchase goods or services. The PMU shall make an award to the supplier providing the best overall value to the PMU, Quality, Timeliness , reliability, after sales service, Warranty, Guarantee, Source, price and Cost + Quality as mentioned major ingredients in procurement process.

(a) It is not necessary to conduct discussions with bidders where required because the goods or services being procured are quantitatively and qualitatively described in a manner which permits all bidders to bid on the same basis; and

(b) there is a reasonable expectation of the PMU receiving more than one sealed bid in the process.

The bidding documents (“the solicitation”) are the means by which the PMU informs potential bidders of the PMU’s requirements and conditions and by which interested bidders obtain the information needed to submit their bids. The solicitation should reflect the nature and complexity of the goods or services being Procured and usually will include:

(a) **a RFP, TORs and Bidding Documents** describing carefully and in full detail what the PMU requires the supplier to perform or Provide, including technical specification if applicable. (b) the evaluation criteria upon which the PMU will determine In sealed bidding, evaluation focuses on below factors.

- A. Specification Compliance
- B. Bidding document compliance
- C. Responsiveness of Bid
- D. Eligibility of bidder
- E. Best bid cost and Quality as specified in Bidding documents or RFP
- F. Warranties
- G. Delivery Duty Paid
- H. Schedule of Terms and Conditions
- I. Performance Differentials

For specialized areas of procurement, other specialized factors may be included:

- a. (c) the mandatory PMU terms and conditions which will be included in the agreement or purchase order;
- b. bid forms, guarantee or bond requirements, if applicable;
- c. date and time for submissions of bids;
- d. name and address to which the bid is to be sent;
- e. PMU assigned bid number;

(h) Instructions requiring the prospective bidders to place their bids in an envelope and mark the outside of the envelope with PMU assigned bid number and date, time and location for submission of bids.

5. SOLICITATION DOCUMENTS

Solicitation Documents shall be used to request quotations or proposals from suppliers for goods, works or services required. While the details and complexity of Solicitation Documents will vary according to the nature and value of the requirements, they will contain all information necessary to prepare a suitable Offer. If, for any reason, it becomes necessary to clarify Solicitation Documents, all recipients of the solicitation documents shall be notified simultaneously in writing. At any time before the deadline, the Procurement Section may, for any reason, whether on its own initiative or because of a request for clarification by a supplier, modify the solicitation

documents by issuing an addendum. The addendum will be communicated to all suppliers who have been provided with the solicitation documents and will be binding upon them.

5.1. Types of Solicitation Documents

Solicitation Documents provide for Formal Methods of Solicitation which are either in the form of a formal Invitation To Bid (ITB), or Request For Proposals (RFP), Expression Of interest and for Informal Methods of Solicitations, such as Requests For Quotations (RFQ).

5.1.1. Expressions of Interest (EOI) shall be advertised on the PMU Webpage and using the and UNDP. This procedure is used for consultancy service

5.1.2. Request for Quotations and Invitations to Bid (ITB)

Invitations to Bid (ITB) or Request for Quotations (RFQ) shall be used for the procurement of simple, uncomplicated goods of standard and firm specifications or very specifically defined and continuously used services. Based on analysis of quotations, the award is given to a supplier that meets specifications, delivery terms and lowest price.

5.1.3. Requests for Proposals and Bidding Documents

Requests for Proposals (RFP) should be used in order to obtain proposals to satisfy a requirement of goods and services where the scope of work, technical specifications or characteristics cannot be precisely determined or described, or are of a complex/specialized technical nature, which requires significant input from the supplier. The acquisition of goods or services through RFPs procedure requires careful coordination with requisitioners. Clarity, completeness in preparing the RFP is critical to a successful competition. The PMU shall make award to the supplier providing the best overall Value to the PMU in accordance with the evaluation criteria and key deliverable defined in The RFP.

Besides the requirements outlined above RFP shall also include:

- (a) A TERMS OF REFERENCES (TORs)** describing carefully and in full detail what the PMU requires the consultant to do or to provide, including technical specifications and key deliverable
- (b)** The evaluation criteria upon which the PMU will determine which bid best meets the PMU requirements;
- (c)** The mandatory terms and conditions which will be included in the contract agreement or purchase order or supply order or award of letter.
- (d)** Instructions to bidders.

6. SUBMISSION AND RECEIPT OF BIDS

Bidders must comply with the specified procedure for submission of bids as well as the technical requirements in the solicitation to allow for the fair and nondiscriminatory evaluation of their bids. When bids are received, they shall be secured by the assigned Procurement personnel and kept until the date and time set for the opening. Bids may be modified or withdrawn, where applicable and mentioned in Bidding Document, by a bidder before the date and time set for the opening, without the PMU approval. Bids may not be modified or withdrawn by a bidder after the opening unless a justifiable and documented reason is approved by the Procurement Section.

6.1 Bid Opening

The purpose of the bid opening is to verify that all formalities indicated in the solicitation are met, including the technical proposal and financial proposal and timeliness of the bid receipt and its sealed condition.

At the date and time designated in the solicitation, bids shall be opened and read by a minimum of five members from procurement committee and out of which one is from the Procurement Section.

The Procurement committee personnel, as noted above, shall review the bids for completeness, mathematical accuracy, price and responsiveness. They shall tabulate the results on a bid abstract form which must be certified by those in attendance at the bid opening. Each page of the price proposal shall be initialed by the Procurement committee chairman or procurement specialist

Time: Do not receive bids after the Bid Deadline. If a bid is submitted after the Bid Deadline, do not accept it return the unopened bid to the bidder. Enter the bidder's name, the time of the attempted submittal, and the words "Refused-Not timely submitted" on the bid tabulation form.

Place: Receive bids only at the place designated for the receipt of bids. Make certain the place designated is available and staffed for the receipt of bids.

Sealed Bids: Bids must be sealed in an envelope properly addressed and endorsed. Do not accept bids that are not sealed. Note on the bid tabulation form if a bid is improperly addressed or endorsed.

Date and Time Stamp: Date and time stamp bids as they are received. If the stamp does not include the time, write the time next to the date stamp. Place the stamp on the outside of the sealed envelope. If envelope is too bulky to accept date and time stamp, stamp a separate slip of paper and staple it to corner of envelope. If time permits, enter the bidder's name and the time the bid is received on the bid tabulation form. Do not open the bids; accumulate them in one pile. Assemble the bids in alphabetical order.

Announcement: After the Bid Deadline has passed, announce its passing and that no further bids will be received. Also announce when and where bids will be opened. Make sure all the bidders names and bid receipt times are entered on the bid tabulation form. Gather the accumulated bids, check them with the bid tabulation form, and take them to the place of the bid opening.

6.2 Evaluation of Bids

Once bids have been opened, they shall be evaluated to determine which respond best to the requirements of the solicitation. Bids submitted in different currencies, if allowed, will be converted to Rupees at the rate of exchange in effect at the date specified in the solicitation, to enable the Procurement Committee to compare the bid's prices.

The evaluation of bids shall be coordinated by Procurement Section personnel. They may obtain assistance in the evaluation process from experts within the Procurement committee from PMU or from outside consultants, as required.

The commercial evaluation of bids shall be the responsibility of the Procurement Section.

When technical evaluation is required, the requisitioning office or his designee shall review the bids to:

- Determine whether each offer meets all principal specifications of the solicitation;
- Prepare and sign a technical evaluation report, solely on the basis of the technical merit of the tender or proposal but excluding any consideration of the cost of the bid. Any such report shall include a listing of the recommended suppliers in order of priority, together with the reasons for such recommendation. Except when negotiations have been authorized by the Procurement Section, bidders will not be allowed to alter any bid after the deadline for bid opening without prior approval from the Procurement Section. The Procurement Section may request clarification of any bid during the evaluation process.

7. PROCUREMENT REVIEW COMMITTEE

7.1 Bidder performance: Bidder shall have to perform successfully as decided and committed. To ensure performance, bidder shall have to submit 10% Performance Guarantee. If bidder fails to perform accordingly or do not complete task 100%, performance security shall be forfeited and that bidder shall be blacklisted either permanently or temporarily.

8. CONTRACT TYPES

A contract is a legally binding agreement between two or more parties and its contents reflect the parties' mutual obligations to one another. The type of contract most suitable to the procurement (e.g., Purchase Order or Agreement) and its pricing depends, in large measure, upon the scope and nature of the parties' obligations. The Procurement Section shall prepare the agreement or purchase order and ensure, with the support of technical and professional assistance as required, that it contains all the provisions necessary to protect the PMU interest.

8.1. Time Base contract:

In this contract, SAGP-L is responsible to pay time base to the Bidder or consultant from the day of contract agreement and deployment of employees.

8.2. Lump-Sum contract:

Single Lump Sum Price of all works is agreed before the work begins.

8.3. Unit Price Contract:

Here we pay fixed sum for each completed unit of work.

8.4. Reimbursable Cost Plus Fees Contract:

8.5. cost-reimbursement contract that provides for an initially negotiated **fee** to be adjusted later by a formula based on the relationship of total allowable **costs** to total target **costs**.

This contract is accepted by the World Bank only in exception circumstances such as:

(a) conditions of High Risk

(b) where cost cannot be determined in advance with sufficient accuracy

9. Purchase or supply Orders

Purchase orders are used when contracting for the provision of goods and simple services. Purchase orders constitute the PMU offer to the supplier. As such, they are signed only by authorized PMU or procurement committee representatives before being provided to the supplier. The supplier manifests his acceptance of the offer by his conduct, e.g. delivery of the goods or services.

The purchase order is designed to convey the provisions of the contract to the supplier and to provide maximum uniformity in recording all aspects of the agreement. The PMU terms and conditions are an integral part of the purchase order. Procurement Section personnel in consultation with Legal Section are responsible for ensuring that the terms and conditions included are appropriate, considering the value of the agreement, the nature of the goods or services provided, trade practice, and other factors. Purchase order must be amended whenever the PMU and/or the supplier make changes.

10. Written Procurement Contracts

Written procurement contracts (hereinafter referred to as 'Agreements') are generally used to obtain the services from a specific company for a given task or period of time, or to procure goods and/or services. Fixed price agreements provide a firm pricing arrangement, e.g., lump sum, unit price, per diem rate, etc., established by the parties at the time of contracting. The price is not subject to adjustment based upon the supplier's actual cost experience in performing the contract. The PMU prefers to use fixed price type agreements. Agreements should be prepared to fit the actual circumstances involved and, accordingly, will not be uniform. However, all agreements are expected to achieve the best overall value for the PMU, taking into consideration quality, timeliness, and minimization of risk to the PMU. The PMU' terms and conditions are an integral part of the agreement. Procurement Section personnel are responsible for ensuring that the terms and conditions included are appropriate, considering the value of the Agreement, the nature of the goods or services provided, trade practice, and other factors. Agreements should be formally amended whenever the PMU and/or the supplier make changes to their Agreement.

10.1 Terms and Conditions

Terms and conditions are a key component of agreements and purchase order documents. Together with the Statement of Work or Scope of Work (SOW) and applicable specifications, they form the written intent of the parties to the agreement and purchase order. The Standard Terms and Conditions in PMU Agreements are developed by the Legal and Procurement Sections. However, when necessary, terms and conditions may be changed with the prior approval of the Procurement Section and the Legal Section. Contracts of a complex nature or involving provisions which have not been previously used should be reviewed by the PMU Legal Section prior to contract signing. When, during the course of a negotiation, formal or otherwise, the supplier is represented by an attorney, the PMU must also have a representative of the Legal Section present.

11. Procurement Plan and Contracts database

It is important that all contracts and agreements are reviewed, placed and renewed in a timely manner. To this end, all contracts or agreements which have a duration clause must be recorded in the contracts database. This database will form part of the Procurement Plan. During the regular quarterly meetings with the Certifying Officers contract renewals and future requirements for goods and services shall be recorded in the Procurement Plan. This is to ensure adequate time is given to complete the necessary procurement tendering process (EOI, RFP/RFQ, IFB and contract conclusion) in accordance with the Financial Regulations and Rules.

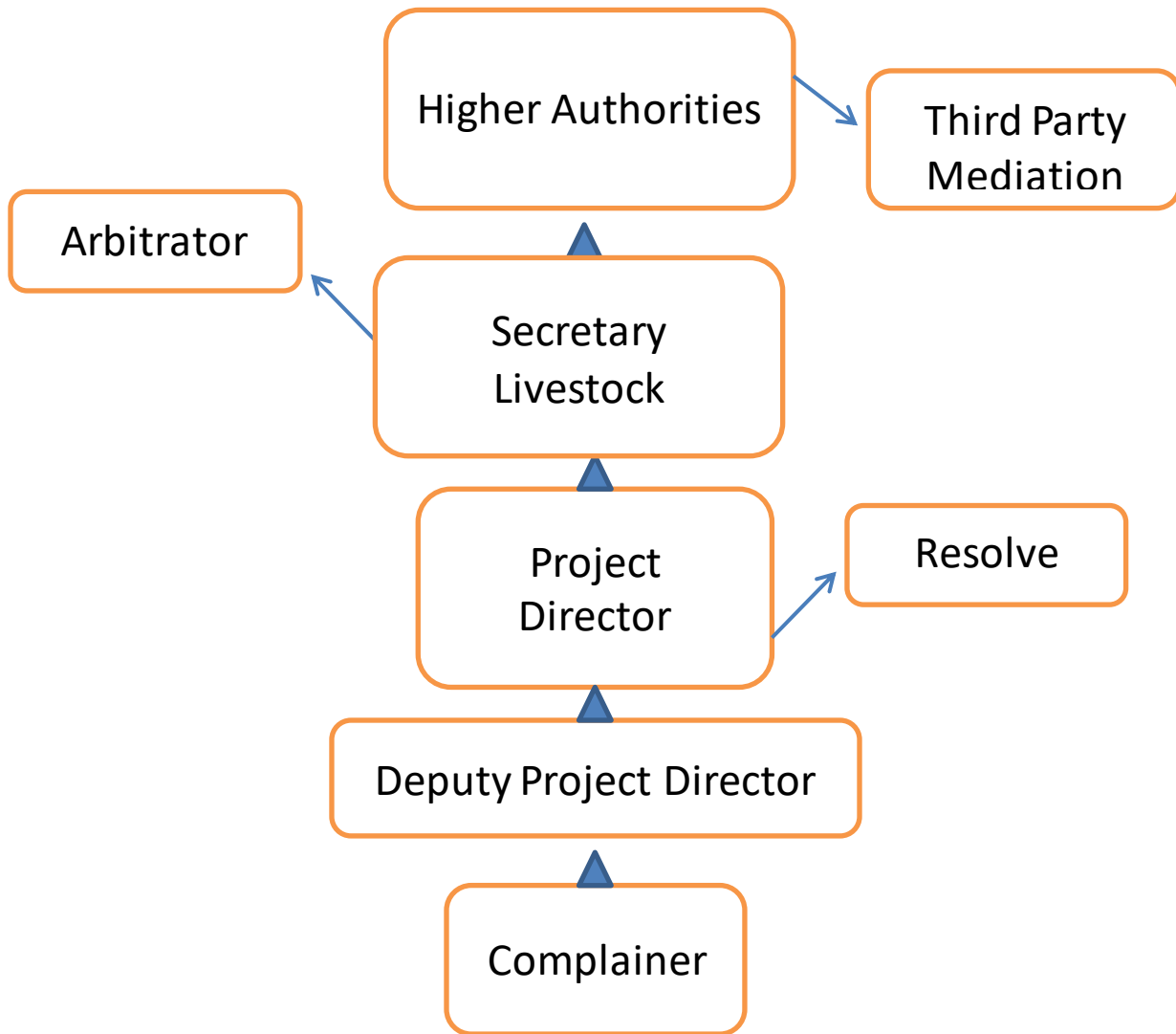
12. Public access and transparency: As soon as a contract has been awarded the SAGP-L shall make all documents related to the evaluation of the bid and award of contract public on its website or UNDP website where applicable.

Provided that where the disclosure of any information related to the award of a contract is of proprietary nature or where the procuring agency is convinced that such disclosure shall be against the public interest, it can withhold only such information from public disclosure subject to the prior approval of the Authority (World Bank)

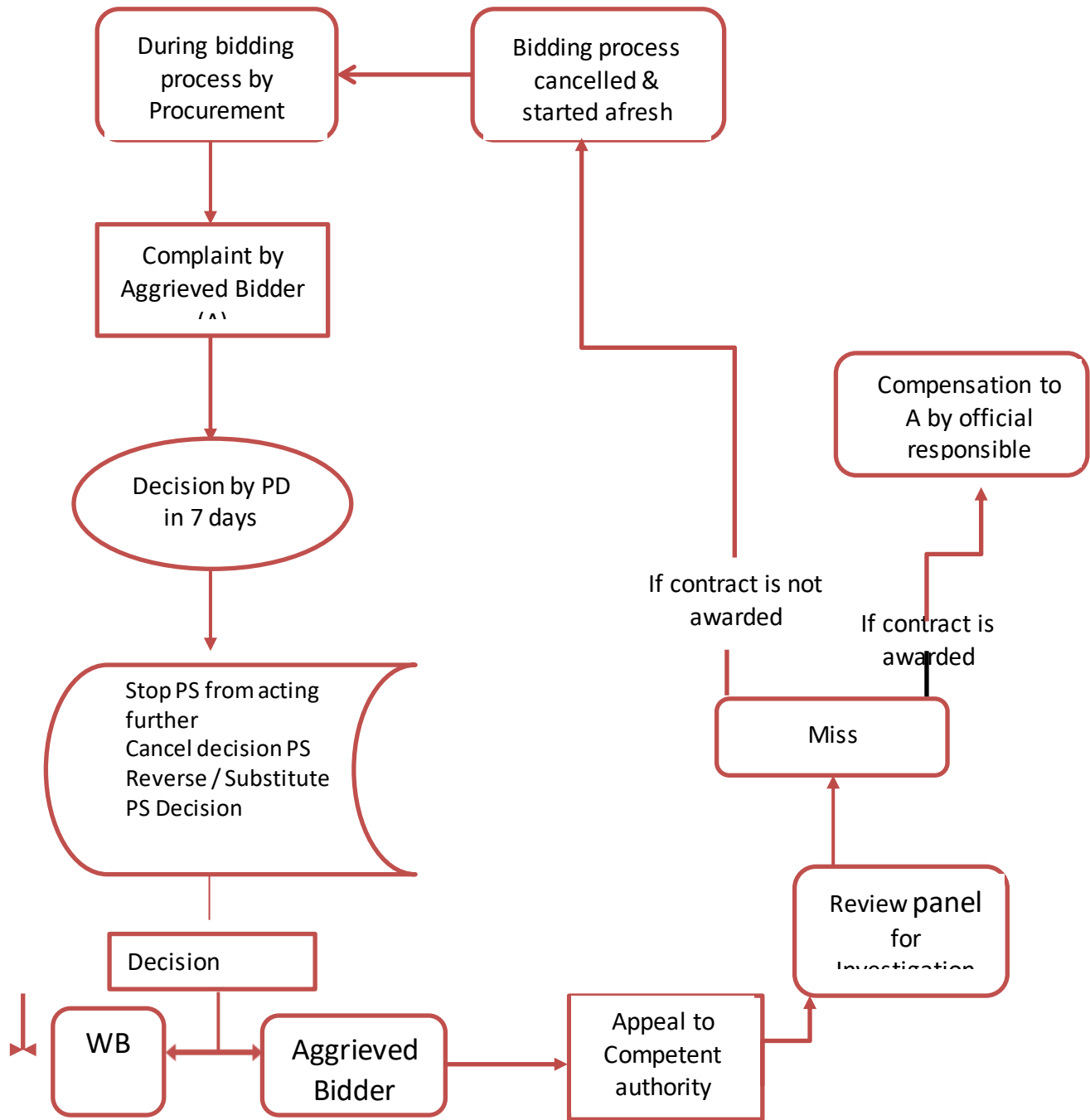
13. Grievance and Redressal

(a) For Field Grievance

Grievance Redressal



(b) For Procurement Grievance:



- Conditions of Appeal**
1. Bidder has not withdrawn bid security.
 2. Bidder has deposited complaint registration fees. i-e Rs. 1000/-

13.1. Grievance Redressal Team

- Project Coordinator (Member)
- Additional Secretary Livestock & Fisheries Technical (Member)
- Project Director (Member)