

No. D-19016/1/2013-Genl.
Government of India
Ministry of Consumer Affairs, Food & Public Distribution
(Department of Food & Public Distribution)

Krishi Bhawan, New Delhi
Dated the 21st Sep, 2016

E- TENDER NOTICE
MAINTENANCE CONTRACT

NAME OF WORK: Two bid on-line e-tender for Comprehensive AMC of Computers, Printers, UPSs (excluding replacement of Batteries), Laptops etc.

The undersigned is directed to invite quotations from firms/dealers/vendors of various well-known supplier dealing in computers, printers, UPS (excluding batteries), Servers and Laptops etc. of various makes (Wipro, HP, HCL, Zenith, Compaq, IBM etc:-

Sl. No.	Item	Quantity
1.	Computers of all make	291
2.	HP Black LaserJet Printer	331
3.	Colour LaserJet	31
4.	UPS upto 1KVA	390
5.	UPS above 1 KVA	1
6.	Laptops of all make	14
7.	HP Server	03
8.	HP Black Laserjet MFP	39
9.	HP Scanjet 3000s2 and other	51

The quantity may vary at final stage.

2. The online bids can be submitted till 15.00 hours on 19.10.2016 and technical bid will be opened at 15.30 hours on 19.10.2016.

Critical Date Sheet:

Tender Publish Date/time	21.09.2016/17.30 hrs.
Pre-Bid Meeting Date/time	-
Document Download Start Date/time	21.09.2016/17.30 hrs.
Document Download End Date/time	19.10.2016/15.00 hrs.
Bid Submission Start Date/time	21.09.2016/17.30 hrs.
Bid Submission End Date/time	19.10.2016/15.00 hrs.
Bid Opening Date/time	19.10.2016/15.30 hrs.

3. The Department reserves the right to cancel the tender at any time/stage or relax/amend/withdraw any of the terms & conditions contained in the Tender Document without assigning any reason, thereof. Any enquiry, after submission of the bid shall not be entertained. In case of withdrawal of bid, the EMD will stand forfeited

Rojan

<https://eprocure.gov.in/eprocure/app> or Department of Food & Public Distribution
Website: <http://dfpd.nic.in>.

5. Earnest Money Deposit (EMD) :

An Earnest Money Deposit (EMD) of Rs.30,000/- (Rupees ten thousand only) in the form of Demand Draft/Bankers Cheque drawn in favour of DDO (Cash), Department of Food & Public Distribution shall accompany the quotation payable at Delhi. in sealed envelope be deposited in Department of Food & Public Distribution as per instructions.

6. Performance Bank Guarantee (PBG):

The successful bidder should have to deposit Rs. 60,000/- as PBG in the form of Demand Draft/Bankers Cheque drawn in favour of DDO (Cash), Department of Food & Public Distribution shall accompany the quotation payable at Delhi within 10 days of acceptance of offer letter and that must have validity beyond 90 days from the date of expiry of the contractual obligation. The PBG may be made from the Bank Account of the firm/company and should be in the favour of DDO (Cash), Department of Food & Public Distribution. No interest will be paid on EMD/PBG by this Department. Non submission of PBG or submission by other mode shall be viewed with adverse performance which shall further lead to de-registration/suspension of business dealing with the Department and amount of EMD/PBG deposited by the firm shall also be forfeited.

OTHER TERMS & CONDITIONS

I. SCOPE OF WORK.

Award of Annual Comprehensive Maintenance Contract of Computers/Printers/UPSs. (excluding batteries)/Servers, Laptops etc. The Technical and Financial terms & conditions of AMC shall be as follows:

(A) TECHNICAL

- i. The firm should be in existence for over 5 years in the trade with the maintenance business (service business turn over) of **more than Rupees one crore per annum during the last 3 years.**
- ii. The firm must have previous experience in maintaining hardware and network systems in Government organizations/PSUs. and must provide a certificate of each type of equipment available in Central Government Offices, from the OEM (Original Equipment Manufacturer) that his company is authorized and competent to take up maintenance. Performance Certificates (at least two) from the existing Government clients (Organizations) must be attached.
- iii. The firm must have expertise in the requisite preventive and corrective measures on site maintenance and repair of servers, clients, stand alone computers, Laser/Inkjet printers/net work components, scanners peripherals and other hardware parts and accessories.
- iv. The firm must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum 2 AMC connected in LAN under Microsoft Windows environment.

Rajan

iv. The firm must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum 2 AMC connected in LAN under Microsoft Windows environment.

v. A Performance Certificate to this effect from at least two Government Departments/Public Sector Undertakings shall be furnished.

vi. The firm should be Authorized Service Provider (ASP) for one or two PC Brands and peripherals like HP/HCL/Dell/ACER/ etc.

vii. The firm must be registered with the Registrar of Companies and with the Delhi Sales Tax Department for Works Contract Tax.

viii. Income tax clearance certificate for the last two years must be attached.

ix. If the firm meets the above technical requirements, it may apply in the prescribed proforma (as per Technical Bids given in the subsequent para) placed at **Annexure-I**

x. The scope of work also includes maintenance of softwares procured by this office and installed in the PCs and Peripherals.

xi. Three qualified Resident Graduate engineers in Computer/Electronics/ Telecommunication Engineering with an experience of not less than 3 years in Computer Hardware/Software maintenance will have to be provided for the Department with salary details which will be paid by the contractor or vendor. The salary of the engineers should not below the minimum wages declare by the Delhi Govt. time to time.

xii. The equipment will be handed over back in good working condition to the Department after the AMC period.

B. The scope of software maintenance covers:

a) Maintenance of all software already installed in the PCs and peripherals and the software to be installed at later stage. **The software issue of other under warranty computer need to be sorted out.**

b) Availability of Anti Virus software at site for removal of virus from the PCs and storage disks. Implementation of Anti-Virus Solution shall be in coordination with NIC as per their policy.

c) Data recovery in case of crashed hard disk drives, expenditure in this regard, shall be borne by the firm.



C. FINANCIAL

The rate may be quoted on comprehensive basis for the computers, printers, servers, Laptop and UPS (excluding batteries) in the proforma at **Annexure-II** .

The other terms and conditions for awarding the AMC shall be as below:

- 7.1 The bidder shall submit the price bid in the prescribed format enclosed at Annexure-1 of the tender documents in BOQ_XXXX.xls format. The rates so quoted should be inclusive of all taxes and installation charges and no other charges would be entertained. No transportation charges, delivery charges etc. will be paid to the successful bidder and the same should be borne by the successful bidder.
- 7.2 The rates of as mentioned above, quoted by the firm in the price bid should be valid for a period of minimum three months. **The firms who is found fit by the technical committee are eligible for filling financial bid. The same will be informed on the same website.**
- 7.3 Tenderer is advised to follow the instructions provided in the tender notice.
- 7.4 If the date fixed for opening of the Tender is declared as holiday, the tender will be opened on the next working day.
- 7.5 The offers submitted would be governed by all the terms & conditions as laid down in the prescribed Tender form and terms & conditions indicated herein.
- 7.6 The Department of Food & Public Distribution reserves the right to scrap this Tender enquiry at any stage without assigning any reason and Department of Food & Public Distribution will not be liable for any costs incurred by the intending firms.
- 7.7 Neither Department of Food & Public Distribution nor NIC shall be responsible for non-accessibility of e-Procurement Portal due to technical glitches or internet connectivity issues at Tenderers end.
- 7.8 Department of Food & Public Distribution will not enter into any negotiations even with the Lowest Tenderer
- 7.9 In case of any clear indication of cartelization or express or implied anti-competitive agreements amongst the Tenderers at the time of finalization of Tender or thereafter, which at any time i.e. before or after award of the Contract comes to the notice of the Department of Food & Public Distribution, the Tendering Authority may reject the relevant Tenders, forfeit their EMD/Security Deposit, recover the losses as assessed by the authority arising out of such anti-competitive practice of the Tenderer(s) and also recommend the case to the Ministry of Finance/Registrar of Companies/NSIC/Competition Commission of India or any other Department having appropriate jurisdiction or Authority, for initiating necessary action including, but not restricted to, cancellation of license.



- 7.10. Department of Food & Public Distribution may, at its discretion, seek from any or all tenderers clarification(s) in respect of any particulars furnishing in their offer. The request for such clarifications and the response will be in writing.
- 7.11. **The L-1 rate would be decided against the rate quoted for unit rate in the price bid for one year for all the items at Sl.no.1-9. All the vendor are mandatory to fill the all the items unit rates.**
- 7.12 The vendor will provide three resident engineers on all working days from 9.00 AM to 5.30 PM. If required, engineers will be available even after 5.30 PM on working days and also on holidays (Saturday/Sunday). The engineers should be equipped with Mobile phones to ensure their availability. Amount will be deducted if any Service Engineer remains absent/on leave without providing a substitute.
- 7.13 The contract will be valid for a period of one year and the period of Maintenance Contract will be informed after finalization of the contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Department of Food and Public Distribution to extend the term of agreement for a further period of one year, if necessary.
- 7.14. The awardee has to provide services for PCs, Printers, UPSs peripherals, laptop, scanner and accessories under contract in the Department of Food & Public Distribution at Krishi Bhawan as well as installed at other locations in New Delhi/NCR.
- 7.15 The firm will prepare separate logbooks for each of the machines to be taken under the AMC and preventive and corrective maintenance with virus detection and special cleaning of the monitor, printer, key-board, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
- 7.16 The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same. Also stand-by inventory of monitor, CPU, Laser Printer, HDD, RAM, Mouse and UPS should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of Drivers of the machine (Branded one – HP, HCL, IBM, Dell, Acer, etc.) in the Ministry, they will arrange from their own sources.
- 7.17 If any PC/accessory is not repaired within two days, the firm will provide a standby PC/accessory. If, however, the firm fails to repair or provide a stand-by PC/accessory within 2 days, then a penalty of Rs.200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the two days till such time PC/accessories are repaired/provided. In case the parts that require change are not available, the same should be replaced with a higher level of part which is compatible with the system.
- 7.18 The necessary support for maintaining VIRUS free computer environment in the Department and help in upgrading the software/Virus Detection mechanism should be provided by the firm

Rajen

7.19 It may also be noted that in case of contractor backing out in midstream without any explicit consent of this Department, he will be liable to recovery at higher rates, vis-a-vis, those contracted with it, which may have to be incurred by this Department on maintenance of machines for the remaining period of contract through alternative means.

7.20 The above act of backing out would automatically debar the firm from any further dealing with this Department and the EMD amount would also be forfeited.

7.21 No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.

7.22 The contract can, however, be terminated by the Department at any time assigning reasons therefore to be communicated to the maintenance contract holder and after allowing an opportunity of hearing to the contractor. The authority will be HOD of this Department. If the work of the contractor is found to be unsatisfactory, the contract shall be cancelled.

7.23 The AMC holder needs to have rectification software. He should rectify the damage in time. In case any cost involved in the rectification process, no claim will be entertained by the Department. If the data is lost in the process, then the AMC vendor will be charged for the cost of reconstruction of data. If the AMC holder fails to attend to a complaint or rectify a defect, the Department shall get the same complaint/defect attended to by another firm on payment basis, and the payment so made shall be chargeable to the AMC holder.

7.24 The faulty power adopter, power cable, USB cable, Data cable etc. will also be repaired/replaced by the firm.

7.25 New equipment relating to computer and its peripherals purchased will be included in AMC as soon as warranty expires or after the expiry of the common date of warranty at the same rate of similar product.

7.26 The contract is comprehensive inclusive of OS support on all the systems covered under this contract. Any problem related with OS maintenance, reloading of OS with all device drives, OS upgrade, device drivers, system configuration and network configuration will be attended & rectified by the firm.

- 3 All disputes are subject of Delhi jurisdiction only.
4. Instruction for online Bid Submission is at Annexure-III
5. The firm will be required to submit the Tender Acceptance Letter (**Annexure-IV**).

Yours faithfully,


(Rajesh Kumar Pandey)

Under Secretary to the Govt. of India
Tel: 23097040.

ANNEXURE-I

DOCUMENTARY SUPPORT FOR TECHNICAL BIDDING

The Technical Bid should include the following details/documents:

1. The date of commissioning of the firm and a certificate of its continuous functioning in the maintenance business. Please enclose certified photocopy of the Company Registrations.
2. Indicate the date from which the firm is continuously Registered with Delhi Sales Tax Department for Work Contract Tax. Also enclose a certified photocopy of the Registration Certificate.
3. Indicate whether the firm is the authorized service provider of any branded computers. If yes, please attach certified photocopies of all the supporting documents.
4. Please provide the details of maintenance contracts executed by the firms during the last three years. Specifically, highlight those in Government Sector (copies of such contracts may be attached).
5. Details of service engineers:

Sl. No	Name	Technical qualifications	Area of specialization	No. of years of experience in computers maintenance	Date of joining the firm	Monthly/ Annual salary to be drawn

(Note: Three Qualified engineers in Computer/Electronics/ Telecommunication with an experience of not less than 3 years in Computer Hardware/Software maintenance will have to be provided for the Department)

6. Indicate whether the firm has expertise in maintaining computers and peripherals of different brands and vintage. If so, provide supporting documents.
7. Whether the firm has experience in LAN troubleshooting? If so provide supporting documents.
8. Attach performance certificates from the existing Govt. clients (at least two)
9. Attach Income tax clearance certificates for the last two years.
10. Details of Bank Draft attached: Bank Draft No.:
Date:
Drawn on Bank:

(Signature & full address of the tenderer)

Rajan

QUOTATION FOR ANNUAL MAINTENANCE CONTRACT FOR COMPREHENSIVE SERVICES OF PERSONAL COMPUTERS/PRINTERS/SCANNERS/UPS ETC. IN THE DEPARTMENT OF FOOD AND PUBLIC DISTRIBUTION, KRISHI BHAWAN, NEW DELHI.

TECHNICAL BID

S.No.	Description	Details	Page No.
1.	Name of the firm (in block letters) with date of commissioning of the firm		
2.	Address		
3.	Annual turnover of the firm with proof for last 3 years in the form of CA certificate/balance sheet/profit & Loss Account		
4.	Telephone /Mobile No.		
5.	Copy of the details of the past experience of providing maintenance & service as indicated at para (i) of tender document. (Proof of maintaining 300 computers per year for three years to be enclosed)		
6.	Performance certificates issued by at least 3 (three) reputed customers for maintenance of computers including UPS in individual		
7.	Ministries/Departments/PSU provided AMC during the last three years (self certified copies to be enclosed)		
8.	Date from which the firm is continuously Registered with Delhi Sales Tax Department for Work Contract Tax. Also enclose a certified photocopy of the Registration/License No. of the firm.		
9.	The earnest money of Rs.30,000/- (Rupees fifty thousand only) through a demand draft/pay order.		
9-A.	Details of Bank Draft attached: Bank draft No. with date Amount (Rs.) Drawn on Bank		

Rajan

10.	VAT Account No.		
11.	Supporting document in respect of TDS certificate issued by concerned Departments		
12.	The bidder should have firm's Service Tax number with latest service Tax Challan (proof of the same must be attached)		
13.	Whether authorized service provider to IBM/HP/HCL/Acer/Wipro/Zenith/LG etc.		
14.	Details of service engineers including their educational qualification.		
15.	Address of the workshop/Service Centre (with telephone number)		

Rajeev

ANNEXURE-II

Quotation for Comprehensive AMC of PCs, Printers, UPSs. and peripherals and accessories etc. for the year 2016-17.

S.No.	Items	Quantity*	Period	Rate per unit Per year	Total (Rs.)
1.	Computers of all make	291	One year		
2.	HP Black LaserJet Printer	331	-do-		
3.	Colour LaserJet	31	-do-		
4.	UPS upto 1KVA	390	-do-		
5.	UPS above 1 KVA	1	-do-		
6.	Laptops of all make	14	-do-		
7.	HP Server	03	-do-		
8.	HP Black Laserjet MFP	39	-do-		
9.	HP Scanjet 3000s2 and other	51	-do-		
			Total=		

***The above table shows present number of units under each category. This number may increase or decrease, however payment will be made on actual basis.**

All the above Columns are mandatory for filling by the bidders.

Rajan

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID/ password and the password of the DSC/e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLS/RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee/EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality

- of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
 - 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Procuring entity/Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
 - 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Foreign bidder can get help at +91-7878007972 & 7878007973.
-

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender/Work:

Dear Sir,

1. I/ We have downloaded/obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.

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

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

5. I/We do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking.

6. I/We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

7. I/We hereby submit all the Annexure i.e (1, (2 Price Bid), 3, 4)

8. AMC after expiry of the validity of all the supply goods may be continuing with the supplier. So, kindly give declaration for the same on company letterhead.

9. The contractor shall indemnify the Govt. from and against any loss, damage, cost charge, expenses, etc., for no fault of the Division and shall ensure that Government's interest is protected and safeguarded at any cost.

10. The contractor shall not avoid or delay or slow down or postpone or refuse any order for lifting the consignment for any reason whatsoever. Any avoidance or delay or slow down or postpone/refusal, will tantamount to violation of the contract.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)