



**CORE-1, SCOPE COMPLEX, 7, INSTITUTIONAL AREA, LODHI ROAD,  
NEW DELHI – 110 003 TELEPHONE NO: 011-24381343**

E-Tender No: **MMTC/CO/COMP/2003/1018/SERVER-II/11/4**

Date 11.03.2019

MMTC Limited invites E-Tender for Comprehensive Annual Maintenance of Servers, Storage, Routers, Switches and Local Area Network at MMTC Scope complex, New Delhi with one resident Server cum Network engineer at MMTC Corporate office, Delhi and Rate Contract for additional work (Labour charges and passive components for Local Area Network) at MMTC Corporate Office, New Delhi.

<b>Earnest Money</b>	Rs. 30,000/- (Rupees Thirty Thousand Only) in form of a crossed banker's cheque/Bank Draft favoring "MMTC Limited" drawn on any 'Nationalized Bank or first class Scheduled Bank payable at Delhi/New Delhi or in form of e-payment(NEFT/RTGS) as per details: "State Bank of India, Branch: SCOPE Complex, Account No. 52142903753, IFSC Code SBIN0020511 or State Bank of India, CAG Branch, CC Account No.00000010813608375, IFSC Code SBIN0017313, State Bank of India, CAG II Branch, Parsvnath Tower, Gole Market, New Delhi Payment advice in case of e-payment should be attached while uploading tender.Earnest Money to be deposited along with the Technical bid.
<b>Bid Submission</b>	Latest By 1200 Hrs. on 01.04.2019 (Monday), at MMTC Limited, Corporate Office at Scope Complex, Core – 1, Lodhi Institutional area, New Delhi – 110003.
<b>Tender Opening</b>	1215 Hrs. on 01.04.2019 (Monday), at MMTC Limited, Corporate Office at Scope Complex, Core – 1, Lodhi Institutional area, New Delhi – 110003

## SECTION I

### **1.0 BACKGROUND**

Established in 1963, MMTC Limited - a Central Government PSU, one of the highest foreign exchange earners for India, is a leading international trading company. It is the largest international trading company of India and the first Public Sector Enterprise to be accorded the status of "FIVE STAR EXPORT HOUSE" by Government of India for long standing contribution to exports. MMTC is the largest non-oil importer in India. MMTC's diverse trade activities encompass Third Country Trade, Joint Ventures, Link Deals - all modern day tools of international trading. Its vast international trade network, which includes a wholly owned international subsidiary in Singapore, spans almost in all countries in Asia, Europe, Africa, Oceania and Americas, giving MMTC global market coverage.

### **1.1 OBJECTIVE:**

MMTC intends to have comprehensive Annual Maintenance of Servers, Routers, and Local Area Network at MMTC Scope complex, New Delhi with one resident Server cum Network engineer at MMTC Corporate office, Delhi.

### **1.2 PRESENT IT SETUP**

MMTC has installed and commissioned the LAN and private WAN network at its Corporate Office at Scope Complex, New Delhi and its regional offices and sub-regional offices across India. Existing WAN and LAN arrangement at Corporate Office and the Server Farm constitutes of various brand Xeon based dual, quad, 8 way servers with RAID features, routers, switches and firewall etc. MMTC has ERP Setup and same is accessed thru Citrix by the end users.

## SECTION -2

### 2.1 SPECIAL TERMS & CONDITIONS FOR E-TENDER:

For any technical issues difficulties pertaining to the e-Procurement portal bidders are advised to get in touch with the service providers helpdesk:

Vendor's Queries	Contact Numbers	e-Mail ID
New Bidder Registration (Portal Registration), Vendor's ID / Profile Activation, Renewal of Vendor's ID	+91-(79)- 68136 866	<a href="mailto:info@abcProcure.com">info@abcProcure.com</a>
	+91-(79)- 68136 878	
	+91-(79)- 68136 845	
	+91-(79)- 68136 841	
<b>Mr.Abhijeet Goware</b> (Dedicated Helpdesk for MMTC)	+91 9265562826	<a href="mailto:abhijeet@eptl.in">abhijeet@eptl.in</a>
Technical Assistance related to e-Tender or e-Auction filling / submitting (Offsite Team).	+91-(79)- 61200 555	<a href="mailto:support@abcProcure.com">support@abcProcure.com</a>
	+91-(79)- 61200 564	
	+91-(79)- 61200 569	
	+91-(79)- 61200 507	<a href="mailto:pankesh@eptl.in">pankesh@eptl.in</a>

1. The bidder shall have valid Class-III Digital Signature Certificate (DSC) (with signing and encryption) issued from Licenced Certifying Authorities operating under Root Certifying Authority of India (RCAI) , Controller of Certifying Authorities (CCA) in India. The details of the License CA's are available on [www.cca.gov.in](http://www.cca.gov.in) wherein the details have been mentioned.
2. The bidders shall be asked to register on the e-portal so as to have a valid user id for accessing e-tendering/e-auction portal of MMTC.
3. For minimum system requirements clients/bidders should be asked to refer to home page of the url <https://mmtc.abcprocure.com> under tab Downloads/Minimum System Requirement-V2.0.
4. Internet connectivity and other paraphernalia requirements shall have to be ensured by bidders themselves. In order to ward-off such contingent situation like internet connectivity failure, power failure etc., bidders are requested to make all the necessary arrangements / alternatives whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tender / e-Auction successfully. However, the bidders are requested not to wait till the last moment to quote their bids to avoid any such complex situations. It is to be noted that neither MMTC LIMITED nor MMTC LIMITED'S SERVICE PROVIDER shall be responsible for these unforeseen circumstances in any manner whatsoever.
5. Bidders shall be advised to print and save bid submission receipt on submission of bids.

### SECTION-3

#### 3.1 ELIGIBILITY CRITERIA:

1. The bidder company/firm/proprietor should be registered in India. (Documents in support of Company registration/firm/proprietorship, copy of PAN card and GST registration Number (GSTIN) with State code should be submitted).
2. Bidder must have positive net worth for the last 3 (three) financial years viz., 2015-16, 2016-17 & 2017-18. Bidder to provide audited Balance Sheet for last 3 (three) financial years 2015-16, 2016-17 & 2017-18).
3. The bidder should submit letter of acceptance of all terms and conditions of the RFP. (as per Annexure II).
4. (a) The Bidder has to provide at least 3 (three) work orders and completion certificates pertaining to Annual Maintenance Contract (AMC) of Data Center related hardware viz., servers, storage, LAN, switches and Routers & their related software etc.  
  
(b) The work orders & their completion certificates should pertain to Government of India/State Government/Public sector Undertakings (PSU)  
  
(c) The bidder must furnish work orders as per 4(a) above, at least one for each last 3 (three) financial years viz., FY 2015-2016, 2016-2017, 2017-2018.  
  
(d) Bidder has to furnish undertaking as per Annexure XII.
5. The Bidder should not be black listed or on holiday by any Central/State Government organization/ /Public sector Undertakings (PSU) as on due date of submission of tender. (Undertaking regarding this as per Annexure III must be provided by the bidder on their letter head duly signed by Authorized Signatories)
6. The bidder must have registered in EPFO & ESI Departments of Central/ State Govt. (Proof to be submitted.)
7. The Bidder company/firm/proprietor should have at least one branch offices at Delhi/New Delhi/Faridabad/Gurgaon/Ghaziabad/Gautam Budh Nagar for support services.

- **Supporting document (s) to be enclosed for above eligibility criteria or else bids are liable to be rejected**
- **All supporting documents should be duly signed by authorized signatories of the bidder otherwise it will be summarily rejected.**

### **3.2 PERIOD OF CONTRACT**

The contract between MMTC and vendor shall be valid for a period of one year from the date of execution of contract by the successful bidder. The same may be renewed annually for further period of two years if required, at the option of MMTC on the same terms & condition and rates subject to satisfactory performance by the service provider/supplier.

## SECTION -4

### 4.1 SCOPE OF WORK:-

A brief overview of the Services required is outlined below.

**a). Comprehensive Annual maintenance of Servers (Detailed configuration as at Annexure IX) and its associated software and accessories.**

- 1 The service provider shall provide service from 9:30 AM to 5:30 PM, Monday to Friday and whenever MMTC require the services of engineer on Saturday & Sunday under intimation to service provider to keep the equipment in good working condition. The repair works shall be carried out at the location of the equipment except in exceptional circumstances when the equipment or any component may be required to be taken out for repairs in workshop at no extra cost to MMTC Limited.
2. Comprehensive service includes labour, parts, freight, and transportation etc., taxes, duties and levies on spare parts.
3. Scheduled Preventive Maintenance (PM) once in Six months for all Servers. Service Provider would maintain the Job Card for the PM. The PM Job Card has to be signed by MMTC System Official.
4. Unscheduled, on call corrective and remedial maintenance services to set right the malfunctions of the system. This includes replacement of unserviceable parts. The parts replaced will either be a new part or equivalent in performance to new part. Whether defective item/components are to be replaced or repaired shall be at the sole discretion of Service Provider.
5. Operating System (OS) Support: This contract is inclusive of OS support on all the servers. Any problem related with OS maintenance like reloading of OS with all device drivers, OS upgrade, System configuration fine tuning and network configuration will be attended & rectified by Service Provider. For OS up gradation MMTC will provide media/Software of OS upgrade software/service pack.
6. Domain Controller Support: The service provider shall be responsible for recreating the domain controller in case same is corrupted/ on system crash.
- 7 Service provider shall provide services for clustered servers with storage and backup devices at MMTC Limited Corporate office. In case of cluster failure, the recreation of the cluster with configuration including SAN storage shall be the sole responsibility of the service provider. (Support with regard to OS installation/ Software installation and configuration will have to be provided for those servers and storage which are under warranty).
- 8 New equipment purchased from time to time will be included in AMC as soon as warranty expires or after the expiry of the common date of warranty. This will be done through issuance of additional work order/contract.

- 9 In case MMTC decides to withdraw any equipment from contract during the AMC period the same would be taken out of this contract with written information to Service Provider.
- b). **Comprehensive Annual Maintenance of Cisco 2811/1921 Routers as detailed at Annexure- IX**
1. In case of failure, equivalent standby equipment will be provided till the time original equipment is repaired/replaced by the standby equipment.
  2. Configurations changes as and when required.
  3. Hardware/Configuration troubleshooting and diagnosis.
  4. IOS/Software maintenance and reloading, if required.
  5. Preventive maintenance of equipment.
  6. Response Time: 4 hours, Resolution Time: 6 hours thereafter.
  7. Support window: 9:30AM to 5:30PM Monday to Friday and also whenever MMTC require the services of engineer on Saturday & Sunday under intimation to service provider to keep the equipment in good working condition
- c). **Comprehensive Annual Maintenance of Local Area Network (Listed in Annexure- X) and RATE CONTRACT FOR ADDITIONAL WORK OF PASSIVE COMPONENTS (Listed in Annexure- XI) at MMTC Corporate office**
1. The service provider shall provide **Server cum Network Resident Engineer** for maintenance/service from 9.30 A.M. to 5.30 P.M. from Monday to Friday and also whenever MMTC require the services of engineer on Saturday & Sunday under intimation to service provider to keep the equipment in good working condition (**Engineer should be graduate with MCSE/CCNA, Proof to be submitted**). Service provider has to depute resident engineer as per MMTC's need and requirement on holidays and beyond office hours also. The repair works shall be carried out at the location of the equipment except in exceptional circumstances when the equipment or any component may be required to be taken out for repairs in workshop.
  2. The service provider shall agree to provide the services under the contract to keep the systems & peripherals in good working order. Maintain the LAN inventory details in proper manner.
  3. The service provider shall set right the malfunctions of the LAN. This includes replacement of unserviceable parts and Switches. The parts/switch replaced will either be a new or equivalent in performance.
  4. The service provider shall prepare network diagram after tagging the nodes on all the floors and maintain thereof.
  5. Direct cables from switch to end-user to be punched on jack panel and terminate at IO box. (For additional equipment's MMTC shall pay as per rate contract).
  6. The services of resident engineer can also be utilized at MMTC's Jewellery exhibition in Delhi (NCR) & MMTC Colony or any other location in Delhi/NCR as required by MMTC.

7. The resident engineer should report MMTC computer division 5<sup>th</sup> floor at 9:30 AM. The engineer will be required to have Valid Identity card issued by the service provider.
8. The resident engineer should have necessary LAN tools to carry out the job.
9. The engineer deployed in MMTC shall be on payroll of the company and must be enrolled In EPFO/ESIC. The bidder must comply with the Labour laws of State/Central Government of India including minimum wages act.
10. The Service Resident Engineer shall sign the attendance register (In & out) maintained by MMTC on each day of duty.
11. The engineer would be equipped with mobile phones to ensure their availability.
12. The Resident Engineer can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave, etc. in the middle of the contract period and in that case suitable replacement acceptable to this office must be provided immediately.

#### **4.2 CALL REGISTRATION AND COMPLETION**

- a. All the maintenance calls will be lodged using the complaint e-mail ID
- b. Service Provider will prepare the call service slips. MMTC User & SERVICE provider Engineer will sign these.
- c. The fault call should be responded within 2(Two) hrs. and should be resolved within 6 (Six) hrs. thereafter lodging of fault complaint.



## **SECTION -5**

### **5.0 INSTRUCTIONS TO BIDDERS**

#### **5.1 General**

- 5.1.1 The **E-tender** shall be submitted in two parts:
- (i) Technical Bid
  - (ii) Commercial Bid
- 5.1.2 MMTC reserves the right to revise or alter the scope of work before acceptance of any bid.
- 5.1.3 Definitions:
- (a) “The Purchaser” means MMTC Limited
  - (b) “The Bidder” means the individual or firm or Service provider who participates in this tender and submits its bid.
  - (c) “The Supplier” means the individual or firm supplying the services under the contract.
  - (d) “The Services” means all the services and/or other materials, which the Supplier is required to supply to the Purchaser under the contract.
  - (e) “The Work Order” means the order placed by the Purchaser on the Supplier signed by the Purchaser including all attachments and appendices thereto and all documents incorporated by reference therein. The work order shall be deemed as “Contract”.
  - (f) “The Contract Price” means the price payable to the Supplier under the work order for the full and proper performance of its contractual obligations.
  - (g) Net Worth means “Share Capital + Free Reserve” as per Audited Balance Sheet.

#### **5.2 Documents to be attached with the Technical Bid**

- 5.2.1 Duly filled-in ANNEXURE – I, ANNEXURE – II, ANNEXURE – III, ANNEXURE – IV and ANNEXURE – XII along with supporting documents.
- 5.2.2 Details of Earnest Money Deposit of Rs. 30,000/- (Rupees Thirty Thousand only).

#### **5.3 Technical Evaluation Criterion**

- 5.3.1 The Bidder should fulfill the entire criterion laid out in Eligibility Criterion.
- 5.3.2 The Bidder should submit all the documents to be enclosed with the Technical Bid.
- 5.3.3 The Bidder should submit documentary evidence in respect of all the points specified in Eligibility Criteria and also in respect of the documents to be enclosed with the Technical Bid.

#### **5.4 Documents to be enclosed with the commercial bid**

- 5.4.1 The Bidder shall give the Commercial Bid in ANNEXURE-V.

- 5.4.2 The tender will be finalized on the basis of the total bid amount for the services offered and not the item-wise lowest rates by the bidders.
- 5.5 Earnest Money Deposit to be submitted in physical/electronic form and should reach MMTC, Corporate Office on or before 1200 Hrs. on 01.04.2019 (Monday). Non-submission of EMD will result in rejection of bid.**
- 5.6 The Technical bid will be opened in the presence of the authorized representative of the bidder **01.04.2019 (Monday), 1215 Hrs.** at MMTC, Corporate office, SCOPE Complex, Lodhi Road, New Delhi. The person who intends to attend the opening should bring authorization letter for the same from the company.
- 5.7 Bidders are advised to submit their bid strictly based on the terms and conditions and specifications contained in this tender, and not to stipulate any deviations. MMTC reserves the right to reject the bids containing deviation to the terms and conditions and requirements of this tender.
- 5.8 Cost of Bid preparation:** The bidder shall bear all costs associated with the preparation and submission of their Bids and MMTC shall in no case be responsible or liable for such costs regardless of the result of the bidding process. The bidder whose bid is not accepted shall not be entitled to claim any cost, charges and expenses of and incidental to or incurred by him through or in connection with his submission of bid, even though MMTC may elect to modify/withdraw the tender.
- 5.9 Amendments to bid information:** MMTC reserves the right to make revisions or amendments to this tender prior to the closing date of the bid. Such revisions or amendments shall be announced by an addendum or addenda or corrigendum. In such case, the addendum may include an announcement of the new closing date for the submission of offers. The bid submitted by the bidder shall take into account all such amendments/revisions. The amendments shall be notified on [www.mmtclimited.com](http://www.mmtclimited.com), [www.eprocure.gov.in](http://www.eprocure.gov.in), <https://mmtc.abcprocure.com> and these amendments will be binding on bidders.
- 5.10 Prices**
- Prices quoted in the commercial bid shall be firm and not subject to variation on any account.
- 5.11 Validity:** The bidders shall hold valid their bids for 90 (Ninety) days from the closing date for the e-bids. In exceptional circumstances, prior to the expiry of the original bid validity period, MMTC may request the bidders for a specified extension in the period of validity. The request and the response thereto shall be made in writing. A bidder may refuse the request for extension without forfeiting his Earnest Money Deposit (EMD). A bidder agreeing to the request will not be permitted to modify their bid, but will be required to extend the validity correspondingly.
- 5.12 Earnest Money Deposit**
- 5.12.1 The EMD shall be in the form of a bank draft/Bankers Cheque favouring “MMTC Limited” drawn on any Nationalized Bank or first class Scheduled Bank payable at Delhi/New Delhi or in form of e-payment (NEFT/RTGS) as per details:
1. “State Bank of India, Branch: SCOPE Complex, Account No. 52142903753, IFSC Code SBIN0020511

or

2. State Bank of India, CAG Branch, CC Account No.00000010813608375, IFSC Code SBIN0017313, State Bank of India, CAG II Branch, Parsvnath Tower, Gole Market, New Delhi.

Payment advice in case of e-payment should be attached while uploading tender. Earnest Money to be deposited along with the Technical bid.

- 5.12.2 EMD will be refunded to unsuccessful bidders. Also the said earnest money deposit will be refunded to successful Bidder on signing of the Contract and after submission and confirmation of Performance Guarantee.
- 5.12.3 No interest will be payable by MMTC on EMD.
- 5.12.4 The EMD may be forfeited by MMTC if a Bidder withdraws his bid during the period of bid validity or extended bid validity specified above.
- 5.12.5 Should the tender be withdrawn or cancelled by MMTC, which MMTC has right to cancel any time, EMD will be refunded.

**5.13 MSME/NSIC Exemption: -**

The bidder under MSME/NSIC category as per Govt. Of India Guidelines is exempted from submission of EMD. The bidder must submit a valid certificate from the authorised issuing authorities.

- 5.14** A list of clients, contract start date, contract, name, address & phone number of contact person should be enclosed.

- 5.15** Corrections: Over writings are not permitted. In case of corrections, the correct word/number should be written separately and attested by authorized signatory & stamped.

- 5.16** Bid Evaluation: Bids received and accepted after fulfilling the terms and conditions of this tender, will be evaluated to ascertain the best and lowest evaluated bid in the interest of MMTC.

- 5.17** Acceptance of Bids: MMTC reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to the award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for this action.

- 5.18** Bid Currency: All costs and charges related to the bid shall be expressed in Indian Rupees only.

**5.19 Opening of Bids**

- 5.19.1 The bids will be accepted up to the date and time as specified in the tender document.
- 5.19.2 No bids will be accepted after tender deadline.
- 5.19.3 After technical evaluation, the Commercial bids of only those technically qualified will be taken up for further price valuation.
- 5.19.4 All technically qualified bidders shall be invited to attend the opening of commercial bids at MMTC office. The date of the opening of the Commercial bids would be communicated to the technically qualified Bidders.

## SECTION -6

### 6.0 OTHER TERMS & CODITIONS

#### 6.1 PAYMENT TERMS: -

- a. No advance payment in any case would be made.
- b. Payment for AMC will be made on quarterly basis i.e. at the end of every quarter through e-payment mode only after deducting necessary taxes applicable if any subject to receipt of performance guarantee and confirmations of same from the issuing and zonal bank. Payment shall be released within 10 days of the date of submission of clear admissible bill

#### 6.2 Other Expenses:

The bidder will bear all other expenses including Boarding, Lodging & conveyance etc. of their team.

#### 6.3 PERFORMANCE GUARANTEE: - (As per ANNEXURE-VI)

- 6.3.1 The successful bidder is required to submit a Performance Guarantee as per Purchaser's prescribed Performa on an appropriate value of stamp paper within a period of 30 days from the date of written notification of award to be made to the Bidder, calculated at the rate of ten percent (10%) on the work order value.
- 6.3.2 This will be issued by a scheduled commercial bank other than Co-operative bank or Gramin bank. The bank must have net worth of at least Rs. 500 crore and capital adequacy ratio of 9%.
- 6.3.3 Keeping in view their net worth/NPS/Profitability, bank Guarantees issued by Nainital Bank Ltd and Dhanlaxmi Bank shall also not be accepted.
- 6.3.4 In case of Performance Guarantee from a foreign bank branch situated outside India, the Bank Guarantee must be issued through any of the Indian Scheduled Commercial Bank, other than co-operative bank or Gramin bank or Nainital Bank or Dhanlaxmi Bank, preferably in the city where MMTC's office is located, fulfilling the criteria of net worth and Capital Adequacy Ratio as above.
- 6.3.5 Performance Guarantee shall be valid until the termination of the contract period. All expenses, commissions and interests related to issuance and surrendering of the Performance Guarantee, accrued to the Bank, shall be at the sole cost of the bidder. The bidder, who has caused and delivered the Performance Guarantee, shall not be entitled to put forth any accrued interests thereon. The Performance Guarantee amount shall be available, if invoked, at the counters of bank in New Delhi within banking hours on the date of presentation.
- 6.3.6 **Performance Bank Guarantee shall be acceptable only from such Banks who provide independent confirmation of Performance Bank Guarantee to our Auditors**  
Failure of the successful bidder to comply with the above requirements shall constitute a sufficient ground for the annulment of the award and forfeiture of the EMD.
- 6.3.7 **BG should be in favour of "MMTC Limited, Core-1, SCOPE Complex, New Delhi". The BG submitted for this purpose should be issued by Structured Financial Messaging System (SFMS) enabled scheduled commercial banks through SFMS platform only. The details of beneficiary for issue of BG under SFMS platform is furnished below. The Bank guarantee is to be furnished in specified format as given in Annexure VI.**

<b>NAME OF THE BENEFICIARY &amp; ITS DETAILS</b>	<b>MMTC LIMITED, CORE-1, SCOPE COMPLEX, NEW DELHI - 110003</b>
<b>NAME OF THE BENEFICIARY BANK &amp; ITS DETAILS</b>	<b>SBI BRANCH-SCOPE COMPLEX, NEW DELHI – 110003, ACCOUNT NO. 52142903753, IFSC CODE SBIN0020511</b>

**6.4 Delays in the bidder's Performance:** Delay by the bidder in the performance of its obligations shall render the bidder liable to any or all of the following sanctions: -

1. Invocation of its Performance Guarantee.
2. Imposition of liquidated damages, and/or
3. Termination of the Contract for Default.

**6.6 INDEMNITY:** - The supplier irrevocably undertakes & agrees to indemnify and hold harmless purchaser in full, being unlimited with time against all allegations, claims, actions, suits, demands, damages, losses, settlements, costs and expenses consequences, liabilities of any kind whatsoever directly/indirectly arising from or relating to or resulting from the said work or infringement of any rights protected by patent registration, design or trademark. In the event of any claim in respect of any alleged breach of patent, registered design or trademark being made against Purchaser, it shall notify to the Bidder and Bidder shall at his own expense, either settle any such dispute or conduct any litigation that may arise there from.

**6.7 LIQUIDATED DAMAGES:** -The timely execution of contract is essence of the work order. In the event of supplier's failure to deliver the services within the stipulated delivery period as per clause 4.2(c), the liquidated damages are payable by them @ 0.5 % (Point five per cent) per week of the unexecuted order value subject to a maximum of 10% (ten per cent) total order value.

**6.8 TERMINATION FOR DEFAULT**

6.8.1 The Purchaser may, without prejudice to any other remedy for breach of purchase order/ work order, by written notice of default, sent to the supplier, terminate this Purchase order/ work order in whole or in part:

- (i) If the Supplier fails to deliver any or all of the services within the time period(s) specified in the work order, or any extension thereof granted by the Purchaser.
- (ii) If the Supplier fails to perform any other obligation(s) under the work order; and
- (iii) If the Supplier, in either of the above circumstances, does not remedy his failure within a period of 7 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.
- (iv) In the event of Purchaser terminates the work order in whole or in part, pursuant to paragraph 6.1 the Purchaser may proceed, upon such terms and in such manner as it deems appropriate, services similar to those undelivered and the Supplier shall be liable to the Purchaser for any excess cost for such similar services. However, the Supplier shall continue performance of the work order to the extent not terminated.

**6.9 SET OFF:** - Any sum of money due and payable to the supplier (including security deposit refundable to him) under this work order may be appropriated by MMTC and set off against any claim of MMTC.

**6.10 FORCE MAJEURE:**

6.10.1 If any time during the existence of this contract either party is unable to perform in whole or in part any obligations under this contract because of war, hostility, military operations, civil commotion, sabotage, quarantine, restrictions, acts of Gods and acts of Government (including but not restricted to prohibitions of exports and imports, fires, floods, explosions, epidemics, strikes or any other labour trouble, embargoes, then the date of fulfillment of any obligations engagement shall be postponed during the time when such circumstances are operative. Any waiver/extension of time in respect of the delivery of any part of the project shall not be deemed to be waiver extension of time in respect of the remaining deliverables.

6.10.2 If operation of such circumstances exceed three months either party will have the right to refuse further performance of the contract in which case neither party shall have the right to claim eventual damages.

6.10.3 The party which is unable to fulfill its obligations under the present contract must within 30 days of occurrence of any of the causes mentioned in this clause shall inform the other party of the existence or termination of circumstances preventing the performance of the contract. Certificate issued by Chamber of Commerce or any other Competent Authority connected with the case shall be sufficient proof of the existence of above circumstances and their duration.

**6.11 DISPUTE RESOLUTION: -**

At the outset parties shall endeavor to reach an amicable settlement. The parties agree to attempt to resolve all disputes arising under the Agreement, equitably, in good faith and using their best endeavors. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate discussions between them/their representatives or senior officers.

**i. Arbitration:**

Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration by a sole arbitrator to be nominated by Chairman and Managing Director(CMD) of MMTC. The provisions of Arbitration and Conciliation Act -1996 shall apply to such arbitration proceedings and the award made in pursuance thereof shall be binding on the parties.

The venue of arbitration shall be Delhi. The language of the arbitration shall be English.

**ii. Exclusive Jurisdiction:**

The parties hereto agree that any matter or issues arising hereunder or any dispute hereunder shall be subject to the exclusive jurisdiction of the courts of Delhi only.

**6.12 MERGER & ACQUISITIONS:** - In case of mergers and acquisitions of Bidder Company, all contractual conditions and obligations shall automatically get transferred to acquiring

company/entity and acquiring company must assume all the obligations of the contract till the end of the contract period.

## **6.13 FRAUD PREVENTION POLICY**

6.13.1 Commitments of Bidder(s) shall be bound to take all measures necessary to prevent Fraud and Corruption while dealing with MMTC. They agree and undertake to observe the principles/provisions as laid down in “Fraud Prevention Policy” of MMTC (Full text of which is available with MMTC during their participation in the tender process, during the execution of contract and in any other transactions with MMTC).

- a. The bidder(s)/ shall not directly or through any other person or firms, offer, promise or give or otherwise allow any of MMTC’s employees any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The bidder(s) shall not enter with other bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The bidder(s) shall not commit or allow any employee of MMTC to commit any offence under the relevant provisions of IPC/Prevention of Corruption Act, further the bidder(s) will not use improperly or allow any employee(s) of MMTC, for purposes of competition or personal gain or pass on the other, any information or documents provided by MMTC as part of the business relationship, including information contained or transmitted electronically.
- d. The bidder(s) shall not instigate third persons to commit offences/activities outlined in fraud prevention policy or be an accessory to such offences.
- e. The bidder(s) if in possession of any information regarding fraud /suspected fraud, hereby agree and undertake to inform MMTC of same without any delay.

6.13.2 Disqualification from tender process and exclusion from future contracts : If the bidder(s) before award or during execution has committed a transgression through a violation of Clause above of “fraud prevention Policy” of MMTC in any other form such as to put their reliability or credibility in question, MMTC other than taking recourse available under law, shall be entitled to disqualify the Bidder(s) from undertaking any transaction with MMTC and/or declare the bidder(s)/contractor(s) ineligible to be awarded a contract either indefinitely or for a stated period of time.

6.13.3 **Damages:** If MMTC has disqualified the bidder(s) from the tender process prior to the award or during execution according to Clause 6.13.2, MMTC shall be entitled to demand and recover from the contractor/bidder liquidated damages or the contract value or the amount equivalent to Performance Bank Guarantee or EMD as the case may be.

**6.14 HOLIDAY LISTING:** Notwithstanding anything contained in this agreement, MMTC’s policy for Holiday-Listing of an Agency mutatis mutandis applies to this agreement and in the event, the agency(s) while discharging its obligations under the Agreement or otherwise, come(s) within the ambit of the said policy, MMTC at its sole discretion reserves the right to suspend/discontinue dealings or take any curative measures with the agency(s) in accordance with the policy in force.

**6.15 ANTI-PROFITEERING DECLARATION:** - The successful bidder has to submit AFFIDAVIT FOR ANTI-PROFITEERING DECLARATION on a non-judicial stamp paper of Rs.100/- duly notarized by notary public as per **Annexure\_VII**

**6.16 CONFIDENTIALITY:** All documents, information and reports relating to the assignment would be handled and kept strictly confidential and not shared/published/supplied or disseminated in any manner whatsoever to any third party, except with MMTC's prior written permission. In this regard vendor has to enter into Non-Disclosure Agreement with MMTC as per **Annexure- VIII**.

**6.17 GST COMPLIANCE:** - In case of imported supplies, the seller shall be entirely responsible for all taxes, stamp duties, license fee and other such levies imposed outside the Purchaser's country (India) and the price indicated in the contract shall be deemed to be inclusive of all such taxes and duties, unless otherwise specifically mentioned.

All domestic purchases shall be subject to TDS provisions, if any, as per GST Act. Further Seller / Vendor shall comply with all the necessary statutory compliances including but not limited to providing GST invoices, or other documentation as per GST Law relating to the above supply to MMTC, uploading the details of the invoices, payment of taxes, timely filing of valid statutory returns for the tax period in the Goods and Services TAX (GST) Portal.

In case, if any Input Tax Credit of GST Act is denied or demand is recovered from MMTC on account of any act of Seller / Vendor, including but not limited to non-payment of GST Charged and recovered, non-generation of e-way bill, non-filing of returns non-uploading / improper uploading of valid invoices raised on MMTC in the returns etc, the Seller /Vendor shall indemnify MMTC in respect of all claims of tax, penalty and / or interest, loss, damages, costs, expenses and liability that may arise due to such non-compliance. Such amount shall be recovered from any payment due to the Seller /Vendor or from Security Deposit or any other amount available with MMTC in the same or in other contracts including future contracts.

If any tax has been paid by the Seller in pursuance of any demand on account of suppression, fraud or willful misstatement of facts, then the same shall not be passed on to MMTC through Debit Notes or invoices or supplementary invoices.”

**6.18 Governing LAW:** - “This agreement shall be governed by Indian Laws.”

**6.19** For any further clarification, the bidder may contact Mr. Praveen Kr Srivastava, Sr. Manager (Systems), email [praveen@mmtclimited.com](mailto:praveen@mmtclimited.com), Tel No: 011- 24381343

**6.20 Clarification of Bid Documents**

Any bidder requiring any clarification of the bid documents may notify MMTC in writing or through email within 7 days of publishing tender. MMTC will not be responsible for any postal delay.



**6.21 Clarification from bidders:**

- (a) To assist in the examination, evaluation and comparisons of bids, MMTC may, at its discretion, ask the bidder for the clarification of their bids. The request of clarification and the response shall be in writing.
- (b) Any clarification from the contractors/suppliers/service providers on the bill submitted by the contractor shall be sought within 10 days of submitting bill. Except in exceptional circumstances, these clarification shall be sought in one go. The contractor would be required to submit the clarification sought within a period of 3 days.
- (c) In case of any disagreement between MMTC and the contractor on any part of the bill, such part shall be severed from the rest. Payment against agreed and admissible part shall be processed as per laid down procedure, while the disputed part shall be dealt as per contract provisions viz. conciliation, dispute resolution, arbitration etc.

## TECHNICAL BID

Sl.No.	<u>Description</u>	<u>Compliance (Y/N)</u>
1.	The bidder company/firm/proprietor should be registered in India. (Documents in support of Company registration/firm/proprietorship, copy of PAN card and GST registration Number (GSTIN) with State code should be submitted).	
2	Bidder must have positive net worth for the last 3 (three) financial years viz., 2015-16, 2016-17 & 2017-18. Bidder to provide audited Balance Sheet for last 3 (three) financial years 2015-16, 2016-17 & 2017-18).	
3	The bidder should submit letter of acceptance of all terms and conditions of the RFP. (as per Annexure II).	
4	<p>a) The Bidder has to provide at least 3 (three) work orders and completion certificates pertaining to Annual Maintenance Contract (AMC) of Data Center related hardware viz., servers, storage, LAN, switches and Routers &amp; their related software etc.</p> <p>b) The work orders &amp; their completion certificates should pertain to Government of India/State Government/Public sector Undertakings (PSU)</p> <p>c) The bidder must furnish work orders as per 4(a) above, at least one for each last 3 (three) financial years viz., FY 2015-2016, 2016-2017, 2017-2018.</p> <p>d) Bidder has to furnish undertaking as per Annexure XII.</p>	
5	The Bidder should not be black listed or on holiday by any Central/State Government organization/ /Public sector Undertakings (PSU) as on due date of submission of tender. (Undertaking regarding this as per Annexure III must be provided by the bidder on their letter head duly signed by Authorized Signatories).	
6	The bidder must have registered in EPFO & ESI Departments of Central/ State Govt. (Proof to be submitted.)	
7	The Bidder company/firm/proprietor should have at least one branch offices at Delhi/New Delhi/Faridabad/Gurgaon/Ghaziabad/Gautam Budh Nagar for support services.	
<ul style="list-style-type: none"> <li>• <b><u>Supporting document (s) to be enclosed for above eligibility criteria or else bids are liable to be rejected</u></b></li> <li>• <b><u>All supporting documents should be duly signed by authorized signatories of the bidder otherwise it will be summarily rejected.</u></b></li> </ul>		

Place:

SIGNATURE OF THE APPLICANT

Date:

NAME & DESIGNATION WITH SEAL  
OF ORGANISATION

**TECHNICAL Bid**

**TERMS AND CONDITIONS AS AGREED**

Our Company/Firm is agreeable to the terms and conditions of the RFP. A copy of the same duly signed by us is attached.

Signature:  
Name:  
Designation:  
Company/Firm:

Date:

Place:

**ANNEXURE – III**

**Declaration on not being blacklisted**

(To be submitted on the Letterhead of the Bidder)

(Place)

(Date)

To,

MMTC LIMITED

Corporate Office

Core -1, "SCOPE COMPLEX"

7 Institutional Area, Lodhi Road,

New Delhi - 110003

Dear Sir,

We confirm that our company is not blacklisted as on due date of bid submission for any fraudulent actions by any Central/State Government organization/ PSUs.

It is hereby further confirmed that we are duly empowered and entitled to act on behalf of our company/ corporation/ firm/ organization including to sign this document as well as such other documents, which may be required in this connection.

On behalf of  
Authorized Signature

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp

**TECHNICAL BID****BIDDER DETAILS**

Tender No.	
<b>COMPANY DETAILS</b>	
COMPANY NAME	
REGISTRATION NO.	
PAN / TAN NO./GST No	
REGISTERED ADDRESS	
NAME OF PARTNERS	
BIDDER TYPE	
CITY	
POSTAL CODE	
ESTABLISHMENT YEAR	
NATURE OF BUSINESS	
LEGAL STATUS	
COMPANY CATEGORY	
<b>CONTACT DETAILS</b>	
CONTACT NAME	
DATE OF BIRTH DD/MM/YY	
CORRESPONDENCE EMAIL	
DESIGNATION	
PHONE	
MOBILE	

Place:

SIGNATURE OF THE APPLICANT

Date:

NAME &amp; DESIGNATION WITH SEAL OF ORGANISATION

**COMMERCIAL BID**

Sl. No.	Description	Amount in (Rs.)	Taxes as applicable	Total Amount in (Rs.) inclusive of all taxes
1	Comprehensive Annual Maintenance of Servers, Storage, Switch and Routers as per Annexure- IX			
2	Comprehensive Annual Maintenance of Local Area Network as per Annexure-X			
3	Rate Contract for additional work (Labour charges and passive components for Local Area Network) as per Annexure-XI			
4	<b>One Resident Engineer for Local Area Network and Servers</b>			
	<b>Grand Total</b>			

*Please Note while quoting-*

- *The rates quoted above should be strictly as per the format. If there are any other charges quoted separately the bid will not be considered and may be disqualified.*

**Evaluation criterion:** - The tender will be finalized on the basis of the total bid amount for the services offered (Sl. No 1 To 4) and not the item-wise lowest rates by the bidders.

Place:

SIGNATURE OF THE APPLICANT

Date:

NAME & DESIGNATION WITH SEAL OF ORGANISATION

**ANNEXURE-IX**

**Following details to be filled by the bidder (Mandatory)**

Sl.No	Server Make	Qty	System Configuration/OS	Equipment Serial No.	Rate per annum per item	Total AMC Charges
<b>'A' Equipment's at C.O</b>						
1	Dell PE-6850	1	4 U Intel (Xeon MP Dual CPU, 8 GB, 2 x 144 GB), Windows 2003	JV7SH1S		
2	Dell PE-6850	1	4 U Intel(Xeon MP Dual CPU, 8 GB, 2 x 144 GB) , Windows 2003	SV7SH1S		
3	Dell PE 2850	1	2 U Intel(Xeon, 2 GB, 2 x 144 GB, 2 x Gbit, Enet) with LVD SCSI Card , Windows 2003	787SH1S		
4	Dell PE-2850	1	Intel(2 U - Xeon, 2 GB, 2 x 144 GB, 2 x Gbit Enet), Windows 2003	<b>987SH1S</b>		
5	Dell PE 2950	1	Intel Xeon, CPU e5405 @ 3 GHZ, 4GB RAM, DVD, FDD, HDD-146GB x 4 drivers, Windows 2003	BQ1SW1S		
6	Dell PE 2950	1	Intel Xeon, CPU e5405 @ 3 GHZ, 4GB RAM, DVD, FDD, HDD-146GB x 4 drivers, Windows 2003	9Q1SW1S		
7	Dell PE 2950	1	Intel Xeon, CPU – E5405, 2 GHZ, DVD,FSS, 4 GB RAM, HDD-146GB x 6 Drivers, Windows 2003, Windows 2003	56Y4X1S		
8	Dell PE 2950	1	Intel Xeon, CPU-E5405, 2GHZ, 4GB RAM,	66Y4X1S		

			DVD/FDD, HDD-146GB x 6 Drives, Windows 2003			
9	Dell PE 2950	1	Intel Xeon, CPU-5160, 3 GHZ, 4GB RAM, DVD, FDD, HDD-146GB x 3 Drives, Windows 2003	JSR6N1S		
10	Dell PE 2900	1	Intel Xeon, CPU – E5405, 2 GHZ, DVD,FSS, 4 GB RAM, HDD-146GB x 6 Drivers, Windows 2003	CC2L22S		
11	Dell PE R900	1	Intel Xeon, CPU-E7310, 1.6GHZ, 8 GB Ram, DVD, FDD, HDD-73 GB x3 Drivers, Windows 2003	BPM8V1S		
12	Dell PE 2900	1	Intel Xeon, E-5405, 2GHZ, 4GB RAM, DVD, FDD, HDD-146GB x 4 Drivers, Windows 2003	DC2L22S		
13	Dell PE R530	1	Intel Xeon, E5-2630V3 @2.4GHZ*2, 64GB RAM, DVD, HDD – 600GB*3, Windows 2012 R2 Standard	7S0SXC2		
14	Dell PE R530	1	Intel Xeon, E5-2630V3 @2.4GHZ*2, 64GB RAM, DVD, HDD – 600GB*3, Windows 2012 R2 Standard	7TK1YC2		
15	Dell PE R530	1	Intel Xeon, E5-2630V3 @2.4GHZ*2, 64GB RAM, DVD, HDD – 600GB*3, Windows 2012 R2 Standard	7TJVXC2		
	DELL SCV - 2020 STORAGE (OFC Cables) - 6 TB	1		99M4YC2		
	SAN SWITCH (Brocade 300)	2		JOS2G22, FZRZG22		



	<b>IBM Servers</b>					
16	IBM- X236	1	Dual Intel MP Xeon Processor 2.0 GHz, 4 GB RAM, 3x36.4GB HDD, 1.44 MB Floppy Disk Drive, 20/40 GB DAT Drive, Windows 2003	IS8841IWS - 99LCH54		
17	IBM X Series 235	1	2.0 GHz Intel Xeon Processor having integrated 512 KB L2 Cache, 4 GB RAM, 2 x 36 GB Ultra 320 SCSI hard drive hot swappable 48x speed IDE CD ROM Drive, 1.44 MB FDD, Windows 2003	IS8671GS - 2FPMK01		
18	IBM X Series 235	1	2.0 GHz Intel Xeon Processor having integrated 512 KB L2 Cache, 4 GB RAM, 2 x 36 GB Ultra 320 SCSI hard drive hot swappable 48x speed IDE CD ROM Drive, 1.44 MB FDD, Windows 2003	IS8671GS - 2FPMK11		
	<b>HP Servers</b>					
19	HP-ML350	1	Intel Xeon CPU 3 Ghz, 4 GB RAM HDD 136x2 GB, 1.44FDD,, Keyboard, Monitor, Window Server 2003	INI72302JF		
20	HP-DL380G5	1	Intel Xeon CPU, E5310 @ 1.60Ghz, 3.25 GB RAM , DVD, Window Server 2003	SGH807EWTC		
21	HP-Proliant, DL-380e, Gen-8 (64 Bit)	1	Intel Xeon (R) E5-2440@2.4GHZ*2, 48 GB RAM, HDD 300GB*7, DVD, Windows 2012 R2 Standard	SGH425KBKA		

22	HP PROLIANT DL 180 G6	1	Intel Xeon (R) X 5650@2.67GHZ*2, 48GB RAM, DVD, HDD 300GB*4, Windows 2012 R2 Standard	SGH238CDJJ		
23	HP PROLIANT DL 180 G6		Intel Xeon (R) X 5650@2.67GHZ*2, 48GB RAM, DVD, HDD 300GB*4, Windows 2012 R2 Standard	SGH238CDJM		
	EMC-SAN-4TB	1		AX4-5F-FCNMM130500129		
	Cisco SAN Switch					
24	HP Proliant 380E G8	1	Intel Xeon (R) E5-2440@2.4GHZ*2, 48 GB RAM, HDD 300GB*7, DVD, Windows 2012 R2 Standard, GAIA-Checkpoint	SGH425KBKC		
	<b>HCL Servers</b>					
25	HCL-SERVER	1	Intel Xeon-5410, 2.33 Ghz, 8 GB RAM, 146x6 GB HDD, Window Server 2003	B093A1175119		
26	HCL-Infinite Global line	1	Intel Xeon CPU 3.20Ghz, 4 GB RAM HDD 136x2 GB, 1.44FDD,, Keyboard, Monitor, (Quantum DLT VS80 ), Window Server 2003	5053A1109172		
27	HCL-INFINIT GLOBAL LINE 2700AF SERVER	1	Intel Xeon CPU 3.40Ghz, 4 GB RAM HDD 136x2 GB, 1.44FDD, Windows 2003	3073A1390779		
	<b>WIPRO Servers</b>					
28	WIPRO-Z2241	1	Intel Xeon, E5620, 2.4 Ghz, 16 GB RAM, 2.7 TB HDD	12DBWB14400002		
29	WIPRO-Z2241	1	Intel Xeon, E5620, 2.4 Ghz, 16 GB RAM, 2.7 TB HDD	12DBWB14400003		

	<b>Cisco Routers</b>					
1	Cisco 2811 Router	1	Cisco 2811 Router with IOS Advanced Security	FHK1130F2MB		
2	Cisco 2811 Router	1	Cisco 2811 Router with IOS Advanced Security	FHK1132F3TY		
3	CISCO-2811 Router	1	Cisco 2811 Router with IOS Advanced Security	FHK0932F236		
4	CISCO-1921 Router	1	Cisco 2811 Router with IOS Advanced Security	FGL2017206D		
	<b>TFT</b>					
1	HP TFT 15"	4				
2	PCS TFT 19"	2				
3	Dell TFT 18"	2				
4	Wipro TFT 18"	1				
5	HCL TFT 17"	1				
1	Keyboard	9				
2	Mouse	9				
3	KVM 4 Port	7				
4	KVM 8 Port	1				
				<b>TOTAL</b>		

-----

**Details of LOCAL AREA NETWORK equipment's to be covered under Annual Maintenance Contract**

<b>Floors/Division</b>	<b>Switches (No's)</b>	<b>Make</b>
<b>Showroom</b>	8x1	8 PORT DLINK SWITCH
<b>First Floor</b>	24x1	24 Port 10/100 Mbps DLINK SWITCH
-do-	24x1	24 Port 10/100 Mbps DIGISOL SWITCH
	8x1	8 PORT DLINK SWITCH (NFM DIVISION)
<b>Second Floor</b>	24x1	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
-do-	24x3	24 Port DLINKSWITCH
-do-	8x1	8 PORT DLINK SWITCH
-do-	16x1	16 PORT DLINK SWITCH
<b>Third Floor</b>	24x2	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
-do-	24x3	24 Port DLINK SWITCH
<b>Fourth Floor</b>	24x2	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
-do-	24x2	24 Port DLINKSWITCH
	8x1	8 PORT DLINK SWITCH
<b>Fifth Floor (Systems)</b>	24x2	24 Port 10/100 Mbps L3 CISCO SWITCH CATALYST – 3560G SL. NO - FOC1001Y2LX / FOC1001Y2M7
Network Room	24X2	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
-do-	48X1	48 PORT DLINK DGS1248T
-do-	24X1	24 PORT DLINK DES-1024D
Server Room	24X1	24 Port DLINKSWITCH
-do-	24x1	24 Port CISCO SWITCH
-do-	8x1	8 PORT DLINK SWITCH DES-1008C
PS DIR MKT	8x1	8 PORT DLINK SWITCH DES-1008C
<b>Fifth Floor(CBO)</b>	24x2	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
<b>Sixth Floor</b>	24x1	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
	8X2	8 PORT DLINK SWITCH(CMD CELL)
	16x1	16 PORT DLINK SWITCH (PS CMD)
<b>Seventh Floor</b>	24x1	24 Port DLINKSWITCH
-do-	24x1	24 Port CISCO SR224 SWITCH
-do-	24x1	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
System division stand by switches	24x1	24 Port 10/100 Mbps L2 Nortel Bay 425-24 T
-do-	24X1	24 Port DLINKSWITCH
	<b>Jack Panel (24 Port)</b>	
First Floor	2	AMP and Lucent
Second Floor	4	AMP and Lucent
Third Floor	4	AMP and Lucent
Fourth Floor	4	AMP and Lucent

Fifth Floor(Systems)	6	AMP and Lucent
Fifth Floor(CBO)	2	AMP and Lucent
Seventh Floor	4	AMP and Lucent
	<b>Cable Manager</b>	
Second Floor, Third Floor, Fourth Floor, Seventh Floor	2on each floor	AMP and Lucent
Fifth Floor(Systems)	4	
	<b>Racks</b>	
9U wall mountable rack enclosures with power strip, fans, cable manager and base plate	11	Make President or equivalent make
	<b>IO BOX</b>	<b>Approximately 400</b>
	<b>CAT 5/CAT6</b>	<b>Approximately 25000 meters</b>
	<b>Grand Total</b>	

**Following table to be filled by the bidder (Mandatory)****RATE CONTRACT FOR ADDITIONAL WORK OF PASSIVE COMPONENTS IN  
MMTCLIMITED, SCOPE COMPLEX**

Sl.No.		Amount (Rs.)Per Unit	Taxes as applicable	Total Amount (Rs.)Per Unit inclusive of taxes
<b>A</b>	<b>Rate contract for Installation of items (Labour Charges)</b>			
1	Installation of PVC conduit 15x15 mm			
2	Installation of PVC conduit 30x25 mm			
3	Installation of PVC Baton (1") 12'			
4	Installation of PVC Baton (2") 12'			
5	Laying of cables (UTPE cat 5/6 cable) (per Meter)			
6	Removal of cables (UTPE cat 5/6 cables) (per Meter)			
7	Installation & termination Information Outlet with box			
8	Installation & termination RJ45.			
9	Installation & termination of Jack Panel			
10	Installation of 8/12/16/24 ports Switch			
11	Installation of wall mount racks			
12	Testing of Nods			
13	Installation of Cable Manager			
	<b>Total (A)</b>			
<b>B</b>	<b>Rate contract for New material</b>			
1	PVC conduit 15x15 mm (AKG Make or equivalent make)			
2	PVC conduit 30x25 (AKG Make or equivalent make)			
3	PVC Baton (1") 12' (AKG Make or equivalent make)			
4	PVC Baton (2") 12' (AKG Make or equivalent make)			
5	UTPE CAT 5 cable (AMP Make or equivalent make)			
6	UTPE CAT 6 cable (AMP Make or equivalent make)			
7	Information Outlet with box (AMP Make or equivalent make)			

8	24 Port Jack Panel Cat 5 (AMP Make or equivalent make)			
9	24 Port Jack Panel Cat 6 (AMP Make or equivalent make)			
10	3' Patch cord Cat 5 (AMP Make or equivalent make)			
11	3' Patch cord Cat 6 (AMP Make or equivalent make)			
12	7' Patch cord Cat 5 (AMP Make or equivalent make)			
13	7' Patch cord Cat 6 (AMP Make or equivalent make)			
14	RJ45 connector			
15	KVM Switch (PS2) (Dlink Make or equivalent make)			
16	KVM Switch (USB) (Dlink Make or equivalent make)			
17	KVM Cable (PS2) (Dlink Make or equivalent make)			
18	KVM Cable (USB) (Dlink Make or equivalent make)			
19	8 port Gigabit Switch (Dlink Make or equivalent make)			
20	16 port Gigabit Switch (Dlink Make or equivalent make)			
21	24 port Gigabit Switch (Dlink Make or equivalent make)			
22	PS2 to USB Converter Cable			
	<b>Total(B)</b>			
	<b>Grand Total (A+B)</b>			

**ANNEXURE-VI**

PERFORMANCE BANK GUARANTEE (Rs. 100 Stamp Paper)

No.  
Date

To  
MMTC Limited  
Core-I, Scope Complex  
7, Lodhi Road  
New Delhi-110003

1. WHEREAS, MMTC Limited, having its registered office at Core-1, Scope Complex, 7, Institutional Area, Lodhi Road, New Delhi-110003 India and one of its office at \_\_\_\_\_ (hereinafter called 'the MMTC') have entered into contract No. \_\_\_\_\_ dated \_\_\_\_\_ (hereinafter called 'the CONTRACT) for \_\_\_\_\_ with M/s \_\_\_\_\_ (name) \_\_\_\_\_ address \_\_\_\_\_, (hereinafter called the 'XX')
2. AND WHEREAS the 'XX' under the contract is required to furnish a Security for the performance of the CONTRACT and MMTC has agreed to accept the Bank Guarantee in lieu of security deposit of the said sum of Rs. \_\_\_\_\_ (10% of the total **contract** value).
3. AND WHEREAS at the request of the 'XX', we, \_\_\_\_\_ Bank, \_\_\_\_\_ (address), hereby irrevocably and unconditionally guarantee and undertake to payment to the MMTC, immediately on demand without any demur upto and not exceeding the sum of Rs. \_\_\_\_\_ payable by the 'XX' in the event of failing to perform any or all their obligations under the CONTRACT. The decision of the MMTC that the 'XX' has failed to perform all or any of its obligations under the CONTRACT shall be conclusive, final and binding on us.
4. We, \_\_\_\_\_ Bank, undertake to pay the amount demanded by the MMTC not exceeding the sum of Rs \_\_\_\_\_ only without any demur, delay, protest and without any reference or recourse to the 'XX' notwithstanding any dispute raised by 'XX' in any suit proceedings relating there to pending before any court or tribunal our liability under theses presents being absolute and unequivocal. The payment shall be made to the MMTC across the Counter of the bank on the same day of receipt of invocation of this Bank Guarantee.
5. NOTWITHSTANDING anything to the contrary contained hereinabove, liability under the Guarantee is restricted to Rs. \_\_\_\_\_. Our Guarantee shall remain in force until \_\_\_\_\_ (\_\_\_\_\_ date).
6. All your rights under the Guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder unless a claim under the Guarantee is made on our Bank in writing on or before \_\_\_\_\_ (expiry date).



7. Your Letter of Demand in writing may be presented to the Bank by Registered Post or in person and the same shall be binding on us.
8. This guarantee comes into force forthwith.
9. We further agree that MMTC shall have the fullest liberty without our consent and without effecting in any manner, our obligations hereunder to vary any of the terms and conditions of the delivery or extend time of performance by the said "XX" from time to time or to postpone for any time or from time to time, any of the powers exercisable by MMTC against the said "XX" and to forbear or enforce any part of the terms and conditions relating to the said CONTRACT and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said M/s "XX".
10. The liability of the Bank under this Guarantee shall be discharged on receipt of Rs. \_\_\_\_\_ only by MMTC.
11. We \_\_\_\_\_. (Bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of MMTC Limited in writing.
12. This guarantee will not be discharged due to change in the constitution of the Bank or the said 'XX'.
13. We have the power to issue this Guarantee in your favour under the Charter of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_.

Witness: 1  
2

(Authorised Signatory)  
(for and on behalf of Bank)  
With Seal & Signature)

**ANNEXURE-VII**

**(To be executed on a non-judicial stamp paper of Rs.100/- duly notarised by notary public)**

**AFFIDAVIT FOR ANTI-PROFITEERING DECLARATION**

**TO WHOMSOEVER IT MAY CONCERN**

I, Name \_\_\_\_\_, designation \_\_\_\_\_  
\_\_\_\_\_ of M/s \_\_\_\_\_  
(name of the Organization) solemnly affirm & state the following:-

That I/ we \_\_\_\_\_ (name of the Organization), have passed the benefit of input tax credit available on the \_\_\_\_\_ (good/ services) having HSN code \_\_\_\_\_ supplied to the MMTC Limited after introduction of Goods and Services Tax w.e.f. 1<sup>st</sup> July, 2017.

That it is further confirmed that in case any further benefit is received by me/us in future by way of availment of input tax credits which were not allowed to be availed before 1<sup>st</sup> July 2017 or reduction in tax rates or in any other manner which results in reduction of cost of the \_\_\_\_\_ (goods/services) supplied to the MMTC Limited, then I/we will pass that benefit to the MMTC Limited also.

That we hereby undertake to indemnify MMTC from any tax loss, interest, penalty etc., levied by the authorities due to my/our delayed return/fault return/delay in deposit of Tax or any other reason attributable to me/us. That I \_\_\_\_\_ (Name and designation) am the authorized person to submit the affidavit on behalf of M/s \_\_\_\_\_ (Name of the organization).

Deponent.

Verification:

I the above named deponent do hereby solemnly state that the contents of this affidavit are true to the best of my knowledge and belief and that it conceals nothing material and that no part of it is false.

Deponent

**Name & Designation of the Authorized Signatory  
Name of the Organization & Seal**

NON-DISCLOSURE AGREEMENT (NDA)

This Non-Disclosure Agreement (“The Agreement”) is signed at (Venue) on this \_\_\_\_\_ day of \_\_\_\_\_ 2018, by and between

..... having its registered offices at \_\_\_\_\_ (hereinafter referred to as “.....” which expression shall include its successors, and assigns which expression unless it be repugnant to the context or meaning thereof includes its successors, representatives and permitted assigns) on the one part.

and

**MMTC Limited** having its registered office at Core-1, SCOPE Complex, 7 Institutional Area, Lodhi Road, New Delhi-110 003 (“MMTC” which expression unless repugnant to the context or meaning thereof includes its successors, representatives and assigns) on the other part.

**WHEREAS:**

- A. [INSERT NAME] is engaged in the business of, inter-alia, providing \_\_\_\_\_ services.
- B. MMTC is India's leading international trading company, with a turnover of over US\$ 5.5 billion. MMTC is the largest non-oil importer in India. MMTC's diverse trade activities encompass Third Country Trade, Joint Ventures, Link Deals - all modern day tools of international trading.
- C. MMTC, pursuant to its Tender dated \_\_\_\_\_, declared [INSERT NAME] as successful Bidder for its appointment as \_\_\_\_\_. Pursuant to appointment of [INSERT NAME] as \_\_\_\_\_, certain Confidential Information relating to MMTC’s business may be disclosed by MMTC to [INSERT NAME] which shall be subject to the terms and conditions contained in this Agreement.
- D. Both Parties agrees that the security of IT infrastructure of MMTC is critical and the IT architecture/environment/reports needs to be analyzed and reviewed to ensure that MMTC’s IT infrastructure remains secured to the best possible extent. Therefore [INSERT THE NAME] has agreed to observe and be bound by the restrictions and obligations relating to its use of such Confidential Information.

**THEREFORE, IN CONSIDERATION OF THE PREMISES AND OBLIGATIONS SET FORTH HEREIN, IT IS AGREED AS FOLLOWS:**

**1. DEFINITIONS:**

In this Agreement, unless the context otherwise requires,

- (a) The term "**Confidential Information**" includes data, reports, drawings, records, correspondence, notes, compilations, studies, in the form of samples, models and other information/documentation given or disclosed by MMTC to [please insert the name] or any of their Representative(s) relating to or in any way connected and relating to any of MMTC’s business activities actual or proposed, IT Infrastructure, systems, marketing plans, agreements, methods, techniques, processes, theories, formulas, know-how, techniques, applications, systems, components, improvements, technology, market projections, sales records, software programs, test data, customers, customer lists, or any other information

relating to MMTC that [PLEASE INSERT THE NAME] becomes aware of whether or not disclosed by MMTC and whether such information is in tangible, writing, oral, electronic, printed, human or in machine readable form, regardless of the media or form transmitted or stored in, or any information ascertainable by inspection, or any other information designated as Confidential Information at the time of disclosure.

- (b) "Contract" means the Contract for providing \_\_\_\_\_ to be entered into between MMTC and [INSERT NAME] pursuant to the award letter dated \_\_\_\_\_ declaring [INSERT NAME] as successful Bidder for its appointment as \_\_\_\_\_.
- (c) "**Representatives**" means Directors/Partners, officers, agents, advisors, consultants or employees or respective shareholders or ultimate parent company, as the case may be of [Please Insert the Name].

## **2. Confidential Information and Protection:**

- 2.1 MMTC may, from time to time, disclose Confidential Information to [PLEASE INSERT THE NAME] and/or their Representatives for performance by [PLEASE INSERT THE NAME] of the Contract entered into between MMTC and [PLEASE INSERT THE NAME].
- 2.2 The [INSERT NAME] understands and acknowledges that the Confidential Information is proprietary and confidential information of MMTC which has been created, developed or obtained by MMTC by investment of significant time, substantial effort and expense. The Confidential Information is a valuable, special and unique asset of MMTC which gives significant competitive advantage to MMTC and that protection of Confidential Information is of the highest importance to MMTC. Therefore [INSERT NAME] acknowledges and undertake:
  - (a) to keep the Confidential Information in strict confidence for the entire duration of the Contract.;
  - (b) without the prior written consent of MMTC, [INSERT NAME] shall not disclose Confidential Information furnished to it to anyone other than its duly authorised representatives expressly approved by MMTC;
  - (c) [INSERT NAME] shall procure that its approved Representatives shall not communicate with any third party, copy, publish, disclose or otherwise deal with any Confidential Information, otherwise than for the performance of their obligations under the Contract.
  - (d) In case the Confidential Information is disclosed to any of [INSERT NAME] approved Representatives, [INSERT NAME] shall further enter into agreements with its Representatives binding them to the same obligations to which [INSERT NAME] is bound under this Agreement, and ensure compliance of this Agreement by its approved Representatives and make them liable for any breach by them of such obligations.
  - (e) to inform its approved Representatives to whom any Confidential Information may be disclosed of their obligations of confidentiality pursuant to this Agreement, to ensure compliance with its terms and to be liable for any breach by them of such obligations; and
  - (f) to keep separate all Confidential Information from all documents and other records of the Parties and shall mark all such Confidential Information received from MMTC as "Confidential".

- (g) the Confidential Information which may be disclosed to [INSERT NAME] will contain proprietary assets, designs and other intellectual property rights with respect to the MMTC's Products which are the exclusive property of MMTC and are critical for the business of the MMTC and its profitability, [INSERT NAME] agrees not to do anything which may, in any manner, whether directly or indirectly, affect the above proprietary rights, interest, business and profitability of MMTC.
  - (h) The [INSERT NAME] shall not copy or modify any Confidential Information without the prior written consent of MMTC. Any permitted reproduction of Confidential Information must contain all confidential or proprietary legends which appear on the original. [INSERT NAME] shall immediately notify the disclosing party in the event of any loss or unauthorised disclosure or use of the Confidential Information.
  - (i) [INSERT NAME] shall notify MMTC promptly of any material unauthorised possession, use or knowledge, or attempt thereof, of the MMTC's Confidential Information by any person or entity other than MMTC and its Authorised Representatives
  - (j) promptly furnish to MMTC full details of the unauthorised possession, use or knowledge, or attempt thereof;
  - (k) use reasonable efforts to assist MMTC in investigating or preventing the recurrence of any unauthorised possession, use or knowledge, or attempt thereof, of Confidential Information;
  - (l) use reasonable efforts to cooperate with MMTC in any litigation and investigation against third parties deemed necessary by MMTC to protect its proprietary rights; and
  - (m) promptly use all reasonable efforts to prevent a recurrence of any unauthorized possession, use or knowledge of Confidential Information
3. The Undertakings in Clause 2 shall not apply to any Confidential Information which:
- (a) at the time of its disclosure to [INSERT NAME] is in the public domain;
  - (b) In the event that [INSERT NAME] is required or requested by any court, legislative or administrative body to disclose any Confidential Information, then it shall prior to disclosure promptly notify MMTC or any of its duly authorized representative so that an appropriate protective order and/or any other action can be taken if possible.

In the event that such protective order is not, or cannot be, obtained, then [INSERT NAME] may disclose to the appropriate body that portion of the Confidential Information that it is legally required to disclose and shall use reasonable efforts to obtain assurances that confidential treatment shall be accorded to the Confidential Information.

#### **4. NO COMMITMENTS, WARRANTIES OR SOLICITATION**

- (a) The Confidential Information disclosed by MMTC to [INSERT NAME] shall be used by [INSERT NAME] strictly for the purposes expressly authorised by MMTC.
- (b) No representations or warranties, express or implied, are made by MMTC concerning the accuracy or completeness of the Confidential Information supplied under this Agreement and neither MMTC nor any of its Representatives shall be liable in any way to [INSERT

NAME] for receipt or use of such Confidential Information and MMTC expressly disclaims any such liability whether in negligence or otherwise.

- (c) MMTC shall not be under any obligation or commitment to enter into discussions or any further agreement merely by reason of the execution of this Agreement or the disclosure, evaluation or inspection of Confidential Information, and this Confidentiality Agreement shall not constitute nor should it be construed to constitute an offer or commitment by MMTC with regard to the Tender.
- (d) MMTC shall not be precluded from entering into any agreement or obligation with any other party relating to the Agreement or the Confidential Information merely by reason of the execution of this Agreement or the disclosure, evaluation or inspection of Confidential Information.
- (e) Without prejudice to the generality of the above, nothing herein shall grant to [INSERT NAME] the right to make representations and/or commitments of any kind on behalf of MMTC without the prior written consent of MMTC.

## **5 Return of Confidential Information**

- (a) Upon the written request of MMTC, the [INSERT NAME] shall return to MMTC all Confidential Information that is in tangible form (including, without limitation, Confidential Information contained on computer disks) furnished, together with any copies or extracts thereof;. [INSERT NAME] shall also deliver to MMTC written statements signed by the receiving party certifying that all materials have been returned within fifteen (15) days of receipt of the request.
- (b) Upon specific request by MMTC, [INSERT NAME] shall destroy all analyses, compilations, drawings, or other documents which have been prepared and which reflect any Confidential Information.

## **6 Indemnity; No Waiver; Specific Performance**

- (a) [INSERT NAME] shall indemnify, defend and hold harmless MMTC against any losses, liabilities, claims, damages, costs, and expenses including reasonable legal fees and other expenses and disbursements in connection therewith and interest charges thereon suffered or incurred by MMTC which arise out of, result from, or may be payable by virtue of any breach of any representation, warranty, covenant or agreement made or obligation required to be performed under this Agreement by [INSERT NAME].
- (b) [INSERT NAME] acknowledge that damages alone would not be an adequate remedy for any breach of the terms and conditions of this Agreement and MMTC shall be entitled to the remedies of injunction, specific performance or other equitable relief. Such remedy shall be in addition to and not in lieu or limitation of other remedies available to MMTC at law or in equity.
- (c) Failure by MMTC in exercising any right, power or privilege hereunder shall not act as a waiver, nor shall any single or partial exercise thereof preclude any further exercise of any right, power or privilege.

## **7. Relationship of Parties**

MMTC has no obligation under this Agreement to purchase any service or item from [PLEASE INSERT THE NAME], or commercially offer any products using or incorporating the Confidential Information. This Agreement is intended to facilitate only the exchange of

Confidential Information and is not intended to be, and shall not be construed to create a teaming agreement, joint venture association, partnership, or other business organization or agency arrangement and [PLEASE INSERT THE NAME] shall have the authority to bind MMTC without the separate prior written agreement thereof.

## **8 No Grant of Property Rights**

[INSERT THE NAME] recognizes and agrees that, except as expressly and specifically set forth in this Agreement, nothing herein shall be construed as granting any property right, by license, implication, estoppels or otherwise, to any of MMTC's Confidential Information, or to any invention or any patent right that has issued or that may issue based on such Confidential Information. All Information disclosed is provided "as is" without any warranties of any kind.

## **9 General Provisions**

- (a) MMTC has no obligation to supply Confidential Information hereunder and has no obligation to enter into any Contract with [PLEASE INSERT THE NAME] and it has no right to offer for sale products or services using or incorporating the Confidential Information.
- (b) This Agreement shall not be assigned by [PLEASE INSERT THE NAME], and it shall not delegate its duties under this Agreement, without prior written consent of the other.

## **10. TERM AND TERMINATION**

- (a) This Agreement shall enter into force on the date first above mentioned and shall remain in force till the validity of the Contract.
- (b) Notwithstanding clause 10 (a) above, MMTC may terminate this Agreement by giving a 30 days prior written notice to the other Party.

## **11. CONSEQUENCES OF TERMINATION**

- (a) Upon termination of this Agreement, [INSERT NAME] shall return all Confidential Information that is in tangible form (including, without limitation, Confidential Information contained on computer disks) furnished, together with any copies or extracts thereof; and
- (b) Termination will not affect MMTC's right to claim damages, in case of breach of any of the terms and conditions of this Agreement by [INSERT NAME] or its Representatives.
- (c) [INSERT NAME] shall cease use of any Confidential Information after the termination of this Agreement. This clause shall survive termination of this Agreement.

## **12. GOVERNING LAW:** This agreement shall be governed by Indian Laws.

## **13. ENTIRE AGREEMENT**

This Agreement constitutes the entire agreement of the parties with respect to the subject matter thereof and supersedes any and all prior communications understandings and agreements between the parties, whether written, oral, express or implied relating thereto. No amendment or modification to this Agreement shall be valid unless in writing and signed by a duly authorised Representative of each of the parties.

#### **14. DISPUTE RESOLUTION**

At the outset parties shall endeavor to resort to reach an amicable settlement. The parties agree to attempt to resolve all disputes arising under the Agreement, equitably, in good faith and using their best endeavors. To this end, the parties agree to provide frank, candid and timely disclosure of all relevant facts, information and documents to facilitate discussions between them/their representatives or senior officers.

**i. Arbitration:**

Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration by a sole arbitrator to be nominated by Chairman and Managing Director(CMD) of MMTC. The provisions of Arbitration and Conciliation Act -1996 shall apply to such arbitration proceedings and the award made in pursuance thereof shall be binding on the parties.

The venue of arbitration shall be Delhi. The language of the arbitration shall be English.

**ii. Exclusive Jurisdiction:**

The parties hereto agree that any matter or issues arising hereunder or any dispute hereunder shall be subject to the exclusive jurisdiction of the courts of Delhi only.

#### **15. SEVERABILITY**

If any term or provision of this Agreement is found by a court of competent jurisdiction or by a duly appointed Arbitrator under clause 13 of this Agreement, to be invalid, illegal or otherwise unenforceable, such term or provision shall not affect the other terms or provisions of this Agreement or this Agreement as a whole, (which shall continue to remain valid, binding and enforceable by and against the parties notwithstanding any such finding) but such term or provision shall be deemed modified or deleted to the extent necessary, to render such term or provision enforceable. Upon such modification, the rights and obligations of the parties shall be construed and enforced in accordance with such modification, preserving to the fullest permissible extent the intent and agreements of the parties set forth in this Agreement.

#### **16. NOTICES**

Any notices to be given hereunder by either party to the other shall be in English and sent by registered post, courier or facsimile to the other party at the addresses stated below:

- (a) To,  
Praveen Kr Srivastava  
Sr Manager (Systems)  
MMTC LIMITED  
Core-1, SCOPE Complex,  
7 Institutional Area,  
Lodhi Road,  
New Delhi-110 003
- (b) [INSERT NAME]



\_\_\_\_\_  
\_\_\_\_\_  
Any notice shall be effective only upon actual receipt at the above mentioned address unless change in the address is notified by a party by giving 10 days advance notice.

**IN WITNESS WHEREOF** this Agreement has been executed by the duly authorised Representatives of the parties on the day and year first above written.

1. signed and delivered by:

MMTC LIMITED  
Core-1, SCOPE Complex,  
7 Institutional Area,  
Lodhi Road,  
New Delhi-110 003

2. signed and delivered by:

[INSERT NAME]

In the presence of the following witnesses:

1. Signature:  
Name:  
Address:
  
2. Signature:  
Name:  
Address:

(To be furnished on company's letter head)

**ANNEXURE-XII**

Work Orders executed during last 3 (three) financial years (FY 2015-2016, 2016-2017, 2017-2018) for Comprehensive Annual Maintenance of Data Center related hardware viz Servers, Storage, LAN, Switches and Routers & software from Government of India/State Government/PSUs

SL. No	Name of Client	Whether Comprehensive Annual Maintenance contract includes Data Center related hardware viz Servers, Storage, LAN, Switches and Routers & software (Yes/No)	Financial Year	Completion Certificate attached (Yes/No)
a.			2015-2016	
b.				
c.				
d.				
a.			2016-2017	
b.				
c.				
d.				
a.			2017-2018	
b.				
c.				
d.				

It hereby confirmed that M/s\_\_\_\_\_ have executed the Comprehensive Annual Maintenance contract which includes Data Center related hardware viz Servers, Storage, LAN, Switches and Routers & software etc for aforementioned Work Orders.

(Authorised Signatory)

Date:

Place:

Note: The information provided in the above table must be supported by copies of relevant work order and completion certificate.