



**CORE-1, SCOPE COMPLEX, 7, INSTITUTIONAL AREA, LODHI ROAD,
NEW DELHI – 110 003 TELEPHONE NO: 011-24362200**

E-Tender No: MMTC/CO/COMP/SOFTWARE/2011/1228/15/1

Date 14.09.2015

MMTC Limited invites E-Tender for Comprehensive Annual Maintenance Contract for Citrix and renewal of 20 licenses for CITRIX Access gateway at MMTC Limited, Scope Complex, New Delhi – 110003.

Tender Number	E-Tender No: MMTC/CO/COMP/SOFTWARE/2011/1228/15/1
Earnest Money	Rs. 10,000/- (Rupees Ten Thousand Only) in form of a crossed banker's cheque/Bank Draft favoring "MMTC Limited" drawn on any 'Nationalized Bank or first class International Bank payable at Delhi/New Delhi . Earnest Money to be deposited along with the Technical bid.
Bid Submission	Latest By 06.10..2015 (Tuesday), 1500 Hrs. at MMTC Limited, Corporate Office at Scope Complex, Core – 1, Lodhi Institutional area, New Delhi – 110003.
Tender Opening	06.10..2015 (Tuesday), 1530 Hrs. 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, one of the two highest foreign exchange earners for India, is a leading international trading company with a turnover of around US\$ 10 billion. 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 Contract for Citrix and renewal of 20 licenses for CITRIX Access gateway at MMTC Limited, Scope Complex, New Delhi – 110003.

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. MMTC have configured Citrix on Three (3) Servers and Citrix Access Gateway box for RSA users. One (1) RSA Authentication Server for the users using RSA token to access ERP thru Citrix.

SECTION -2

2.1 SPECIAL TERMS & CONDITIONS FOR E-TENDER:

1. OFFERS TO BE SUBMITTED ONLINE ON MMTC'S E-PROCUREMENT PORTAL (<HTTPS://MMTC.EPROC.IN>) AGAINST THE RESPECTIVE TENDER ALONG WITH SCANNED COPY OF DULY SIGNED OFFER ON LETTERHEAD.
2. THE BIDDER SHOULD HAVE LEGALLY VALID **CLASS III DIGITAL SIGNATURE CERTIFICATE** FROM THE LICENSED CERTIFYING AUTHORITIES OPERATING UNDER THE ROOT CERTIFYING AUTHORITY OF INDIA (RCAI), CONTROLLER OF CERTIFYING AUTHORITIES (CCA) OF INDIA FOR SUBMISSION OF THEIR BID ON MMTC'S E-PROCUREMENT PORTAL.
3. BIDDERS ARE REQUESTED TO REGISTER ON THE E-PROCUREMENT PORTAL. THE BIDDER SHOULD HAVE A VALID USER ID TO ACCESS E-PROCUREMENT PORTAL OF MMTC.
4. BIDDERS ARE ADVISED TO PRINT AND SAVE BID SUBMISSION RECEIPT AFTER SUBMISSION OF BIDS.
5. THE INTERNET BROWSER USED SHOULD BE INTERNET EXPLORER VERSION 10.0 AND ABOVE. THE OPERATING SYSTEM SHOULD BE MICROSOFT WINDOWS 7.
6. VENDORS SHOULD FULFILL ANY OTHER PRE-REQUISITES MENTIONED IN THE TENDER DOCUMENTS OF A SPECIFIC TENDER.
7. FOR ANY TECHNICAL ISSUES/DIFFICULTIES PERTAINING TO THE E-PROCUREMENT PORTAL BIDDERS ARE ADVISED TO GET IN TOUCH WITH THE SERVICE PROVIDERS HELPDESK:

HELPDESK TIMINGS: 1000 HRS to 1830 HRS IST (MONDAY TO FRIDAY (Exclusions: MMTC HOLIDAYS))		
Contact Nos. +91-124-4302000 for helpdesk officers		
Dedicated helpdesk for MMTC		
Name	Email	Phone numbers
Pankaj Kumar	Pankaj.verma@c1india.com	+91-9910433177

SECTION-3

3.1 ELIGIBILITY CRITERIA:

1. The Bidder should be registered in India. Certificate of Incorporation, Copy of PAN, and Service Tax Registration should be submitted.
2. The bidder should have a turnover from IT products and services of atleast Rs.10 Crore in the last financial year or FY 2013-14. (Audited Financial Statement to be enclosed).
3. The bidder should be Gold/Silver Citrix Solution Advisor and should attach a valid authorization letter from CITRIX (OEM).The Gold/Silver Citrix Solution Advisor certificate should remain valid during the contract period. If expires during the contract period, the bidder must have to renew the same from the OEM.
4. Bidder should provide at least three work order towards AMC OF CITRIX SOFTWARE during the last three years i.e. (2012-2013, 2013-2014, 2014-2015).
5. Bidders should provide list of clients being serviced.
6. Bidder must submit all forms along with technical and commercial bids.

Supporting document (s) to be enclosed for above eligibility criteria or else bids are liable to be 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 acceptance of AMC contract**. The same may be renewed annually for further period of two year on same terms & conditions/rates, if the services provided are satisfactory

SECTION -4

4.1 SCOPE OF WORK:-

The Scope of work shall cover the following:-

Comprehensive Onsite Support of Citrix Xenapp/Presentation, Renewal of Licenses for Citrix Access Gateway Universal License and RSA Authentication Server at MMTC LIMITED, Corporate Office, New Delhi.

Sl.No	Description of the product	Qty
A	On Site Annual Maintenance Contract and renewal of licenses.	
1	Citrix XENAPP/Presentation Servers (3 Servers)	
2	CITRIX XENAPP Licenses (125 Licenses)	
3	RSA Authentication Server (1 Server)	
4	Citrix Access Gateway 2010 Appliance Sl.No SYC-515MU (1 Appliance)	
B	Renewal Of Licenses	
1	Renewal of Citrix Access Gateway Universal License (LA-0000899555-65307) Order Number 0000899555/1	20

Service Provider should agree to provide the following services under the contract to keep the Citrix Software in good working order.

1. Should have good knowledge and work experience on Windows Client-Server mode/Citrix Platform.
2. Diagnosing and resolving license related issues on the Citrix Xenapp
3. Diagnosing and resolving performance bottlenecks of the Citrix Xenapp
4. Problem escalation to Citrix Technical Support and Citrix Customer Care
5. Trouble shoot issues related to Citrix Xenapp/Presentation Server and Citrix Access Gateway Appliance
6. Carry out mutually agreed change managed Citrix XENAPP/Presentation Server, Citrix Access Gateway appliance reconfiguration etc.
7. Applying Xenapp/Presentation Server, Gateway Appliances patches upon recommendation from Citrix or problem resolution on demands
8. Any problem related with Citrix Software, reloading of Citrix Software and configure the same on all the three Citrix servers and RSA

authentication Server, System configuration and network configuration related to Citrix will be attended & rectified by Service Provider.

9. The service provider has to integrate Citrix Access Gateway Appliance with the RSA authentication Server and the Citrix Access Gateway Server in case of system crash.
10. New installation or migration of Citrix Software, Citrix Access Gateway and RSA authentication Manager during the AMC period on new hardware or new operating system of windows.
11. Upgrading the software for Upgrade Releases, Enhancement Releases, ICA Client Releases, Citrix Solution Tools and Hot fix Notifier
12. Service call window shall be operative from Monday through Saturday between 9:30 AM to 5:30 PM.

Please refer to Annexure – I for technical specification (Technical-Bid) & details of works, Annexure – II for Commercial Bid & Annexure III for Performance Guarantee Performa (PG). Note: - All the forms in Annexure are mandatory.

4.2 CALL REGISTRATION AND COMPLETION

- a. All the maintenance calls will be logged using the complaint e-mail ID or the Call Register maintained in the Computer Division or any other mutually agreed mechanism.
- b. Completion of calls will be the owner of the system in the division. In case these officers are not available, their nominee will sign. Service Provider will prepare the call service slips in triplicate. MMTTC User & SERVICE provider Engineer will sign these. One copy will be given to the user and one copy will be submitted to the Computer Division controlling officers Third copy will be retained by Service Provider. No other documents will be used to work out downtime for penalty calculation.
- c. One mandatory visit per month by the engineer to perform/monitor health check of all the Citrix Servers/software's.

- d. **The fault call should be responded within 2(two) hrs. And should be resolved within 4(four) hrs. after 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.

5.2 Documents to be attached with the Technical Bid

5.2.1 Duly filled-in Form - A1, Form – A2, Form - A3 of ANNEXURE – I along with supporting documents.

5.2.2 Details of Earnest Money Deposit of Rs. 10,000/- (Rupees Ten 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 Form-B1 of ANNEXURE-II.

5.4.2 The charges quoted in the Commercial Bid should be inclusive of all taxes, duties and expenses payable to any party or government with detail of taxes component. Statements such as “Taxes as applicable” will not be entertained. The bid to be inclusive of transportation cost, lodging/ boarding cost, out of pocket expense cost etc. (if any). In short, charges to be quoted in totality and No extra amount would be payable under any circumstances and should cover entire scope of work.

5.5 Earnest Money Deposit to be submitted in physical form and should reach MMTC, CO *on or before* **06.10.2015 (Tuesday), 1500 Hrs.** 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 on **06.10.2015, (Tuesday) 15:30 Hrs.** at MMTC, Corporate office, SCOPE Complex, Lodhi Road, New Delhi. The person intend 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.

5.10 Prices

5.10.1 Prices quoted in the commercial bid shall be firm and not subject to variation on any account. The bidder should quote for the full parts of the services as specified in this tender. Part bid for any services will not be accepted and are liable to be rejected.

5.10.2 The price quoted by the bidder shall remain firm & will not be subject to escalation of any description whether statutory or otherwise. In short, charges to be quoted in totality and No extra amount would be payable under any circumstances.

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 International bank payable at Delhi/New Delhi.

- 5.12.3 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.
- 5.12.5 No interest will be payable by MMTC on EMD.
- 5.12.6 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.
- 5.12.7 Should the tender be withdrawn or cancelled by MMTC, which MMTC has right to cancel any time, EMD will be refunded.
- 5.13 A list of clients, contract start date, contract, name, address & phone number of contact person should be enclosed.
- 5.14 Corrections: Over writings are not permitted. In case of corrections, the correct word/number should be written separately and attested by authorized signatory & stamped.
- 5.15 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.
- 5.16 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.
- 5.17 Bid Currency: All costs and charges related to the bid shall be expressed in Indian Rupees only.
- 5.18 Opening of Bids**
- 1.19.1 The bids will be accepted up to the date and time as specified in the tender document.
- 1.19.2 No bids will be accepted after tender deadline.
- 1.19.3 After technical evaluation, the Commercial bids of only those technically qualified will be taken up for further price valuation.
- 1.19.4 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.
- 5.19 Award Criteria:** MMTC will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the lowest evaluated bid.

SECTION -6

6.0 OTHER TERMS & CODITIONS

6.1 PAYMENT TERMS:-

6.1.1 No advance payment in any case would be made.

6.1.2 Payment for AMC will be made on quarterly basis i.e. at the end of every quarter through e-payment mode only. For ensuring e-payment, the service provider would complete all formalities in regard to payment through electronic mode and after submitting and confirmation of the performance guarantee.

6.1.3 The payment towards renewal of licenses shall be made after the citrix licenses are delivered and uploaded on Citrix server in MMTC and after submitting and confirmation of the performance guarantee.

6.1.4 The payment would be made against the invoice (in triplicate).

6.1.5 The payment would be made after deducting necessary taxes applicable, if any.

6.2 Taxes, Duties, Levies and Incidental Expenses:

6.2.1 The bidder will bear all Taxes, Duties, Levies and Incidental expenses including Boarding, Lodging & conveyance etc. of their team.

6.3 PERFORMANCE GUARANTEE:-

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. This will be issued by a scheduled commercial bank other than Co-operative bank or Gramin bank, having net worth of at least Rs. 500 crore and capital adequacy ratio of 9%, valid until the termination of the warranty 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.

6.4 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.

6.5 Delivery and Location: - The Comprehensive Annual Maintenance Contract services for the Citrix is to be delivered at MMTC Limited, Scope Complex, New Delhi and remotely to the DRS Site.

6.6 INDEMNITY:- The Bidder shall at all times indemnify Purchaser, being unlimited with the time, against all claims which may be made in respect of the said work for infringement of any rights protected by patent registration, design or trade mark. In the event of any claim in respect of any alleged breach of a patent, registered design or trade mark being made against Purchaser, it shall notify to the Bidder and the 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 material & services within the stipulated delivery period, the liquidated damages are payable by them @ 2 % per week of the unexecuted order value subject to a maximum of 20% 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 Purchase order/ work order, or any extension thereof granted by the Purchaser.
- (ii) If the Supplier fails to perform any other obligation(s) under the Purchase order/ 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 Purchase order/ 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 Purchase order/ 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 operations 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 be above circumstances and their duration.

6.11 ARBITRATION – DISPUTE RESOLUTION:-

6.11.1 Informal Dispute Resolution

The parties agree to attempt to resolve all disputes arising under the Agreement, equitably, in good faith and using their best endeavours. 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.

6.11.2 Formal Dispute Resolution

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 of the breach thereof shall be settled by arbitration in accordance with the rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties.

- 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** For any further clarification, the bidder may contact Mr. Deepak Bartwal, Chief Manager (systems) e-mail Id dbartwal@mmtclimited.com

TECHNICAL BID**FORM- A1**

Sl.No.	<u>Description</u>	<u>Compliance (Y/N)</u>
1.	The Bidder should be registered in India. Certificate of Incorporation, Copy of PAN, and Service Tax Registration should be submitted.	
2.	The bidder should have a turnover from IT products and services of atleast Rs.10 Crore in the last financial year or FY 2013-14. (Audited Financial Statement to be enclosed).	
3.	The bidder should be Gold/Silver Citrix Solution Advisor and should attach a valid authorization letter from CITRIX (OEM).The Gold/Silver Citrix Solution Advisor certificate should remain valid during the contract period. If expires during the contract period, the bidder must have to renew the same from the OEM.	
4.	Bidder should provide at least three work order towards AMC OF CITRIX SOFTWARE during the last three years i.e. (2012-2013, 2013-2014, 2014-2015).	
5	Bidders should provide list of clients being serviced.	
6	Bidder must submit all forms along with technical and commercial bids.	

Supporting document (s) to be enclosed for above eligibility criteria or else bids are liable to be rejected.

TECHNICAL Bid

FORM A2

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:

TECHNICAL BID**FORM A3****CLIENTELE**

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

Company Name / stamp of the

TECHNICAL BID**FORM A- 4****SERVICES OFFERED**

1. Our company has agreed to provide the Services as per the scope of work of the RFP.
2. The details of the manpower for CITRIX support is as follows:

Sr. No.	Employee's Name	Qualification	CITRIX Certifications	Date of Joining	Details of the Projects handled

3. **In case any of above employee leave the company for any reason what so ever, M/s _____ will depute Citrix certified manpower to MMTC during the contract period.**

Note: Documentary evidence in respect of all the above points would have to be provided.

Date :

Signature :

Place :

Name :

Designation :

Company :

Seal of the Company :

COMMERCIAL BID**FORM-B**

Sl.No	Description of the product	Qty	Total Charges (in Rs.) inclusive of all taxes and charges
A	On Site Annual Maintenance Contract and renewal of licenses.		
1.	Citrix XENAPP/Presentation Servers (3 Servers)		
2.	CITRIX XENAPP Licenses (125 Licenses)		
3.	RSA Authentication Server (1 Server)		
4.	Citrix Access Gateway 2010 Appliance Sl.No SYC-515MU (1 Appliance)		
		Sub Total (A)	
B	Renewal Of Licenses		
1.	Renewal of Citrix Access Gateway Universal License (LA-0000899555-65307) Order Number 0000899555/1	20 Licenses	
		Sub Total (B)	
		Grand Total	

Note: -

Annual Maintenance Contract Charges and the renewal of the licenses charges are to be quoted separately. Else bid shall be liable to be rejected.

ANNEXURE-III

Performance Guarantee Performs. (Rs. 100 Non Judicial Paper)

No. _____
Date _____

To,
MMTC Limited,
Core-1, Scope Complex 7 Lodhi Road
New Delhi -110003

WHEREAS _____, (supplier name & address) (here in after referred to as the Seller) have entered into a contract with M/s. MMTC Limited, Core-1. Scope Complex, New Delhi, (hereinafter called the "MMTC") bearing Contract No _____ dated _____ for the supply of _____ (items) for a value of Rs. _____ (total purchase Order value) (Rupees _____ (in words) and whereas the Seller has agreed to provide Annual Maintenance Contract strictly as per the description. Specification and delivery schedule as mentioned in the aforesaid contract no. _____ dated _____.

AND WHEREAS the seller is required to furnish a bank guarantee of the value of Rs. _____ (Rupees) being 10% of the total value) for the due performance of the contract in favour of the said MMTC.

We, _____ (name of the bank & address (hereinafter called the bank) do hereby irrevocably and unconditionally guarantee and undertake to pay to MMTC merely on demand in writing an amount not exceeding Rs. _____ (Rupees _____ (in words) without any demur, contestation, protest or reference to the seller or any other party if the seller fails to perform all or any of his obligations, or commit any breach of his obligation as described in the aforesaid contract. The decision of MMTC communicated in writing that the Seller has defaulted in performance of his obligations under the contract, shall be final and binding on us notwithstanding any contestation or protest by the seller. However, our Liability under this guarantee shall be restricted to an amount not exceeding Rs _____ (in words).

We, _____ (banker's name and address) further agree that, the guarantee here in contained shall remain irrevocable and continue in full force and effect up to and that it shall continue to be enforceable till all the dues of MMTC under or by virtue of the said contract have been fully paid and its claims satisfied or discharged till MMTC certifies that the Internet Leased line/RF Link and related hardware obligations of the said contract have been fully and properly carried out by the seller and accordingly discharge the guarantee. MMTC will have the right to file its claim under this contract for a further period of three months after the expiry of the validity of this guarantee.

We, _____ (bank name & address) further agree that MMTC shall have the fullest liberty without our consent and without affecting in any manner our

obligations herein to vary any of the terms and conditions of the said contract, or to extend time of performance by the seller from time to time or postpone for any time or from time to time any of the powers exercisable by MMTC against the seller and forbear or enforce any of the terms and conditions relating to the said contract and we shall not be relieved from our liability by reasons of any such variations or extensions being granted to the seller or for any forbearance, act of omission on the part of MMTC or any indulgence by MMTC to the seller, or by any letter or thing whatsoever, which under the law relating to the sureties would, but for this provision have the effect of so relieving us.

We, _____ (bank name & address) also undertake not to revoke the guarantee during its currency except with the previous consent of MMTC in writing. We, _____ (bank name & address) hereby undertake and guarantee to pay any money so demanded notwithstanding any dispute(s) raised by the said seller in any suit or proceeding pending before any court or tribunal relating thereto. Our liability under this premises being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment thereunder and that the said Seller has no claim against us for making such payment. Our liability under this guarantee is restricted to an amount of Rs. _____ (10% of PO value) (Rupees _____ (in words)). The guarantee shall remain valid up to unless a demand or claim under this guarantee is made on us in writing within three months thereafter. We shall be discharged from all liabilities under this guarantee thereafter. We further agree that this guarantee will not be affected in any manner whatsoever due to any change in the constitution of the Seller or the bank. We lastly undertake not to revoke this guarantee during its currency except with the previous consent in writing from MMTC,

Witness: 1. _____
2. _____

(Authorized Signatory)
(Signed with stamp & seal, of the bank)