NIT:HYD201905065

Date: 16.05.2019



SBI INFRA MANAGEMENT SOLUTIONS PVT LTD

(WHOLLY OWNED SUBSIDIARY OF SBI)

INVITES TENDERS ON BEHALF OF STATE BANK OF INDIA LOCAL HEAD OFFCIE, HYDERABAD.

IN A TWO BID SYSTEM

FOR

SUPPLY, TESTING, COMMISSIOING AND OPERATION OF WALKIE-TALKIE RADIO SETS FOR USE WITHIN A RANGE OF 25-30KMS BY STATE BANK OF INDIA LOCAL HEAD OFFICE, HYDERABAD.

The Vice president,
SBI Infra Management Solutions Pvt. Ltd.
Ground Floor, Beside Commercial Branch,SBI LHO Campus,
Bank Street, Koti,
Hyderabad – 500 095
Phone:040-23466310/46

SBI INFRA MANAGEMENT SOLUTIONS PVT.LTD.

PRE-QUALIFICATION TENDER NOTICE FOR SUPPLY, INSTALLATION, TESTING AND COMMISSIOING OF WALKIE- TALKIE RADIO SETS FOR USE WITHIN A RANGE OF 25-30 KMS BY STATE BANK OF INDIA LOCAL HEAD OFICE, HYDERABAD.

INSTRUCTIONS TO APPLICANTS

01. GENERAL

State Bank Infra Management Solutions Pvt LTD, Hyderabad (Herein after called 'SBIIMS') invites applications on behalf of SBI for pre-qualification of agencies for participating in the tendering for the captioned work. The purpose of this pre-qualification is to shortlist suitable agencies for obtaining competitive bids for the captioned project.

02. DETAILS OF PROJECT/WORK

I.	Name of the Work	PRE-QUALIFICATION TENDER NOTICE FOR SUPPLY, TESTING, COMMISSIOING AND OPERATION OF WALKIE- TALKIE RADIO SETS FOR USE WITHIN A RANGE OF 25-30KMS BY STATE BANK OF INDIA LOCAL HEAD OFFICE, HYDERABAD.
II.	Scope of work in brief:	The work includes Supply, operation and maintenance of walkie-talkie radio sets Details for the above works shall be more particularly described in the tender document for the works

PRE-QUALIFICATION TENDER NOTICE FOR SUPPLY, INSTALLATION, TESTING AND COMMISSIOING OF WALKIE- TALKIE RADIO SETS FOR USE WITHIN A RANGE OF 25-30 KMS BY STATE BANK OF INDIA LOCAL HEAD OFICE, HYDERABAD.

1.	Name of the Work	Supply, Testing, Commissioning and Operation of Walkie- Talkie Radio sets for use within a range of 25-					
		30KMS by SBI, LHO, Hyderabad					
2.	Estimated Cost	3,80,000.00 plus GST					
3.	Earnest Money Deposit (EMD)	Rs.4,000.00					
		DD/BC Drawn In Favour Of SBIIMS Pvt. Ltd, Hyderabad,					
		Payable at Hyderabad .It should reach to SBIIMS, SBI LHO,					
		Hyderabad before due date.					
4.	Cost of tender	Rs.1500/-					
		to be paid through State Bank Collect ONLY as detailed under;					
		1) login https://www.onlinesbi.com					
		2) Select SB Collect from Top Menu, click the check box ar					
		"Proceed"					
		3) Select "All India" in "State of Corporate/Institution" &					
		Select "Commercial Services" in "Type of					
		Corporate/Institution" then "Go"					
		4) Select "SBI Infra Management Solutions pvt. Ltd" in					
		Commercial Services Name and "Submit"					
		5) Select "Tender Application Fee" in "Payment Category" and enter the "Tender ID" exactly as given in first page top of					
		this tender(characters in uppercase only).					
		6) Fill up all fields such as email, GST No., Mobile No,					
		Vendor/Firm Name etc and make payment.					
		7) Enclose payment receipt having unique reference Number.					
	TD: 11 1.0 1.1	along with EMD.					
5.	Time allowed for completion	45 Days from issue of Letter of Acceptance (LOA)					
6.	Date and time of availability of	From 17.05.2019to 31.05.2019 upto 3.00PM					
7	tender document	24 05 2010 at 12 00 DM					
7.	Date & Time of Pre-bid meeting	24.05.2019 at12.00PM					
8.		TheVice president, SBI Infra Management Solutions					
5.	Tende of the pre bla meeting	Pvt. Ltd., Ground Floor, SBI LHO Campus, Bank					
		Street, Koti, Hyderabad – 500 095, Telangana					
9.	Last date and time of receipt	31.05.2019 before 3.00PM					
	of tender						
10.	Date and time of opening of	31.05.2019 at 3.30PM					
	tender						
11.	Availability of tender	www.sbi.co.in under procurement news					
	document						

12.	Address at which the tenders are to be submitted	TheVice president, SBI Infra Management Solutions Pvt. Ltd., Ground Floor, SBI LHO Campus, Bank Street, Koti, Hyderabad – 500 095, Telangana
13.	Place of opening tenders	The Vice president, SBI Infra Management Solutions Pvt. Ltd., Ground Floor , SBI LHO Campus, Bank Street, Koti, Hyderabad – 500 095, Telangana
14.	Initial Security Deposit	2% of the contract value including EMD
15.	Retention amount	5% of the contract value including Security deposit
16.	Defects Liability Period	24 months from date of completion of the work
17.	Validity of offer	90 days
18.	Liquidated Damages	0.5% of the total contract amount per week beyond the date of completion subject to maximum of 5% of the contact value
SBII	MS has the right to accept/rejec	t any/all tenders without assigning any reasons.

03. ELIGIBILITY CRITERIA FOR PRE-QUALIFICATION

Agencies applying for pre-qualification must fulfill each of the following criteria individually as agency / contractor/contracting firm. The applications of the contractors not fulfilling the said criteria shall not be considered for short listing /pre-qualification.

- The bidder should be a reputed manufacturer or system Integrator of Walkie talkie system and shall have designed, engineered, supplied and commissioned walkie talkie system in last 7 years (ending March-2018) to Banks/ Finance Institutions/ MNC.
- II) The applicant should have a valid PAN of Income Tax Department
- III) The applicant should have a valid GST.
- IV) Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year (31-03-2018), should be at least 30% of the estimated cost i.e. at least Rs 1.40 lakh
- <u>V)</u> Experience of having successfully completed similar works (Supply, commissioning and operation of 25-30KM range walkie talkie) during last 7 years ending last day of months previous to the one in which applications (30.11.2018) are invited should be either of the following:
 - (a) Three similar completed works costing not less than the amount equal to 40% of the estimated cost. Should be at least Rs. 1,68,000.00 of each work.

Or

(b) Two similar completed works costing not less that the amount equal to 50% of the estimated cost. Should be at least Rs. 2.10.000.00 of each work.

Or

(c) One similar completed work costing not less than the amount equal to 80% of the estimated cost. Should be at least Rs 3,36,000.00

<u>Definition of similar works:</u> offices, commercial complexes, Hospitals, Bank buildings, institutional buildings, Comprising of walkie talkie works for reputed clients which are acceptable to the SBIIMS.

Note: Vendor shall submit (i) Catalogue & Literature (ii) Supply Record iii) Documentary

Proof in support of annual turnover and execution of single Purchase Order (for similar item) value, with their technical bids. The proof of execution of purchase order(s) (single order value) shall be a self attested copy of the purchase order(s), along with corresponding delivery challan duly signed &stamped by the Buyer, excise duty invoice/execution certificate from buyer/payment proof/inspection report issued by end user etc clearly indicating the PO reference and qty/value. The technical /unpriced bids received without documentary proof of this Important Tender Conditions shall not be considered for further evaluation

- 04. Contractors fulfilling the above conditions may submit dully filled application along with the following documents on or before due date as specified in NIT .
 - a) Signed copy of NIT
 - b) Copy of Completion certificates & work orders
 - c) Copy of Year of Establishment
 - d) Copy of PAN card
 - e) Copy of GST registration
 - f) Copy of Profit & Loss Statement for last 3 years
 - g) Copy of Form 26AS for last 3 years
 - h) Copy of IT returns for last 3 years

The tender process will be in two cover system.

- i) Envelope One: (1)This envelope will contain the required EMD of Rs.4,000.00 (Rupees four thousand only) drawn in favour of SBIIMS Hyderabad, payable at Hyderabad and documents mentioned in above point
 4
- j) NOTE: TENDER WILL BE REJECTED IF THE TENDERER FAILS TO
 SUBMIT THE REQUIRED EMD AND WILL BE RETUREND WITHOUT
 OPENING THE PRICE BID.
- k) Envelope Two: This envelope will contain the price bid i.e. cost of the work. All the tenderers are requested to note that SBIIMS will not accept any conditional tender and the tender will be rejected if any tenderer found quoted conditional tender and if the same are not withdrawn at the time of opening of tender / price bid. All conditions if any to be loaded with rate. The rate should be exclusive of GSt payable

I) ENVELOPE THREE: Envelope 1 and Envelop2

05. The applicant should sign on all the pages/documents and submit with their Company's seal to

The Vice president,
SBI Infra Management Solutions Pvt. Ltd.
Ground Floor, Beside Commercial Branch,SBI LHO Campus,
Bank Street, Koti,
Hyderabad – 500 095
Phone:040-23466310/46

The SBIIMS reserves the right to accept or reject any or all applications without assigning any reasons thereof.

06.INSTUCTIONS TO APPLICANTS

- i) Duly filled application form with Annexure A to E along with enclosures/documentary proofs as defined in the said application form signed on each page by the authorized signatory should be uploaded.
- ii) Any & all cost/expenditure incurred by the applicants in relation to making the application, shall be borne by the applicant. No payment by way of reimbursement or whatsoever shall be made by the SBIIMS.
- iii) The applicants should furnish all the information strictly in the formats furnished/provided/made available here in the prequalification note. The applications not complying with this requirement are liable to be rejected outright without assigning any reason at the sole discretion of the SBIIMS.
- iv) All corrections and overwriting should be attested & countersigned by the authorized signatory of the applicant, along with the office seal there on.
- v) In case an applicant intends to give additional information, for which specified space is not sufficient, he may furnish such information by adding extra sheets by specifying/indicating the same in the appropriate column.
- vi) incomplete/partly filled/unsigned applications, applications not accompanied with relevant annexed documents, enclosures, etc are liable to be rejected.
- vii) Please ensure that the applications, annexed documents, enclosures etc are signed by the applicant's «Authorized Signatory» only and proof of mode of authorization (such as Power of Attorney, Partnership Deed indicating such authorization, resolution, authorization letter etc as applicable) is enclosed as prescribed in the Application Form. The bidder should be Original

Equipment Manufacturer (OEM) or its authorized representative.

In the case of authorized representative of OEM, credentials (financial turnover & experience as mentioned below) of bidder only will be considered for evaluating eligibility criteria.

In case of authorized representative, current authorization from OEM authorizing the bidder as its authorized representative shall be submitted.

In case of OEM, Proof of being Original Equipment Manufacturer (OEM) shall be submitted.

For the conduct of the dealer the responsibility lies with the OEM. In case the dealer is unable to deliver due to any reasons the OEM has to complete the work at the same rate and terms & conditions.

APPLICATION FORMAT
PRE-QUALIFICATION TENDER NOTICE FOR SUPPLY, TESTING, COMMISSIOING AND

OPER	RATION OF WALKIE- TALKIE RADIO SETS F	OR USE WITHIN A RANGE OF 25-30KMS
BY S	TATE BANK OF INDIA LOCAL HEAD OFFIC	E, HYDERABAD.
PROFI	ILE <u>:</u>	
1.	Name of the Contractor/Agency/Firm	
	Address	
	Phone No.	
	(a) Landline with STD code	
	(b) Mobile	
	(c) Email-ID	
2.		
	Year of establishment (please enclose documentary	
3.	evidence)	
	Status of the firm whether company/firm/	
	Proprietary.(Enclose certified copies of documents as	
4.	evidence)	
5.	Name of Directors/Partners/Proprietor	
0.	Names & Bio-data of	
	Proprietor/Partners/Associates/Directors, Details may	
6.	be given in the Enclosed format	(Annexure"A")
	Whether registered with the Registrar of	
	Companies/Registrar of firms. If so,	
	mention number and date. (Enclose certified copies of	
7.	documents as evidence)	
8.	Name and address of Bankers	
	Whether registered for GST	
	Purpose. If so, mention GST number and	
	Date (Enclose certified copies of documents as	
9.	evidence)	
	Whether an assesses of Income Tax. If	
10.	so, mention PAN number. (Furnish	
10.	copies of I.T. clearance certificate) Whether registration/obtention of license	
	from Govt authorities e.g., Labour deptt,	
	ESIC, etc are in place (please enclose documentary	
11.	evidence)	
<u> </u>	If, you are registered in the panel of other	
	organizations/statutory bodies such as CPWD, PWD	
	,MES, Banks etc., furnish their Names, category and	
12.	date of registration	

	Detailed description of high value of	
	Detailed description of high value of three works done during the last 7	
13.	years.	(Annexure "B,")
10.	yours.	(Millexule B,)
14.	Annual turnover for the last 3 years	Enclose trading & profit and loss statement
	Names and addresses of the persons	<u> </u>
	who will be in a position to certify about	
	the quality as well as performance of	
15.	your organization	
	Declaration regarding near relatives	
16.	working in the Bank	
	Income tax paid during last 3 years(Enclose certified co	ppies of document as evidence)
17.		
18.		
19.		
20.		
	Name & value of other works on	
	hand. Details may be given in the	
21.	enclosed format	(Annexure "C").
22.	List of Technical Personnel employed	
23.	List of other Personnel employed	
24.	List of consultants engaged by the Firm	
	List of office equipment owned by	
25.	the company	
	Latest Income Tax Clearance Certificate	
26.	to be enclosed	
	List of completion certificate etc. from the clients : for	
27.	completed / ongoing projects	
	Certified copies of the letter of intent for	
	award : of the work from reputed	
	private/multinational organizations/PSUs etc.	
	Particulars of participation in competitions and	
	awards if any received	
	Whether the company has any time been disqualified/	
	blacklisted/ delisted by any other nationalized Bank or	
	any Govt/ Semi.Govt .Organization, if yes give details	

Note: Please enclose separate sheets for additional information, photographs, and documents.

I/We have read and understood the Press notice, Pre-qualification Notice & this Application form

along with Annexure and my/our firm fulfills the ELIGIBILITY CRITERIA FOR PRE-

QUALIFICATION described in the Pre-qualification Notice.

I/We hereby confirm and certify that the information given above is correct and true and the

enclosures annexed herewith are genuine to the best of my / our knowledge and believe.

I/We are authorized to sign and submit these documents for pre-qualification.

I /We understand that if any stage it is found / noticed by the Bank that any information thus

provided by me/us is untrue / incorrect partly or fully and in case of receipt of adverse /

unsatisfactory report from other clients / Bankers, the SBIIMS may not consider our application

and / or may de-list us and / or may take any appropriate action against us.

I /We also understand that partly / wrongly filled application and / or applications not on

prescribed pro-forma and / or applications not accompanying relevant documents / enclosures /

annexed documents are liable to be summarily rejected by the SBIIMS.

I / We understand that this is merely an application & does not entitles me /us to be necessarily

pre-qualified by the SBIIMS and SBIIMS reserves the right to reject all and / or any application

without assigning any reason whatsoever.

Date:

Place:

ANNEXURE "A"

PRE-QUALIFICATION TENDER NOTICE FOR SUPPLY, TESTING, COMMISSIOING AND OPERATION OF WALKIE- TALKIE RADIO SETS FOR USE WITHIN A RANGE OF 25-30KMS BY STATE BANK OF INDIA LOCAL HEAD OFFICE, HYDERABAD.

BIO-DATA OF THE PROPRIETORS/ PARTNERS / ASSOCIATES /

	(USE 0	ne sr	neet per official)
1.	Name		
2.	Date of Birth		:
3.	Professional Qualifications		:
4.	Professional Experience		:
5.	Professional Affiliation		
6.	Associated with the firm since		
7.	Membership in		
8.	Details of Published papers in Magazine		
9.	Details of cost effective methods/ designs adopted in the projects		:
10.	Exposure to materials/Techniques	new	

Note: Please enclose relevant copies of documents.

Date: Place: PRE-QUALIFICATION TENDER NOTICE FOR SUPPLY, TESTING, COMMISSIOING AND OPERATION OF WALKIE- TALKIE RADIO SETS FOR USE WITHIN A RANGE OF 25-30KMS BY STATE BANK OF INDIA LOCAL HEAD OFFICE, HYDERABAD.

NAME AND VALUE OF MAJOR WORKS COMPLETED DURING THE LAST 7 YEARS

SI.	Details Name of	s of the works executed d	uring 7 years (pl Contract	ease mention Stipulated	only such Actual	works which qualification Actual amount of	es for eligibility cri	teria)
No	Work /project with address	address of the owner. Specify whether Govt. Under taking along with name, address and contact Nos. of -2- persons (Executive Engineers or top officials of the organization).	amount (Rs.) with copy o f work order & completion	time of completion (months) Enclose clients certificate for satisfactory completion	time of completio n (Months)	the project cost, if	incomplete or terminated (furnish reasons)	Torriding

Notes:

- 1. Information has to be filled up specifically in this format only. Please do not write remark "As indicated in Brochure /Attached Documents".
- 2. Date shall be reckoned as on 30.11.2018.
- 3. For certificates, the issuing authority shall not be less than an Executive Engineer or equivalent in charge of the relevant work /project.

by the applicant with address and telephone number who will be a position to certify about the quality as well as past performance of your organization.						
NAME OF THE OFFICIAL	ORGANISATION & ADDRESS	CONTACT NUMBERS				

Furnish the names of three responsible clients/persons to whom the highest value of three major works carried out

Date:			
Place:			

ANNEXURE "C"

PRE-QUALIFICATION TENDER NOTICE FOR SUPPLY, TESTING, COMMISSIOING AND OPERATION OF WALKIE- TALKIE RADIO SETS FOR USE WITHIN A RANGE OF 25-30KMS BY STATE BANK OF INDIA LOCAL HEAD OFFICE, HYDERABAD.

NAME & VALUE OF OTHER WORKS ON HAND

SI no	Name of work/project with address	Name & full postal address of the owner. Specify whether Govt. under taking along with name, address and contact Nos. of -2- persons (Engineers or top officials of the organization)	Contract amount (Rs.) with copy of Work Order from project in- charge	Stipulated time of completion (Months)	Present status of the project	Any other relevant information

1.	otes: Information has to b nclosed documents	pe filled up specifically in	this format only. Ple	ease do not write	remark "As indica	ated in Brochure
	ate: ace:					

TECHNICAL SPECIFIATIONS

PMRTS (800 MHz) Walky Talkies Technical specification

- 1) Frequency range: Transmit 859-863 MHz

 Receive 814-818 MHz
- 2) <u>Long Range</u>: Long range coverage 25 to 30 Kms (With PMRTS subscription)
- 3) <u>Display</u>: Display for Power indication of battery, caller identification, Personal calling walky to walky can be done.
- 4) Channel & Zones: 80ch-GID (Group Identification)/128Zones
- 5) Channel Spacing: 6.25/12.5 kHz
- 6) Operational Temperature: -30 Degrees C to +60 Degrees C
- 7) Battery Backup: 1400MAH 8.5 hours to 11 hours back up
- 8) Audio: 500 mw speaker for superior audio clarity

Benefits of PMRTS 800 MHz Walky talkies

- 1. No Licensing Formalities: 800 MHz PMRTS walky talkies are License free walkies by subscribing ATC (Airtime Charges) services from PMRTS service provider user can start using the walkies and does not require having a separate license. No need to obtain the license from WPC/MinistryofCommunications &ITandthenrenewthe same every year.
- 2. <u>Glitch free coverage:</u> 800MHz radios for complete coverage within the facility or campus and amplification can be done to boost the coverage in Complete Campus.

- 3. No crosstalk: PMRTS walkies are congestion free walky talkies, no cross talk Privacy of communication assured, No interference from other users, 800 to 900 MHz frequency so highly secured.
- 4. <u>Service at Doorsteps</u>: PMRTs service provider will be backed by qualified service personnel's for service with Competitive AMC rates.
- 5. <u>Durability</u>: Life span of 7 to 8 years
- 6. <u>Multiple talk groups</u>: Only PMRTS service provider can provide multiple talk groups and all talk groups can communicate simultaneously at a time without affecting each other's communication.

 <u>Example</u>: Groups like operation dept., security and other team, can co- ordinate simultaneously.
- 7. Quality of Communication: It is very audible even in during noisy street level environment. It is audible when the person is on a moving vehicle.
- 8. <u>Radio transferability</u>: Radios can be moved to any location in city in other cities where PMRTS service provider is having presence.
- 9. <u>City wide coverage (on road)</u>: 800 MHz trunked radios are the advance version of wireless radios, which can be used in premises and wide area application. <u>Example</u>: the Radios can be used within the Premises, even ucan coordinate the man power when Ur far away with in the city from the respective place.
 - In case of emergency you can always communicate from extreme corner of the city to employees who are based at Heart of the city.
- 10. <u>Addition of radios</u>: In case of addition of radios no need to apply for License and wait for approvals, Just by placing Purchase Order for walky

talky and ATC (Airtime Charges) can start using walkies from very next day.

- 11. <u>Loss of Radios</u>: Incase of loss radios only required to inform PMRTS service provider, noneed to write an FIR or Inform to local WPCB oard
- 12. <u>Legal Rental Options</u>: Only PMRTS service provider can provide walky talkies on rental legally, whereas other Mini UHF/VHF resellers cannot provide walkies on rental legally.
- 13. <u>Unlimited talk time</u>: Fixed cost per Month and no limit on usage, no renewals only periodic Airtime payment. Service provider will be backed by qualified service personnel's for service with Competitive AMC rates.

PRICE BID

SI No	Description	Units	Qty	Unit price	Total Amount		
1	Digital Kenwood Handset N X420 K-3 with Display, keypad and with all standard accessories. The scope of work includes airtime charges	No	10				
2	Comprehensive Annual Maintenance Contract for the above walky talkies for 1st Year which will start after defect liability period	Job	1				
3	Comprehensive Annual Maintenance Contract for the above walky talkies for 2nd year	Job	1				
4	Comprehensive Annual Maintenance Contract for the above walky talkies for 3rd year	Job	1				
5	Comprehensive Annual Maintenance Contract for the above walky talkies for 4th year	Job	1				
	Total						
			Dis	scounts if any			
				Grand Total			

Note: Applicable GST will be paid extra

TERMS & CONDITIONS TO THECAMC SERVICE PROVIDERS:

- The comprehensive AMC charges per unit per year will be paid for four services in a year apart from any number of breakdown calls with a response period of 3 hours on receipt of complaint. The scope of work includes replacement of old batteries(cells) and maintenance/ replacement of antenna and charger
- 2. If the technician is not visiting the site against complaints, a penalty of ₹200.00 per day to be levied. And same will be recovered/ adjusted in quarterly payment.
- 3. Failure to repair/service the equipment in question within 8 hours , supplier has to arrange standby walky talky. If fails to arrange standby walky talky, penalty will be imposed @ 1% of the contract value per day of delay of the particular quarter.
- 4. If the work is found unsatisfactory or if the firm dishonours the contract, the job will be entrusted to any other firm /party at the risk/expense of the contractor.
- 5. The amount of CAMC will be paid on quarterly basis after successful completion the satisfactory service during the quarter of service.
- 6. The successful bidder has to rectify the faults due to rat bites free of cost.
- 7. Successful bidder has to handover all the walky talky in good running condition before expiring of CAMC contract.
- 8. The successful bidder has to rectify all types of faults
- 9. The Contractor shall bear all the costs and expenses in respect of all charges, including stamp duty, registration etc. of this agreement and/or any other documents/agreements, which are required to be executed.
- 10. All necessary tools shall be provided by the contractor
- 11. The contractor / firm shall be held responsible for any misdeeds / misbehavior of their employees within the premises.

O.E.MANUFACTURERS AUTHORISATION FORM (in Original Letter Head of OEM) (To be mandatorily submitted along with the Technical Bid document)
To Senior Vice President SBI Infra Management Solutions Pvt. Ltd., Ground Floor, Adj to commercial branch, Local Head Office campus, State Bank of India Bank Street, Koti, Hyderabad- 500095
Dear Sir,
Subject: Direct Manufacturers Authorization for the Installation
Name of Work: -
Wean established and reputable manufacturer of professional (Product) having Corporate / Registered office at
We hereby confirm and extend our full guarantee and warranty for 1 year as per standard service procedure for the products offered for supply by the above firm only against the invitation for bids dt and only duly authorize the said firm to act on our behalf in fulfilling any or all installation, technical support and maintenance obligation as required by the contract. Also undertake to carry out comprehensive AMC for at least 8 years after the defect liability period of one year and carry out software up gradation up to 8 years after the expiry of Defect Liability Period free of cost".
Yours faithfully,

Signature of Officer Authorized to sign this Document on behalf of the OEM.

for