PUBLIC TENDER NOTICE NO: PR/GS/EPABX/CAP/754 DATED 25TH JANUARY 2011

The Director, Indian Institute of Astrophysics invites Quotations/Bids from reputed firms for following specification. Hence the firm(s) interested in offering bids should have executed similar items/works.

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Description In Brief</th>
<th>Quantity</th>
<th>E.M.D (refundable)</th>
<th>Tender Fee (non-refundable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>EPABX-Fully Digital Server based ISDN VoIP EPABX System with initial Capacity &amp; expandable capacity. (As per specification in the Annexure –I)</td>
<td>01 No.</td>
<td>37,500/-</td>
<td>300/-</td>
</tr>
</tbody>
</table>

**Note:** The Tender documents with Specification details are available on IIA website [www.iiap.res.in/tenders.htm](http://www.iiap.res.in/tenders.htm). Hence the interested tenderers may at their option download the same from our website (as no hard copies of Tender documents is/are provided from this office) and submit their offer along with EMD (refundable) & Tender fee (non-refundable) prescribed therein, only in the form of Demand Draft drawn in favour of Director, IIA. However, your offer with bid should be superscribed in a envelope mentioning the tender notice no., Date of opening, and submit the Bid in a sealed envelope addressed in favour of Director, Indian Institute of Astrophysics, Bangalore – 560 034.

02. The firms who fulfill the following requirements shall be eligible to submit their bid. Joint ventures are not acceptable.

(a) Tendering Company shall be professionally managed and equipped with facility for the supply and maintenance of tendered items.

(b) The tenderers should have completed, in the last 3 financial years (i.e., current year and two previous financial years) at least one similar single work for a minimum value of Rs.15 lacs.
(c) The total contract amount received during the last 3 financial years, and the current financial year should be minimum of 150% of the above mentioned value. The tenderer should submit Audited Balance Sheet duly certified by the chartered accountant to this effect. They should also submit Bankers Solvency Certificate to a minimum of Rs.15 Lacs.

(d) The Private Body Contractor shall be required to produce the TDS Certificate indicating the Income Tax deducted by the client for the execution of similar items, completed individually of value not less than Rs.15 Lacs.

03. The Bid supported by the above information should be submitted in Sealed envelope duly superscribed with the name of work/item. The completed Bid will be received by this office **upto 15.00 Hrs. latest by 17th February 2011.**

04. If any information furnished by the tenderers is found incorrect at a later stage, the firm shall be liable to be debarred from tendering and taking up of work in IIA. The Institute reserves the right to verify the particulars furnished by the tenderers.

05. The interested tenderers may contact Mr.G.Srinivasulu (Ph.No.25530672, Ext: 216) to discuss Technical Clarification and Shri.Y.K.Raja Iyengar (Ph.No.25530672, Exten:244) for Commercial Clarification, if any, with prior permission on or before **10th February 2011,** before submitting bids.

06. The firms should submit the bid superscribed along with Tender fee of prescribed amount **upto 15.00 Hrs. Latest by 17th February 2011.** The Bids will be opened in presence of the bidders or their authorized representatives at **15.30 Hrs. on 17th February 2011.**

07. Incomplete bids are liable for rejection.

08. Late / delayed offer will not be considered.

09. IIA is not responsible for any delay / loss of documents in transit.

10. No bids will be considered if prescribed Tender Fee and EMD is not found with the bid.

11. The offer should be valid for a minimum period of 120 days from the date of opening of bid.

12. IIA reserves the right to reject any or all tenders without assigning any reasons.

**Administrative Officer**

**IIA, Bangalore-34**
M/s.

Dear Sirs,

The Director, Indian Institute of Astrophysics, Bangalore invites Sealed Tenders for the supply of Stores detailed in the Tender Form hereto annexed. The Tender Terms enclosed are also may be noted carefully. If you are in a position to quote for the supply in accordance with the requirement, please submit your quotation in the attached Tender Form also.

Your Tender must reach this office on or before the date and time indicated in the Tender Schedule.

Thanking you,

Yours faithfully,

P.Kumaresan
Admn. Officer

Encl: as above.
FROM:

TO

THE DIRECTOR,
Indian Institute of Astrophysics.,
Bangalore-560 034.

Sir,

I/We hereby offer to supply the stores indicated below at the price hereunder quoted and agree to hold this offer open till_________.
I/We shall be bound to supply the store hereby offered upon the issue of the Purchase Order communicating to the acceptance thereof on or before the expiry of the last mentioned date. You are at liberty to accept any one or more of the items of such stores. I/We not withstanding that the offer in this tender has not been accepted in whole, shall be bound to supply such items and such portion or portions of one or more of the items as may be specified in the said Purchase Order communicating the acceptance.

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Description of the item(s)</th>
<th>Quantity</th>
<th>Unit</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>EPABX - Fully digital Server based ISDN VoIP EPABX System with intital</td>
<td>01 No.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
capacity and expandable capacity.
(as per specification in the Annexure I)
Place at which the Delivery is required: At IIA, 2nd Block, Koramangala, Bangalore – 560034.

Date by which the supplies are required: Within 30 days from the date of receipt of Purchase order.

2. I/We have understood the items of the tender annexed to the invitation to this Public Tender and have thoroughly examined the specifications/drawing and/or pattern quoted or referred to herein and/are fully aware of the nature of the stores required and my/our offer is to supply the stores strictly in accordance with the requirements subject to the terms and conditions contained in the Purchase Order, if communicated on the acceptance of this tender either in whole or in part.

Date: 
Tenderer

Signature and seal of
ANNEXURE - I

CHECK LIST

(To be attached with the Technical Bid)

(1) Whether Product / Equipment Profile of the System attached ?
   YES      NO

(2) Whether Authorization Certificate for signing the Tender Doc. attached ?
    YES      NO

(6) Whether Certified Copy of last 3 Years Turn Over attached ?
    YES      NO

Signature of the Tenderer

With Seal & Date
## DETAILED SPECIFICATIONS/ TERMS AND CONDITIONS

<table>
<thead>
<tr>
<th>TENDER NUMBER</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name &amp; Address of the Party</td>
<td></td>
</tr>
<tr>
<td>Tender Document for</td>
<td>Supply, Installation, testing, Commissioning and Integration with the EPABXs existing at our field stations, of a <strong>Digital Server-based ISDN VOIP Compatible, EPABX System (Expandable)</strong> &amp; Accessories thereof.</td>
</tr>
<tr>
<td>Due on</td>
<td></td>
</tr>
<tr>
<td>To be opened on</td>
<td></td>
</tr>
<tr>
<td>Technical Bid</td>
<td>In Envelope: 1 Technical specifications &amp; check list</td>
</tr>
<tr>
<td>Financial Bid</td>
<td>In Envelope: 2 (Containing Quoted Rates in words &amp; figures and the Comprehensive Maintenance Charges after warranty Period. The Taxes Chargeable to be mentioned specifically</td>
</tr>
<tr>
<td>Envelopes 1 &amp; 2 together</td>
<td>In Envelope: 3 Super-scribed “TENDER FOR SUPPLY, INSTALLATION &amp; COMMISSIONING OF .............”</td>
</tr>
<tr>
<td>Signature of the Tenderer with Seal &amp; Date</td>
<td></td>
</tr>
<tr>
<td>SL.NO</td>
<td>DETAILS REQUIRED</td>
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<tr>
<td>-------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>1</td>
<td>Name of the Equipment</td>
</tr>
<tr>
<td>2</td>
<td>Name of the Manufacturing Concern</td>
</tr>
<tr>
<td>3</td>
<td>Address</td>
</tr>
<tr>
<td>4</td>
<td>Telephone Numbers</td>
</tr>
<tr>
<td>5</td>
<td>Fax Number</td>
</tr>
<tr>
<td>6</td>
<td>E Mail Address</td>
</tr>
<tr>
<td>7</td>
<td>Whether Manufacturer? (Certificate to be enclosed)</td>
</tr>
<tr>
<td>8</td>
<td>Whether Sole Distributor?(Authority Letter)</td>
</tr>
<tr>
<td>9</td>
<td>Status of the Product</td>
</tr>
<tr>
<td></td>
<td>(a) Indian</td>
</tr>
<tr>
<td></td>
<td>(b) Imported</td>
</tr>
<tr>
<td></td>
<td>(c) In Collaboration</td>
</tr>
<tr>
<td>10</td>
<td>Year from which this Model is in Market</td>
</tr>
<tr>
<td>11</td>
<td>Economic Life Span of the Equipment</td>
</tr>
<tr>
<td>12</td>
<td>System After Sales Service</td>
</tr>
<tr>
<td></td>
<td>(a) Dealer Network</td>
</tr>
<tr>
<td></td>
<td>(b) Company Service Outlet</td>
</tr>
<tr>
<td></td>
<td>(c) What is the strength of your Maintenance Team?</td>
</tr>
<tr>
<td></td>
<td>(d) What will be the Minimum Time for report in case a fault is reported?</td>
</tr>
<tr>
<td>13</td>
<td>Have you attached the Performance Certificate from Minimum 3 Users?</td>
</tr>
<tr>
<td></td>
<td>The enclosed Certificates must indicate the Address, Telephone Number &amp; Fax of the User</td>
</tr>
<tr>
<td>14</td>
<td>Have You attached the Technical Specification, Catalogue, Operating/Service Manual?</td>
</tr>
<tr>
<td>15</td>
<td>Certificate that the minimum specifications are available as per Annexure “A” in the Model quoted?</td>
</tr>
<tr>
<td>16</td>
<td>Have you attached TEC Certificate for the Model being Quoted?</td>
</tr>
</tbody>
</table>

**SIGNATURE OF THE TENDERER**
DESCRIPTION AND SPECIFICATIONS OF
TELECOMMUNICATION EQUIPMENT & ACCESSORIES
THEREOF

(A) Telecommunication Equipment

<table>
<thead>
<tr>
<th>SL. No.</th>
<th>Name of the Item</th>
<th>Minimum Specifications (See broader spec. also)</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Digital(I P Compatible) EPABX Based on true IP Communication Server Architecture ( TEC / DOT approved ) Configured for: 16 Analogue Trunks (CLIP) 01 ISDN PRI 08 Digital Extensions 384 Analogue Extensions(CLIP) 01 Digital Operator Console Inbuilt VRS/Voice Mail/Auto Attendant In built Driver for Extl. P.A. System and external music ports System Rack &amp; Krone MDF Call billing software 150 Analog instruments</td>
<td>- System should support the latest features - Should have minimum at least 512 Ports - Should have CLIP facility on all Analogue Extensions - Should have CLIP facility on Analogue Trunks - ASMDE With Software - Should operate with UPS System (230VAC) - Should support the latest Hotel features for barring</td>
<td>One System</td>
</tr>
</tbody>
</table>

ACCESSORIES

<table>
<thead>
<tr>
<th>SL. No.</th>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cost of 8/32 Line Analogue Extension Card</td>
<td>Each</td>
</tr>
<tr>
<td>2</td>
<td>Cost of ISDN PRI Card</td>
<td>Each</td>
</tr>
<tr>
<td>3</td>
<td>Cost of 8 Line Digital Extension Card</td>
<td>Each</td>
</tr>
<tr>
<td>4</td>
<td>Cost of 8 Line Analog trunk</td>
<td>Each</td>
</tr>
<tr>
<td>card</td>
<td>Cost of Digital Phone Instrument (Basic)</td>
<td>Each</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>5</td>
<td>Installation/commissioning etc</td>
<td></td>
</tr>
</tbody>
</table>

**Telecommunication Equipment Broader Specifications**

*(Digital Server-based ISDN VOIP Compatible, EPABX System (Expandable) & Accessories)*

**Technical specifications:**

1. The exchange should be based on true IP communication server architecture. Legacy PCM / TDM, SPC based systems are not acceptable.

2. The server should be 19” rack mountable latest industry standard server processor-based architecture. It should be a true IP based communication server supporting IP, Digital and Analog extensions and trunks.

3. The operating system of the server should be stable and should not be affected by viruses etc.

4. The server should support peer-to-peer connection to the IP network.

5. The following call scenarios should not use any IP bandwidth on the LAN network deployed:
   a. Calls between Legacy Terminals, Analog, Digital Extensions
   b. Calls between Legacy Trunks, Analog, PRIs.
   c. Calls between Legacy Terminals and Legacy Trunks.

6. Modularity of the each Legacy extension and trunk cards should be 8 / 16 / 32 port maximum per card with universal slot architecture.

7. Maintenance and configuration of the server should be possible from digital / IP extension, PC based software on LAN and Web-based.

8. The server should have built-in SIP server.

9. Server should support at least **512 ports** in standalone configuration (Tie line of multiple systems not allowed) and should support a maximum of 4 PRIs.
10. The server should have in-skin auto attendant (100 recordable messages) to provide welcome message to 16 callers simultaneously and voice mail facility to all users. PC based and card based (occupying slots) auto attendant and voicemail not allowed.

11. Server configuration on PC should be GUI based and not tedious command based.

12. Server should support remote unit over IP with minimum of 16 Remote units.

13. SMDR output shall be available in serial port and LAN.

14. The server should support PRI, BRI (S bus & T bus), and SIP trunk (Public carrier and private network) and also to support third party SIP terminals.

15. Should support a built in paging and MOH interface.

2.0 General features of Server system:

1. The EPABX system should be suitable for flexible numbering scheme.

2. Caller ID information for both internal and external calls should be available to all analog, digital, IP and SIP phone users through Analog Trunks, PRI and SIP trunks.

3. System should have abbreviated dialing (2000 entries) feature configurable for department based and individual user basis.

4. System should have boss – secretary calling feature.

5. Call back features.

6. Call forwarding internal and external.

7. Caller id based call routing.

8. Should have, built in 2 groups of 32 party conference circuit used for meet me conference, configurable for 4 X 8 parties / 2 X 16 parties / 1 X 32 parties.

9. System should have dial by name features for digital phones.

10. System should have 4 levels of Do not disturb feature.

12. System should generate howler tone for off hook state phones.

13. System should have facility of sending return messages to operator & to digital phone users.
14. System should have set relocation feature to swap two extensions by access codes.

15. System should have the facility for the users to set timed reminder.

16. Should have voice guidance facility.

17. Should support interface of third party SIP phones.

18. Should support Unified messaging in-skin and not external. It must have a minimum of 125 hrs recording.

19. Should have forced trunk disconnect for terminating existing call.

20. Should have long conversation cut-off for incoming and outgoing calls for selective users.

21. All IP phones should support open XML interface.

**3.0 Trunk interfaces for the system:**

The trunk ports can be combinations of ISDN BRI, ISDN PRI, CO, E&M and IP trunking.

The telephone server shall support following trunk interfaces / protocols:

1. Analog PSTN trunk: The system should have analog PSTN trunk interface to connect normal CO lines for making and receiving calls.

2. Analog or digital tie trunk: The system shall be able to provide analog 4 wire / 2 wire E&M tie trunk interface cards to support the private networking. The system should support all types, type I - type V signaling.

3. ISDN PRI : The system shall be able to provide maximum of 4 ISDN PRI trunk.

4. SIP trunks: The server shall have the integrated SIP trunk interface that based on internet protocol ( IP ) technology to provide a lower cost of usage by transmitting voice and fax over corporate intranet, or private local area network ( LAN ). Routing certain direct, point to point communication over IP network.

**4.0 Maintenance:**

1. Configuration should be possible through any designated digital phones.

2. Configuration should be possible through PC based GUI software application.
3. It should be possible to connect PC through LAN / Serial port / built in Modem.

4. Configuration should also be possible through Web-based URL.

5. PC programming should be password protected.

6. Should be able to schedule system data backup.

7. Should be able to collect system information, fault display and able to reset the system from PC maintenance console if required.

8. Should be able to read system configuration, card information and detailed port status and to be presented in HTML format.

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**TERMS AND CONDITIONS OF CONTRACT**

1. **DEFINITIONS**:

   a.) The terms 'Purchaser' shall mean the Director, Indian Institute of Astrophysics, Bangalore -560 034.

   b.) The term 'Contractor' shall mean, the person, firm or company with whom or with which the order of stores is placed and shall be deemed to include the Contractor’s successors, representative, heirs, executors and administrators unless excluded by the contract.

   c.) The 'Stores' shall mean that contractor agrees to supply under the contract as specified in the Purchase Order including erection Plants and machinery and subsequent testing, should such as condition be included in the Purchase Order.

   d.) The terms 'Purchase Order' shall mean the communication signed on behalf of the Purchaser by an Officer duly authorized intimating the acceptance on behalf the Purchaser on the terms and conditions mentioned or referred to in the said communications accepting the tender or offer of the
contractor for supply of stores or plant, machinery or equipment or part thereof.

2. **PRICES**:

Tenders, offering firm prices will be preferred, where a price variation clause is insisted upon by a tenderer, quotations with a reasonable ceiling should be submitted. Such offers should variably be supported by the base price taken into account at the time of tendering and also the formula for any such variations.

3. **DUTY EXEMPTION**:

(a.) Excise duty exemption certificate will be provided if considered against the categories of items tendered, under the Govt. of India Notification No. 10/97 valid till 2011.

4. **SECURITY DEPOSIT**:

On acceptance of Tender, the Contractor shall, at the option of the Purchaser and within the period specified by him deposit with him in cash or any other form as the Purchaser may determine, Security deposit not exceeding ten percent of the value of the contract as the Purchaser shall specify. If the contractor is called upon by the purchaser to deposit 'Security' and the contractor fails to provide the security within the period specified, such failure shall constitute a breach of the contract and purchase shall be entitled to make other arrangements for the re-purchase of the stored contracted for at the risk of contractor in terms of sub-clause (ii) and (iii) of clause 10 (b) hereof and/or to recover from the contractor damages arising from such cancellation.

5. **GUARANTEE AND REPLACEMENT**:

a.) The contractor shall guarantee that the stores supplied shall comply fully with the specifications laid down, for material workmanship and performance.

b.) For a period of (12) twelve months or more according to the company after the acceptance of the stores, if any defects are discovered therein or any defects therein found to have developed under proper use arising from faulty stores, design or workmanship, contractor shall remedy such defects at
his own cost provided he is called upon to do so within a period of 14 months from the date of acceptance thereof by the purchaser who shall state in writing in what respect the store or any part thereof are faulty.

c.) If in the opinion of the purchaser, it becomes necessary to replace or renew any defective stores such replacement or renewal shall be made by the Contractor free of all costs to the purchaser provided the notice informing the contractor of the defect is given by the purchaser in this regard within the said 14 months from the date of acceptance thereof.

d.) Should the contractor fail to rectify the defects, the purchaser shall have the right to reject or replace at the cost of the contractor the whole or any portion of the defective stores.

e.) The decision of the purchaser, notwithstanding any prior approval of acceptance or inspection thereof on behalf of the purchaser, as to whether or not the stored supplied by the contractor are defective or any defects has developed within the said period of 12 months or as to whether the nature of the defectives required renewal or replacement shall be final, conclusive and binding on the contractor.

f.) To fulfill guarantee conditions outlined in Clause 5(a) to (d) above, the contractor shall, at the option of the purchaser, furnish a Bank Guarantee (as prescribed by the purchaser) from a Bank approved by the purchaser for an amount equivalent to 10% of the value of the contract along with first shipment documents. On the performance and completion of the contract in all respects, the Bank Guarantee will be returned to the contractor without any interest.

g.) All the replacement stores shall also be guaranteed for a period of 12 months from the date of arrival of stores at Purchaser's site.

h.) Even while the 12 months guarantee applied to all stores in case where a greater period is called forth by our specifications then such a specification shall apply; in such cases the period of 14 months referred to in Para 5(b) and (c) shall be
'asked for' guarantee period plus two months.

6. **PACKAGING, FORWARDING AND INSURANCE** :

The Contractor will be held responsible for the stores being sufficiently and properly packed for transport by rail, road, sea or air, to withstand transit hazards and ensure safe arrival at the destination. The packing and marking of packing shall be done by and at the expenses of the contractor. The Purchaser will not pay separately for transit insurance, all risks in transit being exclusively of the contractor and the Purchaser shall pay only for such stores as are actually received in good condition, in accordance with contract.

7. **TEST CERTIFICATE** :

Wherever required Test Certificate should be sent along with the relevant dispatch documents.

8. **ACCEPTANCE OF STORES** :

a) The Stores shall be tendered by the contractor for inspection at such places as may be specified by the purchaser at the Contractor's own risk, expenses and cost.

b) It is expressly agreed that the acceptance of stores, contracted for is subject to final approval by the Purchaser, whose decision shall be final.

c) If, in the opinion of the Purchaser all or any of the stores that do not meet the performance or quality requirements specified in the Purchase Order, they may be either rejected or accepted at the price to be fixed by the purchaser and his decision as to rejection and the prices to be fixed shall be final and binding on the contractor.

d) If the whole or any part of the store supplied are rejected in accordance with Clause No.8(c) above, the Purchaser shall be at the liberty, with or without notice to the Contractor, to purchase in the open market at the expenses of the Contractor, stores meeting the necessary performance and quality contracted for in place of these rejected, provided that either the purchase,
or the agreement to purchase, from another supplier is made within six months from the date of rejection of the stores as aforesaid.

9. REJECTION OF STORES:

Rejected stores will remain at the destination at the Contractor’s risk and responsibility, if instructions for their disposal are not received from the Contractor within a period of 14 days from the date of receipt of the advice or rejection, the Purchaser or his representative has, at his discretion the right to scrap or seal or consign the rejected stores to the Contractor’s address at the Contractor’s entire risk and expense, freight being payable by the Contractor at accruals.

10. DELIVERY PERIOD:

a.) The delivery period of the stores stipulated in the purchase order shall be deemed to be the essence of the Contract, and delivery must be completed on or before the specified dates/period.

b.) Should the Contractor fails to deliver the stores or any consignment thereof within the period prescribed for such delivery, the Purchaser shall be entitled at his option either.

   i) to recover from the Contractor as agreed liquidated damages and not by way of penalty, a sum of 2% of the price of any stores which the contractor has failed to deliver as aforesaid for each month or part of a month, during which the delivery of such stores may in arrears, or

   ii) to purchase elsewhere, without notice to the Contractor on the account and at the risk of the contractor, the stores not delivered or others of similar description (where other exactly complying with the particulars are not, in the opinion of the purchaser readily procurable, such opinion being final) without canceling the Contract in respect of the consignment(s) not yet due for delivery or,

   to cancel the contract or a portion thereof, and, if so desired to purchase or authorize the purchase of stores not so delivered or others of similar description (where other exactly complying with the particulars are not, in the opinion of the
purchaser readily procurable, such opinion final) at the risk and cost of the Contractor.

In the event of action being taken under sub-clause (ii) and (iii) of clause 10 above, the Contractor shall be liable for any loss which the Purchaser may sustain on that account, provided that the re-purchase, or if there is an agreement to re-provide shall made within (6) six months from the date of such failure. But the Contractor shall not be entitled to any gain on such re-purchase made against default. It shall not be necessary for the purchaser to serve a notice of such re-purchase on the defaulting Contractor. This right shall without prejudice to the right of the purchase to recover damages for breach of contract by the Contractor.

11. EXTENSION OF DELIVERY TIME:

As soon as it is apparent that Contractor delivery period/dates cannot be adhered to, an application shall be sent by the Contractor to the Purchaser. If failure, on the part of the Contractor to deliver the stores in proper time shall have arisen from any cause which the Purchaser may admit as reasonable ground for an extension of the time (and his decision shall be final he may allow such additional time as he considers it to be justified by the circumstances of the case without prejudice to the Purchaser's rights to recover liquidated damages under clause 10(i)(ii) and (iii).

12. PAYMENT:

Contractor's bill will be passed only after the stores have been receive, inspected and accepted by the Purchaser for payment

13. RECOVERY OF SUMS DUE:

Whenever there is breach of contract whether liquidated or not, money arising out of or under this contract against the contract, the Purchaser shall be entitled to recover such sum by appropriating, in part or whole, the security deposited by the Contractor, if a Security is taken against the contract. In the event of the Security being insufficient or if no
security has been taken from the Contractor, then the balance or the total sum recoverable as the case may be shall be deducted from any sum then due or which at any time thereafter may become due to the contractor under this or any other contract with the Purchaser. Should this sum be not sufficient to cover the full amount recoverable, the Contractor shall pay to the Purchaser on demand the remaining balance due. Similarly, if the purchaser has or makes any claims, whether liquidated or not, against the Contractor under any other contract with the purchaser, the payment of all money payable under the contract to the Contractor including the Security Deposit shall be withheld till such claims of the Purchaser are finally adjudicated upon and paid by the Contractor.

14. **INDEMNITY**:

    The Contractor shall warrant and be deemed to have warranted that all stores supplied against this contact are free and clean of infringement of any patent, copy right or trade mark, and shall at all time indemnify the purchaser against all claims which may be made in respect of the stores for infringement of any right protected by patent, registration of design or trade mark and shall take all risk of accidents of damage which may cause a failure of the supply from whatever cause arising and the entire responsibility for sufficiency of all the means used by him for the fulfillment of contract.

15. **ARBITRATION**:

    In the event of any question, dispute or difference arising under these conditions contained in the purchase order in connection with this contract, (except as to any matters the decision of which is specially provided for by these conditions), the same shall be referred to the sole arbitration of the Head of the Institution or of some other person appointed by him. It will be no objection that the arbitrator is a Government Servant, that he has to deal with matter to which the Contract relates or that in the course of his duties as Government Servant he has expressed views on all or any of the matters in dispute binding on the parties of this Contract.

(a) **IT IS TERMS OF THIS CONTRACT**:
If the Arbitrator be the Head of the Institution,

   i) in the event of his being transferred or vacating his office by resignation or otherwise, it shall be lawful for his successor-in-office either to proceed with the reference himself, or to appoint another person as arbitrator, or,

   ii) in the event of his being unwilling or unable to act for any reason, it shall be lawful for the Head of the Institution, to appoint another person as arbitrator or,

(b) If the Arbitrator be a Person appointed by the Head of the Institution:-

In the event of his death, neglecting or refusing to act, or resigning or being unable to act for any reason, it shall be lawful for the Institution either to proceed with reference himself or to appoint another person as arbitrator in place of the outgoing arbitrator. Subject as aforesaid the Arbitration Act, 1940 and the rules there under and any statutory modifications thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this clause. The Arbitrator shall have the power to extend with the consent of the Purchaser and the Contractor the time for making a publishing the award. The venue of Arbitration shall be the place as the Purchaser. In his absolute discretion may determine. Work under the contract shall if reasonably possible, continue during Arbitration proceedings.

16. **COUNTER TERMS AND CONDITIONS OF SUPPLIERS** :

Where Counter Terms and Conditions/printed or cyclostyled conditions have been offered by the Supplier, the same shall not be deemed to have been accepted by the Purchaser, unless specific written acceptance thereof is obtained.

17. **SECURITY FOR PURCHASER’S MATERIAL(S)** :

Successful Tenderer will have to furnish in the form of a Bank Guarantee or any other form as called for by the Purchaser towards adequate security for the materials/property for the due execution of the Contract.