



**ASSAM PETRO-CHEMICALS LTD, NAMRUP
P.O. PARBATPUR – 786 623
DIST. – DIBRUGARH**

No. APL/EDP/AMC/2021-22

Dated : 10th Jan 2022

Due Date & Time : 31/01/2022 at 2.00 P.M.

Opening of Bids & Time : 31/01/2022 at 2.30 P.M.

General Instructions to the Bidder:

1. Assam Petro-chemicals Limited(APL) invites sealed quotations from approved short-listed contractors in two parts, Part-I (Technical Bid) & Part-II (Commercial Bid) restricted tender system for execution of the under mentioned job.

Name of work	Earnest Money
Comprehensive Annual Maintenance contract of Computer/Laptop/Printer/UPS/LAN etc at APL Namrup for 2+1 years	Rs.10000/-

2. Completed Bid Documents should be placed under a two seal cover and submitted at the office of the Deputy General Manager(F&A),APL,Namrup,P.O.Parbatpur-786623,Dist.Dibrugarh,Assam along with the requisite Earnest Money Deposit(EMD) in the form of Demand Draft/Bankers Cheque in favour of Assam Petro-chemicals Limited payable at Namrup. The Demand Draft/Bankers Cheque in respect of EMD should be placed inside the envelope containing the Technical Bid Document. Name of the work and Technical/Price Bid should be super-scribed on top of the envelope as **“Technical Bid for Comprehensive Annual Maintenance contract of computer/Printer/UPS/LAN etc at APL Namrup”** and **“Commercial Bid for Comprehensive Annual Maintenance contract of computer/Printer/UPS/LAN etc at APL Namrup”**.

3. Bids are to be submitted latest by 2.00 PM on 31/01/22. Bids shall be opened on the same day i.e. on 31/01/22 at 2.30 PM at the office chamber of DGM(F&A).

NOTICE INVITING TENDER

Subject: Comprehensive Annual Maintenance Contract (CAMC) of computer/Laptop/printers/UPS,LAN etc at APL for 2+1 Years .

Separate Sealed quotations of Technical and Commercial Bids are invited for the Comprehensive Annual Maintenance Contract for computer/Server/printer/ups and networking hardware's and accessories installed in Assam Petro-Chemicals Limited ,Namrup .

Nature of Work: Onsite Annual Maintenance Contract (AMC) of Computer Hardware of heterogeneous makes/models, Servers, Computer systems, Laptops, Printers, Scanners, Active Lan Component etc. and Computer Operating Systems & Software.

Place of Work: The place of work will be at Assam Petro-Chemicals Limited ,Namrup .

Bid Security: An Earnest Money Deposit (EMD) of Rs. 10000/- (Rupees Ten thousand only) through a Banker Cheque/Demand Draft on any scheduled bank in Namrup drawn in favour of DGM(F & A), Assam Petro-Chemicals Limited, Namrup must accompany the quotation letter. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand. The EMD of successful bidder shall be retained as security deposit. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.

Time Allowed: Two years contract from award of contract , extendable for another one year on receipt of yearly satisfactory performance report duly certified by the IT Section, Namrup.

The general scope of work includes.

- a) The maintenance support includes operating system support , corrective and preventive maintenance .
- b) The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM) except replacement of exhausted battery of UPS, Printer head and cartridges for printers.
- c) Upkeep and maintenance of the hardware installed.
- d) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- e) Repair to be carried out at the location of the equipment.
- f) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- g) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- h) General help in systems reconfiguration, system software problems, optimization set up, partitioning, formatting, interconnections, backup of data, internet setup in desktops, troubleshooting of browsers. Defining a Backup & disaster recovery strategy & taking scheduled backups. Customization of hardware and software etc.
- i) Any other maintenance work to be undertaken related to the computer/IT peripherals/Lan including laying and Crimping network cables
- j) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- k) The vendor should have an office in Dibrugarh / Tinsukia/Guwahati preferable in Namrup.

- l)** The bidder should have adequate technical staff in nearby APL Office with expertise, certifications for dealing in Windows server (2000 and above) operating systems, Linux/UNIX Servers operating systems, Windows desktop operating systems .
 - m)** Stickers with SI No should paste in all Asset with sl no ,asset number, IT firm name , and phone numbers of support Engineers.
 - n)** The bidder should have Repair Centre at nearby Namrup or in Assam duly equipped with adequate technical staff and equipment for repair work so as to ensure at least 99% uptime for servers and 98% uptime for PCs & peripherals. One Engineer of Repairing centre is also be suppose to be visit quarterly basis for smooth repairing of spare parts.
- 2.** Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e Technical Bid (Annexure-A) and Financial Bid (Annexure-B)
- 3.** The list of computers, printers, UPSs, networking hardwares etc. is attached as Annexure-B. The estimated quantity shall be subject to variation. However irrespective of any variation in quantity of individual items, the rate shall remain unaltered. APL will not be liable to pay any additional expenses like taxes/duties and penalties. APL will not be liable to pay any charges related to transportation of faulty components / systems or stand by systems etc. between contractor's workplace and APL office. New equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. APL reserves the rights to add/remove any item from AMC during the contract period.
- 4.** The Technical and financial terms and conditions of AMC shall be as follows:
- (i)** The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies under companies Act 1956. Last Three year ITR of company is required.
 - (ii)** The firm/company should be in existence for over 5 years in the trade as on 31.3.2021 and average annual financial turnover from similar job during the last 3 years, ending 31st March of the previous financial year, should be at least 50% of the estimate cost.
 - (iii)** The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Assam of maintaining not less than 50 computers per year in each Department/PSU. Necessary papers must accompany the technical bid. The company should furnish its Downtime Statement of previous maintenance work in a Govt. office in Assam for the last three years.
 - (iv)** The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.
 - (v)** The firm/company also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 50 or more computers connected in LAN under RHEL/Window environment for two years. A performance Certificate to this effect from at least on Govt. Deptt/Public Sector Undertaking shall be furnished.
 - (vi)** The firm/company applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of GST, income tax and any other tax applicable.

- (vii) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- (viii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the Registrar, APL are conveyed, the original specification/characteristics/features shall not be changed.
- (ix) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, GST number, etc.
- (x) The firm/company The Bidder should not have been black listed / debarred at the time of submission of Tender by Government of India or Central PSU / PSE.
- (xi) The Bidder having minimum 10 (ten) qualified and experienced service executives with qualification of MSCE / CCNA / Diploma Engineer / Bachelor of Engineering on their Company payroll across the state of Assam, will be given additional preference . List of expertise engineer must be furnished along with deployed location with the Technical Bid.
- (xii) The successful bidder has to be submit a cost justification in favor of its quote for providing satisfactory service to the committee
- (xiii) The bidder is advised to visit the site before for preparing the bid and entering into a contract for construction of the Works at own cost.
- (xiv) The bid shall remain valid for 120 days from the last date of submission of bids. If any bidder withdraws his tender before the said period shall, without prejudice to any other right or remedy, will forfeit the Bid Security absolutely

5. The other terms and conditions for awarding the AMC shall be as under:

- (i) The vendor will provide three qualified resident engineers (at least two Diploma Engineer in Computer Science and Engg) with experience of at least three years in windows software and linux software and maintaining computer equipments in Govt/PSU Sector. However, additional one resident service engineer may be deployed if APL required. The Service engineers are to be deployed at APL site on all the working days from 8.00 AM to 4.30 PM for attending and redress of complaints .The engineer shall also be available on holidays as per requirement of APL if needed. The engineer shall be equipped with mobile phones to ensure their availability. The office time are to be strictly maintain if necessary some electronic media may be engage in this regards .
- (ii) The vendor will provide insurance cover to its service engineers . The service engineer or their legal heirs shall not claim any insurance/job benefit from the APL in case service engineer suffer any loss or damage to their life or person or property while working in the APL premises.
- (iii) The vendor should be pay minimum wage (Central / State wages act) of as per labor law and their PF & ESI/ Medi claim no. has to be provided to its Service engineers. All relevant documents of service engineers like payslip, PF, ESI, Medi claim are to be submitted quarterly basis along with AMC bill.
- (iv) For availing of any kind of leave by the service engineer , the suitable substitute support engineer are to be provided at site and the same are to be informed officially at concerned department. Penalty shall also be levied for the absence of resident engineer/leave without providing suitable substitute at the rate of Rs.500 per day per Engineer.

- (v) The initial period of contract will be for two year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the APL, based on the performance of the service provider.
- (vi) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal , special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside and checking of voltage and other parameters will be carried out on quarterly basis. A Preventive Maintenance Report/logbooks are to be submitted quarterly basis for the release of AMC payment after duly signed by the end user and service engineer .
- (vii) The service engineers would take up any reported fault with one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- (viii) If the firm fails to carry out repairs within 24 hours, to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. A call sheet duly signed by user and should be submitted to the computer section after successfully attending the call. A call sheet are to be submitted quarterly basis for the release of AMC payment after duly signed by the end user and service engineer .
- (ix) The successful bidder shall provide necessary support for maintaining virus free computer environment for in the APL and help in upgrading the Software's/Virus Detection mechanism. The successful bidder shall also be provide installation/configuration of all software's provided by Company I like Antivirus, software patches, MS office, Acrobat, Java patches, Browser configuration etc.
- (x) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- (xi) An Earnest Money Deposit (EMD) of Rs. 10000/-(Rupees Ten thousand only) through a Banker Cheque/Demand Draft on any scheduled bank in Namrup drawn in favour of DGM(F & A), Assam Petro-chemicals Limited , Namrup must accompany the quotation letter. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand. The EMD of successful bidder shall be retained as Security deposit. Moreover, the successful tenderer shall submit additional Performance bank guarantee(S.D.) equivalent to 10% of contract value while awarding the contract for the fulfillment of performance of the terms and condition of the contract. All security deposits will be refundable after successful completion of the contract to the adjustment of dues against the contractors.
- (xii) It may also be noted that in case of contactor backing out in mid terms without any explicit consent of APL, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by APL on maintenance of machines for the balance period of contract through alternative means.
- (xiii) The above act of backing out would be automatically debar the firm from any further dealing with APL and EMD/performance guarantee amount would also be forfeited.

- (xiv) No advance payment in any case would be made. The vendor shall submit GST invoices for payment of quarterly maintenance charges at IT Department. However, the quarterly payment would be made after deducting penalty, on pro-rata basis on satisfactorily rendering of service and submission of following documents
- The details of replacement/repairmen of parts including SI No, Date, location, asset no etc are to be listed out and same has to be submitted quarterly basis after duly signed by the end user/service engineer. .
 - All relevant documents of service engineers like pay slip, PF, ESI, Medi claim are to be submitted quarterly basis.
 - All Asset reports including consumable and non consumable are to be submitted quarterly basis after duly signed by the service engineer.
 - Asset Movement register are to be submitted quarterly basis after duly signed by the service engineer
 - Engineers attendance reports are to be submitted quarterly basis after duly signed by the Vendors.
 - Call sheet are to be submitted quarterly basis after duly signed by the service engineer/end users.
 - Preventive maintenance report are to be submitted quarterly basis after duly signed by the service engineer/end users.
 - The asset under AMC, stickers along with SL No should be updated quarterly basis. Any missing in SI No or sticker, are to be recorded and be submitted quarterly basis after duly signed by the service engineer.

Taxes shall be paid extra as applicable

- (xv) APL shall be entitled to deduct Income Tax at source in accordance with the provisions of Income Tax Act as applicable from time to time
- (xvi) Site facilities to the contractor and the charges are deductible . APL will not provide any local conveyance and boarding & lodging at Namrup Site office. Hence, **the Bidder should arrange necessary accommodation for providing 24 x 7 service from deployed Support Engineers at their own cost nearby Namrup Site office.**
- (xvii) Any loss of APL property or articles and or materials supplied by the APL (if any) to the contractor shall be recovered at the replacement price of the materials/goods from the contractors bills.
- (xviii) The vendor will arrange to provide additional senior engineer for resolving any critical and pending issues ,if required.
- (xix) The successful bidder has to submit a cost justification in favor of its quote for providing satisfactory services to the committee.
6. The interested firm may submit sealed envelopes for “Technical Bid” and “Financial Bid” in a sealed cover super scribed “Quotation for AMC of computer, printer, ups and networking hardwars and related accessories” addressed to FA(F&A), Assam Petrochemicals Limited ,Namrup latest by 2.00 PM on 31/01/2022.
7. The bidder may at its own discretion can examine the site of works and its surrounding and obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into the contract. Claims of any kind due to variation or ignorance of site conditions and environmental conditions will not be eligible in any circumstances.
8. Late submission of tenders will not be accepted. Tenders by “Telex/Telegram/Fax/E-mail” will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as reason for exception.

9. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. APL reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
10. The rates quoted should be Net off (exclusive GST) and no discount or free services/offers quoted will be considered. The rate should be quoted per piece of each item of hardware and LAN separately. This is to facilitate addition or removal of equipments from the list covered under the contract. For comparing quotation of different parties the total of annual value will be considered for a fixed number of equipment and LAN taken together.
11. The tender is not transferable.
12. APL reserves the right to amend / withdraw any of the terms and conditions contained in the Tender Document or to reject any or all the bids without giving any notice or assigning any reason thereof. The decision of the APL in this regard shall be final.
13. APL reserves the right not to execute the work at all or to split the work between two or more bidder, if necessary. Such a step not constitute a breach of the contract.
14. It will not be open for the contractor to refuse maintenance of any equipment which on the date of entering in contract is in working condition and is not more than six years old. Equipment which are more than six years old may be brought under contract by mutual agreement.
15. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment. So contractor is to maintain ready stock of minimum 10% spare parts.
16. The Contract shall be governed by and construed in accordance with the laws of India as well as the state of Assam and the courts at Dibrugarh , Assam shall have exclusive jurisdiction over all Disputes arising under or in connection with the Contract .Initially , in case of any dispute or any difference arising at any time between the APL and the Vendor , the same shall be resolved by mutual discussion. In case of any dispute or any difference, if not resolved, the settlement will be made in the Courts of Dibrugarh.
17. The quotations of Technical and Commercial Bids are to be in duly sealed covers and super-scribed as "Quotation for AMC of Computer Hardware, Software and Peripherals – Technical Bid " and "Quotation for AMC of Computer Hardware, Software and Peripherals –Commercial Bid " respectively.
18. All the pages of the tender document should be **sealed and signed by the bidder/tendered as a token of acceptance of all the terms and conditions.**
19. The bidder shall indicate the total quoted price both in figures as well as in words in the format for submitting the prices. Where there is a discrepancy between rates quoted in figures and in words, the rates quoted in words shall prevail. Where there is a discrepancy between the unit rates and the amount entered , the unit rate shall govern for evaluating the correct amount. Rates and prices shall be written only in the schedule of Quantities and Rates and not given in any other format will be rejected and Bidder will be disqualify.
20. Bids will be evaluated based on Technically and then lowest value satisfying all eligibility criteria.
21. It shall also be the responsibility of the contractor to handover back to this office all the equipments under contract in working condition at the end of this contract period.

22. The selected bidder will be required to sign an AMC agreement and the applicable stamp duty will be borne by the vendor given in ANNEXURE-C. The AMC agreement will have to be signed within a week from the date of issue of order by the APL.
23. **FORCE MAJEURE:** The vendor shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay results from any of the following: - "Act of God, refusal of permissions or other Government Act, Fire, Explosion, Accident, industrial dispute and the like which renders it impossible or impracticable for the vendor to fulfill its obligations under the contract or any other cause/circumstances of whatsoever nature beyond vendor's control".
24. **TERMINATION CLAUSE:**
- a) Prior to Company invoking any of its rights under clause (b) and (c) below, the PARTIES shall meet and discuss any outstanding of the other PARTY'S position. All efforts shall be made by the PARTIES to reach an equitable and amicable solution to such issue or dispute.
- b) Owner may by written notice to Contractor, terminate Contract whenever Owner deems such termination to be in its best interests. Upon such termination the provisions of clause (e) below shall be applicable.
- c) If Contractor shall neglect to execute WORK with due diligence or expedition, or shall refuse or neglect to comply with any reasonable order given to it in writing by Owner in connection with WORK, or shall contravene any of the provisions of the Contract, Owner may give notice in writing to Contractor calling upon it to make good the failure, neglect or contravention complained of, within a period of 15 (fifteen) days. In Contractor's default of compliance with any such notice, Owner may without prejudice to its rights rescind or terminate Contract.
- d) On termination by Owner under clause (c) above, Owner may carry out all remaining WORK either by itself or through its agents or may re-contract to any person or Firm/Company to execute the same. Owner has the right to giving notice in writing of its intention of doing so to Contractor.
- e) Payment of compensation for the works performed till the date of termination will be decided at the time of termination.
25. Covid -19 protocols are strictly to followed by entire process as well as during contract period by contract awarded vendors
26. For clarification Relating to Bid/Site visit the bidder may contact following person.

Hemonta Dutta, Dy.Manager (System)
Pranab Borboruah, Dy.Manager(System)
e-mail : admin_apl@[assampetrochemicals.co.in](mailto:admin_apl@assampetrochemicals.co.in)
Phone: 0374-2500246 extn. 579
: 09954420079/9435132456 (Mob)

Sd/-
DGM(F&A)

TECHNICAL BID**ANNEXURE-A**

1	Name of firm		
2	Address of Firm		
3	Registration No.		
4	Year of Incorporation (Photocopy of Certificate of Incorporation must be attached)		
5	Legal Status	Public Ltd. Co/Private Ltd. Co./ Partnership firm etc	
6	Name of the authorized signatory		
7	Specimen Signature of the Authrized signatory.		
8	Telephone Number of the authorized signatory and other Telephone Number of the firm.		
9	Whether the firm had enclosed EMD. If "Yes: then DD/Pay order no.		
10	Details of the Government Ministries/Department/Organization/PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y 2018-19, 2019-20, 2020-21. Copies of work orders in which they have been given AMC of at least 100 computers in one single order in any Govt/Min./Deptt./Org. is to be enclosed.	Year	
		2020-21	
		2019-20	
		2018-19	
11	Annual Turnover F.Y 2018-19, 2019-20, 2020-21.	2020-21	
		2019-20	
		2018-19	
12	Whether proof/copies of work order on items at S. No. 8 enclose (Yes/No)		
13	List of copies of documents enclosed.		

SEAL OF TENDERERSIGNATURE OF TENDERER

Note: Enclose copies of balance sheet and profit & loss a/c for the last three financial years, certificates of registration with Service Tax, VAT & Income Tax authorities, I/Tax returns for the last three financial years and Authorized dealership certificate of the brand, Product Catalogue, price list, NOC from Manufacturer / dealer / distributor for participating in the bid.

Details of Service Engineers**ANNEXURE-A**

Sl No	Name	Technical Qualification	Area of Specialization	Experience in Computer Maintenance	Date of Joining in the firm
1					
2					
3					
4					

SEAL OF TENDERERSIGNATURE OF TENDERER

FINANCIAL BID

ANNEXURE-B

Assam Petro-chemicals Limited

Work:- **Comprehensive Annual Maintenance contract of Computer/Printer/UPS/ Lan etc at APL Namrup for 2+1 years**

Bill of Quantity(Inclusive spare parts)

Item	Description of the item	No	Unit Rate	Amount
Desktop Computer	P-IV & Above Make Dell, HP	111		
Printer	DMP Web LQ 5235	22		
	HP Inkjet 1515/2515	3		
	HP Laser Jet	6		
	Ink Tank Printer(Make: Epson)	24		
UPS	0.6 KVA All Comprehensive, (Excluding battery)	101		
	1 KVA All Comprehensive, (Excluding battery)	3		
Laptop	Laptop	13		
Switch	D-Link DES-3526 24	4		
Support Engg.	As mentioned in NIT	3		
Support Engg.	As mentioned in NIT(Optional)	1		
Fiber Optic Splicing	Rate to be quoted per joint including Materials	1		
Total (with 3 manpower)				
Total(With 4 manpower)				
GST & Duties applicable				

Bill of Quantity(Exclusive spare parts)

Item	Description of the item	No	Unit Rate	Amount
Desktop Computer	P-IV & Above Make Dell, HP	111		
Printer	DMP Web LQ 5235	22		
	HP Inkjet 1515/2515	3		
	HP Laser Jet	6		
	Ink Tank Printer(Make: Epson)	24		
UPS	0.6 KVA All Comprehensive, (Excluding battery)	101		
	1 KVA All Comprehensive, (Excluding battery)	3		
Laptop	Laptop	13		
Switch	D-Link DES-3526 24	4		
Support Engg.	As mentioned in NIT	3		
Support Engg.	As mentioned in NIT(Optional)	1		
Fiber Optic Splicing	Rate to be quoted per joint excluding Materials	1		
Total (with 3 manpower)				
Total(With 4 manpower)				
GST & Duties applicable				

ANNEXURE-C

(To be submitted on the letterhead of the Company)

The DGM(F &A)
Assam Petro-chemicals Ltd
Namrup, Assam
786623

Dear Sir,
Annual Maintenance Contract for Computer Hardware, Software and Peripherals of the
Assam Petrochemicals Ltd , Namrup.

In response to your captioned tender dated -0 -2021, we hereby certify having fulfilled all the eligibility criteria stipulated in it and

1. We accept all the terms and conditions for submitting quotation as mentioned in the said tender and we have no deviation.
2. We warrant that the repair and maintenance service/products to be sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall indemnify the APL from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
3. We shall adhere to Policy guidelines of the APL.

Yours faithfully,

Signature

Name :

Designation :

Place :

Date