

भारत सरकार
अंतरिक्ष विभाग (अं.वि.)



GOVERNMENT OF INDIA
DEPARTMENT OF SPACE (DOS)
PURCHASE & STORES

फोन नं Ph No. / Fax. / ईमेल: भवानी
PURCHASE ORDER

क्रयादेश सं / Purchase Order No. HQDR 20230035750101 | LO

दिनांक / Dated: 09/01/2025

सेवा में / To

मैसर्स / M/s. CONNECTIVITY IT SOLUTIONS PRIVATE
LIMITED

1st Floor, No.1877, Gangothri, 31st Cross, 10th
Main, Banashankari 2nd Stage, Bangalore,
560070, India Fx

विक्रेता कोड / Vendor Code : AA5719

महोदय / Dear Sirs,

संदर्भ आपकी निविदा सं

Ref : Your tender No. your tender no. Quotation nil dated 02.12.2024.

हमारी निविदा पूछताछ सं. 202300357501 दिनांक 05/11/2024 के उत्तर में उपर्युक्त संदर्भित निविदा के अनुसार आपके एजेंट द्वारा प्रस्तावित दरों पर, यहाँ पर उद्धृत एवं अनुलग्न फार्म:संलग्न में उद्धृत निबंधन एवं शर्तों के अधीन निम्नलिखित की आपर्ति की व्यवस्था करें।

Please arrange to supply the following at the rates offered by you / your agent vide tender as referred above in response to our Tender Enquiry No: 202300357501 Dated: 05/11/2024 subject to the terms and conditions set out here under and those mentioned in Annexure Form: ENCLOSED

क्र.सं. S.No	विवरण Description	मात्रा Quantity	इकाई Unit	टर Rate(₹)	राशि Amount(₹)
1	CISCO ROOM KIT MINI SUPPORT RENEWAL FOR 2 YEARS Note 1:- Detailed Terms and Conditions as per Annexure:-1 2. GST @ 18% shall be paid extra as applicable 3. Contract validity: The Contract shall be valid for two years w.e.f 15.01.2025. However, the validity of the contract may be extended by additional one more year upon mutual consent or curtailed as may be, based on the same terms and conditions. 4. Payment Terms: Payment shall be made on half yearly basis after satisfactory completion of services for the respective six months period and against submission of Performance Certificate and Invoice duly certified by the Focal Point and endorsed by the Division Head. 5. Focal Point: Smt. Mamta Dodwani, Sci engr., DISM Ph: 08022172157, mamta@isro.gov.in is the focal point for all matters pertaining to this PO.	2.000	years	41412.500	82825.000

(In words) (₹ Eighty Two Thousand Eight Hundred and Twenty Five only)

Total (₹) 82825.000

इस फार्म के साथ प्रेषित रसीद की तत्काल पावती भेजें। यदि आपके द्वारा इस क्रय आदेश की प्राप्ति से सात दिनों के अंदर कोई उत्तर नहीं मिलता है तो यह माना जाएगा कि यह क्रय आदेश आपके द्वारा स्वीकार किया गया है।

Please acknowledge receipt immediately in the form sent herewith. If no reply is received within seven days from the date of receipt of this order by you, it will be deemed that this order has been accepted by you.

भवदीय Yours faithfully

JAYAMADHURI S
PURS. & STORES OFFICER
भारत के राष्ट्रपति के लिए एवं उनकी ओर से
For and on behalf of the President of India
(क्रेता The Purchaser)

भारत सरकार
अंतरिक्ष विभाग (अं.वि.)



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PURCHASE & STORES

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560070, India Fx

विक्रेता कोड / Vendor Code : AA5719

सुपुर्टगी पूर्णता दिनांक / Delivery / Completion Date: 14/01/2027

प्रेषिती / CONSIGNEE

सुपुर्टगी निबंधन / Delivery Terms: FOR ISRO HQ, Bangalore

सेवा में / To

सुपुर्टगी स्थल / Delivery Place: ISRO HQ

SR.PURCHASE & STORES OFFICER

प्रेषण पोर्ट / Port of Despatch: NA

ISRO HQ-STORES

प्रवेश पोर्ट / Port of Entry: NA

CARE: ANTARIKSH BHAVAN NEW BEL
BANGALORE 560094

प्रेषण की विधि / Mode of Despatch: ON SITE

हमारे बैंकर्स / Our Bankers: SBI Bank Dollars Colony.

भुगतान निबंधन / Payment Terms: AS ABOVE

इस फार्म के साथ प्रेषित रसीद की तत्काल पावती भेजें। यदि आपके द्वारा इस क्रय आदेश की प्राप्ति से सात दिनों के अंदर कोई उत्तर नहीं मिलता है तो यह माना जाएगा कि यह क्रय आदेश आपके द्वारा स्वीकार किया गया है।

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JAYAMADHURI S

PURS. & STORES OFFICER

भारत के राष्ट्रपति के लिए एवं उनकी ओर से
For and on behalf of the President of India
(क्रेता The Purchaser)

Annexure I to Tender Enquiry HQDR202300357501

- 1 The Contractor shall offer OEM support package for 2 nos. of Cisco Room Kit Mini (Sl. No. - FOC2517NYDB, FOC2512NDX8) for 2 years - 15.01.2025 to 14.01.2026
- 2 Corrective maintenance shall be carried out as and when required due to malfunction/failure of the systems.
- 3 It is the responsibility of the Contractor to coordinate with the OEM and carryout all the activities like troubleshooting/ log collection/ onsite hardware replacement for the devices.
- 4 Support to be provided by Contractor during contract period that shall include but not limited to corrective and preventive maintenance of the devices in satisfactory working order and shall include carrying out of repairs, servicing, replacement of defective parts, firmware and software upgradation of the components, wherever applicable. Whenever a new firmware release, upgrade is available the same has to be intimated to ISRO HQ. If in case ISRO HQ decides to go for such an upgrade (firmware upgrade), the Contractor should carry out the activity, after taking necessary approval from ISRO HQ.
- 5 The response time of Maintenance Engineer shall be within 4 hrs in case of any problem reported. Response time shall be the elapsed time between the time of notification to the Contractor office and the point of Maintenance Engineer reporting at ISRO HQ.
- 6 Apart from on-site support, telephonic/email support would also be provided by Contractor.
- 7 Preventive maintenance activity has to be carried out by Contractor once in six months to check the device interfaces, power supply etc. and prepare report. The report format can be finalised on mutual consent.
- 8 The support charge covers all parts, labour, transport and repair necessary to keep the covered equipment in good working order.
- 9 Support includes quarterly preventive maintenance and unlimited breakdown calls.
- 10 Advance replacement of defective parts should be arranged by Contractor at no extra cost to ISRO HQ. The defective equipment/items should be replaced by compatible equipment/spares of the same specification/make preferably with the spare part number of the OEM of the failed items. If in case these are not available, compatible equipment with higher specification which should be certified by the OEM have to be installed, after taking necessary approval from ISRO HQ. If required Contractor has to replace the complete faulty device.
- 11 It should be noted that the failed component will not be given to the Contractor until the time replacement is complete and the system is tested for proper functionality.

12 The contract shall stand cancelled with three months' notice at any time during the contract due to unsatisfactory performance of the Contractor.

13 **Contractor shall submit on OEM's letter head** mentioning the following -

- a) OEM has authorized the Contractor to participate in this specific tender.
- b) OEM shall provide back-to-back support and SLA shall be 8x5 with advance replacement.

14. Any defective/failed storage hard disk or any storage media shall be replaced by the Contractor without insisting on return of defective media. The defective media will not be given to the Contractor.

15. **Force majeure :**

a. Neither party shall bear responsibility for the complete or partial non performance of any of his obligations(except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present Purchase Order/Contract) if the non- performance results from such force majeure circumstances such as, but not restricted to, flood, fire, earthquake, civil commotion, sabotage, explosion, epidemic, quarantine restriction, strike, lock-out, freight embargo, acts of the Government either in its sovereign or Contractual capacity, hostility, acts of public enemy and other acts of god as well as war or revolution, military operation, blockade, acts or actions of State authorities or any other circumstance beyond the control of the parties that have arisen after the conclusion of the present Purchase Order/ Contract .

b. In such Circumstances, the time stipulated for the performance of an obligation under the purchase order/Contract may be proportionately extended.

c. The party for whom it become impossible to meet the obligation under this Contract due to force majeure condition, will notify the other party in writing not later than twenty-one days from the date of commencement of the un-foreseeable event. Unless otherwise directed by the centre/ unit in writing, the Contractor/supplier shall continue to perform his obligations under the purchase order/Contract as far as is practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event .

d. Any certificate issued by the chamber of commerce or any other competent authority or organization of the respective country shall be sufficient proof of commencement and cessation of the above circumstances.

e. The force majeure conditions are applicable only to the prime Contractor and purchaser.

21 **Arbitration:** In the event of any dispute/s difference/s or claim/s arising out of or relating to the interpretation and application of the Contract, such dispute/s or difference or claim/s shall be settled amicably by mutual consultations of the good offices of the respective parties and recognizing their mutual interests attempt to reach a solution satisfactory to both the parties. If such a resolution is not possible, within 30 days from the date of receipt of written notice of the existence of such dispute/s, then the unresolved dispute/s or difference/s or claim/s shall be referred to the sole arbitrator appointed by the parties by mutual consent in accordance with the rules and procedures of Arbitration and Conciliation Act 1996 as amended from time to time. The arbitration shall be conducted in Bengaluru in the Arbitration and Conciliation Centre- Bengaluru (Domestic and International) as per its rules and regulations. The expenses for the arbitration shall be shared equally or as may be determined by the arbitrator. The considered and written decision of the arbitrator shall be final and binding between the parties.

The applicable language for Arbitration shall be English only. Work under the Contract shall be continued by the Contractor during the pendency of arbitration proceedings, without prejudice to a final adjustment in accordance with the decision of the arbitrator unless otherwise directed in writing by the DEPARTMENT or unless the matter is such that works cannot be possibly continued until the decision (whether final or interim) of the Arbitrator is obtained.

23. **Compensation for damages caused for person, goods or property:** The Contractor shall indemnify and hold harmless ISRO HQ and/or any officer, employee or assignee thereof against any loss, damage or expenses resulting from damage to property or personal injury arising out of willful misconduct or gross negligence of the contractor or their personnel in the execution of work under this contract. The contractor shall, at its expense, defend any suit or proceedings brought against ISRO HQ on account thereof, and shall satisfy all judgments and pay all expenses which may be incurred by or rendered against them, or any of them, in connection therewith.
24. **Applicable Law:** The Contract shall be interpreted, construed and governed by the Laws of India.
25. **Jurisdiction:** The courts within the Bangalore shall have jurisdiction to deal with and decide any matter arising out of this contract.

Jm
9/1/2025
Purchase and Stores officer

पावती/आदेश स्वीकृति
हेतु प्रोफॉर्म
PROFORMA FOR
ACKNOWLEDGEMENT/ORDER ACCEPTANCE

पावती/आदेश स्वीकृति
ACKNOWLEDGEMENT/ORDER ACCEPTANCE

(यह फॉर्म आपूर्तिकर्ता/निविदाकार/संविदाकार द्वारा हस्ताक्षर करके क्रय एवं भंडार अधिकारी, क्रय अनुभाग, इसरो मुख्यालय को वापस किया जाना चाहिए/This form should be signed and returned by the supplier/tenderer/Contractor to the Purchase & Stores Officer, Purchase Section,ISRO Headquarters.

प्रेषक/From:

.....
.....
.....
.....

(आपूर्तिकर्ता का नाम एवं पता/name & address of the Supplier)

सेवा में/To:

क्रय एवं भंडार अधिकारी/Purchase & Stores Officer

क्रय अनुभाग/Purchase Section,

इसरो मुख्यालय/ISRO Headquarters,

अंतरिक्ष भवन, न्यू बी.ई.एल. रोड/Antariksh Bhavan, New Bel Road

बैंगलूरु/Bangalore-560 094

विषय/Subject: क्र.आ.सं./P.O.No.....दिनांक/dated.....

भंडार/संयंत्र/मशीनरी/सेवा की आपूर्ति क्रय आदेश की शर्तों के अधीन होगी और आपूर्ति निर्धारित सुपुर्दगी अवधि के भीतर की जाएगी।

The supply of Stores/Plant/Machinery/Service will be taken in hand in terms of the subject Purchase Order and supply will be made within the delivery period stipulated.

क्रय आदेश प्राप्ति की तिथि/Date of receipt to the PO:.....

आपूर्तिकर्ता के हस्ताक्षर/Signature of the Supplier
(कार्यालय मुहर एवं दिनांक सहित/with Official seal and date)