

Single Tender Enquiry(PAC)

PAC Tender Document

For

Procurement of IBM AMOS (9 License 27 Users)

TENDER INVITING AUTHORITY

Campus Director

NFSU, Gandhinagar

Sector-9, 382007

Email:- purchase_gnr@nfsu.ac.in

To,

SPSS South Asia (P) Ltd
2nd Floor, Vistara Mariappa Layout
No: 503, Main Road Outer Ring Rd. Near Kammanahalli Junction
Kalyan Nagar, Bengaluru
Karnataka-560043

PAC BID DOCUMENT

Online bids (Technical & Financial) from eligible bidders which are valid for 180 days from the date of Bid opening are invited for and on behalf of National Forensic Sciences University (NFSU), Gandhinagar for the **Procurement of IBM AMOS (09 License 27 Users)**.

Name of Work	Procurement of IBM AMOS (09 License 27 Users)
Date of Publishing	22.12.2025 at 14.00 hrs.
Clarification Start Date and Time	22.12.2025 at 14.00 hrs.
Clarification End Date and Time	01.01.2026 at 14.00 hrs.
Queries (if any)	No queries will be entertained after the above deadlines.
Bid Submission Start Date	22.12.2025 at 14.00 hrs.
Last Date and time of uploading of Bids	05.01.2026 at 14:00 hrs.
Date and time of opening of Technical Bids	06.01.2026 at 14:00 hrs.
Date and time of opening of Financial Bids	Will be separately notified for Technically shortlisted/qualified bidders

Interested parties may view and download the tender document containing the detailed terms & conditions from the website <http://eprocure.gov.in/eprocure/app>

(The bids have to be submitted online in electronic form on www.eprocure.gov.in only. No physical bids will be accepted.)

INSTRUCTION FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal i.e. <http://eprocure.gov.in/eprocure/app>, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

REGISTRATION

- (i)** Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:https://eprocure.gov.in/eprocure/app](https://eprocure.gov.in/eprocure/app)) by clicking on the link “Online Bidder Enrolment” option available on the home page. **Enrollment on the CPP Portal is free of charge.**
- (ii)** During enrolment/ registration, the bidders should provide the correct/ true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors/ bidders through email-id provided.
- (iii)** As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iv)** Any bidder from a country that shares a land borders with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the competent authority as mentioned in the GFR 2017 Rule 144(xi).
- (v)** For e-tendering possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY /nCode/eMudra or any Certifying Authority recognized by CCA India on e-Token/Smartcard.
- (vi)** Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- (vii)** Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure the safety of the same.
- (viii)** Bidders can then log into the site through the secured login by entering the user ID/password and the password of the DSC/e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords, etc., to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS:

- (i) For preparation of bid, Bidders shall search the tender from published tender list available on site and download the complete tender document and should take into account the corrigendum if any published before submitting their bids.
After selecting the tender document same shall be moved to the 'My favorite' folder of the bidders account from where the bidder can view all the details of the tender document.
- (ii) Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidders shall note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- (iii) Any pre-bid clarifications if required, then same may be obtained online through the tender site, or through the contact details given in the tender document.
- (iv) Bidders should get ready in advance the bid documents in the required format (PDF/xls/rar/dwf/jpg formats) to be submitted as indicated in the tender document/schedule. **Bid documents may be scanned with 100 dpi with black and white option which helps reduce size of the scanned document.**
- (v) Bidders can update well in advance, the documents such as experience certificates, annual reports, PAN, EPF & other details etc., under the "My Space/ Other Important Document" option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

SUBMISSION OF BIDS:

- (i) Bidder should log into the site well in advance for bid submission so that he/ she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay.
- (ii) Bidder should prepare the EMD as per the instructions specified in the NIT/tender document. The EMD shall be submitted in favour of "Campus Director, NFSU Gandhinagar Campus" and payable at Gandhinagar. The details of the DD/BC/BG/ others physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- (iii) While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accepts the same in order to proceed further to submit their bid.
- (iv) Bidders shall select the payment option as offline to pay the EMD and enter details of the DD/BC/BG/others.
- (v) Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (vi) Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- (vii) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. For the file size of less than 1 MB, the transaction uploading time will be very fast.
- (viii) **If price quotes are required in XLS format, utmost care shall be taken for uploading Schedule of quantities Prices and any changed/modification of the price schedule shall render it unfit for bidding.**
Bidders shall download the Schedule of Quantities & Prices i.e. Schedule-A, in XLS format and save it without changing the name of the file. Bidder shall quote their rate in figures in

the appropriate cells, thereafter save and upload the file in financial bid cover (Price bid) only.

If the template of the Schedule of Quantities & Prices file is found to be modified/corrupted in the eventuality by the bidder, the bid will be rejected. The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in cover 2 will result in rejection of the tender.

- (ix) Bidders shall submit their bids through an online e-tendering system to the Tender Inviting Authority(TIA)well before the bid submission end date & time (as per Server System Clock). **The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.**
- (x) After the bid submission (i.e. after Clicking “Freeze Bid Submission” in the portal), the bidders shall **take print out of system generated acknowledgment** number and keep it as a record of evidence for online submission of the bid, which will also act as an entry pass to participate in the bid opening.
- (xi) Bidders should follow the server time being displayed on the bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.
- (xii) All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology.

ASSISTANCE TO BIDDERS:

- (i) Any queries relating to the tender document and the terms and conditions contained in the tender should be addressed to the Tender Inviting Authority for a tender or the relevant contract person indicated in the tender. The contact number is 079-23977100 between 10:30 hrs. to 17:00 hrs.
- (ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002 and 0120-4001005. The helpdesk email id [is support-eproc@nic.in](mailto:support-eproc@nic.in)

INVITATION TO TENDER

E-tender /Online bids are invited for reputed firms from eligible bidders for Procurement of IBM AMOS (09 License 27 Users)

Please note all bid related documents scanned copy is to be submitted on the online portal, only Demand draft has to physical reach on mentioned address. (If applicable)

The tender document along with other details may be downloaded from the CPP Portal:

<http://eprocure.gov.in/eprocure/app>

The acceptance of the quotation will rest with the competent authority of NFSU, Gandhinagar who does not bind himself to accept the lowest quotation and reserves the right to himself to reject, or partially accept any or all the quotations received without assigning any reasons.

Sd/-

Campus Director
NFSU, Gandhinagar

Tender document

No: PUR/SMS-3/IBM Amos (PAC) (10)/25-26

Date: 22.12.2025

Sub: Quotation for “ **Procurement of IBM AMOS (09 License 27 Users)**” -reg.

We are interested in procuring the below-mentioned material(s). Kindly submit your quotation online on or before **05.01.2026 by 14.00 hrs.**

Sl. No.	Brief description of the material(s)	Qty.
1.	Procurement of IBM AMOS (09 License 27 Users)	09 Nos

Terms and Conditions:

1. The bidder submitting the proposal should submit the details of supply and installations of IBM AMOS done in other reputed institutes and Universities in India.
2. Quotations must be valid for 180 days from the date of opening of bid.
3. Delivery period will be 15 days.
4. TENDER Specific Manufacturer Authorization Form from OEM Required.
5. The Institute reserves the right of accepting or rejecting any quotations without assigning any reason thereof.
6. Samples, if called for, shall be submitted free of charge and with no obligation basis.
7. The offered delivery period shall have to be strictly adhered to incase an order is placed.
8. **Penalty Clause for delays: The applicable rate is 0.5% per week & maximum deduction is 10% of the contract price.**
9. All prices should be **FOR Destination**.
10. **For any queries please mail us at purchase_gnr@nfsu.ac.in**
11. **Payment will be done only after certification from the intender that the equipment has been successfully installed and working is satisfactory.**
12. Bank Guarantees for PBG (5% of the PO value)/Advance Payment etc., wherever applicable, shall be submitted from any nationalized/scheduled bank. The formats of bank guarantee required if any, may be obtained on request.
13. All disputes arising out of this shall be referred to the sole arbitrator appointed by Campus Director, NFSU Gandhinagar

14. Tender conditions (printed on the reverse), if any, or otherwise sent along with the tender shall not be binding on us.
15. All the above instructions and our standard terms and conditions must be complied failing which your offer may be liable for rejection.
16. This is only an enquiry and not a purchase order.
17. The Purchaser reserves the right to accept or reject any bid, and to annual the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders
18. In event of award of contract in your favour, you need to submit a Performance Bank Guarantee valid for a period of 2 months beyond the warranty period. (where ever applicable)

Annexure-I

TECHNICAL COMPLIANCE REPORT

Name of Item – IBM SPSS AMOS (Structural Equation Modelling Tool)

Sno	Technical Specifications	Compliance (Yes/No)	Deviation
1	The tool should have following capabilities		
	· Automatically displayed output on the path diagram.		
	· The ability to specify a model without drawing a path diagram via syntax.		
	· With new ground-breaking features in SPSS Amos, you are now able to: Perform D-separation analyses.		
	· Read R data files (*.rds and *.RData files) even if R is not installed.		
	· Execute Amos from within an R program. (This is similar to the ability to execute Amos from the IBM SPSS Statistics main menu).		
	· Click File > File Explorer to show the current path diagram (*.amw) file in Windows File Explorer.		
	· Get your own copy of the example files within the installation directory.		
	· Locate important Amos folders through environment variables.		
	· View list of variables displayed by clicking View > Variables in Data- set, which shows additional information about each variable and allows sorting by variable name and variable label.		
	· View SPSS Statistics data files (.sav files) in the SPSS Amos View Data window even if SPSS Statistics is not installed.		
	The tool should have following Modelling capabilities		
	· Create structural equation models with observed and latent variables		
	· Specify each individual candidate model as a set of equality constraints on model parameters		
	· Analyze data from several populations at once		
	· Save time by combining factor and regression models into a single model and then fit them simultaneously		
	The tool should support Bayesian estimation :		
	· Fit models with ordered-categorical and censored data		
	· MCMC simulation		
	The tools should have the functionality of Computationally intensive modelling		
	· Fit models with ordered-categorical and censored data		
	· MCMC simulation		
	It should support Data imputation		
	· Impute numerical values for ordered-categorical and censored data		

	<ul style="list-style-type: none"> Impose missing values and latent variable scores Choose from three different methods: Regression, stochastic regression and Bayesian <p>The tool should have Analytical capabilities and statistical functions</p> <ul style="list-style-type: none"> Determine probable values for missing or partially missing data values in a latent variable model Use full information maximum likelihood estimation in missing data situations for more efficient and less biased estimates Use a variety of estimation methods, including maximum likelihood, unweighted least squares, generalized least squares, Browne's asymptotically distribution-free criterion and scale-free least squares 	
	<ul style="list-style-type: none"> Evaluate models using more than two dozen fit statistics, including Chi-square; Akaike Information Criterion (AIC); Bayes and Bozdogan information criteria; Browne-Cudeck (BCC); ECVI, RMSEA and PCLOSE criteria; root mean square residual; Hoelter's critical n; and Bentler-Bonett and Tucker-Lewis's indices 	
	<ul style="list-style-type: none"> Bootstrapping of user-defined functions of the model parameters, using the new User-Defined Estimands shortcut in the Start menu. 	
	<ul style="list-style-type: none"> Introduces the ability to export many models to the Bayesian modeling program Stan. 	
	<ul style="list-style-type: none"> A new version history option is being added that allows the user to view the previous versions of the current model. Using this option one can revert to any previous version in the version history. 	
	<p>Overall Key Features are</p> <ol style="list-style-type: none"> Concurrent / Perpetual License Covariance Based SEM Confirmatory Factor Analysis Bayesian Estimation Modeling in <u>VB</u>.Net Providing dozens of fit statistics measures D-Separation Analysis Multigroup Analysis Path Analysis Compatibility with Bayesian Modeling program STAN 	
2	Quantity: 09 Licenses 27 Users	
3	<p>Warranty: 01 year standard functionality warranty.</p> <p>Any Software/Firmware updates to be provided during the Warranty Period.</p>	
4	Training:	
	The bidder shall provide minimum two days training each year during warranty period.	
5	Bidder Criteria: Vendor has to provide demonstration of the complete solutions at site/online.	

(Signature and Seal of Bidder) Name: _____

ANNEXURE-II

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date: _____

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: - _____

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s)namely:

_____ as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.,,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality /entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bidder terminates the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Name & Signature of the Bidder, with Official
Seal)

Annexure-III

**<<Organization Letter Head>>
DECLARATION SHEET**

We, _____ hereby certify that all the information and data furnished by our organization with regard to tender (no. _____) specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agreed to comply with the requirements and intent of specification.

This is certified that our organization has been authorized (Copy attached) by the OEM to participate in Tender. We further certify that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, OEM has agreed to support on regular basis with technology / product updates and extend support for the warranty.

The price quoted in the financial bids are subsidized due to supply to academic/government organization.

We, further specifically certify that our organization has not been Black Listed/De Listed or put to way Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.

1	Name of the Vendor/Manufacturer/Agent	
2	Address of the Vendor/Manufacturer/Agent	
3	Contact Number	
4	E-Mail	
5	Contact Person Name	
6	Mobile Number	
7	GST Number of the Vendor/Manufacturer/Agent	
8	PAN of the Vendor/Manufacturer/Agent	

(Name & Signature of Bidder)

Name: _____

Seal of Bidder

Annexure-IV

EMD/ Bid Security Form

To,
The Campus Director,
National Forensic Sciences University, Gandhinagar

Subject: Format of Bid Security Declaration from bidders in lieu of Earnest Money Deposit / Bid Security (On Bidders' Letter Head)

Tender ref: _____ dated _____

I/We, the authorized signatory of M/s _____, participating in the Tender No: _____, do hereby declare that in the event of:

1. Withdrawing / Modifying our bid during the period of bid validity OR
2. Committing any other breach of tender conditions/ contract which would have attracted forfeiture of EMD OR
3. Failure/ refusal to initiate the execution of the awarded Contract as per the terms of the Contract

I / We could be suspended from being eligible for bidding / award of all future tender(s) for a period as per the GFR and relevant Govt Orders.

Date:
(Seal & Signature of the bidder)

ANNEXURE - V

Lowest Price Certificate

I/We do hereby certify that prices quoted by us against this tender are the lowest and not higher than as applicable to other Govt. Deptt. / Undertakings.

We also certify that the quoted rates are not higher than rates quoted / prices charged by us for same items to other Customers.

Date:

(Seal & Signature of the Tenderer)

ANNEXURE-VI

Price Fall Clause Certificate

I/We undertake that we have not offered to supply / supplied / is not supplying same or similar product / systems or sub systems at a price lower than that offered in the present bid in respect of any Organization/Ministry Department of the Govt. of India. and/or its Subsidiaries or other PSU or any other private organization during the currency of the contract and if it is found at any stage that same or similar product/systems or sub systems was supplied by the bidder to any Organization/Ministry/Department of the Govt. of India/ State Govt. or other PSU or any other private organization at a lower price during the currency of the contract, then that very price will be applicable to the present case and the difference in the cost would be refunded by the bidder to buyer, if the contract has already been concluded.

I/We also accept that:

1. I/We have to submit a copy of the last (latest) purchase order for the similar/ordered item(s) received from any Organization/Ministry/Department of the Govt. of India and/or its Subsidiaries or other PSU or any other private organization, along with the offer.
2. We will inform the purchaser of offer to supply/supply of the similar/ordered item(s) at a lower rate to any Organization/Ministry/Department of the Govt. of India and/or its Subsidiaries or other PSU or any other private organization during the currency of the contract.
3. We will submit a certificate along with the bill(s) that – *“We have not offered to supply/supplied the similar/ordered item(s) at a lower rate to any Organization/Ministry/Department of the Govt. of India and/or its Subsidiaries or other PSU or any other private organization.”*

Date:

Signature of the Tenderer

Seal of the Firm

ANNEXURE - VII

Certificate regarding procurement from a bidder of a country which shares a land border with India

"We have read the clauses regarding restrictions on procurement from a bidder of a country which shares a land border with India, as per Office Memorandums issued by Department of Expenditure, PPD, Ministry of Finance, under F.No.6/18/2019-PPD and we hereby certify that our firm is not from such a country and is eligible to be considered"

OR

However, if any bidder falls in the category of bidders as indicated in the Definitions clause at cl no: 6, 7, 8, 9 and 10 of Order (F.No.6/18/2019-PPD, Public Procurement no. 1) Dt. 23- 07-2020, should submit the certificate as under:

"We have read the clauses regarding restrictions on procurement from a bidder of a country which shares a land border with India as per Office Memorandums issued by the Department of Expenditure, PPD, Ministry of Finance under F.No.6/18/2019-PPD and we hereby certify that our firm is from such a country and has been registered with Competent Authority (specified in Annexure -I of Order (F.No.6/18/2019-PPD, Public Procurement no. 1) dt. 23-07-2020) and further certify that our firm fulfills all requirements in this regard and is eligible to be considered. The evidence of valid registration by the Competent Authority is attached herewith."

Authorized Signatory of Bidder

Date:

Seal of the firm

N.B.:

1. To choose any one of the above mentioned conditions, whichever is applicable.
2. In case of Indian Agents of the Local Suppliers quoting against the Tender, both the Indian Agent and their Principals should submit the above mentioned certificates.

Annexure – VIII

DECLARATION OF LOCAL CONTENT

(To be given on Company Letter Head – For tender value below Rs.10 Crores)
(To be given by Statutory Auditor/Cost Accountant/ CA for tender value above Rs.10 Crores)

To,

The Campus Director,
National Forensic Sciences University,
Gandhinagar – 382 007

Subject: - Declaration of Local Content

Tender Reference No: _____

Name of Tender/Work: _____

1. Country of Origin of Goods being offered: _____
2. We hereby declare that items offered has _____ % local content
3. Details of the Location at which the Local Value Addition is made _____
4. Details of Local Content _____

“Local Content” means the amount of value added in India which shall, unless otherwise prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of the imported content in the item (including all customs duties) as a proportion of the total value, in percent.

Bidder offering Imported products will fall under the category of Non Local Suppliers. They cannot claim themselves as Class-I or Class-II Local Suppliers by claiming the services such as Transportation, Insurance, Installation, Commissioning, Training and after Sale Service Support like AMC/CMC etc. as Local Value Addition.

“*False declaration will be in breach of Code of Integrity under Rule 175 (1) (i) (h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.”

Yours faithfully,

(Signature of the bidder, with Official Seal)

Annexure-IX

PREVIOUS SUPPLY ORDER DETAILS

Name of the Firm _____

Order Placed by (Full address of Purchaser)	Order No. and Date	Description and quantity of order equipment	Value of order	Date of Completion of delivery as per contract	Has the equipment been installed satisfactorily	Contact person along with Telephone No., Fax No. and email address

Signature and Seal of the Manufacturer / Bidder

Place: _____
Date: _____

Annexure – X

FORMAT FOR MANUFACTURER'S AUTHORISATION LETTER

(On letter head)

Tender No:

Date:

To,
The Campus Director,
National Forensic Sciences University,
Gandhinagar – 382 007

Sub.: Authorization Letter.

Dear Sir,

We, _____, who are established and reputed manufacturers of _____, having factory at _____, hereby authorize M/s. _____ (name & address of Indian distributor/ agent) to bid and conclude the order with you for the above goods manufactured by us.

We shall remain responsible for the tender/ contract/ agreement by the said M/s. _____, jointly and severely.

We ensure that we would also support/ facilitate the M/s _____ on regular basis with technology/ product updates for up-gradation/ maintains/ repairing/ servicing of the supplied goods manufactured by us, during the warranty period.

In case duties of the Indian agent/ distributor are changed or agent/ distributor is changed it shall be obligatory on us to automatically transfer all the duties and obligations to the new Indian Agent failing which we will ipso-facto become liable for all acts of commission or omission on the part of new Indian Agent/ distributor.

Yours Faithfully,

(Name)
(Name & Seal of Manufacturer)

Note: This letter of authorization should be on the letterhead of the manufacturing concern and should be signed by a person competent and having the power of attorney to bind the manufacturer.