



**Tender Document
for
“Cloud Based Digital Material Gate Pass System
for
Numaligarh Refinery Expansion Project
at
Numaligarh Refinery Limited”**

(PUR-PRJNUM-1003450)

(A Govt. of India Enterprise)

**Tender No.
OC10000470/KAV dtd. 27.05.2022**

E-Tender

Part I: Unpriced Bid

◆ PREPARED & ISSUED BY ◆

NUMALIGARH REFINERY LIMITED
(A Govt. of India Enterprise)
NOTICE INVITING TENDER



Bidding Document No: OC10000470/KAV dtd. 27.05.2022

Name of Work: "Cloud Based Digital Material Gate Pass System for Numaligarh Refinery Expansion Project at NRL"

Page 1 of 8

NOTICE INVITING TENDER

	Bidding Document No: OC10000470/KAV dtd. 27.05.2022	Page 2 of 8
	Name of Work: "Cloud Based Digital Material Gate Pass System for Numaligarh Refinery Expansion Project at NRL"	

SALIENT DETAILS OF THE TENDER NOTICE

Two parts ONLINE bid (E-tender) offers are requested from competent bidders against the tender having salient features as mentioned below:

Name of Work:	Cloud Based Digital Material Gate Pass System for Numaligarh Refinery Expansion Project at NRL
Tender No. & Date:	OC10000470/KAV dtd. 27.05.2022
Pre-Bid Conference (Date & Time)	01.06.2022 (Time: 11:00 AM) <i>Mode: via MS Teams</i> <i>Link: https://tinyurl.com/OC10000470</i>
Bidding Document & subsequent addendum / Corrigendum (if any) available on Website for viewing & downloading	The complete document is available on CPP Portal. (https://eprocure.gov.in/)
Pre-bid Meeting Date & Time:	NA
Contact Person for any query/ clarification	Ms. Kaveri Hazarika, SM (Project-Commercial), Email- kaveri.hazarika@nrl.co.in
Online Opening of Priced Bids of Techno-Commercially Accepted Bidders	On date & time to be intimated later on to techno-commercially acceptable & qualified bidders
Earnest Money Deposit (EMD)	NA

Note:

- If identified dates as (*) above happens to be a declared holiday/closed day in NRL, activity shall be conducted on next working day at the same time.
- All amendments, time extension, clarifications, etc. will be uploaded as a Corrigendum in the websites only. Bidders should regularly visit the above website(s) to keep themselves updated.
- Request for extension received from any bidder with less than two working days prior to bid due date shall generally be ignored, since there will not be adequate time for consideration. Bidders shall submit the bid directly and in their own name without involving any intermediaries.
- As an alternative of EMD fees, the bidders shall submit "Bid Security Declaration" as per format attached (refer Annexure B to NIT)

	Bidding Document No: OC10000470/KAV dtd. 27.05.2022	Page 3 of 8
	Name of Work: "Cloud Based Digital Material Gate Pass System for Numaligarh Refinery Expansion Project at NRL"	

1.0 Introduction

Numaligarh Refinery Limited (NRL), is a Government of India Enterprise and a subsidiary of Bharat Petroleum Corporation Ltd. NRL operates a 3.0 MMTPA Refinery at Numaligarh in the District of Golaghat, Assam since the year 2000.

NRL has embarked on an ambitious path to expand its refining capacity from current 3 MMTPA to 9 MMTPA at its existing location in Assam in next 4 years. In view of the Numaligarh Refinery Expansion Project (NREP), new plants/ units/facilities are proposed inside the existing Refinery campus. With construction works having peaked up for Expansion project, the inflow of construction materials has also increased manifold. As such, it is high time to do away with the physical paper-based material gate pass system. Vide this tender NRL intends to introduce a cloud based digital material gate pass system, wherein all the procedure from gate pass application to approval shall be taking place digitally on a virtual platform and the system will be implemented on Software as a Service model (SAAS).

2.0 Brief Scope of Work:

The complete scope of work and the basic scheme has been defined in the Technical Bid (Part-III). The bidder who undertakes to take total responsibility for the complete scope of work as defined in the Bidding document shall only be considered.

3.0 Pre-Qualification Criteria:

Bidder(s) who meet all of the following criteria as specified in Clauses below shall be qualified for participating in this tender and shall submit supporting documents as detailed in the tender. Proposal submitted by bidders who qualify as per the following criteria shall be technically and commercially evaluated.

- 3.1 Bidder shall be a solution provider having its own Cloud based digital material gate pass system solution (Software)
- 3.2 Bidder should have completed minimum one implementation of Cloud Based Digital Material gate pass solution in India during the last 5 (five) years from the date of NIT. Bidder to submit satisfactory performance certificate for a period of 6 months from the date of commissioning from the end user.
- 3.3 Bidder shall have at least anyone of the following third party quality certification: ISO 9001 and ISO 27001.

SPECIAL NOTE TO THE BIDDERS:

Relaxation to MSE & Start-up agencies in line with Govt. circular is excluded for this tender However, purchase preference as per MSE policy will be applicable. For further details please refer Annexure to SCC.

3.4 FINANCIAL CRITERIA:

- a) **Average Annual Turnover:** Average Annual Turnover of the Bidder during last 03 financial years shall be minimum INR 8.66 Lakhs (Eight Lakhs Sixty six Thousand).
- b) **Net worth:** The Net Worth of the Bidder in the immediately preceding financial year shall be positive.
- c) Bidder should not be under liquidation, court receivership or similar proceedings. Bidder shall submit a self-certificate to this effect.

	Bidding Document No: OC10000470/KAV dtd. 27.05.2022	Page 4 of 8
	Name of Work: "Cloud Based Digital Material Gate Pass System for Numaligarh Refinery Expansion Project at NRL"	

Additional Note:

- The bidder must submit copy (ies) financial documents – Trading and P/L account(s) along with the un-priced bid in support of the above criteria.
- In case audited balance sheets and profit and loss account for the immediate preceding financial year is not available for bid closing date up to 30th September, the Bidder has an option to submit the audited balance sheets and profit & loss account of the three previous years immediately prior to the last financial year. However, for bid closing date after 30th September, the bidder has to compulsorily submit the audited balance sheets and profit and loss account for the immediate three preceding financial years, for evaluation and his qualification with respect to financial criteria. In any case the date (i.e. the financial period closing date) of the immediate previous year's audited annual accounts should not be older than eighteen (18) months from the bid due date.
- Bidders to note that, audited annual report / financial statements needs to be accompanied with UDIN number, which is mandatory from July 2019 onwards. Any financial report which is issued after July 2019 onwards without UDIN shall not be considered for evaluation.

4.0 Documents to be submitted by bidder:

4.1 Bidder should submit documentary evidence to support the references provided and fulfilling the Bidder's Qualifying Criteria (BQC) as mentioned under Clause 4.0 herein above.

4.2 The following are the minimum documents required:

4.2.1 Relevant documents as a proof of experience (relevant work orders / contract agreement / extracts/ experience certificate from authorized officials of PSU or Government Agencies, reputed private sectors).

4.2.2 The Bidder shall ensure submission of complete authentic information / documentation along with the bid.

4.2.3 NRL reserves the right to directly interact with the Bidder's clients to verify the relevant documentation and the Bidder will render assistance in facilitating the same.

4.2.4 All documents furnished by the bidder in support of meeting the PQC (including MSE Certificate) shall be submitted/uploaded in a separate folder titled "Documents towards PQC", duly signed and stamped by the bidder (in case of proprietorship firm) or "Power of Attorney" holder in case of Partnership /firm/Company. Copy of such "Power of Attorney" shall also be furnished with the unpriced bid.

4.3 In absence of requisite documents, NRL reserves the right to reject the Bid without making any reference to the Bidder or assigning any reason what-so-ever.

4.4 Bidders on "Holiday List of/debarred from business dealings by" NRL/Oil PSUs /MOP&NG shall not be considered for evaluation and ordering.

4.5 NRL decision on any matter regarding short listing of bidders shall be final.

4.6 **Submission of authentic documents is the prime responsibility of the Bidder. However, NRL reserves the right of getting the document cross verified, at their discretion from the document issuing authority. Bidder shall also facilitate such verification/ authentication of BQC documents and in case the documents remain unauthenticated till the given timeline, NRL reserves the right to reject such bid.**

4.7 NRL reserves the right to complete the evaluation based on the details furnished (without seeking any additional information) and / or in-house data, survey or otherwise.

4.8 NRL reserves the right to further verify the bidder's credentials considered for evaluation.



5.0 Earnest Money Deposit:

- 5.1** Bidders are required to submit the EMD/Bid Security for the amount, online through the link: <https://nrl.procure247.com>
- 5.2** Please note that EMD amount in online mode is only acceptable and no other mode i.e. offline or hard copy is not acceptable.
- 5.3 In case non -submission of Bid Security / EMD as mentioned above shall be considered as non-responsive and such Bids shall be rejected.**
- 5.4** EMD exemption will be applicable only for registered Micro or Small Enterprises (MSEs) as specified by Ministry of Micro Small and Medium Enterprises.

6.0 Security Deposit/ Contract Performance Bank Guarantee (CPBG):

- 6.1** In line with Department of Public Enterprises (DPE)'s letter no. DPE/7(4)/2017-Fin.(Part I) dated 19th Nov' 2020, the rate of contract performance bank guarantee/ security deposit is hereby reduced to 3% of the value of contract.
- 6.2** This reduction in the rate of contract performance bank guarantee/ security deposit is applicable only for domestic vendors/ bidders only. The same is not applicable for foreign bidders.
- 6.3** This clause shall override the respective clauses written elsewhere in the subject tender document.
- 6.4** The security deposit / CPBG shall be released after completion of the job in all respects.

7.0 Contract duration/ Time Period

The contract shall remain valid for a period of 60 (sixty) months from the date of placement of order.

However, successful bidder to ensure that the software application is deployed within twelve (12) weeks of award of contract.

Further, the contractual period may be extended by another 12 (twelve) months at the same rate, terms and conditions on satisfactory performance of contractor and subsequent requirement of Engineer-In-Charge.

8.0 Bid Validity: Validity of bid shall be 4 (Four) months from the final Bid Due Date.

9.0 GENERAL:

- 9.1** The bidders shall give a declaration that the bidder shall not be under liquidation, court receivership or similar proceeding and their business is not banned by NRL, MOPNG or any OIL PSUs.
- 9.2** The bidders who are on Holiday / Negative list of NRL as on due date of submission of bid / during the process of evaluation of the Techno commercial bids, the offers of such bidders shall not be considered for bid opening / evaluation / Award. If the bidding document were issued inadvertently / downloaded from website, offers submitted by such bidders shall also be not considered for bid opening / evaluation/ award.
- 9.3** NRL will not be responsible or liable for cost incurred in preparation, submission & delivery of bids, regardless of the conduct or outcome of the bidding process.
- 9.4** In case any Bidder is found to be involved in cartel formation, his Bid will not be considered for evaluation / placement of order. Such Bidder will also be debarred from bidding in future.
- 9.5** Canvassing in any form by the Bidder or by any other agency on their behalf may lead to disqualification of their Bid.



Bidding Document No: OC10000470/KAV dtd. 27.05.2022

Name of Work: "Cloud Based Digital Material Gate Pass System for Numaligarh Refinery Expansion Project at NRL"

Page 6 of 8

- 9.6** Unsolicited clarifications to the offer and / or change in the prices during the validity period would render the bid liable for rejection.
- 9.7** NRL reserves the right to reject any or all the bids received or annul the bidding process at any time.
- 9.8** NRL reserves its right to allow Public Sector Enterprises (Central / State), purchase preference as admissible / applicable from time to time under the existing Govt. policy. NRL shall also follow the Public Procurement Policy on Procurement of Goods and services from Micro and Small Enterprises (MSEs) Order 2012.
- 9.9** Scanned copy of the Integrity Pact duly signed & stamped shall be uploaded along with the offer.
- 9.10** For detailed specifications, terms and conditions and other details, refer complete Bidding Document.
- 9.11** All questions and requests for clarifications or interpretations related to tender documents shall be addressed in writing to:

Ms. Kaveri Hazarika

SM (Project – Commercial)

Numaligarh Refinery Limited

Numaligarh – 785699, Dist- Golaghat, Assam

Email – kaveri.hazarika@nrl.co.in

GM (Proj-Commercial)

Numaligarh Refinery Limited

Bid Document

Bid Details	
Bid End Date/Time	10-06-2022 16:00:00
Bid Opening Date/Time	10-06-2022 16:30:00
Bid Offer Validity (From End Date)	60 (Days)
Ministry/State Name	Ministry Of Petroleum And Natural Gas
Department Name	Numaligarh Refinery Limited
Organisation Name	Numaligarh Refinery Limited
Office Name	Numaligarh Refinery Limited
Item Category	Custom Bid for Services - Cloud based digital material gate pass system Material Gate Pass Software Software as a Service SaaS License Item 10 , Custom Bid for Services - Software Setup Cost One Time Item 20 , Custom Bid for Services - Migration Service One Time Item 30 , Custom Bid for Services - Dedicated VM with SSD 6TB storage Inclusive of windows OS and SQL license Item 40 , Custom Bid for Services - Deputation charge for engineer for onsite support or integrations with any thirdparty applications For more details refer BoQ in tender document Item 50 , Custom Bid for Services - Deputation charge for engineer for training at NRL Site For more details refer BoQ in tender document Item 60
Contract Period	5 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)	9 Lakh (s)
Years of Past Experience Required for same/similar service	3 Year (s)
Past Experience of Similar Services required	Yes
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	3 Days

Bid Details	
Evaluation Method	Total value wise evaluation
Financial Document Indicating Price Breakup Required	Yes

EMD Detail

Required	No
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ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

MSE Purchase Preference

MSE Purchase Preference	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
5. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required**Scope of Work:**[1653646183.pdf](#)**Service Level Agreement (SLA):**[1653646189.pdf](#)**Payment Terms:**[1653646205.pdf](#)**GEM Availability Report (GAR):**[1653646505.pdf](#)**Quantifiable Specification / Standards of The Service/ BOQ:**[1653646212.pdf](#)

Buyers are requested to upload the format for price breakup of the lumpsum offering to be provided by the service provider (Please provide the format if financial upload required is selected as "Yes" while creating Bid):[1653646363.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
01-06-2022 11:00:00	01.06.2022 (Time: 11:00 AM) Mode: via MS Teams Link: https://tinyurl.com/OC10000470

Custom Bid For Services - Cloud Based Digital Material Gate Pass System Material Gate Pass Software Software As A Service SaaS License Item 10 (1)**Technical Specifications**

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Cloud based digital material gate pass system Material Gate Pass Software Software as a Service SaaS License Item 10
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)	

Additional Specification Documents**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement (to be chosen 1 in all circumstances)	Additional Requirement

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement (to be chosen 1 in all circumstances)	Additional Requirement
1	Mridul Kumar Nath	785699,Numaligarh Refinery Limited, Chief General Manager (Commercial) PO-NRP, Numaligarh Warehouse office 03776-265562	1	N/A

Custom Bid For Services - Software Setup Cost One Time Item 20 (1)

Technical Specifications

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Software Setup Cost One Time Item 20
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement (to be chosen 1 in all circumstances)	Additional Requirement
1	Mridul Kumar Nath	785699,Numaligarh Refinery Limited, Chief General Manager (Commercial) PO-NRP, Numaligarh Warehouse office 03776-265562	1	N/A

Custom Bid For Services - Migration Service One Time Item 30 (1)

Technical Specifications

Specification	Values
Core	

Specification	Values
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Migration Service One Time Item 30
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement (to be chosen 1 in all circumstances)	Additional Requirement
1	Mridul Kumar Nath	785699,Numaligarh Refinery Limited, Chief General Manager (Commercial) PO-NRP, Numaligarh Warehouse office 03776-265562	1	N/A

Custom Bid For Services - Dedicated VM With SSD 6TB Storage Inclusive Of Windows OS And SQL License Item 40 (1)

Technical Specifications

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Dedicated VM with SSD 6TB storage Inclusive of windows OS and SQL license Item 40
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement (to be chosen 1 in all circumstances)	Additional Requirement
1	Mridul Kumar Nath	785699,Numaligarh Refinery Limited, Chief General Manager (Commercial) PO-NRP, Numaligarh Warehouse office 03776-265562	1	N/A

Custom Bid For Services - Deputation Charge For Engineer For Onsite Support Or Integrations With Any Thirdparty Applications For More Details Refer BoQ In Tender Document Item 50 (1)

Technical Specifications

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Deputation charge for engineer for onsite support or integrations with any thirdparty applications For more details refer BoQ in tender document Item 50
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement (to be chosen 1 in all circumstances)	Additional Requirement
1	Mridul Kumar Nath	785699,Numaligarh Refinery Limited, Chief General Manager (Commercial) PO-NRP, Numaligarh Warehouse office 03776-265562	1	N/A

Custom Bid For Services - Deputation Charge For Engineer For Training At NRL Site For More Details Refer BoQ In Tender Document Item 60 (1)

Technical Specifications

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Deputation charge for engineer for training at NRL Site For more details refer BoQ in tender document Item 60
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)	

Additional Specification Documents

Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity of Procurement (to be chosen 1 in all circumstances)	Additional Requirement
1	Mridul Kumar Nath	785699,Numaligarh Refinery Limited, Chief General Manager (Commercial) PO-NRP, Numaligarh Warehouse office 03776-265562	1	N/A

Buyer Added Bid Specific Terms and Conditions

1. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

2. Generic

Bidder shall submit the following documents along with their bid for Vendor Code Creation:

- Copy of PAN Card.
- Copy of GSTIN.
- Copy of Cancelled Cheque.
- Copy of EFT Mandate duly certified by Bank.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---