



(AMC Tender)

Tender for Comprehensive Annual Maintenance Contract (AMC) of Computer Hardware and Peripherals at branches and offices of the Bank.

(Ref: HPGB/HO/IT/2019-20/Tender-01, dated 18-09-2019)

Important Dates:

#	Particulars	Timeline
1	RFP Issuance Date	18 th Sep, 2019
2	Last Date of Submission of RFP Response (Closing Date)	26 th Sep, 2019, 5:30 PM
3	Bid Opening Date (Technical) & Financial	27 th Sep, 2019, 11 AM at Head Office, HPGB, Mandi

Tender Detail

Document	Description
PART 1	Tender for Comprehensive Annual Maintenance Contract (AMC) of Computer Hardware and Peripherals at branches and offices of the Bank
PART 2	INSTRUCTIONS TO BIDDER
PART 3	TERMS AND CONDITIONS
ANNEXURE- '(i)'	UNDERTAKING FROM THE BIDDER
ANNEXURE- '(ii)'	Compliance Statement
ANNEXURE- '(iii)'	SCOPE OF WORK
ANNEXURE- '(iv)'	Hardware Items to be covered under AMC
ANNEXURE- '(v)'	Financial Bid
ANNEXURE- '(vi)'	CHECK – LIST

PART 1

Tender for Comprehensive Annual Maintenance Contract (AMC) of Computer Hardware and Peripherals at branches and offices of the Bank

1. **Himachal Pradesh Gramin Bank** is a leading Regional Rural Bank with 270 Branches/Offices geographically located in Himachal with its **Head Office** at Mandi.
2. **Himachal Pradesh Gramin Bank** (herein after called the BANK) invites bids on prescribed format from the experienced, reputed and competent Vendors/Service Providers having experience of minimum 3 years in the field of repair and maintenance of Computer Hardware and peripherals.
3. The Bidders may submit their offer strictly in accordance with the enclosed formats (i.e. Parts 1, 2, 3 and Annexure A to F) only.
4. The Bidders shall accept all technical /commercial terms & conditions mentioned in the Bid Documents.
5. BANK reserves the right to reject any or all the offers without assigning any reason thereof. The "Technical Bid" shall contain company details and compliance statement of terms and conditions (in enclosed formats Parts 1, 2, 3 and Annexure A, B, C, D, E and F)
6. The two sealed separate envelopes one containing the EMD and Technical Bid and the other containing Financial Bid respectively should be put in one big envelope duly sealed and super scribed as **Tender for Annual Maintenance Contract for Computer Hardware and Peripherals at branches and offices of Himachal Pradesh Gramin Bank (HPGB)**. The sealed tenders duly filled in and complete in all respects shall be addressed to General Manager of BANK, either by Post/Courier/by Hand at the following address on or before 5:30 PM of 26th Sep, 2019.

**General Manager,
Head Office, Himachal Pradesh Gramin Bank Jail
Road, Mandi (Himachal)
PIN -175001**

7. BANK shall not be responsible for any delays and will not entertain the bids received after due date and time mentioned above. The bids which are received by BANK after the expiry of the prescribed period are liable to be ignored.
8. The Technical Bid shall be evaluated by a Committee. The financial bids of only those bidders who qualify in evaluation of Technical Bid shall be opened. Tender will be opened on 27th Sep, 2019 at 11A.M. at our Head Office.

9. EARNEST MONEY DEPOSIT

- 9.1 The Bidders are required to furnish Earnest Money Deposit (EMD) along with their offer. The EMD, in the form of Demand Draft/Pay Order drawn on any Nationalized Bank favoring Himachal Pradesh Gramin Bank, payable at Mandi (Himachal) for amount of **Rs 25,000/- (Rs. Twenty Five Thousand only)**, shall be submitted along with the Bid.
- 9.2 The EMD of the bidder shall be forfeited if the bidder furnish any wrong information, misleads BANK during the course of evaluation of the bid by providing false or misleading information. EMD shall also be forfeited, if the bidder does not accept the offer on being asked to do so.

9.3 The EMD of the unsuccessful Bidders shall be released only after the selection of the successful bidder or two months whichever is earlier. The EMD of the successful bidder shall be released after the Performance Bank Guarantee is received.

NOTE: *Please note that offers not accompanied by the required EMD are liable to be summarily rejected.*

10. It is the responsibility of bidders to read all terms & conditions of this tender carefully before filling the tender document. Incomplete tender documents or bids not in accordance with the terms and conditions of tender documents shall be rejected. BANK reserves the right to split or reject any or all the bids without assigning any reason.
11. Any vagueness/ incomplete detail in the offer shall make it liable to be rejected as such shortcomings in the offer shall be interpreted as incompetence and disinterest or deliberate omission on the part of the bidder to meet tender requirements.
12. The bidder must ensure that they meet all the qualifying criteria as per the tender document.
13. Providing wrong information will lead to rejection of bid.
14. No correspondence/ enquiry after submission of bid will be entertained.
15. All the queries and communication must be addressed to the following RFP coordinator/ contact personnel from the Bank:

Mr. Shubham Singh, Tel – 01905-227555, Email – honetworkhpgb@hpgbank.co.in

Sd/-
Ramanath Mishra
General Manager

INSTRUCTIONS TO BIDDER**Part-2****Tender for Comprehensive Annual Maintenance Contract (AMC) of Computers Hardware and Peripherals at branches and offices of the Bank.**

1. Offers on original printed sheets of company's letter head will only be considered. Offers submitted by fax or in any manner other than specified above shall not be considered. The bids shall exactly be according to the prescribed formats. Modifications or rewording of formats shall not be acceptable.

2. The bid in respect of the indicated items shall be submitted under two-bid system:

- (i) **EMD & Technical Bid**
- (ii) **Financial Bid**

in separate sealed covers super scribed accordingly. The two envelopes shall be put in a bigger envelope and sealed. All sealed bids must be addressed to:-

**General Manager,
Head Office, Himachal Pradesh Gramin Bank Jail
Road, Mandi
PIN-175001
Himachal**

3. **Qualifying Criteria:**

- a) Company should have rendered minimum 3 years of AMC of IT Hardware service in banking sector. Valid Documentary Proof be attached.
- b) Annual turnover of the company should be at least 1 Crore.
- c) Declaration from the company secretary/authorized signatory regarding non-blacklisting from any Govt.Orgnization/PSU.
- d) One dedicated Engineer to be provided at Head Office, HPGB, Mandi.
- e) Engineers should have minimum 2 years' experience of IT Hardware maintenance along with banking software applications.
- f) Engineers should be on payroll of the Company.
- g) Vendor will maintain sufficient inventory of hardware and its spares at Head Office, Mandi.
- h) Vendor will collect actual inventory by visiting each branch and submit the same to our Office within 21 days of assigning the contract for final payment.
- i. No. of units are indicative of quantity available under AMC and may vary.

- ii. Hardware presently under warranty will also be covered under AMC after expiry of warranty period and fresh inventory can be calculated accordingly.

4. Earnest Money Deposit:

Earnest Money Deposit Rs. 25,000/- (Rupees Twenty Five Thousand only) in the form of Demand Draft/Pay Order drawn on any Nationalized Bank favoring Himachal Pradesh Gramin Bank payable at Mandi, shall be submitted with the Technical bid in an envelope superscribed as EMD and Technical bid for Annual Maintenance Contract for Computers and peripherals at branches and Offices of Himachal Pradesh Gramin Bank (HPGB), without which the bid shall be summarily rejected.

5. Technical Bid:

The Technical Bid should be in a sealed envelope with the EMD, super scribed as “**EMD and Technical bid for AMC for Computers and peripherals at branches/offices of HPGB**”.

The Technical Bid must contain:

- 5.1 Undertaking from the Bidder - as per format given in **Annexure ‘A’**.
- 5.2 Compliance of Terms and Conditions - as per format given in **Annexure ‘B’**.
- 5.3 **Documentary proof of compliance conditions shall be attached.**
- 5.4 Income Tax PAN Card Number and CIN.
- 5.5 Copy of GST registration certificate.
- 5.6 Signed copies of Part-1, Part-2 and Part-3 of the tender and Annexure A to D and F.

6. Financial Bid:

The Financial Bid should be in a separate sealed envelope super scribed as “Financial Bid for Annual Maintenance Contract for Computers and peripherals at branches and Offices of Himachal Pradesh Gramin Bank (HPGB)”.

- 6.1 The Financial Bid shall contain **nothing but prices** as per the format enclosed as **Annexure ‘E’**. The bidders are advised to use the prescribed format only (Annexure-E), otherwise, the Financial Bid will be summarily rejected.
- 6.2 In no case any terms and conditions or technical deviations or any other amendment shall be included in the Financial Bid. Any additional options, terms, etc. shall be ignored while evaluating the Financial Bid.
- 6.3 No bid shall be accepted after the prescribed last date and time. Bids received after the prescribed last date and time shall be summarily rejected.
- 6.4 Financial Bids of Bidders who qualify in technical evaluation only shall be opened.
- 6.5 The successful bidder shall be required to enter into a performance contract agreement with BANK. The contract that may eventuate from the tender document shall be governed by the conditions detailed in the contract.
- 6.6 Bid should be filled with neat legible and correct entries. Indistinct figures, erasures and alterations are not permitted in the bid.

- 6.7 Failure to comply with any condition mentioned in the tender will render the bid void. Please cross out any mistakes and re-write the same and countersign.
- 6.8 Incomplete bids, amendments and additions to tender terms and conditions after opening and late bids are liable to be ignored.
- 6.9 In the event of space in any particular schedule being insufficient for the required purpose, additional pages may be added. All such additional pages in each schedule must be numbered consecutively, and duly signed (with full signature on each page) by the bidder. In such cases, reference to the additional pages must be made at appropriate places.
- 6.10 Cost involved in submitting the bids, attending the tender opening meeting, arrangements for the demonstration/presentation, etc. shall be borne by the bidder.

Part 3**TERMS AND CONDITIONS****1. VALIDITY OF THE OFFER:**

The offer shall be valid for three months from the date of receiving of bids; it can be further extended for a period of three months at the discretion of BANK.

2. SERVICE AND SUPPORT:

2.1 The bidder shall make arrangement for skilled manpower at nearest District Head Quarter so that calls may be attended within stipulated earliest time.

2.2 **Comprehensive Maintenance:** The rates quoted should cover the replacement of the faulty parts, maintenance of operating system, software installation, installation of patches, configuration of applications, e.g. client applications, connection of computers to network and any other work which may be assigned by BANK under the Scope of Work at **Annexure-C**.

3. MAINTENANCE:

3.1 The bidder shall provide maintenance services for all working days. In exigencies, even calls should be attended on holidays also, without any extra charges.

3.2 The bidder shall fulfill all the responsibilities as per the tender document including liaising for troubleshooting & maintenance of Computers and peripherals including their networking with other equipments. The AMC shall be comprehensive.

3.3 Preventive maintenance of all the items covered under AMC (as per **Annexure-D**) would be carried out on half yearly basis. A Preventive Maintenance Report from the user would be submitted to I.T. Department of the BANK, failing which an appropriate penalty would be imposed.

4. RESPONSIBILITIES OF THE BIDDER:

The bidder shall be responsible for the following activities, namely:-

4.1 Total Hardware maintenance including repair and replacement of faulty parts, (Please refer items mentioned in Annexure-D) excluding consumable item.

4.2 The bidder shall be responsible for taking backup data and programme available on PCs/Laptop/Server before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement. All the existing configurations to the corresponding computer have to be restored back by the bidder. Even in case of hard disc failure or virus infection, the bidder should make all the attempts to recover the data wherever possible.

4.3 The bidder shall have the required drivers (CD/DVD/Hard disc etc) for maintaining the PCs and peripherals for configuring them. Details of items kept

for this purpose should be informed to IT Department in writing.

- 4.4 Half yearly Preventive Maintenance of hardware devices, etc., as per Annexure - D and submission of report thereof. The bill for that quarter will be paid only after the bidder submits preventive maintenance report to the satisfaction of BANK.
- 4.5 Half yearly preventive maintenance also includes regular cleaning of individual Desktop Computers, Printers, Multifunctional Devices, Scanners, and Laptops including their interworking with other equipments.
- 4.6 Shifting and reinstallation of Desktop Computers/Printers, etc., as and when required by BANK.

5. PART REPLACEMENT:

Bidder is required to keep with him sufficient stock of spares for each item taken under AMC at the beginning of the contract period. In case at any point of time during contract, the vender is unable to re-pair any item under contract due to non-availability of parts or item declared obsolete by the OEM, the charges paid by BANK for that particular item, since the beginning of the contract would be deducted from next quarterly payment to the vendor.

6. FAULT REPAIR AND UP-TIME:

6.1 A logbook in physical form as well as in electronic form shall be maintained in which the Service Provider shall record all the complaints related to computers and peripherals and submit a weekly report with all the complaints along with root cause analysis (RCA). All the complaints received shall be attended by them in following manner:-

- (a) Critical* faults immediately, on same working day.
- (b) Major# faults within 24 hours by replacement method, with the available spares, if instructed by the IT Department. Other Major faults within 48 hrs, which are to be got serviced from authorized service centers of manufactures.
- (c) Minor \$ faults in Desktop and peripherals may also be attended as early as possible with the convenience of the User, not beyond 72 hours.

Note:

* Critical = The situation is causing high impact on the related work/business and the dependents are also suffering;

Major = Important work of individual is affecting causing loss of man hours;

\$ Minor = OS updation, patch updation, updation of software, corruption of browser etc. paper jam message on printer, ups beeping etc.

If the bidder fails to rectify the faults of the system, even after the Quarterly maximum limit of penalty of ten per cent (10%) of the amount for the whole year has been reached, BANK, at its discretion, may terminate the contract and get faults rectified or the faulty parts replaced through a third party and recover the cost of such repair or cost of replacement of the faulty parts and other expenses, if any, incurred by it for getting the faults rectified, from the bidder either from the pending bills of the bidder or by encashment of the performance guarantee / security deposits, as the case may be. All additional resources required/deployed by the bidder to meet uptime shall be provided without any additional cost to BANK.

6.2 The fault reported shall be attended immediately by the service engineers of the bidder. The repairs shall be carried out on-site it-self. However, in case the equipment is required to be taken to the workshop of the bidder, a prior approval of BANK shall be required. The bidder shall provide stand-by equipment equivalent to repairable machine in complete working order till such repair is carried out.

7. PENALTY:

The down-time penalty charges if not rectified within 72 hours or not replaced by stand by equipments shall be as follows:

SN	Items	Penalty Amount in Rs. Per day
1.	Desktop / laptop	Rs. 75.00
2.	Printer(Report/ passbook/office)	Rs. 50.00
3.	Scanner	Rs. 25.00

Penalty on non completion of Preventive Maintenance in time

The preventive maintenance shall be completed within the particular Half year and any slippage in this will attract a penalty of 3% of the annual contract amount.

Quarterly maximum limit of all the penalties taken together shall be limited to be often per cent (10%) of the Annual contract amount

8. POWER OF ATTORNEY/AUTHORIZATION

The bidder shall provide the power of attorney or valid authorization, as the case may be, to the person who signs the tender on behalf of the bidder.

9. PRICES:

9.1 The bidder shall quote the rates in figures as well as in words. The amount must be filled in the respective columns in the schedule (**Annexure 'E'**). The figures should be clearly written and there should be no overwriting. In case of any difference in the two amounts, the amount mentioned in words shall be considered final. The bid amount will be calculated by multiplying the rate per machine quoted by the bidder by the number of machines of each type and then adding up. Further the bidders are advised to quote price before Tax, percentage of Taxes and Price after tax, separately.

9.2 **Bid Evaluation criteria:** The bid amount “inclusive of all taxes, if any” shall be taken into account for selecting the L1 bidder.

9.3 Taxes will be on actual, any decrease or increase in the taxes will be passed on to BANK.

10. PAYMENT TERMS:

10.1 After the end of every quarter, the service provider shall submit a report for the work executed during the quarter. The payment will be made on quarterly basis, i.e., 25% of the annual charges for each completed quarter, subject to the completion of work to the satisfaction of BANK and only after the verification of bills complete in all respects.

10.2 Tax at prevailing rates as per Income Tax Act will be deducted at source.

11. PERIOD OF CONTRACT:

The initial contract shall be valid for a period of one year subject to satisfactory fulfillment of the obligations under the contract. BANK may, at its discretion renew/extend the contract on the same terms and conditions on yearly basis for a maximum of two years i.e. a total of three years.

12. PERFORMANCE BANK GUARANTEE:

12.1 The successful bidder is required to submit a Performance Bank Guarantee from a Nationalized Bank in favour of the Himachal Pradesh Gramin Bank, Mandi in prescribed format for an amount equal to ten per cent. (10%) of the contract value, valid for a period of twelve months (12 months) from the date of order.

12.2 The Performance Bank Guarantee (PBG) shall be submitted within 15 (fifteen) days of release of the offer letter. In case the PBG is not received within this period, BANK reserves the right to cancel the order and forfeit the EMD.

12.3 In case the duration of contract is extended for a further period as provided in Para 11, the bidder shall extend the Performance Bank Guarantee which shall have validity up to six months beyond the extended period of the contract.

13. SPARES AND TOOLS:

The bidder shall keep sufficient stock of spares to facilitate uninterrupted support and resolution of faults for day-to-day maintenance activity.

14. SIGNING OF TENDER:

14.1 The individual signing the tender (or the documents in connection with it) must specify whether he/she is signing as:

- a) A sole proprietor of the firm, or a constituted attorney of such a proprietor and enclose the proof of sole proprietor;
 - b) A partner of the firm, if it be a partnership, in which case he must have the authority to refer to arbitration, disputes if any, concerning the business of the partnership, either by virtue of the partnership agreement or by virtue of a power of attorney and enclose the copy of partnership deed.
 - c) Authorized signatory of the company, if it is a company (a valid letter of authority in this respect must be enclosed along with the bid).
- 14.2 A person signing the tender form or any part thereof, on behalf of another, shall be deemed to warrant that he has the authority to bind the other and if, on inquiry, it appears that the person so signing has no authority to do so, BANK may without prejudice to other civil and criminal remedies available to it under the law, cancel the contract and hold the signatory liable for all costs and damages.

14.3 Each and every page of the tender document shall be signed and stamped.

15. TERMINATION CLAUSE:

BANK reserves the right to terminate the contract by giving one month's advance notice to the bidder without assigning any reason. If during the validity period of the contract, the services of the bidder are not found to be satisfactory, BANK may, at any time, terminate the contract by giving a notice of one month and also make deductions, for such unsatisfactory service as per the relevant penalty clauses of the agreement including the cost incurred by it for getting the work done from any other party, from the bills of the bidder or from the performance bank guarantee without prejudice to remedies available to the BANK, under law.

16. DISPUTES and ARBITRATION:

In the event of any dispute arising between BANK and the bidder, the matter shall be referred to the Chairman of the BANK, who may himself act as sole arbitrator or may name as sole arbitrator an officer of BANK notwithstanding the fact that such officer has been directly or indirectly associated with the tender process or the contract between the parties. The bidder shall not be entitled to raise any objection to the appointment of such officer of BANK as the sole arbitrator. The award of the arbitrator shall be final and binding on both the parties, subject to the provisions of the Arbitration and Conciliation Act, 1996 and rules made there under, for the time being in force. The arbitration proceedings shall be held at Mandi.

17. JURISDICTION:

In case any party wants to take any dispute to a court of law after arbitration award as aforesaid, only courts in Mandi shall have jurisdiction.

18. CONFIDENTIALITY:

The Service Provider shall maintain absolute confidentiality about all data/information etc., made known or revealed to the Service Provider or such data, information, etc., to which the Service Provider or its employees have access during the course of execution of this agreement. The Service Provider shall be liable to fully compensate for any breach of this condition on the part of its employees. The decision of the BANK as to the quantum of compensation to be recovered from the Service Provider for any such breach of confidentiality shall be final and binding on the Service Provider and the recovery of such compensation shall be without prejudice to any action which may be taken by the BANK against the Service Provider and / or his employees jointly or severally, in accordance with law. If, during the contract period, if BANK has reasons to believe that the Service Provider has failed to maintain absolute confidentiality about the data or information made known to the Service Provider or revealed to the Service Provider during the course of execution of this agreement, without prejudice to the other legal remedies available to the BANK under any other law for the time being in force for such breach, the BANK reserves the right to terminate the agreement without giving any advance notice to the Service Provider of such termination.

ANNEXURE- 'A'

UNDERTAKING FROM THE BIDDER

(In the firms/company's letter pad)

We hereby accept all terms and conditions (tender document as a whole) mentioned in **“Tender for Annual Maintenance Contract for Computers Hardware and Peripherals at branches and offices of Himachal Pradesh Gramin Bank (HPGB).”**

(Authorized Signatory)

(CompanySeal)

Name : _

Designation : _

Mobile:- _

Date: _

ANNEXURE- 'B'

COMPLIANCE STATEMENT DECLARATION:-

S.No.	Pre - Qualifications criteria	Compliance
		(Yes/No)
1	Bidder should be registered company in india under companies Act 1956. (Proof be attached).	
2	Company should have rendered minimum 3 years of AMC of IT Hardware service in banking sector. (Proof be attached).	
3	Annual turnover of the company should be at least 1 Crore (Documents to be attached).	
4	Declaration from the company secretary/authorized signatory regarding non-blacklisting from any Govt. Organization/PSU.	

Annexure-“C”
SCOPE OF WORK

The bidder who is awarded the work shall be responsible for:-

1. One dedicated engineer, deputed Head Office Mandi, shall receive and register all the complaint from the branches/offices of the bank or provide any other related service as may be instructed by BANK, issue call numbers and monitor the rectification of lodged complaints so that the complaints lodged are attended within stipulated time.
2. Hardware maintenance which includes repair / replacement of all the parts/items of Desktop Computers, Printers, Multifunctional Devices, Scanners, Laptops etc., in totality. Replacement of Consumables- cartridge/ Toner/ Mouse/ Key Boards is not included under this contract.
3. Maintenance and operation of Computer Hardware and Peripherals.
4. Updating the users by rendering assistance if there is any software up gradation, introduction of new software (e.g. MS Office, configuration of e-mail accounts in Outlook, etc.)
5. After repairing the device, the same should be made ready for use along with installation of the applications, connecting to LAN, etc.
6. Half yearly preventive maintenance of hardware devices. This includes cleaning of dust from the hardware items etc. The preventive maintenance shall in any case may be completed within the particular Half year and any slippage in this will attract a penalty of 3% of the annual contract amount

We hereby declare that we have fully understood the above stated Scope of Work in letter and spirit

.....
Authorized Signatory(ies)

(Name with Designation.....)

Place & Date

Seal of the company

ANNEXURE – ‘D’

Hardware Items to be covered under AMC

S.N.	Item	Number of Units (Approximate)
1	Desktop PCs (Acer, HP, HCL)	440
4	Passbook Printers (EPOSN, Olliveti)	265
5	Dot Matrix Printers (TVS)	265
6	Scanners (HP, Epson, Cannon)	265
Total		

*Count mentioned is approximate and actual may vary.

ANNEXURE – ‘E’

FINANCIAL BID

(This Annexure is to be submitted in financial bid in a separate sealed envelope)

S.N.	Item	Approx Qty.	Rate per Unit	Amount (excluding taxes)
1	Desktop	440		
4	Passbooks Printers	265		
5	Dot Matrix Printers	265		
6	Scanners	265		
	Total			

a) Total as above (**before tax**) Rs. _

b) Taxes, if any (**rate of tax** _ %) (If the bidder is exempted from payment of applicable taxes, he shall provide certificate for such exemption from the competent authority). Rs. _

c) Grand Total (**including taxes**) Rs. _

d) Grand Total in words (Rupees.....)

.....)

Note :

(1) The Financial Bid shall contain **nothing but prices** only.

(2) Bidders are requested to ensure that after quoting the prices this Annexure is duly signed with company seal. **Financial bid submitted without sign and company seal will not be accepted/considered.**

Authorized Signatory

Date_

Name

Designation

CHECK-LIST

Annexure-F

Particulars	Y/N
Tender document signed with company seal in all pages	
1.1 Part-1- General	
1.2 Part-2- Instructions	
1.3 Part-3- Terms and Conditions	
1.4 Annexure-A- Undertaking	
1.5 Annexure-B- Compliance Statement	
1.6 Annexure-C- Scope of Work	
1.7 Annexure-D- List of Hardware items	
1.8 Annexure-E- Financial Bid	
1.9 Annexure-F- Check-list	
EMD in the mode of Bank Draft/Pay Order drawn in favour of BANK.	
Proof for Annual Turnover	
Income Tax PAN:-	
CIN:-	
GST Registration Certificate	
Experience Certificate of Organizations:- (a) Certificate of incorporation of firm shall be enclosed. (b) Experience certificates from clients including PO.	

I
