CONFIDENTIAL



# **TENDER DOCUMENTS**

Name of the Commercial Public Tender (hereinafter referred to as "Tender"):

**OVS 20200770** 

**Delivery of the** 

GC-IRMS Analyzer for δ13C and δ2H in Natural Gas

# **TENDER DOCUMENTS CONTENTS**

# A.1 Instructions for tenderers

Part I
General information

Part II
Communication and explanation

Part III
Preparing a bid

Part IV
Bids submission

Part V
Evaluation of bids

Part VI
Acceptance of Contract

A.2 Conditions of the participation of tenderers

A.3 Bid evaluation criteria

Appendix no.1) - Proposal for fulfilling criteria

B.1 Description of the subject of procurement

B.2 Method of determining the price

B.3 Commercial and contractual terms and conditions

Purchase contract/Order

GENERAL BUSINESS TERMS AND CONDITIONS - CUSTOMER

A.1 Instructions for tenderers

# A.1 Instructions for tenderers

#### Part I

	General information	
1.	Identification of Contracting Authority	5
2.	Subject of procurement	5
3.	Source of finance	5
4.	Type of contract	5
5.	Place and term of delivery of the subject of procurement	6
6.	Eligible tenderers	6
7.	Submission of a bid	6
8.	Variant solution	6
9.	Validity of bid	6
10.	Expenses for bids	6
11.	Conditions of the Tender	6
	Part II	
	Communication and explanation	
12.	Communication between the Contracting Authority and tenderers	8
13.	Explanation and supplementing the Tender Documents	8
	Part III	
	Preparing a bid	
14.	Language of a bid	8
15.	Content of a bid	8
16.	Compliance with the conditions of the participation of tenderers	9
17.	Requirement for Bid bond Guarantee	9
18.	Currency and contractual prices given in a bid, VAT	9
19.	Design of a bid	10
	Part IV	
	Submission of bids	
20.	Place and term for submitting bids	10
21.	Supplementing, amending and revoking bids	10
	Part V	
	Evaluation of bids	
22.	Confidentiality of the tender process	10
23.	Assessing of bids	10
24.	Correction of errors	11
25.	Explaining of bids	11
26.	Currency and evaluation of bids	11
	Part VI	
	Acceptance of Contract	
27.	Notification of the ranking of bids	12

# Part I General information

### 1 Identification of Contracting Authority

Trade name: NAFTA a. s.

Head office: Votrubova 1, 821 09 Bratislava, Slovak Republic

Registered: The joint stock company is registered in the Commercial

Register with District Court Bratislava I, section: Sa, entry no.:

4837/B

Business identification number: 36 286 192

VAT identification number: SK2022146599

The contact addresses of the Contracting Authority:

The postal contact address: NAFTA a. s., Votrubova 1, P.O.BOX 815 05, 815 05 Bratislava

1, Slovak Republic

The electronic contact address:

Name: Antonia Cavalli

Purchasing portal NAFTA a.s.: <a href="https://nafta.1803sw.com">https://nafta.1803sw.com</a>

Web sites: www.nafta.sk

### 2 Subject of procurement

The subject of the procurement is the delivery of GC-IRMS Analyzer for  $\delta$ 13C and  $\delta$ 2H in Natural Gas.

**2.1** A detailed definition of the subject of the procurement forms *Part B.1 Description of the subject of the procurement* in this Tender documentation.

#### 3 Source of finance

The subject of procurement is financed from the Contracting Authority funds.

#### 4 Type of Contract

- 4.1 Purchase contract/Order
- **4.2** The detailed limitation of Contractual terms and conditions for goods delivering comprises of the following parts of this Tender Documents:
  - B.1 Description of the subject of procurement
  - B.2 Method of determining the price
  - B.3 Commercial and contractual conditions
- **4.3** With the tenderer, who submitted the best proposal will be concluded the purchase contract or the purchase order.

# 5 Place and term of goods delivery

- 5.1 The place of goods delivery are the storage premises of the Contracting Authority or the other premises specified by the Contracting Authority in the purchase contract or the purchase order.
- **5.2** Required term of goods delivery:

September - October 2020

### 6 Eligible tenderers

**6.1** A bid may be submitted only by such a tenderer who: (i) requested and received the Tender Documents.

#### 7 Submission of a bid

- **7.1** Any tenderer may submit only one bid. Any bid shall comprise all the documents in the order as given in point 16 and shall be submitted within the term given in point 20.2.:
  - **7.1.1** Purchase contract, set out by the Contracting Authority in the Tender Documents (Part *B.3*), signed by the tenderer, its statutory body or a member of its statutory body, or by another representative of tenderer, authorised to act on behalf of the tenderer in commitment relationships.
  - **7.1.2** Records and documents required in the notification of the Tender and pursuant to this part of Tender Documents part *A.2 Conditions of the participation of tenderers*.
- **7.2** The tenderer submits its bid in the electronic form pursuant to points 20 and 21 to the purchasing portal NAFTA a.s. and within the term of bid submission pursuant to point 20.2.

#### 8 Variant solution

**8.1** It is not allowed to submit a variant solution.

#### 9 Validity of a bid

**9.1** Any bid remains valid over the bid's period of firmness till **31.08.2020.** 

#### 10 Expenses for bids

**10.1** The tenderer shall bear any expenses related to the preparation and submission of its bid, without any financial claim towards the Contracting Authority.

#### 11 Conditions of the Tender

- 11.1 The Contracting Authority reserves the right to not accept any of the submitted bids in the case where all the bids exceed the amount of funds that the Contracting Authority has allocated in the budget for ensuring the subject of procurement.
- **11.2** The Contracting Authority reserves the right to restrict the number of tenderers after submission of bids and to invite the tenderers determined in this way to individual negotiations about the contract terms and conditions.
- **11.3** The Contracting Authority reserves the right to negotiate the proposal with the tenderer in several consecutive rounds with the possibility to invite tenderers to submit the updated quotation after each round of negotiations.

- **11.4** The Contracting Authority reserves the right to invite the tenderers to update the final quotation in the form of electronic auction.
- **11.5** Detailed information on the course and conditions of electronic auction shall be notified to the tenderers in a different manner.
- 11.6 The Contracting Authority shall conclude the contract with the tenderer only after approval of the results of this Tender pursuant to the internal rules of the Contracting Authority. The remaining tenderers shall be notified by the Contracting Authority in writing that their proposals for the contract conclusion were refused. The Contracting Authority shall not provide any further information.
- 11.7 The Contracting Authority reserves the right to change the published conditions of this Tender or to cancel this Tender even without stating the reason. The change of the published conditions of the Tender or the Tender cancellation shall be notified to all the knowing tenderers.
- **11.8** The Contracting Authority reserves the right not to select any tenderer.
- **11.9** The Contracting Authority reserves the right to refuse all submitted proposals.
- 11.10 All expenses related to the preparation (as well as eventual inspection), submission of the proposal and the related communication between the Contracting Authority and the tenderer shall be fully borne by the tenderer. Eventual failure in the Tender shall not entitle the tenderer to claim compensation of costs related to the participation in the Tender from the Contracting Authority. The tenderer shall not be entitled to the compensation of costs related to its participation in the Tender not even if its proposal was the winning one.
- **11.11**The Tender Documents shall be subject to the trade secret without any time restriction.
- 11.12 The tenderer takes notice of the fact that refusal of the proposal, not inclusion of the tenderer's proposal in the evaluation, not acceptance of the tenderer's proposal or cancellation of the tender fails to establish the right for submission of any remedies or other revision procedures.

# Part II Communication and explanation

# 12 Communication between the Contracting Authority and the tenderers

**12.1** The Contracting Authority shall provide explanations and other communication (hereinafter referred to simply as "**information**") for the tenderers only in writing by email in the electronic form.

# 13 Explanation and supplementing the Tender Documents

- **13.1** Where there is a need to explain the Tender Documents, any tenderer may, pursuant to point 13, ask for an explanation directly through the purchasing portal NAFTA a.s.
- **13.2** A request of a tenderer for an explanation of the Tender Documents shall be deemed as having been delivered in time, if delivered to the Contracting Authority in writing in accordance to point 13 at latest **18**<sup>th</sup> **July, 2020.**

13.3 A common response to any request for an explanation of the Tender Documents submitted by any tenderer pursuant to points 13 notified within three working days from the delivery of the respective request to all tenderers who took receipt of the Tender Documents.

# Part III. Preparing a bid

# 14 Language of bid

**14.1** The Contracting Authority allows bids to be submitted in the Slovak, Czech or English language.

#### 15 Content of a bid

**15.1** Any bid submitted by a tenderer must comprise the following:

List of documents - the contents of the material; Statement by the tenderer, confirming the following:

- i. Veracity and completeness of all the documents and data given in its bid;
- ii. Affidavit of the fact that the tenderer has elaborated its bid based on the submitted specification in accordance with Slovakian legislation;
- iii. Information about the company registration from the income tax viewpoint in the Slovakia pursuant to point 18.4;
- iv. Records and documents pursuant to point 18 and part A.2 Conditions of the participation of tenderers;
- v. Proposal for meeting individual criteria, i.e., properly and complete filled in Appendix no. 1;
- **15.2** Where a tenderer does not respond to any of the questions of the Bid Evaluation Committee, it shall be excluded from the Tender.

# 16 Compliance with the conditions of the participation of tenderers

- **16.1** Compliance with the conditions of the participation of tenderers in the Tender pursuant to point 15.1 shall be assessed based on the records and documents submitted pursuant to the requirements stipulated in part A.2 Conditions of the participation of tenderers.
- **16.2** The tenderer may submit also other record or documents as required in part A.2 Conditions of the participation of tenderers, points 2 and 3, while it proves the required facts.
- 16.3 Where the participant fails to submit any among the required records and documents, or it fails to respond any of the questions by the Contracting authority within the explanation of bids, or it does not meet the conditions of the participation in the Tender pursuant to part A.2 Conditions of the participation of tenderers, the tenderer shall be excluded from the Tender.

# 17 Requirement for Bid bond Guarantee

**17.1** The Bid bond Guarantee is not required.

# 18 Currency and contractual prices given in a bid, VAT

- **18.1** The proposed prices must be set out pursuant to part B.2 Method of determining the price.
- **18.2** The contractual price proposed by the tenderer must be given in EURO.
- **18.3** Where the tenderer is a payer of value-added tax (hereinafter only as "VAT") in Slovakia, it must give the proposed contractual price as follows:
  - 18.3.2 Proposed contractual price, excluding VAT,
  - 18.3.3 Rate of VAT and amount of VAT,
  - 18.3.4 Proposed contractual price, including VAT.

Where the tenderer is not a payer of VAT in Slovakia, it shall give the proposed contractual price as a whole, excluding VAT. Simultaneously, the tenderer shall advise of this fact in its bid.

- **18.4** Information about the company registration from the income tax viewpoint in Slovakia.
  - 18.4.2 If the potential contract partner has an operation in Slovakia from the viewpoint of tax purposes, we require a statement that it pays advances for its income tax.
  - 18.4.3 If the potential contract partner does not have an operation in Slovakia from the viewpoint of tax purposes, we require an affidavit whose contents is as follows:

"The supplier hereby states that it has no permanent operation in Slovakia according to the Treaty on Prevention of Double Taxation between Slovakia and the country of the supplier's residence. The supplier also states that it has concluded no contract on the basis of which a permanent operation could be established. If the supplier establishes a permanent operation in Slovakia according to the relevant Treaty on Prevention of Double Taxation or if it concludes a contract on the basis of which a permanent operation could be established, it will notify the client of this fact within 30 days at the latest. In case of any breach of these obligations the supplier undertakes to pay to the Contracting Authority for any costs or expenses arising to the Contracting Authority in this relation."

#### 19 Design of a bid

19.1 Documents demonstrating the compliance with the participation criteria for tenderers or candidates who are established outside Slovakia must be submitted in the original language – at the same time – translated in to the English language. Where the tenderer or candidate has not been established in Slovakia, and the country in which he is established does not issue any of the documents referred to the Terms of Tender, they may be replaced by a solemn declaration in accordance with the regulations in the country in which he is established.

# Part IV. **Submission of bids**

#### 20 Place and term of the bid submission

**20.1** It is required to submit bids via purchasing portal NAFTA a.s. by the deadline for bid submission.

The deadline for bid's submission ends on 23th July, 2020 at 14:00 p.m. CET.

#### 21 Supplementing, amending and revoking bids

- **21.1** The tenderer may additionally supplement, amend or revoke its submitted bid at anytime until the lapsing of the deadline for bid submission pursuant to point 20.1.
- 21.2 Supplementing or amending the bid may be done through revoking the original bid based on an application signed by the authorised person of the tenderer sent via purchasing portal NAFTA a.s. and delivering of a new bid within the term for bid submission.

#### Part V.

#### **Evaluation of bids**

### 22 Confidentiality of the tender process

- **22.1** Any information concerning the examination, explanation, mutual comparison of the bids and recommendations shall be deemed as confidential until acceptance of the bid.
- **22.2** The information that the tenderer has marked as confidential in its bid shall not be disclosed.

### 23 Assessing of bids

- **23.1** Only such bids that comply with the following shall be included in the bid evaluation process:
  - 23.1.1 They contain the essentials set out in point 15, and concurrently
  - **23.1.2** They comply with the requirements and conditions stipulated in the notification of announcing the Tender Documents and herein.
- **23.2** A bid shall be considered as valid, where it does not contain any restrictions or reservations, which are at variance with the given requirements and conditions. Any other bids of tenderers are excluded from the Tender.
- **23.3** A tenderer shall be notified of the exclusion of its bid, with a statement of the reasons for the exclusion.

#### 24 Correction of errors

- **24.1** The Contracting Authority shall correct evident mathematical errors found in evaluating the bids in this way:
  - **24.1.1** Where there is any difference between an amount stated in numbers and an amount stated in words, then the sum given in word is valid;
  - **24.1.2** Where there is any difference between a unit price and a total price, and the given error has arisen as the consequence of incorrect multiplication of that unit price and the amount, then the unit price is valid;
  - **24.1.3** Where there is an evident gross error of the unit price in the decimal point, then the total price of the item as it is quoted shall be valid, merely that decimal point is corrected;

Page 10 of 23

- **24.1.4** Where there is incorrectly calculated a sum in the mutual summation or a subtotal of separate items and similar.
- **24.2** The Contracting Authority shall notify the tenderer immediately of any correction made.
- 24.3 The Contracting Authority shall excludes any bid from the bid evaluation process if:
  - 24.3.1 The tenderer does not accept a corrected sum.
- **24.4** The tenderer shall be notified of the exclusion of its bid, with a statement of the reasons for its exclusion.

### 25 Explanation of bids

- **25.1** The Contracting Authority may ask tenderers for explanation of bids. However, it may not call for or accept any offer of the tenderer for a change, through which the bid is more advantageous.
- **25.2** The Contracting Authority shall ask the tenderer for a substantiation of its price proposal in the case, where a bid contains an unusually low price.

### 26 Currency and evaluation of bids

Prices given in the tenderers' bids are evaluated in EURO.

#### Part VI.

# **Acceptance of Contract**

# 27 Notification of the ranking of bids

- **27.1** A notification of the result of the assessment of bids shall be sent to every tenderer whose bid has been evaluated.
- **27.2** The successful tenderer (winner) shall be notified of the acceptance of its bid. Other tenderers shall be notified of their non-acceptance.

A.2 Conditions of the participation of tenderers

#### A.2 Conditions of the participation of tenderers

Any tenderer must comply with the following conditions of the participation in the Tender:

- 1. The tenderer must comply with the conditions of the participation proving this through the submission of documents as follows:
  - 1.1 A certificate of the relevant regional court that the tenderer is not in bankruptcy, that no bankruptcy and compensation proceedings is running against the tenderer, that no refusal was given to the petition for bankruptcy due to the lack of assets/property (these documents shall be submitted by juridical persons, as well as by natural persons). Such a certificate must reflect the current status at the time when the tenderer participates in the Tender;
  - **1.2** A certificate of the relevant court that **the tenderer is not in a winding up process** (documents shall be submitted by juridical persons). Such a certificate by the court must be current, reflecting the real status at the time when the tenderer participates in the Tender;
  - **1.3** A certificate of the relevant tax office not older than three months, that **the tenderer has not registered any tax arrears in Slovakia** or in the country of its registered office that have been enforced through the execution of a decision;
  - 1.4 A certificate(s) of the relevant health insurance institution(s) not older than three months, that the tenderer is kept in the health insurance premium payer records and the tenderer has not registered any arrears of insurance premium in Slovakia or in the country of its registered office that have been enforced through the execution of a decision;
  - 1.5 A certificate of the relevant social security institution not older than three months, that the tenderer is kept in the sickness and pension insurance premium payer records and the tenderer has not registered any arrears of insurance premium in Slovakia or in the country of its registered office that have been enforced through the execution of a decision;
  - **1.6** A document proving the authorisation to do a business, where the subject of business is written down, authorising the tenderer to provide/deliver the services required:
    - **1.6.1** An extract from the **Commercial Register** (shall be submitted by a juridical personentrepreneur registered in the Commercial Register);
      - A document proving the authorisation to do a business must reflect the current status at the time when the tenderer participates in the Tender.
  - 1.7 The tenderer with its registered office out of Slovakia shall submit the documents required in points 1.1 to 1.6. Where in the country of its registered office some of the required documents are not issued, then the tenderer shall replace them by its affidavits in accordance with the regulations applicable in the country of its registered office.
  - **1.8** Through an affidavit stating that its business activity has not been suspended, or it is not in any similar situation pursuant to law and regulations applicable in its country of its registered office.
- 2 <u>In the bid the tenderer must submit the following information and documents proving its financial or economic standing:</u>
  - **2.1** A statement by the bank that the tenderer is able to meet its financial liabilities; this document may not be older than three months at the time of submission.

- **2.2** A certificate on the insurance of compensation of damages arising from the entrepreneurial risk.
- 3 The tenderer must submit within its bid the following information and documents proving its technical competence necessary to delivery of the goods:
  - 3.1 A statement that the tenderer has available the means
    - **3.1.1** The Contracting Authority requires the tenderer to submit a quality certificate issued by an independent institution attesting to the tenderer's compliance with quality assurance standards.
    - **3.1.2** The Supplier shall provide at least one complete sets of operation and servicing manuals and technical drawings in the English language.
    - 3.1.3 Operating lifespan (assumed) 12 years

A.3 Bid evaluation criteria

#### A.3 Bid evaluation criterion

1. The criterion for evaluation of the bids is: the price of the subject of the procurement and fulfilment all of parameters mentioned in the technical specification

#### Prices shall be evaluated in EURO excl. VAT.

The price for the subject of procurement shall contain the item unit prices and also the calculation of these unit prices applied to the given technical conditions also in according to the part *B.1 Description of the subject of procurement*.

Please split the final price:

- A) In the amount of the tax base (including all related costs);
- B) In the amount of VAT (if applicable);
- C) In the amount of other taxes that may apply (e.g. withholding tax, etc.)

# Appendix 1) - proposal of the tenderer for fulfilling the criterion

- 1. Trade name of the tenderer:
- **2.** Address or residence of the tenderer:

Subject of procurement: Delivery of the GC-IRMS Analyzer for δ13C and δ2H in Natural Gas.

Name of criterion:	Unit:	Proposal of the tenderer:
	Price in EURO excl. VAT for <b>The equipment</b>	Tenderer will complete price rounded for max. 2 decimal places
The price	Price in EURO excl. VAT for Training	Tenderer will complete price rounded for max. 2 decimal places
	Price in EURO excl. VAT for Handling and Packing	Tenderer will complete price rounded for max. 2 decimal places
	Total Price excl. VAT (DAP Plavecky Stvrtok Incoterms 2010)	Tenderer will complete price rounded for max. 2 decimal places

Notice: \* DAP Plavecky Stvrtok Incoterms 2010

Delivery time : September - October 2020

Notice: the required warranty period is 24 month after equipment's delivery.

B.1 Description of the subject of procurement

# **B.1 Description of the subject of procurement**

B.1.1 Subject of the procurement is delivery of GC-IRMS Analyzer for  $\delta$ 13C and  $\delta$ 2H in Natural Gas according to the following specification:

# **Technical Specification**

GC-IRMS Analyzer for  $\delta$ 13C and  $\delta$ 2H in Natural Gas

#### **Description**

Name of investment : Gas Chromatography – Isotope-Ratio Mass Spectrometry Analyzer for  $\delta$ 13C and  $\delta$ 2H in Natural Gas

**Investment location**: UGS Division, Special Services Laboratory, CA PZZP, Plavecký Štvrtok 900 68, Slovakia

#### Reason of investment:

Operation of an underground gas storage needs to be a safe and reliable process. Therefore, any gas leakage must be identified regarding to its possible source. There are some methods how to distinguish between gases from caprocks and geological storage zones. They are based on chemical composition of the gases – contents and ratios of certain hydrocarbons and/or inert gases, obtained by chromatographic analysis. However, it will be more precise to use also stable isotope contents to assess the sources of the gas leakages. The isotope ratios 13C/12C and 2H/1H from methane as a main component or from other subsequent hydrocarbons are needed for classification of the gases - either from local natural horizons or from zones with the stored imported gas, because they came from different geological ages and various biogeochemical pathways of origin.

 $\delta$ 13C and  $\delta$ 2H, i.e. change of content of heavier isotopes relative to light ones are calculated to standards of known isotopic composition (VPDB, VSMOW).

#### Required parameters

Gas Chromatography - Isotope-Ratio Mass Spectrometry (GC-IRMS) Analyzer appropriate to high precision measurement of the relative isotope abundances 13C and 2H in components of natural gas, with properties as follows:

Split/Splitless Injector and Gas Sampling Valve & Loop

Chromatographic separation of CO2 and hydrocarbons (methane, ethane propane, i-butane, n-butane, i-pentane, n-pentane)

Measuring isotopic ratio of 13C/12C and 2H/1H from individual peaks of carbon or hydrocarbon components

Continuous flow mode interface.

It must be possible to analyze  $\delta 13C$  and  $\delta 2H$  within one sequence, switching between oxidation and pyrolysis reactors must be automated. It must be possible to regenerate both reactors automatically.

Verification possibility of system performance by reference gases

High sensitivity electron impact self-aligning ion source, electron ionisation up to 150 eV. All ion source parameters to be set by the data system.

The ion source parameters shall be automatically optimized, stored, and regularly used for specific gas configurations. Software package for checking diagnostic functions.

Mass range at least 1 - 80 amu at full acceleration voltage, Mass resolution better than 110 m/∆m (10% valley).

Sensitivity under continuous flow conditions of max 1500 CO2 molecules per m/z 44. System Stability lower than 10 ppm on mass scale.

H3+ Factor < 10 ppm/nA. Software must include a routine for H3+ correction during measurement of H2

#### Continuous flow mode precision:

δ13C precision ≤ 0.06 ‰ linearity ≤ 0.02 ‰ δ2H precision ≤ 0.40 ‰ linearity ≤ 0.20 ‰

#### PC hardware and software

PC and flatscreen, colour printer

Data acquisition software for continuous flow measurements and off-line data processing, with isotopic calibration and output sample  $\delta$  values with respect to internationally accepted reference scales. Software shall permit automatic drift and blank corrections if required.

#### **Packing**

For shipment the GC-IRMS shall be packed in accordance with international standards that are applicable for the shipment of this kind of equipment.

#### **Quality Requirements**

The GC-IRMS shall be manufactured, shipped and installed in accordance with the Supplier' ISO quality assurance system or an equivalent quality assurance system.

The Supplier shall document the compliance with this quality assurance system.

#### Installation, Testing and Acceptance

The Supplier shall install the GC-IRMS at the Laboratory of UGS, NAFTA a.s., in Plavecký Štvrtok;

The GC-IRMS, after installation, shall be tested by the Supplier together with the End-User to demonstrate that the performance meets the manufacturer's performance specifications and the minimum requirements specified herein.

The results of the testing of the GC-IRMS shall be documented by the Supplier in an acceptance protocol that shall be signed by the End-User.

#### **Training**

The Supplier shall provide one day training for a part of staff of the End-User in the operation and maintenance of the GC-IRMS at the End-User's location immediately after the installation of the GC-IRMS.

The Supplier shall provide at least one complete sets of operation and servicing manuals and technical drawings in the English language.

#### Operating lifespan (assumed) 12 years

# B.2 Method of determining the price

### **B.2 Method of Determining the Price**

The basis for elaborating a price quotation is the detailed specification given herein in part B.1 Description of the subject of procurement.

- 1. The price proposed by the tenderer shall be denominated in EURO.
- The Bid Evaluation Committee may ask the tenderer to explain and substantiate the commensurateness of the proposed prices, where the tenderer's bid contains an unusually low price or unusually high price.

The criterion for evaluation of the bids is: the price of the subject of the procurement and fulfilment all of parameters mentioned in the technical specification

# B.3 Commercial and Contractual Terms and Conditions

Commercial and contractual conditions

**GENERAL BUSINESS TERMS AND CONDITIONS - CUSTOMER - (Separate .doc file)**