



**icmr** **NIRRCH**  
INDIAN COUNCIL OF MEDICAL RESEARCH  
NATIONAL INSTITUTE FOR RESEARCH  
IN REPRODUCTIVE AND CHILD HEALTH

ICMR - National Institute for Research In Reproductive  
and Child Health

Jahangir Merwanji Street, Parel, Mumbai - 400012

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Family Welfare, Govt. of India

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## Details of Comprehensive Annual Maintenance Service Contract (CAMSC) of -80 Deep Freezer (Thermo Make) of the ICMR-NIRRCH

Sr No	Description of Eqpt	Make/Model	Qty	Dept	Sr No
1	DEEP FREEZER -80 Forma -86C ULT	THERMO	1	CSB	808518-362
2	DEEP FREEZER -80	THERMO FORMA SERIES 900	1	CRL DR RAHUL	ULTS0065100B2706
3	DEEP FREEZER -80	THERMO CRYOCUBE	1	not specified	F571KO000815
4	DEEP FREEZER -80	THERMO FORMA -86C ULT	1	TOXI	811384
5	DEEP FREEZER -80	THERMO FORMA 900 SERIES	1	MCBL	ULT50065120B2705

Prospective Bidders may visit the ICMR-National Institute for Research in Reproductive and Child Health, J. M. Street, Parel, Mumbai-400012 and inspect the equipments prior to submission of bid

## **Scope of work for Comprehensive AMC of -80 Deep Freezer (Thermo Make)**

1. Full comprehensive AMC inclusive of ALL THE PARTS with power supply adapters all accessories, attachments, supporting hardware software, modules, fittings, include the labour charges etc.
2. Two PM visits in one year and ALL breakdown calls. On all days includes bank holidays and weekends also.
3. Service call to be attended on the same day when call is registered.
4. Technical support on site as well as online/on phone.
5. PM preventive maintenance includes lubrication, periodic maintenance activities, tuning, defrosting and calibration, functionality checks and filters cleaning all the activities related to satisfactory performance of equipment.
6. Nonfunctional parts to be replaced with new genuine/Original parts. The defective parts can be picked up by CAMSC holder company arranging for transport cost/packing etc.
7. Consultation or training to assist customers development/Analysis of software, protocols to be provided by CAMSC holder company Engineer.
8. The AMC provider company will visit and inspect the machine thoroughly and check the functionality after that they will quote the charges for Comprehensive AMSC contract.
9. Machine CAMSC has to be taken over in as it is condition and should be handed over at the end of contract period in fully functional condition. Before quoting the CAMSC charges a site visit is must to ascertain the working condition of equipment before entering into CAMSC.
10. The AMC holder company will tie up with the OEM company for replacement of faulty parts with genuine certified parts only.
11. Service to be provided 24X7 all 365 days in a year.
12. AMC payment will be done after end of one quarter and after the service is certified as satisfactory by the in-house Technical Officer Instrumentation and HOD of the end user dept.
13. If service is delayed from AMC provider company or supply of non functional part is delayed then that amount of time period will be extended in CAMSC time period without any additional cost to Institute.
14. AMC holder company will bear all the charges for transportation, taxes, freight, customs clearance, custom duty, any new taxes due under any law for supply of spares imported make or indigenous.
15. The AMC provider company will not subcontract this to some third party.

16. The AMC holder company should have a service setup located within Mumbai region.
17. AMC will include one time calibration charges for temperature.