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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

Department of Health Research, Ministry of Health &
Family Welfare, Govt. of India

Phone: 022-2419 2134 / 2135 Email: stores@nirrh.res.in

Tender No. B/13012/06/2020-2021

1ST June 2023

Subject: **Comprehensive Annual Maintenance Service Contract (AMSC)
of Qiagen Pyrosequencer (Pyromark Q96 ID; S No: 53052;
Installation date 30th Nov 2015) of the ICMR-NIRRH**

Due Date: **22nd June 2023**

Sir / Madam,

The Institute is interested in Comprehensive Annual Maintenance Service Contract (AMSC) of Qiagen Pyrosequencer (Pyromark Q96 ID; S No: 53052; Installation date 30th Nov 2015) of the ICMR-NIRRH **as per the details mentioned in Scope of work**. If you can provide Comprehensive AMSC send us your quotation in a sealed cover, superscribed with our tender number, due date and subject, so as to reach this Institute well before the above due date.

While submitting your tender, the terms and conditions specified overleaf viz. 1 to 5 may please be carefully observed. Tenders are liable to be ignored if any of these conditions are not complied with.

The tender ID on CPPP portal is **2023_DoHR_713436**

**Sd/-
DIRECTOR**



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Comprehensive Annual Maintenance Service Contract (AMSC) of Qiagen Pyrosequencer (Pyromark Q96 ID; S No: 53052; Installation date 30th Nov 2015) of the ICMR-NIRRCH

1. Scope of work

1. Full comprehensive AMC inclusive of ALL THE PARTS with power supply adapters all accessories, attachments, supporting hardware software, modules, fittings 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 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 CMC holder company arranging for transport cost/packing etc.
7. Consultation or training to assist customers development/Analysis of software, protocols to be provided by CMC holder company Engineer.
8. The CMC provider company will visit and inspect the machine thoroughly and check the functionality after that they will quote the charges for comprehensive AMC contract.
9. Machine CMC 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 CMC charges a site visit is must to ascertain the working condition of equipment before entering into CMC.

10. CMC will include any damages caused due to pest, rats or other animals or dust liquid spillage etc.
11. CMC should include standalone UPS, Stabiliser, computer, scanner and printer used with this machine.
12. The AMC holder company will tie up with the OEM company for replacement of faulty parts with genuine certified parts only.
13. Service to be provided 24X7 all 365 days in a year.
14. 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.
15. If service is delayed from CMC provider company or supply of non-functional part is delayed then that amount of time period will be extended in CMC time period without any additional cost to Institute.
16. CMC 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.
17. The AMC provider company will not subcontract this to some third party.
18. The CMC provider company will provide a working equipment on loan basis without any charges till the non functional equipment is repaired.
19. The CMC holder company should have a service setup located within Mumbai region



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Bid Specific Terms and Conditions

1. Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organization along with Supply/ Purchase Order.
2. If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
3. Generic OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 50 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 50% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.
4. Buyer Added Bid Specific ATC Buyer Added text based ATC clauses
 - 1) The Preventive Maintenance service has to be done only during the Office hours i.e., 9:00 am to 05:30pm on working days. ICMR-NIRRH may permit servicing on closed holidays are out of office hours as per requirement. ICMR-NIRRH will not be responsible for any accidental human causality / loss if any.
 - 2) The servicing may be carried out in the Institute as far as possible and shall be executed without any loss or damage to the ICMR-NIRRH properties.
 - 3) Agency will suggest parts to be replaced and on approval by the Institute, the same may be replaced by them. The cost will be reimbursed by the Institute for Comprehensive AMSC, if parts are supplied by the Agency.
 - 4) No advance payment will be made in any case.
 - 5) Payment will be done in quarterly installments after providing the service reports only signed & name with designation by the end user and to be submitted to the Stores section, ICMR-NIRRH
 - 6) Each payment will be subject to Tax Deduction at Source (TDS) at the rate applicable from time to time.
 - 7) ICMR-NIRRH will not provide any transportation and accommodation for the Engineers / representatives for attending services and have to make their own arrangements.
 - 8) The contract may be terminated at any time by either party provided reasonable justification given in writing with 03 months prior notice. However in case of compliance of terms and conditions, the contract may be terminated by the Director without any notice.
 - 9) Any dispute arising out of this contract will be settled amicably between the parties.

- 10) All disputes are subject to the exclusive jurisdiction of competent court / forum in Mumbai, India only) No other condition of the firm is acceptable
- 11) No other condition of the firm is acceptable
5. Cleaning, lubricating, performance checks, re-alignment, repair and the replacement of defective components and parts, (together, the "Services") as and if applicable.