



**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  
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/13012/50/2021-2022

November 3, 2022

**Subject: Non Comprehensive Maintenance Service Contract (AMSC) for  
Carl Zeiss Microscopes**

**Due Date: 25<sup>th</sup> November 2022**

Sir / Madam,

The Institute is interested in the Non Comprehensive Annual Maintenance Service Contract (AMSC) for Carl Zeiss Microscopes **as per the details mentioned in Scope of work.** If you can provide Non Comprehensive AMSC, please send us your quotation in a sealed cover, super-scribed 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 14 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 **2022\_DoHR\_684529**

**Sd/-  
DIRECTOR**



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## **AMC of Carl Zeiss Microscopes**

### **TOXICOLOGY DEPARTMENT;**

1. AXIOLMAGER M1 with METAFER SYSTEM
2. STEMI 2000C
3. AXIOSKOP 40 FL
4. AXIOVERT 40 CFL
5. AXIOSKOP A1

### **INNATE IMMUNITY**

6. AXIOIMAGER A1 with CO-OBSERVATION

### **GAMETE IMMUNOBIOLOGY**

7. AXIOSKOP 2 PLUS with HBO ILLUMINATOR
8. AXIOOBSERVER 7

### **NEUROENDOCRINOLOGY;**

9. AXIOSKOP 2 PLUS
10. AXIOOBSERVER A1

## **1. Scope of work**

Objective of the AMC:

- To prevent emergency machine breakdown time by a preventive maintenance scheme.
- To maintain the optical microscope to its best possible condition.
- To provide remote diagnosis and technical phone support as the first line of attendance.
- To attend to emergency breakdowns within a reasonable reaction time.

### **Work to be carried out during scheduled maintenance visit:**

1. Cleaning microscope body with disinfectant, removal of dust particles.
2. Cleaning microscope objective, ocular lenses and other optics with lens cleaning solution.
3. Adjustment of setting of Microscope.
4. Calibration of light source for transmitted and reflected paths.
5. Measuring the laser power using laser power meter. (for laser scanning microscopes).
6. Routine lasers alignment and calibration (for laser scanning microscopes)
7. Monitoring Performance of microscopes and software.

## **2. Type of AMC:**

This AMC proposal covers the following machine attendance visits during the contract year.

1. During this AMC period, Engineer will make 2 (TWO) preventive maintenance visits wherein engineer will perform calibration activity along with all routine services.
2. Emergency visits as and when required in response to product malfunction or breakdown will be provided at the owner's request.
3. The price includes all cost for travel, boarding and lodging.

### **Note :**

*The work should be carry out at ICMR-National Institute for Research in Reproductive Health, J. M. Street, Parel, Mumbai-400012*



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### **TERMS & CONDITIONS**

1. Tenders (**Two Bids** – Technical Bid and Commercial Bid in separate envelopes to be sent together in a single big envelop) should reach **ICMR-National Institute for Research in Reproductive and Child Health, Jahangir Merwanji Street, Parel, Mumbai 400012, Maharashtra** before the prescribed date and time mentioned in the Tender. The tender not submitted as per the above prescribed manner will be treated as invalid.
2. All outstation tenders should be sent to so as to reach before the prescribed time limit. Late/delayed Tenders shall not be considered under any circumstances.
3. The Quantity of the Equipment for Non Comprehensive AMSC may be increased at the discretion of ICMR – NIRRCH.
4. The last date for receipt of tenders in NIRRCH is 25<sup>th</sup> November 2022 up to 17.00 hrs. The offers received would be tentatively verified on 28<sup>th</sup> November 2022 at 11.00 hrs.
5. The maximum response time for breakdown complaints would be 24 hrs. 0.1% of Basic Cost as penalty per day would be applicable subject to ceiling of ₹10,000/-.
6. The offers should be kept valid for acceptance for a period up to 31<sup>st</sup> February 2023.
7. The payment will be done quarterly subject to submission of satisfactory reports signed by end user department/scientist.
8. The prices quoted shall be firm for the duration of contract period and no change will be allowed after commencement of the contract. The tendered price should be quoted as the basic cost, without taxes and duties which may be indicated separately.
9. Conditional offers will not be accepted and liable to be rejected without any further reference.
10. OEM Authorization Certificate should be submitted.
11. Wherever tendered offer for an item is other than from manufacturer, such quotation must be accompanied by letter of commitment from the manufacturers and Memorandum of Understanding (MoU) executed duly between them on stamp paper that they would be supplying goods to the concerned trader/supplier in case supplier secured the order.
12. The bidders must provide complete circuit diagrams, wiring diagrams, component layout diagrams, Service/Maintenance manuals and component identification catalogue along with equipment free of charge in case order is placed to them.
13. The Director, ICMR-National Institute for Research in Reproductive and Child Health (NIRRCH), Mumbai reserves the rights to accept or reject any lowest tender in full or in part of any tender or all tenders without assigning any reasons and cancel the tender at any stage of the tender process.
14. Any of the disputes if arise between the Supplier/Tenderer and the NIRRCH/ICMR shall be resolved by the sole arbitrator which will be appointed by mutual consent of both the parties thereof failing which one of the Director of other Institute of ICMR in Mumbai (NIIH or NIV) shall be appointed within 30 days from the date of cause of action of dispute and the award as may be given by the sole arbitrator shall be binding on both the parties within the Civil Jurisdiction of Hon'ble High Court of Bombay.

15. Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organization along with Supply/ Purchase Order.
16. If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
17. Make in India specific authorization certificate needs to be enclosed.
18. 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.
19. Buyer Added Bid Specific ATC Buyer Added text based ATC clauses
  - 1) The payment is subject to the actual number of computers / PCs required to be serviced.
  - 2) Four normal visits plus Two emergency breakdown visits during the period of contact. All emergency and breakdown calls must be attended free of cost.
  - 3) 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 - NIRRCH may permit servicing on closed holidays are out of office hours as per requirement. ICMR-NIRRCH will not be responsible for any accidental human causality / loss if any.
  - 4) 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-NIRRCH properties.
  - 5) 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 Non-Comprehensive AMC, if parts are supplied by the Agency.
  - 6) No advance payment will be made in any case.
  - 7) 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 NIRRCH
  - 8) Each payment will be subject to Tax Deduction at Source (TDS) at the rate applicable from time to time.
  - 9) ICMR-NIRRCH will not provide any transportation and accommodation for the Engineers / representatives for attending services and have to make their own arrangements.
  - 10) 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 non-compliance of terms and conditions, the contract may be terminated by the Director without any notice.
  - 11) Any dispute arising out of this contract will be settled amicably between the parties.
  - 12) All disputes are subject to the exclusive jurisdiction of competent court / forum in Mumbai, India only) No other condition of the firm is acceptable
  - 13) No other condition of the firm is acceptable
20. Cleaning, lubricating, performance checks, re-alignment, repair and the replacement of defective components and parts, (together, the "Services") as and if applicable.