



Basic Details

Organisation Chain	Department of Health Research Indian Council of Medical Research		
Tender Reference Number	B/13012/13/2024-25		
Tender ID	2025_DoHR_793367_1		
Tender Type	Open Tender	Form of contract	Rate Contract
Tender Category	Services	No. of Covers	2
Payment Mode	Not Applicable	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No		

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/Technical	.pdf	Technical bid for Comprehensive Annual Maintenance Service Contract (CAMSC) for BD FACS ARIA III
2	Finance	.xls	Financial bid for Comprehensive Annual Maintenance Service Contract (CAMSC) for BD FACS ARIA III

Tender Fee Details, [Total Fee in ₹ * - 0.00]

Tender Fee in ₹	0.00	Fee Payable To	NA	Fee Payable At	NA
Tender Fee Exemption Allowed	NA				

EMD Fee Details

EMD Amount in ₹	0.00	EMD Exemption Allowed	NA
EMD Fee Type	NA	EMD Percentage	NA
EMD Payable To	NA	EMD Payable At	NA

Work /Item(s)

Title	Comprehensive Annual Maintenance Service Contract (CAMSC) for BD FACS ARIA III (2011) (Mol. Endo. Dept.)				
Work Description	Comprehensive Annual Maintenance Service Contract (CAMSC) for BD FACS ARIA III (2011) (Mol. Endo. Dept.)				
Pre Qualification Details	Please refer Tender documents.				
Tender Value in ₹	40,00,000	Product Category	Miscellaneous Services	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	730
Location	Mumbai	Pincode	400012	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	Mumbai

Critical Dates

Publish Date	26-Mar-2025 01:05 PM	Bid Opening Date	07-Apr-2025 03:00 PM
Document Download / Sale Start Date	26-Mar-2025 01:10 PM	Document Download / Sale End Date	05-Apr-2025 05:00 PM
Clarification Start Date	NA	Clarification End Date	NA
Bid Submission Start Date	26-Mar-2025 01:15 PM	Bid Submission End Date	05-Apr-2025 05:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)

	1	Tendernotice_1.pdf	NIT of Comprehensive Annual Maintenance Service Contract (CAMSC) for BD FACS ARIA III (2011) (Mol. Endo. Dept.)	669.35	
Work Item Documents					
	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	SCOPE OF WORK.pdf	Scope of Work of Comprehensive Annual Maintenance Service Contract (CAMSC) for BD FACS ARIA III (2011) (Mol. Endo. Dept.)	696.41
	2	Tender Documents	TERMS AND CONDITIONS.pdf	Terms and Conditions of Comprehensive Annual Maintenance Service Contract (CAMSC) for BD FACS ARIA III (2011) (Mol. Endo. Dept.)	501.86

Tender Inviting Authority

Name	Director
Address	ICMR- National Institute for Research in Reproductive and Child Health, J. M. Street, Parel, Mumbai-400012

Tender Creator Details

Created By	Smita Mahale
Designation	Director
Created Date	26-Mar-2025 12:32 PM



ICMR-National Institute for Research in Reproductive and Child Health,
Jahangir Merwanji Street, Parel, Mumbai-400 012
Department of Health Research, Ministry of Health & Family Welfare, Govt. of India
Phone No.: 022-2419 2134/2135/2175
Email: stores_ne@nirrch.res.in

Tender No. B/13012/13/2024-25
March 26, 2025

Subject: **Comprehensive Annual Maintenance Service Contract (CAMSC) for BD FACS ARIA III (2011) (Mol. Endo. Dept.)**

Due Date: **5th April 2025 upto 5:00 P.M.**

Sir / Madam,

The Institute is interested in the Comprehensive Annual Maintenance Service Contract (CAMSC) for BD FACS ARIA III (2011) (Mol. Endo. Dept.) **as per the details mentioned in Scope of work.** If you can provide Comprehensive AMSC 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 3 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 **2025_DoHR_793367**

**Sd/-
DIRECTOR**



ICMR-National Institute for Research in Reproductive and Child Health,
Jahangir Merwanji Street, Parel, Mumbai-400 012
Department of Health Research, Ministry of Health & Family Welfare, Govt. of India
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Requirement for Comprehensive Maintenance Contract for high end flow cytometers at ICMR-NIRRCH, Parel, Mumbai

1. **Instrument/Machine to be included under CMC on as is,**
 - a. **BD FACS ARIA III (2011) (Mol. Endo. Dept.)**
2. **Scope of Work:**
 - i. 2 Preventive Service visits and Unlimited Breakdown visits as & when required.
 - ii. Engineer will be a manufacturer qualified/certified professional with demonstrated experience.
3. **Service support:** Unlimited by way of telephonic assistance/online with remote access from experts (OEM certified/qualified) in addition to point number 2.
4. **Components/Parts in CMC:**
 1. **Inclusion:** All Hardware Parts, All Electronic Boards, BD Software Upgrades (without computer hardware upgrade), Nozzle, O ring, Fluidic filters etc.- if found faulty by OEM certified engineer.
 2. **Exclusion:**
 - i. Rubber Items, Temperature Control Unit, Aerosol Management Unit, Sonicator, Bio Safety Cabinet, Instrument Table, etc.
 - ii. Any Hardware Upgrade, LASERS, UPS/Step Down Transformer/ Batteries/ Printer/ Offline Computers/ Monitors/ Keyboard/ Mouse LIS, Analysis softwares and any 3rd Party Softwares (FlowJo, FCAP Array, Etc.)
 - iii. Consumables / Reagents/ Calibration Beads,
 - iv. Mishandling/ Physical Damage/ Rodent Damage/ Electrical fluctuation/ Fire/ Flood or Any Other Natural Disaster/ Damage due to External Sources IQ, OQ, PQ and other Calibration if any,
 - v. Relocation, De-installation, Re-installation
5. Machine CMC has to be taken over in as is where is condition and instrument should be handed over at the end of contract period in fully functional condition.

6. During CMC contract, any machinery failure, faults including complaints over telephone service will be diagnosed by OEM service engineer (with proof of manufacture and subsequent supported warranty) on the basis of diagnoses during the service visit. The defective parts would be picked up by company arranging for transport cost/packing etc.
7. Provider should demonstrate and prove current authorisation and linkage with OEM to perform above mentioned work. If by mistake, any modifications or changes made by personnel belongs to the institute should get corrected by CMC provider engineer.
8. CMC provider company experts/service engineer should maintain the detailed record of all maintenance activities and submit the detailed report of maintenance performed at the end of each quarter before payment
9. CMC 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 end-user department.
10. If service is delayed by the CMC provider 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 or end user of Machine.
11. All charges (including projected replacement of parts) will be binding and pre-negotiated with the company. Any additional cost for these items incurred including transportation, taxes, freight, customs clearance, custom duty, any new taxes due under any law will be born by the CMC provider.
12. The CMC provider company will not subcontract this CMC to some any third party company.
13. Company Service centre/Company Service engineer to be Mumbai based.

Additional Terms and Conditions:

- 1) *When a company bids on a Comprehensive Maintenance Contract (CMC) service, the price they offer for subsequent years of maintenance cannot increase by more than 10% compared to the initial CMC price offered to the same Original Equipment Manufacturer (OEM) company.*
- 2) *CMC provider company should keep confidential all proprietary information and should not disclosed any during the term of this contract.*



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

Bid Specific Terms and Conditions

1. If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
2. Make in India specific authorization certificate needs to be enclosed.
3. 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-NIRRCH may permit servicing on closed holidays or out of office hours as per requirement. ICMR-NIRRCH is not responsible for any disability or casualty caused to workers/ service engineer while performing the services and no claim for any payment on compensation on such ground will be entertained.
 - 2) If any fire/ damage or any type of mishappening occurs while maintenance/servicing of equipment(s) in ICMR-NIRRCH premises, the successful bidder will indemnify all the expenses occurred on this account.
 - 3) 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.
 - 4) No advance payment will be made in any case.
 - 5) Payment will be done in quarterly instalments after providing the service reports only signed & name with designation by the end user and to be submitted to the Stores section, ICMR NIRRCH
 - 6) Each payment will be subject to Tax Deduction at Source (TDS) at the rate applicable from time to time.
 - 7) ICMR-NIRRCH 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 non-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).
 - 11) No other condition of the firm is acceptable