



Annual Maintenance Contract for CX23 Olympus (Qty 5)

The Director, ICMR- National Institute of Translational Virology and AIDS Research (NITVAR) (Formerly NARI), Pune invites Annual Maintenance Contract (AMC) for CX23 Olympus. (Qty - 5). installed and functioning at Microbiology Department, ICMR-NITVAR, Pune. The interested AMC service providers should inspect the below mentioned equipment on any working day between 09.00 A.M to 05.30 P.M and submit their lowest rates along with appropriate documents.

Submission of Bid

- Place for submission of bid: Reception Counter, ICMR-NARI Admn. Building, Bhosari Pune 411 026.
- Date and Time for submission of bid: 07.02.2025 before 05.00 pm.
- The envelope should be superscribed "Tender for (Name of the item); due on 07.02.2025 and to be submitted to the address given below so as to reach before due date & time.

The Director
ICMR-NITVAR, Plot. No. 73, G
Block, M.I.D.C. Bhosari. Pune -
411 026.

Bidders full address should also be indicated on the envelope.

1. Equipment Details:

- Equipment Name & Description:**
 - CX23 Olympus (5 Nos)
- Property Numbers:**
 - 1) NARI/HPTN-047/03-04/202
 - 2) NARI/CTU/09-10/215
 - 3) NARI/CTU/09-10/214
 - 4) NARI TB VACCINE/18-19/02
 - 5) NARI TB VACCINE/18-19/03
- Location:**
 - Microbiology Department, ICMR-NITVAR, Pune

2. AMC Details:

- Calibration:**
 - Required Annually.
- Preventive Maintenance (PM) Visits:**
 - 02 Preventive Maintenance Visits per year.
- Breakdown Visits:**
 - Unlimited breakdown visits.



- **Service Provider:**
 - M/s.DSS Imagetech Pvt Ltd
- **Contract Period:**
 - **1 year** from the date of the contract order.

3. Scope of Work:

- **Preventive Maintenance Visits:**
 - **02 Visits per year** for preventive maintenance.
 - **Unlimited breakdown visits** to address any system issues.
 - **Annually Calibration** is mandatory.
- **Response Time:**
 - **Breakdown Response:** Service providers must respond within **24 hours**, with a maximum allowable response time of **48 hours**.

General Terms & Conditions:

1. **Preventive Maintenance Service:**
 - Services should be performed during office hours (9:00 AM to 5:30 PM) on working days. Servicing on holidays or after hours may be permitted if required by ICMR-NITVAR.
2. **Liability:**
 - The service provider is responsible for any disability, casualty, fire, damage, or mishap occurring during maintenance.
3. **Service Execution:**
 - Maintenance should be carried out on-site at ICMR-NITVAR as far as possible, with no damage or loss to the Institute's property.
4. **Payment Terms:**
 - Payment will be made in two installments:
 - First installment after completion of the first half of the year.
 - Second installment after completion of the year, based on a satisfactory service report.
5. **No Extra Charges:**
 - No extra payment will be made for transportation, handling, labor, etc.
6. **Accommodation and Transportation:**
 - The service provider must arrange their own transportation and accommodation.
7. **Termination Clause:**
 - The contract can be terminated by either party with a **3-month prior notice**. Immediate termination can occur for non-compliance with terms.
8. **Dispute Resolution:**
 - Disputes will be settled amicably; otherwise, jurisdiction will lie with competent courts in Pune, India.
9. **Exclusivity of Terms:**
 - No other conditions from the service provider are acceptable.
10. **Contract Duration:**
 - The contract is initially for **one year**



Additional Details:

1. Service Provider Responsibilities:

- **Training and Certification:**
 - The service provider must ensure that all technicians assigned to the contract are fully trained and certified by DSS Imagetech for servicing Olympus Microscopes.
- **Documentation and Reporting:**
 - After each maintenance visit or repair, the service provider should submit a detailed service report. This report should include the work performed, any issues identified, parts replaced, and recommendations for future maintenance.

. Preparing the Submission Documents

A. List of Required Documents

1. **Cover Letter:**
 - A brief letter introducing your company and summarizing your proposal. Include contact details and a statement confirming your interest in providing the AMC.
2. **Company Profile:**
 - Provide an overview of your company, including your experience with similar contracts, relevant certifications, and any other pertinent information.
3. **Past Performance/Experience Letters:**
 - Attach experience letters or references from similar contracts completed over the past 3 years.
4. **Order Copies:**
 - Include copies of previous orders related to the maintenance of similar equipment.
5. **GST and PAN Copies:**
 - Provide a copy of your GST registration certificate and PAN card.
6. **OEM/Authorization Letter:**
 - Include a letter from DSS Imagetech or another relevant Original Equipment Manufacturer (OEM) authorizing your company to service the Olympus Microscopes.
7. **Compliance with Terms:**
 - A statement confirming your agreement with the terms and conditions outlined by ICMR-NITVAR, including the response time, liability clauses, and other specific conditions.

B. Formatting and Submission:

1. **File Formats:**
 - Prepare the documents in PDF format for submission to ensure consistency and security.
2. **Organization:**
 - Ensure the documents are organized and labeled clearly, e.g., “Cover Letter,” “Financial Breakdown,” “Experience Letters,” etc.