



विकृति विज्ञान विभाग  
**Department of Pathology**  
क्षेत्रीय आयुर्विज्ञान संस्थान, इम्फाल: मणिपुर  
REGIONAL INSTITUTE OF MEDICAL SCIENCES, IMPHAL, MANIPUR  
(स्वास्थ्य और परिवार कल्याण मंत्रालय, भारत सरकार के अंतर्गत एक स्वायत्त संस्थान,  
(An Autonomous Institute under the Ministry of Health & Family Welfare, Govt. of India))

No. 088F/Patho/EM/2022-RIMS

Imphal, the 2<sup>nd</sup> August, 2024

To

The Director,  
Regional Institute of Medical Sciences,  
Imphal.

Subject: Signing of Rate contract for consumables/reagents for Flow Cytometry.

Sir,

I would like to bring to your notice that Flow Cytometry machine (BD FACS Lyric 3L10C) has been installed in Department of Pathology in 2024. The TEC members of Department of Pathology would like to submit the list of consumable/reagents for signing of rate contract. The whole list is submitted as a hard copy. Please note that initially we are planning to produce the minimum reagents from the said list and slowly upgrade as per requirement.

Thanking you.

Enclose:

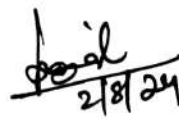
1. Offer price for RIMS.
2. Price reasonality certificate and comparison of price with other Institute.
3. Purchase order.

  
2/8/24

(Prof. Sushma Kh.)  
Prof. & Head

  
2/8/24

(Prof. S. Babina)  
Professor

  
2/8/24

(Dr. Rajesh Laishram)  
Professor

  
2/8/2024

(Dr. Kh. Sucheta Devi)  
Associate Prof.

  
02.08.24

(Dr. L. Deepak)  
Assistant Prof.

Copy to:

S.O Purchase Section (Hard copy)



**क्षेत्रीय आयुर्विज्ञान संस्थान, इंपाल: मणिपुर**  
**REGIONAL INSTITUTE OF MEDICAL SCIENCES, IMPHAL, MANIPUR**  
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(An Autonomous Institute under the Ministry of Health & Family Welfare, Govt. of India)

Phone : 0385- 241472  
0385-2414751  
e-mail : rims@rims.edu.  
website :www.rims.edu.i

**List of the consumables and reagents items required for rate contract for Flow Cytometry machine:**

Sl. no.	Product Description
1.	Liberty RUO PM Kit
2.	CD5 PerCP-CY5.5 L17512 50 Tests RUO/GMP
3.	BD FACS Lysing solution 10X 100ML IVD
4.	CD10 APC HI10a 100 Tests RUO/GMP
5.	CD13 PE L138 100 Tests RUO/GMP
6.	CD7 APC (M-T701) RUO
7.	CD2 PE-Cy7 L303.1 100 Tests RUO/GMP
8.	Lysing Buffer 10X Concentrate 100mL
9.	CD45 V500-C RUO
10.	CD38 APC-H7 (HB7) RUO
11.	CD117 PE-Cy7 104D2 100 Tests RUO/GMP
12.	CD3 APC-H7 SK7100 Tests RUO/GMP
13.	BD CS&T Beads 50 Tests CE-IVD
14.	BD CS&T Beads 50 Test CE-IVD
15.	Anti -MPO FITC 5B8 50 Tests RUO/GMP
16.	CD4 V450 (SK3) RUO
17.	CD33 APC P67.6 100 Tests RUO/GMP
18.	CD20 V450 L27 100 Tests RUO/GMP
19.	CD8 APC-H7 SK1 100 Tests RUO/GMP
20.	Kit FC Beads 7 colour CE/IVD
21.	CD79a PE HM47 50 Tests RUO/GMP
22.	Hu CD1a FITC HI149 100 Test
23.	CD14 APC-H7 MphilP9 100 Tests RUO/GMP
24.	Hu CD58 FITC 1C3 100 Test
25.	Anti-HLA-DR V450 100 Tests RUO/GMP
26.	Kit FC Beads 5-Color CE/IVD
27.	CD34 PerCP-Cy 5.5 8G12 50 Tests RUO/GMP
28.	Hu CD99 PE TU12 100 Tests
29.	BD IntraSure Kit RUO

*Rishma*

*Balraj*

*Deepak*

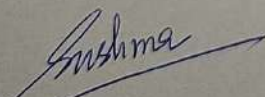


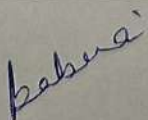


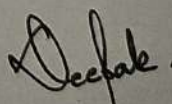
**क्षेत्रीय आयुर्विज्ञान संस्थान, इंपाल: मणिपुर**  
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Phone : 0385-241472  
0385-241475  
e-mail : rims@rims.edu.  
website : www.rims.edu.i

30.	Hu CD66c PE B6.2/CD66c 100 test
31.	Hu CD64 FIT 10, 100Tst
32.	BD FACSTFlow Sheath Fluid 20L
33.	CD45 APC-H7 2D1 100
34.	CD34 APC-H7 2D1 100
35.	CD117 APC M-T701
36.	HLA-B27 Kit Tests IVD
37.	Cd19 pe-Cy7 SJ25C1 100
38.	CD33 PEP67.6 100 Tests
39.	CD5 PE L17F12 100
40.	CD5 PE L17F12 100
41.	CD79a PE HMA47 50
42.	CD3 PerCP-Cy5.5 SK7 50
43.	CD10 PE HI10a 50 Tests
44.	CD13 PE-Cy7 L138 100
45.	Anti-HLA-DR PerCP-
46.	Anti-MPO FITC 5B8 50
47.	Permeabilizing Solution
48.	BD FACSTFlow Sheath
49.	BD Stem Cell Control Kit
50.	Stem Cell Enumeration
51.	BD FACSDiva CS&T
52.	BDFACS7-Color Setup
53.	CD55 PE IAS10 50 Tests
54.	Hu CD59 PE p282 (H19)

  
(Prof. Sushma Kh.)  
Prof. & Head

  
(Prof. S. Babina)  
Professor

  
(Dr. L. DeepaK)  
Asst. Prof.



Proprietary Article Certificate

(Procurement of the Goods under the provision of Rule 166 of GFR 2017 – Procurement base on Single Tender Enquiry)

The indenter hereby certify that

(i) The indented goods/Software are manufactured/developed by

M/s BECTON DICKINSON Co., BD Headquarters  
New Jersey US.

M/s BECTON DICKINSON INDIA PRIVATE LIMITED, NEW DELHI

(ii) No other make or model/Software is acceptable for the following reasons:

Make : BECTON DICKINSON CO.

Model : FACSLytic 3L IDC

(iii) Supporting documents from supplier attached : ☒ Yes/No

Signature with date and designation of the indenting Officer

Name : Dr SUSHMA KHURAIJAM .

Signature : Sushma  
23/11/2024 .

Designation of OFFICER : Professor and HOD, Dept of Pathology

Dated : 23/11/2024

अध्यापक एवं विभागाध्यक्ष/Professor & head.  
विकृति विज्ञान विभाग  
Department of Pathology  
क्षेत्रीय आयुर्विज्ञान संस्थान, इम्फाल  
Regional Institute of Imptl Medical Sciences, Imphal



## अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687794224755

अनुबंध तिथि | Generated Date : 08-Feb-2024

बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: GEM/2023/B/3396009

संगठन विवरण   Organisation Details	खरीदार विवरण   Buyer Details
प्रकार   Type : Central Autonomous	पद   Designation : Section Officer
मंत्रालय   Ministry : Ministry of Health and Family Welfare	संपर्क नंबर   Contact No. : 0385-2414625-392
विभाग   Department : Department of Health and Family Welfare	ईमेल आईडी   Email ID : sopur.rims-mn@gov.in
संगठन का नाम   Organisation Name : Regional Institute of Medical Sciences Imphal Manipur	जीएसटीआईएन   GSTIN : 14SHLR00683E1DP
कार्यालय क्षेत्र   Office Zone : Lamphelpat, Imphal	पता   Address : Lamphelpat, IMPHAL WEST, MANIPUR-795004, India

वित्तीय स्वीकृति विवरण   Financial Approval Detail	भुगतान प्राधिकरण विवरण   Paying Authority Details
आईएफडी सहमति   IFD Concurrence : Yes	Role : PAO
प्रशासनिक अनुमोदन का पदनाम   Designation of Administrative Approval : Director	भुगतान का तरीका   Payment Mode : Offline
वित्तीय अनुमोदन का पदनाम   Designation of Financial Approval : Chief Accounts Officer	पद   Designation : Accounts Officer
	ईमेल आईडी   Email ID : aco.rims-mn@gov.in
	जीएसटीआईएन   GSTIN : N
	पता   Address : Lamphelpat, IMPHAL WEST, MANIPUR-795004, India

विक्रेता विवरण   Seller Details
जेम विक्रेता आईडी   GeM Seller ID : 62EB190001045808
कंपनी का नाम   Company Name : BECTON DICKINSON INDIA PRIVATE LIMITED.
संपर्क नंबर   Contact No. : 09840769921
ईमेल आईडी   Email ID : chetna_sethi@bd.com
पता   Address : 204, Tolstoy Marg, 15 Tolstoy Marg, New Delhi, Central Delhi, DELHI-110001, -
एमएसएमई सत्यापित   MSME verified : No
एमएसएमई पंजीकरण संख्या   MSME Registration number : -
जीएसटीआईएन   GSTIN : 06AAACB2656A1ZB

\*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा | GST / Tax invoice to be raised in the name of - Buyer

वितरण निर्देश | Delivery Instructions : NA

उत्पाद विवरण   Product Details						
#	आइटम विवरण   Item Description	आइटम विवरण   Ordered Quantity	इकाई   Unit	इकाई मूल्य (INR)   Unit Price (INR)	कर विभाजन (INR)   Tax Bifurcation (INR)	मूल्य (INR में सभी शुल्क और कर सहित)   Price (Inclusive of all Duties and Taxes in INR)
1	उत्पाद का नाम   Product Name : BD Flow Cytometer with Printer Upto 8 parameters (6 Fluorescence parameters and 2 Scatter parameters) Upto 13 375 to 500 and 500 to 650 and 650 to 780 Upto 35000 ब्रांड   Brand : BD ब्रांड प्रकार   Brand Type : Registered Brand कैटलॉग की स्थिति   Catalogue Status: OEM verified catalogue कैसे बेचा जा रहा है   Selling As : OEM श्रेणी का नाम और चतुर्थांश   Category Name & Quadrant : Flow Cytometer (Q3) मॉडल   Model: FACS Lyric एचएसएन कोड   HSN Code: HSN not specified by seller	1	pieces	11,918,000	NA	11,918,000
कुल ऑर्डर मूल्य   Total Order Value (in INR)						11,918,000

परोक्षिती विवरण | Consignee Detail

क्र.सं.   S.No	परोक्षिती   Consignee	वस्तु   Item	लॉट नंबर   Lot No.	मात्रा   Quantity	दिनांक के बाद डिलीवरी शुरू करना है   Delivery Start After	वितरण पूरा कब तक करना है   Delivery To Be Completed By
	पद   Designation :- ईमेल आईडी   Email ID : sysadmin.rims-mn@gov.in	BD Flow Cytometer with Printer Upto 8 parameters (6				



1	संपर्क   Contact : 0385-2411484- जीएसटीआईएन   GSTIN :- पता   Address : Lamphelpat, IMPHAL WEST, MANIPUR-795004, India	Fluorescence parameters and 2 Scatter parameters) Upto 13 375 to 500 and 500 to 650 and 650 to 780 Upto 35000	1	08-Feb-2024	08-May-2024
<b>Product Specification for BD Flow Cytometer with Printer Upto 8 parameters (6 Fluorescence parameters and 2 Scatter parameters) Upto 13 375 to 500 and 500 to 650 and 650 to 780 Upto 35000</b>					
विनिर्देश   Specification		उप-विनिर्देश   Sub-Spec	मूल्य   Value		
GENERIC	Product Description		Flow Cytometer		
	Type		Bench top		
	Clinical purpose		To detect and measure physical and chemical characteristics of a population of cells or particles for their count, sort, characteristics and function and also diagnosis of health disorders such as blood cancer etc		
	Patient category		Pediatrics and Adults		
PERFORMANCE PARAMETERS	Detection system has solid state green laser for high sensitivity		Yes		
	Measurement of parameters those can be tested for cell sorting		Upto 8 parameters (6 Fluorescence parameters and 2 Scatter parameters)		
	Emission wavelength of Laser beam (nm)		375 to 500,500 to 650,650 to 780		
	Excitation and emission of laser optics are fixed aligned with no user intervention		Yes		
	System consists of Photo-multiplier tubes for fluorescence detection		Yes		
	Fluorescent color channels for detection & analysis including FSC and SSC		Upto 13		
	System is capable of measuring the absolute number of CD4/CD8 lymphocytes		Yes		
	System is capable of reporting absolute number of CD8 T Lymphocytes only when required		Yes		
	System is capable of reporting absolute number of CD4 T Lymphocytes for pediatric patients		Yes		
	System is capable of detecting PE and percent P for CD4 and CD8 testing		Yes		
	Automated/computerized cell deposition unit to collect cells automatically is available		Yes		
	Different sort modes		Enrich, pure, single cell, yield etc		
	Sample sorting rate (events per second)		Upto 35000		
	Sample type for sorting		NA for Cell Analyzer		
	Number of wells in multiwell plates		96-well,384-well		
	Tube size		12x75 mm,1.5 ml,2.0 ml,5.0 ml,15 ml		
	Capable of cooling and heating of sample tubes		Yes		
	System is capable to test samples less than 50µl with minimal wastage		Yes		
	Forward and scatter bubble detector to stop sample flow when sample tube is empty		Yes		
	System supports exchangeable fluidics for sterile sorting application with minimum consumption of reagents		NA for Cell Analyzer		
	Live video facility of sort monitoring		NA		
	Calibration		Auto		
USER INTERFACE	Latest computer workstation of compatible model		Yes		
	Type of monitor (Min 18 inches size)		LCD		
	Type of processor		Core i5		
	Hard disc drive		1TB		
	DVD ROM/CD RW Drive		Yes		
	Suitable up-gradable software pre-loaded including support for index sorting application, offline and online compensation, data acquisition, analysis and sorting		Yes		



	System is upgradable with bio safety cabinet for additional user protection and aerosol management unit	Yes
	Storage of data files for subsequent review analysis	Yes
	Printer	External
	Printer type	other
	If printer is "other", specify the same	Laser Ink Jet
	Compatible UPS with back up of at-least 30 minutes	Yes
ACCESSORIES	Automated pipettes with valid calibration certificate	NA
	Vortex mixture	NA
ELECTRICAL	Power supply	230+/-10%V, 50/60Hz AC supply, Single phase
	Suitable AC adapter included	Yes
PACKING	The product with all its removable accessories suitably packed in such a way that there will be no transit damage during transportation till destination	Yes
CERTIFICATIONS & REPORTS	Submission of Test Report from OEM/parent manufacturer complying with the declared specification to the buyer at the time of supply	Yes
	Product certification	EU-CE, US-FDA
	Four digit number of notified body if the product is EU-CE certified	IE-AR
	Certificate No & Date	2017/746/26-07-2022
	Certificate issuing authority	Becton Dickinson
	Manufacturer certification	ISO:13485 & ISO:9001
	Submission of all certificates, test reports and licenses related to the product at the time of supply by the seller which may be verified by the buyer	Yes
INSTALLATION, TRAINING & MAINTENANCE	Scope of supply includes free installation, safety and operation checks of the equipment by the supplier before handover	Yes
	Scope of supply includes training of users in proper functioning and day-to-day routine maintenance of the equipment	Yes
	Manual and instructions of use depicting with pictorial diagrams are provided along with supply	Yes
WARRANTY	Warranty in Years (Option of comprehensive warranty is available through bidding only, which if opted will supersede normal warranty in the catalogue)	5 year
	Contact details of manufacturer, supplier and local service agent are provided	Yes

**व्यापक रखरखाव के लिए शुल्क | Comprehensive maintenance charges for BD Flow Cytometer with Printer Upto 8 parameters (6 Fluorescence parameters and 2 Scatter parameters) Upto 13 375 to 500 and 500 to 650 and 650 to 780 Upto 35000**

सेवा वर्ष   Service Year	सीएमसी प्रतिशत   CMC Percentage	कर द्विभाजन   Tax Bifurcation
CMC charges for 1 st year after warranty period in % of cost of equipment	5%	NA
CMC charges for 2 nd year after warranty period in % of cost of equipment	5%	
CMC charges for 3 rd year after warranty period in % of cost of equipment	5%	
CMC charges for 4 th year after warranty period in % of cost of equipment	5%	
CMC charges for 5 th year after warranty period in % of cost of equipment	5%	

#### शुद्धिपत्र | Corrigendum

1. तक बढ़ाया गया | Extended Upto : 2023-05-15 09:00:00
2. तक बढ़ाया गया | Extended Upto : 2023-05-25 09:00:00
3. तक बढ़ाया गया | Extended Upto : 2023-05-31 09:00:00
4. तक बढ़ाया गया | Extended Upto : 2023-06-12 09:00:00

#### सीएमसी के लिए अतिरिक्त खंड | Additional Clauses for CMC

1.CMC shall include preventive maintenance including calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, after satisfactory completion of Warranty. During the CMC period commencing from date of the successful completion of warranty period, Service personnel shall visit each consignee site as recommended in the manufacturer's technical/ service /operational manual, at least once in six months or as per user requirement. Cost of consumables shall not be included in



- CMC. Further there will be 98% uptime warranty during CMC period on 24 (hrs) X 7 (days) X 365 (days) basis, with penalty, to extend CMC period by double the downtime period.
2. CMC charges to be indicated as percentage of cost of equipment quoted for each year after the warranty period.
3. GST shall be included in the CMC Charges quoted.
4. Cost of CMC will be added for Ranking/Evaluation purpose with depreciation formula. A 10% discounting rate per year shall be applied on CMC Charges for price evaluation on Net Present Value.
5. The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user.
6. While creating a bid or RA, buyers shall indicate whether CMC is required against Yes/No options. If CMC Charges are included, an option for number of years for CMC required after the warranty period shall be available. Under this option up to 10 years can be chosen for CMC charges beyond warranty period.
7. In case the bid has a provision for CMC, the warranty of the product will also be deemed to have been converted into Comprehensive warranty including preventive maintenance and calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, during the Warranty Period also. Sellers are therefore advised to include the cost of Comprehensive Warranty including spares (excluding consumables) also in product Cost.
8. The CMC functionality shall be available in bid only and no direct RA shall be applicable. In case of bid to R/A decrement rules shall be applicable on total price inclusive of CMC charges. Bunching of products shall not be available while creating bids with CMC charges.
- 8.1. Buyer shall indicate number of years of warranty by selecting different options available in the field depending on warranty parameter applicable in category parameters for the equipment. No. of years of warranty indicated here shall supersede the warranty period indicated elsewhere in bid or product specifications. The Seller while participating in Bid/RA will get fields to indicate CMC charges as percentage depending on number of years of CMC selected by Buyer. The following shall be applicable, if 5 year CMC selected:
- CMC charges for 1st year after warranty period- Percentage to be indicated- A1
- CMC charges for 2nd year after warranty period- Percentage to be indicated- A2
- CMC charges for 3rd year after warranty period - Percentage to be indicated- A3
- CMC charges for 4th year after warranty period - Percentage to be indicated- A4
- CMC charges for 5th year after warranty period - Percentage to be indicated- A5
- Similarly, A6 to A10 are to be indicated for 6th to 10th year of CMC if applicable.
- 8.2. The calculation of CMC Charges shall take into account the number of years of warranty and duration of CMC as specified while creating bid.
- 8.3. In the price evaluation, the system shall provide function to calculate the cost of each equipment by formula indicated below including CMC and then show the inter-se-ranking of the bidders. The following are the variables
- (i) Number of years for which CMC required.
- (ii) Number of years of product warranty
- The formula for calculating total cost including CMC charges shall be as under:
- Total Cost for evaluation=
- $$C + C * \{ (A1/100)/(1.10^n) + (A2/100)/(1.10^{n+1}) + (A3/100)/(1.10^{n+2}) + (A4/100)/(1.10^{n+3}) + (A5/100)/(1.10^{n+4}) \}$$
- and so on
- C – Cost for equipment quoted and n shall be number of years of product warranty specified.
- If 2 year warranty specified, n shall be 2 and if 5 year warranty specified, n shall be 5. A1, A2, A3, A4 & A5 shall depend on how many years CMC selected. For 3 year CMC, only A1, A2 and A3 factors are to be taken into account and A4 and A5 will not be applicable.
- 8.4. CMC charges offered for each subsequent year should be same or higher than preceding year.
- 8.5. The CMC charges shall be offered within range of 3 to 10% of cost of equipment.
9. Since CMC charges are to be paid only later for each year during CMC period, applicable performance guarantee amount after placement of contract shall be based on the cost of equipment excluding the cost of CMC Charges.
10. Performance bank guarantee applicable for CMC is to be submitted at start of the CMC and shall be applicable between 2.5% to 10% as specified in bid on total CMC Charges. The PBG submitted after award of contract shall be released only after new PBG for the CMC period is submitted and accepted by buyer/consignee after due verification. Bank guarantee for CMC is to remain valid till completion of CMC period plus one year. The bank guarantee for CMC shall be submitted to buyer directly. In case, seller fails to submit the PBG or does not provide services for the CMC contract after expiry of warranty period then PBG of equipment shall be forfeited.
11. In case of splitting of order quantity, equipment cost and CMC charges offered by L1 bidder shall be matched by higher quoting eligible bidders on one-to-one basis. The equipment cost and CMC charges (year to year) shall be matched individually.
12. The CMC Contract shall be an offline contract to be handled by buyer. The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user and scope of CMC will be as per para 1 above.

## मूल्य द्विभाजन एक्सेल फ़ाइल विवरण | Price Bifurcation Excel File details: flow cytometer

### ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक   Advisory Bank :	Bank Of Baroda
ईपीबीजी प्रतिशत (%)   ePBG Percentage(%) :	3.00
बोली लगाने वाले को बोली के नियमों और शर्तों के अनुसार लागू ईपीबीजी प्रस्तुत करना होगा   The bidder shall furnish ePBG as applicable as per bid's terms and conditions	

### नियम और शर्तें | Terms and Conditions

#### 1. General Terms and Conditions-

- 1.1 This contract is governed by the General Terms and Conditions, conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

#### 2. Buyer Added Bid Specific Terms and Conditions-

- 2.1 Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.
- 2.2 If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
- 2.3 Make in india specific authorisation certificate needs to be enclosed.
- 2.4 Generic
- Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.



**2.5 Generic:**

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 3 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

**2.6 Generic:**

End User Certificate: Wherever Bidders are insisting for End User Certificate from the Buyer, same shall be provided in Buyer's standard format only.

**2.7 Generic:**

Products supplied shall be nontoxic and harmless to health. In the case of toxic materials, Material Safety Data Sheet may be furnished along with the material.

**2.8 Generic:**

Manufacturer Authorization: Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

**2.9 Scope of Supply:**

Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

**2.10 OEM:**

IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

**2.11 Service & Support:**

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.

**2.12 Service & Support:**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

**2.13 Service & Support:**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

**2.14 Warranty:**

Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 5 years for the offered products at the rate not more than 10 % of contract price per annum. Buyer reserves the right to enter into a CMC agreement with the Successful Bidder / OEM after expiry of the Warranty period at above mentioned rate and the payment for the CMC charges would be made Annually after rendering of the CMC Services of the relevant CMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the CMC contract when called upon by the buyer. CMC would include cost of

Rs

(Upload the undertaking). The original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 10% of total CMC value valid up to CMC period plus 2 months (if there is no other claim).

**2.15 Warranty:**

Warranty period of the supplied products shall be 5 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

**2.16 Warranty:**

Over and above the normal Warranty terms as per GeM GTC, the successful bidder / OEM shall have to provide Comprehensive Warranty during the entire Standard warranty period as per contract. : The comprehensive warranty shall be covering the following scope

all major and important parts, hardware, software etc.

(Upload an undertaking with the bid confirming compliance by the bidder if Bidder is taking onus of this compliance. In case OEM is taking onus of this compliance, OEM undertaking is to be uploaded along with Bidder undertaking)

**2.17 Warranty:**

Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.

**2.18 Warranty:**

Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 5 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.

**2.19 Buyer Added Bid Specific ATC:**

Buyer uploaded ATC document [Click here to view the file](#).

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। इस दस्तावेज़ का प्रिंट आउट भुगतान/लेनदेन उद्देश्य के लिए मान्य नहीं है।

Note: This is system generated file. No signature is required. Print out of this document is not valid for payment/ transaction purpose.