अखिल भारतीय आयुर्विज्ञान संस्थान, नागपुर
ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR
Address: Plot No. 2, Sector-20, MIHAN, Nagpur– 441124
E-mail: procurement@aiimsnagpur.edu.in

File No. AIIMS-NAG/PROC/Cent-Store/26-27/71/NIQ/33 **Dt 24./11/2026**

NOTICE INVITING QUOTATIONS

The Executive Director, All India Institute of Medical Sciences, Nagpur invites quotations from the reputed Vendors for Services for Initiating CMC for EMG/EP/NCS Measuring System for Physiology Department at AIIMS, Nagpur details are given below:

Sr. No.	Service Description		Unit Cost per Year (Excluding GST)	GST %	Total Cost with GST
1	Services for Initiating CMC for EMG/EP/NCS Measuring System (for 3 Years)	1st year			
2		2nd year			
3		3rd year			
			Total --------		

Note:

- **The technical specification of the services is attached as Annexure-I.**
- A compiled statement of technical specification against the item needs to be submitted along with quotation.

TERMS OF CONDITIONS:

1) All quotations to be submitted in the name of **Executive Director, AIIMS Nagpur** only. Quotations not addressed to Executive Director, AIIMS, Nagpur will not be opened and rejected summarily.
2) L1 will be decided based on the cost of Services only.
3) **Copy of NIQ duly signed and stamped by the vendor to be submitted along with quotation by accepting all the terms and conditions of NIQ.**
4) HSN Code of the product needs to be mentioned.
5) Rates of articles should be quoted per unit item without including GST.
6) Taxes livable should be quoted separately.
7) Work Period: - 3 Years from the date of Work order.
8) Delivery should be FOR O/o Central Store, AIIMS, Nagpur.
9) **A declaration by vendor is required to be submitted along with quotation station that vendor is not debarred by Department of Commerce or Ministry/ Department concerned. The date of declaration should not be before the date of NIQ and after the last date of submitted of quotation.**
10) **Liquidated Damages charges**: - In the event of the Seller's failure supply, Liquidated Damages charges will be deducted to the sum of 0.5% of the contract price of the delayed/undelivered, stores/services mentioned above for every week of delay or part them of a week, subject to the maximum value of the Liquidated Damages being not higher that 10% of the value of delayed stores.
11) Payment will be released on inspection of supplied material found satisfactory by the concerned department as regard to quality, quantity etc. Broken articles will have to be replaced before payment.
12) Bank details such as Account Number, IFSC Code etc. should be furnished so as to facilitate payment on line, if any.
13) Interested parties should submit their quotations in **sealed envelope in store office, super scribing "QUOTATION FOR SERVICES FOR INITIATING CMC FOR EMG/EP/NCS MEASURING SYSTEM FOR PHYSIOLOGY DEPARTMENT at AIIMS, NAGPUR WITH NUMBER OF NIQ"** on or before 27/.11. /2026 **before 17.00 hrs** which will be opened on 28./.11. / 2026 **at 11.00 hrs.**
14) Rights to accept/reject any quotation rests with the AIIMS Nagpur.

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20.11.2026
Administrative Officer (P & MM)
AIIMS, Nagpur
विपिन कुमार/Vipin Kumar
प्रशासनिक अधिकारी (पी अॅन्ड एमएम)/Administrative Officer (P & MM)
अ.भा.आ.स. नागपुर/AIIMS Nagpur

ADDITIONAL TERMS AND CONDITIONS (ATC) For 3-year Comprehensive Annual Maintenance Contract Service (CAMC) for EMG/ EP/NCS Measuring system

A. General Information - EMG/ EP/NCS Measuring system

Name:	EMG/ EP/NCS Measuring system
OEM:	M/s. Natus Medical Incorporated.
Make & Model:	Micromed; MYOQUICK
Components:	The components of EMG/EP/NCS Measuring system includes: Energy series electrical Stimulators, Kit Pattern Plus, EP Goggles, Kit Photic, Matrix 1005, BQ USB, Earphone, Computer Monitor & CPU
Age and Condition:	This medical instrument was procured and commissioned in 2021 and has been in continuous operational service for the past five years.

B. General Additional Terms and Conditions

OEM Authorized Company: The bidder shall be exclusively either the OEM or an OEM-authorized vendor for providing CAMC services for the said medical equipment. Bids from non-OEM-authorized vendors shall not be considered.

Components under the scope of CAMC contract: All the components of the equipment including Energy series electrical Stimulators, Kit Pattern Plus, EP Goggles, Kit Photic, Matrix 1005, BQ USB, Earphone, Computer Monitor & CPU are covered under CAMC contract.

Components under the scope of CAMC contract: the consumables of the equipment which includes the cables, UPS, batteries, remote, printer, cartridges are not covered under CAMC.

Use of OEM Spare Parts (Mandatory): All repairs and replacements under CAMC shall be carried out exclusively using new, unused, and original OEM spare parts. The use of refurbished, duplicate, reconditioned, counterfeit, or non-OEM parts is strictly prohibited. Any violation shall constitute a material breach of contract, entitling the purchaser to impose penalties, reject the service, and/or terminate the CAMC without prejudice to other legal remedies.

Offsite Repair, Transit, and Risk Liability: Equipment or components shall not be removed from the site without prior written approval of the user department. Where offsite

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servicing is permitted, the vendor shall arrange comprehensive insurance coverage at its own cost covering transit, handling, storage, and repair risks. All risks, liabilities, and responsibilities shall remain solely with the vendor, and the institute shall bear no financial or legal liability whatsoever.

Complaint Registration and Attendance: All service complaints lodged through official email or designated online platforms shall be acknowledged within twenty-four (24) hours and attended within seven (7) calendar days from the date of complaint registration.

Maximum Downtime and Restoration: The equipment shall be serviced onsite and restored to full operational condition within fifteen (15) calendar days from the date of complaint registration. Extension of time, if any, shall be granted only with written approval of the user department, and such extension shall not be claimed as a matter of right by the vendor.

Critical and Emergency Complaints: In the case of critical breakdowns affecting essential services, the vendor shall provide immediate remote support and ensure physical engineer deployment at site within forty-eight (48) hours.

Stand-by Equipment (Mandatory): If repair exceeds the permissible downtime, the vendor shall provide a stand-by unit of equivalent or superior specifications, duly compatible and certified, at no additional cost, until the original equipment is fully functional. Failure to provide a stand-by unit shall attract penalties as per CAMC terms.

Restriction on Subcontracting: Subcontracting of CAMC services, wholly or partly, is strictly prohibited without prior written approval of the purchaser. Any unauthorized subcontracting shall result in immediate termination of CAMC and forfeiture of applicable securities.

Compliance with Statutory and Technical Standards: All service activities shall strictly adhere to OEM service protocols, applicable national and international safety standards, and relevant statutory regulations governing electrical and biomedical equipment, including any amendments issued during the CAMC period.

Confidentiality and Data Security: All technical data, software credentials, passwords, system configurations, and internal information accessed during CAMC shall be treated as classified and confidential. Any breach shall invite penal action and legal proceedings as per applicable laws.

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Deployment of Certified Service Personnel: Only OEM-trained, certified, and authorized service engineers shall be deployed for CAMC services. The purchaser reserves the right to verify credentials and deny site access to unauthorized personnel.

Preventive Maintenance (Strict Compliance): Preventive maintenance shall be carried out Quarterly (one visit every three months) without fail, as per OEM recommendations. A duly signed preventive maintenance report shall be submitted after each visit. Non-performance shall be treated as default and shall attract penalties and proportional payment deductions.

Software, Firmware, and License Support: All OEM-released software updates, firmware upgrades, security patches, and licenses applicable during the CAMC period shall be provided free of cost. No additional charges shall be levied under any circumstances.

Spare Parts Availability Assurance: The vendor shall ensure uninterrupted availability of essential spare parts throughout the CAMC period. Non-availability of spares shall not be accepted as a justification for downtime or delay.

Penalty and Liquidated Damages: A penalty of ₹10,000 (Rupees Ten Thousand only) shall be levied per instance per violation, including delays in complaint attendance, downtime beyond permissible limits, non-provision of stand-by equipment, use of non-OEM parts, or breach of any CAMC condition. Repeated violations may lead to termination of CAMC and blacklisting as per government rules.

Payment Terms: CAMC payments shall be released annually in arrears, subject to verification of preventive maintenance reports, uptime compliance, and issuance of a satisfactory performance certificate by the user department. Any penalties shall be recovered prior to payment release.

Termination Clause: The purchaser reserves the right to terminate the CAMC at any time, with notice, in case of persistent non-performance, violation of contract terms, or failure to maintain equipment uptime, without any financial liability to the vendor.

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