

**Single Tender Enquiry
For
Annual Maintenance Contract (AMC) of
Direct Insertion Mass Spectrometer
for One year**

Tender No: Tender/AMC/COE-NDPS-DIMS-Radian/25-26/425, Date: 09 /02 /2026

National Forensic Sciences University
NFSU Main Administrative Campus
Sector-9, Gandhinagar,
Gujarat – 382 007

Website: nfsu.ac.in

**Tel: +91-79-23977104,
Fax: +91-7923247465**

To,

Waters (INDIA) Pvt. Ltd.

302, 3rd Floor, Earth Arise, Near YMCA Club,

S.G. Road, Vejalpur, Ahmedabad - 380051

National Forensic Sciences University, Gandhinagar invites quotation from **Waters (INDIA) Pvt. Ltd.**

Bidder must submit their bid offline as per detailed technical specification given in Tender document latest by 16/02/2026, till 5:00 pm & bid opening is scheduled on 17/02/2026, 12:00 pm. The tender related information is as follows.

(A) Technical Details:

Instrument Name: Direct Insertion Mass Spectrometer

Product Name: RADIANT ASAP

Serial No: JCA0076

Date of Installation 31/05/2022

(B) Terms and Conditions:

1. AMC is for a period of One year from the date of issue of supply order.
2. AMC is applicable to the maintenance and repair of all control units, electronics, mechanical, electrical and pneumatic systems of the machine.
3. There will be two preventive visits per annum and two breakdown visits per annum by Service Engineer of the firm for maintenance of the machine.
4. In case of occurrence of Break-down in the machine, it should be attended within 24-48 hrs by the firm's engineer from the date of receipt of intimation from NFSU, Gandhinagar (except Govt. holidays/ week off days).
5. The Preventive maintenance visit may be scheduled in consultation with the concerned users according to the calibration and maintenance plan.
6. The Service Engineer deputed for service shall abide with the security guidelines of NFSU.
7. All defective parts replaced from instrument shall be handed over to NFSU, Gandhinagar.
8. The required parts approved by the NFSU shall be supplied by Vendor.
9. If service is not found satisfactory The Campus Director NFSU, Gandhinagar can cancel the Contract.
10. This is a service contract. It does not contain any material supply from the party.
11. Price Justification Certificate (PRC) along with Purchase Order (PO) for the above instruments is also to be submitted by the vendor.
12. AMC cost typically exclude consumables, GST (will include) and any other taxes, if any.

C) Terms of Payment:

1. Payment would be made to the vendor Quarterly basis from the start of the AMC year for the defined scope of work on submission of technically and commercially clear bill. Any statutory deduction (if any) will be deducted from the payment.
2. Liquidated damages (LD) clause shall be applicable as 0.50% (1/2 Percent) per week of the Contract Value. The LD shall be deducted if the breakdown lingers beyond reasonable period. The maximum amount of the LD shall be 10% (Ten Percent) of the Contract Value.
3. In any unforeseen circumstances, if vendor is unable to visit for second time in particular year, then single visit charges will be only paid for the contract year as per the contract.
4. In case of any damage to any property of NFSU, Gandhinagar, then the same shall be either recovered from the invoice or the supplier shall get rectified at no extra cost to the institute.
5. The validity of the offer shall remain valid for 90 days from the date of submission of the offer.

Performance Security:

The supplier should be required to submit Performance Bank Guarantee @ 5 % of the contract value in the prescribed format within 21 days from the issue of work order issued by any nationalized bank and should be valid for a period of 14 months from the date of issue.

ANNUAL MAINTENANCE CONTRACT

This agreement made at _____ on this _____ day of 2026, between _____ a company registered under the Companies Act, 1956 and having its registered office at (_____) hereinafter called the "VENDOR" which expression shall wherever the context so requires, mean and include its successors and National Forensic Sciences University, Gandhinagar, Gujarat India., hereinafter called "THE INSTITUTE" sets forth the terms and conditions for the Comprehensive Annual Maintenance Contract of equipment's inclusive of repairs, replacement and preventive maintenance of equipment's along with other allied services set forth in the annexure.

1. Scope of Agreement:

The contract shall be in force for the period from ____ / ____ /2026 to ____ / ____ /2026 and shall cover all those items as specified in the Annexure to this agreement. That the prices as specified in this Agreement shall not be subject to any escalation. Taxes as applicable alone would be reimbursed as shown in the invoice.

2. Scope of Work:

- 2.1 AMC is for a period of one year from the date of placement of supply order.
- 2.2 AMC is applicable to the maintenance and repair of all control units, electronics, mechanical, electrical and pneumatic systems of the machine.
- 2.3 There will be Two preventive visits per annum and two Breakdown visits per annum by Service Engineer of the firm for maintenance of the machine.
- 2.4 In case of occurrence of Break-down in the machine, it should be attended within 24-48 hrs by the firm's engineer from the date of receipt of intimation from NFSU, Gandhinagar (except Govt.holidays/ week off days).
- 2.5 The Preventive maintenance visit may be schedules in consultation with the concerned users according to the calibration and maintenance plan.
- 2.6 The Service Engineer deputed for service shall abide with the security guidelines of NFSU.
- 2.7 All defective parts replaced from instrument shall be handed over to NFSU, Gandhinagar.
- 2.8 The required parts approved by the NFSU shall be supplied by Vendor.
- 2.9 If service is not found satisfactory The Director NFSU, Gandhinagar can cancel the Contract.
- 2.10 This is a service contract. It does not contain any material supply from the party.
- 2.11 In any unforeseen circumstances, if vendor is unable to visit for second time in particular year, then single visit charges will be only paid for the contract year as per the contract.
- 2.12 In case of any damage to any property of NFSU, Gandhinagar, then the same shall be either recovered from the invoice or the supplier shall get rectified at no extra cost to the institute.

3. CONTRACT VALIDITY AND TERMINATION OF AGREEMENT.

This contract will be valid for the period from _____ to _____

Either party may terminate the agreement prior to expiry of contract period by giving three month's written notice. Without prejudice to any other provision contained within these Terms and Conditions or of any Agreement the Company may terminate the Agreement by 90 days' notice in writing in any of the following events:

a. The Vendor commits a material breach of the Agreement which is incapable of remedy;

or

b. The Vendor commits a material breach which is capable of remedy but which the Vendor fails to remedy within 30 days of written notice by the Company specifying the event of default and requiring its remedy.

c. The Company and the Vendor may by notice in writing to the other terminate the Agreement if the other shall have a receiver or liquidator appointed, shall pass a resolution for winding up (otherwise than for the purpose of amalgamation or reconstruction), if a Court shall make an order to that effect, if the other party shall enter into composition or arrangement with its creditor(s) or shall become insolvent. Such an event shall be deemed to be material breach incapable of remedy. Any termination of the Agreement howsoever caused shall not affect any accrued rights or liabilities of either the Company or the vendor arising out of the Agreement.

4. All disputes are subject to Gandhinagar jurisdiction.

In Witness whereof the parties have executed this contract on the above mentioned date

Authorized Signatory of NFSU, Gandhinagar with official stamp

(Signature)_____	Witness(Signature):_____
(Name & Designation)	(Name & Designation)

Authorized Signatory of the VENDOR with Official stamp

(Signature)_____	Witness(Signature):_____
(Name & Designation)	(Name & Designation)

PRICE REASONABILITY CERTIFICATE
(to be submitted on firm's Letterhead)

This is to certify that we have offered the maximum possible discount to you in your Quotation No. _____ dated _____ for (Currency) _____.

We would like to certify that the quoted AMC price are the minimum and we have not quoted the same AMC on lesser rates than those being offered to NFSU, Gandhinagar to any other customer nor they will do so till the validity of offer or execution of purchase order, whichever is later. (Copy of Purchase Order to be attached for reference)

Seal and Signature of the tenderer