



राष्ट्रीय न्यायालयिक विज्ञान विश्वविद्यालय
(राष्ट्रीय महत्त्व का संस्थान, गृह मंत्रालय, भारत सरकार)
National Forensic Sciences University
(An Institution of National Importance under Ministry of Home Affairs,
Government of India)



Single Tender Enquiry
For
Annual Maintenance Contract (AMC) of
NEUROFEEDBACK SYSTEM
for One year

Tender No: Tender/AMC/SBF-NFB/25-26/499, Date: 13/02 /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,
M/s. Axxonet System Technologies Pvt. Ltd,
85-13, 4th Cross, Bhavani Layout,
Christ School Road,
Bengaluru – 560029, India.
Email: contact@axxonet.com
Tel: 080- 4150 8919

National Forensic Sciences University, Gandhinagar invites quotation from **M/s. Axxonet System Technologies Pvt. Ltd.** Bidder must submit their bid offline as per detailed technical specification given in Tender document latest by 23/02/2026 till 5:00 pm & bid opening is scheduled on 24/02/2026, 12:00 pm. The tender related information is as follows.

Model: BESS NFB System

Installed at: School of Behavioural Forensics, NFSU, Gandhinagar.

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 as under:

1. Scope of Work (Service Deliverables)

- **Preventive Maintenance (PM):** Regularly scheduled onsite visits (e.g., quarterly) to perform hardware cleaning, battery health checks, and sensor impedance testing.
- **Calibration & Validation:** Annual calibration of EEG amplifiers and sensors to maintain signal integrity, with a formal **Calibration Certificate** provided for clinical compliance.
- **Software Management:** Installation of the latest **software updates** and patches for acquisition, viewing, and analysis modules (e.g., QEEG or AI analysis).
- **Technical Support:** Remote troubleshooting via phone, email, or video call during standard business hours.
- **Training Support: One-time training support to faculty and students in a year.**

2. Financial & Payment Terms

- **Renewal Policy:** Contracts are usually for **12 months**, renewable annually. Failure to pay on time may result in suspension of software licenses and support.
- **Payment:** 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.
- **Pricing Exclusions:** AMC costs typically exclude **consumables** (e.g., EEG gel, disposable electrodes) and major hardware components like **main amplifiers** unless explicitly listed as a "Comprehensive" (CAMC) contract.
- If service is not found satisfactory The Campus Director NFSU, Gandhinagar can cancel the Contract.
- Price Justification/Reasonability Certificate (PRC) along with Purchase Order (PO) for the above instruments is also to be submitted by the vendor.

3. Operational Responsibilities

- **Service Turnaround Time (TAT):** Suppliers are often required to respond to service calls within **36 to 72 hours**.
- **Loaner Equipment:** For critical clinical setups, some agreements include a **loaner system** to minimize downtime if the primary unit requires off-site repair.
- **Data Security:** Strict adherence to data privacy laws regarding EEG records stored on the system.
- **Environmental Standards:** The user must provide a stable power supply (e.g., UPS) and a clean, temperature-controlled environment as per the manufacturer's manual.

4. Liability & Exclusions

- **Misuse:** Damage from unauthorized software installation, tampering, or physical mishandling is **not covered**.
- **Relocation:** Moving the equipment to a different site often requires a separate notice and may incur additional charges.
- **Third-Party Repairs:** Any repair attempted by non-OEM-certified engineers typically voids the maintenance contract.
- 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.

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.

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