



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



SERVICE PROVIDER
Tender No. WO-37/2021-2022/698

CYRIX

HEALTHCARE PVT LTD

No. : 169739

ISO 13485 : 2012 & ISO 9001-2008 CERTIFIED COMPANY | AERB Approved Service Agency

Service Report

30/64 1 B, Petta Junction, Poonithura, Kochi - 682 038, Kerala
Ph : 98472 99500 Website : www.cyrix.com | E-mail : bemp.kl@cyrix.in

<p>Health Facility <u>G.H. ALAPPUZHA</u></p> <p>Address</p> <p><u>DIST: ALAPPUZHA</u></p> <p>Ph : <u>9288 607972</u></p>	<p>Call Registration Date : <u>16/7/24</u></p> <p>Caller ID : <u>123388</u></p> <p>Date of Visit : <u>17/7/24</u></p> <p>Asset No. : <u>0410106</u></p> <p>EQPT Name : <u>Specific protein Analyser</u></p> <p>Manufacture : <u>Agappe</u> Model : <u>Mispaiz</u></p> <p>S. No. <u>21161631407</u> Dept. <u>LAB</u></p>
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Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : All results are showing less than 3 kit exposed waiting for all kit.

Action Taken : Checked the equipment and found that main board and pre-amp board are not functioning properly, Need to replace or service these boards for further checking of the equipment

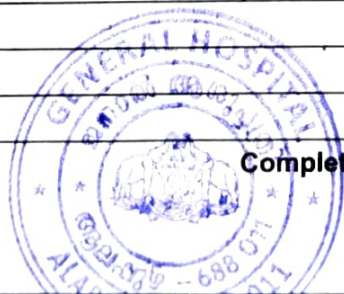
Completed **Date :** 17/7/24 **Time :** 1:00pm **Spare Required**

Spare Replaced **Requested**

Description	Qty.	Part Number	PR Number
1.			
2.			
3.			

Cyrix Engineer	Date	Start Time	End Time
<u>Midhraj R</u>	<u>17/7/24</u>	<u>12:00pm</u>	<u>1:00pm</u>

Customer Remark Completed Pending



Service Engineer Name : Midhraj R

Signature : [Signature]

Date : 17/7/24

Contact Number : 9072522056

Customer Name : Sumitha

Signature : [Signature]

Date : 17/7/24

Contact Number : 9288607972

Designation : Senior Grade Lab Tech.

Hospital Seal :



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Service Report 30/64 1 B, Petta Junction, Poonithura, Kochi - 682 038, Kerala
Ph : 98472 99500 Website : www.cyrrix.com | E-mail : bemp.kl@cyrix.in

<p>Health Facility <u>GH ALAPPUZHA</u></p> <p>Address</p> <p style="text-align: center;"><u>DIST: ALAPPUZHA</u></p> <p>Ph : <u>9288607972</u></p>	<p>Call Registration Date : <u>16/7/24</u></p> <p>Caller ID : <u>123388</u></p> <p>Date of Visit : <u>17/7/24</u></p> <p>Asset No. : <u>0410106</u></p> <p>EQPT Name : <u>Specific protein Analyzer</u></p> <p>Manufacture <u>Agappe</u> Model : <u>Mispa 12</u></p> <p>S. No. <u>21161631407</u> Dept. <u>LAB</u></p>
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Service Classification : Breakdown Call PMS Calibration Cust.Training

Problem Identified : All results are showing less than 3
kit repaired warning for all kit

Action Taken : check the machine and found that sub
assembly base board card reader, laser assembly
Sub assembly sensor 135 & 180 Deg are defective
Enquired quotation with the OEM

Completed Date 29/7/24 Time : 3:00PM Spare Required

Spare Replaced Requested

Description	Qty.	Part Number	PR Number
1.			
2.			
3.			

Cyrix Engineer	Date	Start Time	End Time
<u>Midhusraj R</u>	<u>29/7/24</u>	<u>2:00PM</u>	<u>3:00PM</u>

Customer Remark Completed Pending


<p>Service Engineer Name : <u>Midhusraj R</u></p> <p>Signature : </p> <p>Date : <u>29/7/24</u></p> <p>Contact Number : <u>9012522056</u></p>	<p>Customer Name : <u>Sunitha</u></p> <p>Signature : </p> <p>Date : <u>29/7/24</u></p> <p>Contact Number : <u>9288607972</u></p> <p>Designation : <u>Senior Grade Lab Tech.</u></p> <p>Hospital Seal : </p>
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**REPAIR OF BIOMEDICAL EQUIPMENTS UNDER BIOMEDICAL EQUIPMENT
MAINTENANCE PROGRAM (BEMP)**

Recommendations for Beyond Economic Repair (BER)

PROFORMA

Sl. No	Particulars	Details
1	Name of District	ALAPPUZHA
2	Name of Hospital	GH ALAPPUZHA
3	Name of Equipment with Make, Model and Serial Number	SPECIFIC PROTEIN ANALYZER MAKE :- AGAPPE MODEL :- MISPA i2 SN :- 21161631407
4	Equipment ID & Barcode	123388 & 0410106
5	Date of purchase / Year of manufacture /Installation Date	01/01/2018
6	Warranty details (Yes/No)	NO WARRANTY
7	*AMC/ CAMC Period agreed at the time of purchase	NO AMC/CAMC
8	Date of breakdown(Date of registration of complaint through email/ Toll free)	16/07/2024
9	Action taken	CHECK THE MACHINE AND FOUND THAT SUB ASSEMBLY BASE BOARD, IC CARD READER, LASER ASSEMBLY, SUB ASSEMBLY SENSOR135 & 180 DEG ARE DEFECTIVE. ENQUIRED QUOTATION WITH THE OEM.
10	Present status of the equipment (Fully damaged / partially damaged)	FULLY DAMAGED
11	Recommendations for repair (required service details)	NOT RECOMMENDED FOR REPAIR
12	Cost of spares (specify parts and cost)	Sub Assembly Base Board =23613 Sub Assembly IC Card Reader =3132 Laser Assembly =1641 Sub Assembly Sensor 135Deg =1926 Sub Assembly Sensor 180Deg =1930 Total =32242


13	Asset Value	RS:-40900/-
14	# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	78%
15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)	CYRIX SERVICE REPORT AND OEM SPARE QUOTATION ATTACHED.
16	Reasons for recommending the equipment as BER	CHECK THE MACHINE AND FOUND THAT SUB ASSEMBLY BASE BOARD, IC CARD READER, LASER ASSEMBLY, SUB ASSEMBLY SENSOR 135 & 180 DEG ARE DEFECTIVE. ENQUIRED QUOTATION WITH THE OEM. THE MACHINE WAS INSTALLED ON 01/01/2018 AGED UP TO 6 YEARS AND 6 MONTHS. REPAIR COST OF THE EQUIPMENT IS 78%, MET BOTH CRITERIA AS PER THE TENDER CLAUSE 5.3.14.1 SO WE RECOMMENDING THE EQUIPMENT AS BER.
17	Name & Signature of CYRIX Authority	MIDHUN RAJ R 


*Not mandatory **#Based on the period of life and value as per the BER guidelines**

* Attach Photograph


Remarks and Recommendations of Junior Consultant (Biomedical) NHM:

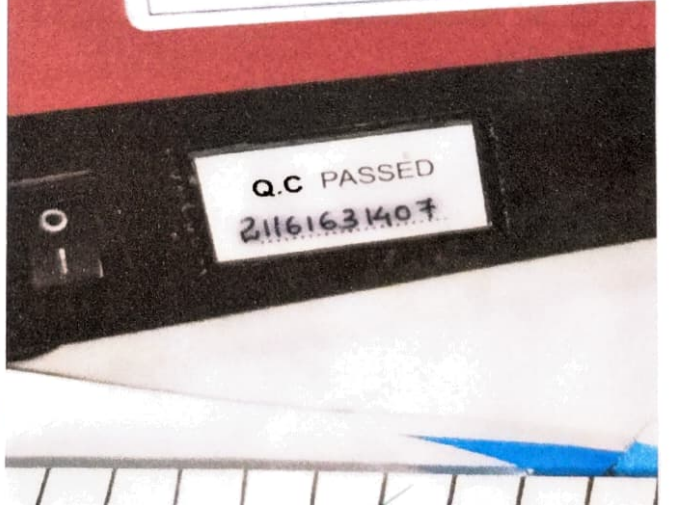
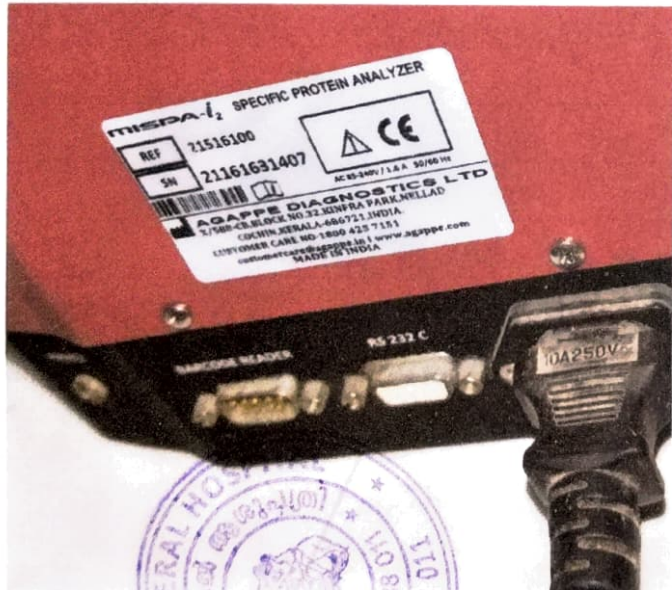
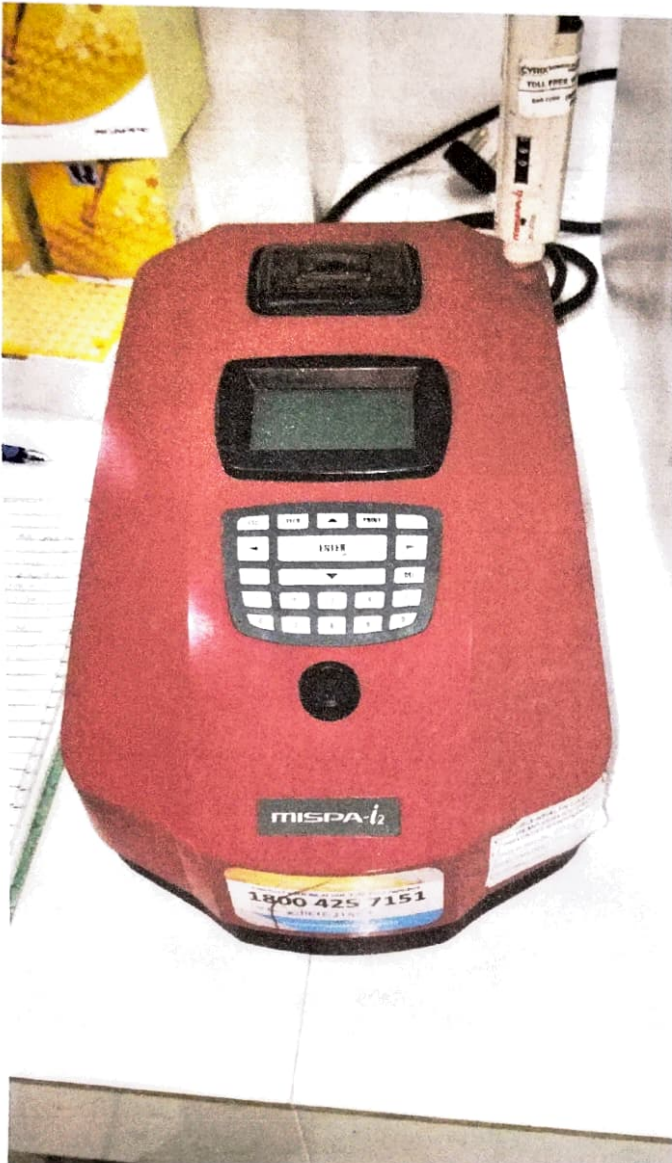
Recommended for BER

 16/08/24
 JYOTHISH THOMAS
 Consultant (Biomedical Engineering)
 NHM
 Signature of JC BM (NHM)



Date _____


 Signature of
 Superintendent / Medical Officer (i/c)



Verified

Santhya

SUPPLYMENT
QBN
HOSPITAL
8/1/2016

GENERAL HOSPITAL

133

STOCK BOOK OF.....

Name of Article **PROTEIN ANALYZER**

Date	No & date of Invoice/ Issue Note	From whom received or to whom issued	Receipt	Issue	Balance	Initials of receiver	Remarks
1.1.2018	Invoice. no. C 01718-008292 dt 13.12.2017.	Agappe Diagnostics, Agappe hills, Pattimattom, P.O. Eranakulam Dist. ph. 04842867000					
	Bill. Total 48,262/-						
	Make: Agappe Diagnostics. Model: M15pm i2						
	1. Automated Specific Protein Analyser		1				40,900/-

Issued to lab.

Received
Signature: *Sunil B*
Name: *Lab Tech*
Designation: _____

sub stock no: 89
Vol II B.

Verified
Sunil B
Sunil B
P.L.O/c.



Sandhya
SUPERINTENDENT
GENERAL HOSPITAL
ALAPPUZHA



ADL/MO/MS/SER/044/2024 – 25

Dated : 29.07.24

To,
National Health Mission, Alappuzha,

Subject: Rate Proposal of Missing Parts for Spare(S) & Consumable(S) of MISPA I 2 .

Dear Sir,

We are happy to note that you are interested for Spare(S) & Consumable(S) of **MISPA I 2** as per the attached ANNEXURE – A. We refer to your discussion regarding the products marketed and serviced by Agappe Diagnostics Ltd and we hereby submit formal offer for Spare(S) & Consumable(S) of **MISPA I 2**. We are pleased to introduce ourselves as one of the leading Diagnostics Manufacturers in India with a formidable domestic presence. After its inception in 1995, our Company has grown steadily over last 25 years and today Agappe is a significant player in the Indian Diagnostic Industry with pan-India presence. We have a Pan India operation with a reach to more than 25,000 customers through our 300 well-qualified and trained man power. We have an efficient network of more than 400 loyal distributors across India.

Certification: Ours is an **ISO 9001:2015, ISO 13485: 2016 and ICMED** certified Company. We conform to GLP standards and have an FDA approved WHO-GMP manufacturing facility. We have CE certified products. We have NGSP certification for HbA1c.

AGAPPE DIAGNOSTICS LTD. ISO 9001:2015 | EN ISO 13485:2016 CERTIFIED COMPANY | CIN : U24299MH1998PLC125413

CORPORATE OFFICE / HEADQUARTERS
Agappe Mills, Pattanamal (PO), Dist. Thrissur, Kerala - 681562, India
Tel : +91 484 286 7000 | Email: agappe@agappe.in

EQUIPMENT PLANT
U-588 CS, Block No. 32, KINFRA Small Industrial Park,
Noida, (Uttar Pradesh), India - 206021 | Tel: +91 484 276 7477

KOLKATA OFFICE
406, Sheikh Mujib, Post No.10, Block DR, Sector V,
Salt Lake City, Kolkata - 700091
Tel: +91 33 43010481 | Email: kolkata@agappe.in

MUMBAI (REGISTERED OFFICE)
401 & 402, 4th Floor, Jeevangee Business Centre, 117,
Sahar Road, Parsipada, Andher (East), Mumbai - 400 029, India
Tel: +91 22 43628182 | Email: mumbai@agappe.in

DELHI OFFICE
Q58, 401, 3rd Floor, E-7 Tower, Shreep Marg,
New Delhi - 110 015, India
Tel: +91 11 4958 8416 | Email: delhi@agappe.in

BANGALORE OFFICE
V-6, B¹ Floor, Red Cross Bhawan, No.26 Race Course Road,
Bangalore - 560 003, Tel: +91 80 2228 8200
Email: bangalore@agappe.in



Medical Equipment: We entered the Medical equipment sector about twenty years back and since then there has been no looking back for we are now MISPA I 2ed as one of the fastest growing equipment manufacturing and trading company in India for Semi Automated Clinical Chemistry Analyzer, Blood Cell BC 3000 PLUS & Fully Automated Chemistry Analyzer. We have the exclusive marketing tie-up with leading companies such as CANON MEDICAL SYSTEM CORPORATION - Japan, TOKYO BOEKI - Japan, i-SENS Inc - Korea, LABITECK – Germany, BIT – Germany, MINDRAY - PRC to market their finest products.

We confirm that we have qualified and experienced service engineers, product specialist and the backing of the ever- reliable sales team of Agappe to bank on. With the efficient team of sales and service personnel, we offer a mixture of a world-class product and good service back up.

Trust our offer meets your requirements and we look forward to your valued order. Should you require any additional information and/or clarification, please do not hesitate to contact us.

Attached please find our detailed ANNEXURE – A for Spare(S) & Consumable(S) of **MISPA I 2**.

Assuring you of our best attention at all times,

Yours Sincerely,

Mishal Abe Varghese

Head - Mispicare

AGAPPE DIAGNOSTICS LTD. ISO 9001:2015 | EN ISO 13485:2016 CERTIFIED COMPANY | CIN : U24239MH1998PLC1154E3

CORPORATE OFFICE / HEADQUARTERS

Agappe 1875, Padinjattara (PO), Dist. Thrissur, Kerala - 683 567, India
Tel: +91 484 266 7000 | Email: agappe@agappe.in

MUMBAI (REGISTERED OFFICE)

401 & 402, 4th Floor, 185/186th Business Centre, 119
Sahar Road, Parsipada, Andheri (E) Mumbai - 400 099, India
Tel: +91 22 4900 8000 | Email: mumbai@agappe.in

EQUIPMENT PLANT

K/50B CB, Block No. 32, KINFRA Sree Industrial Park,
New Delhi, Central, Kerala, India - 686 721, Tel: +91 484 276 7477

DELHI OFFICE

D5M 540, 5th Floor, D-1 Tower, Shivalik Marg,
New Delhi - 110 015, India
Tel: +91 11 4358 0436 | Email: delhi@agappe.in

KOLKATA OFFICE

405, Metro Mall, Plot No. 10, Block DN, Sector 6,
Salt Lake City, Kolkata - 700 091
Tel: +91 33 4001 0451 | Email: kolkata@agappe.in

BANGALORE OFFICE

5 & 6, 1st Floor, Red Cross Building, No.26 Race Course Road,
Bangalore - 560 001, Tel: +91 80 3268 8300
Email: bangalore@agappe.in



MO/MS/SER/044/2024 – 25

Dated : 29.07.24

ANNEXURE -1

Code	Description	Quantity	Price
72161027	Sub Assembly Base Board NEPHM-i2/26161006 V-1	1	Rs. 23,613.00
72161030	Sub Assembly IC Card Reader NEPHM-i2/26161005 V-2	1	Rs. 3,132.00
72351107	Laser Assembly	1	Rs.1,641.00
72161071	Sub Assembly Sensor -135 Deg NEPHM-i2/26161027 V-2	1	Rs.1926.00
72161072	Sub Assembly Sensor-180 Deg NEPHM-i2/26161028 V-2	1	Rs.1930.00
	Service Charge		Rs.3,894.00
	Total		Rs.36,136.00
	GST 18%		Rs.6504.44
	Total		Rs.42,641.00
	Total Amount – Rupees : Forty- Two Thousand Six Hundred and Forty One Only .		
	Subject to attached Terms and Conditions		

Trust our offer meets your requirements and we look forward to your valued order. Should you require any additional information and/or clarification, please do not hesitate to contact us.

For AGAPPE DIAGNOSTICS LTD

Mishal Abe Varghese
Head - Mispacare

AGAPPE DIAGNOSTICS LTD. ISO 9001:2015 | EN ISO 13485:2016 CERTIFIED COMPANY | CIN : U24239MH1998PLC115413

CORPORATE OFFICE / REAGENT PLANT

Agappe Hills, Palmation Road, Bandra (East), Mumbai - 400 057, India
Tel : +91 484 236 7999 | Email: agappe@agappe.in

MUMBAI REGISTERED OFFICE

401 B 402, 4th Floor, Subhash Electronics Center, 119
Subhash Road, Bandra (East), Mumbai - 400 099, India
Tel : +91 22 4300 8000 | Email: mumbai@agappe.in

EQUIPMENT PLANT

K/32B CB, Block No. 12, K/NERA Small Industrial Park,
New Tail, Colaba, Kerala, India - 686 721, Tel : +91 484 236 7477

DELHI OFFICE

D5M 340, 5th Floor, DCF Tower, Naraina Marg,
New Delhi - 110 016, India
Tel : +91 11 4358 8410 | Email: delhi@agappe.in

KOLKATA OFFICE

305, Aweria Mitra, Post No. 63, Block 3B, Sector V,
Salt Lake City, Kolkata - 700 091
Tel : +91 33 4001 0451 | Email: kolkata@agappe.in

BANGALORE OFFICE

Va. V. Tower, Red Cross Bypass, No.26 Race Course Road,
Bangalore - 560 001, Tel : +91 80 2228 8388
Email: bangalore@agappe.in



COMMERCIAL TERMS OF SUPPLY

- **Price:** All the prices shown are Inclusive of GST & rate is applicable for this order only.
- **Any other Tax:** If applicable is payable by you in advance before Shipment. If exempted, exemption certificate to be provided along with the order.
- **Delivery:** Delivery of the item will be made within 5-8 days or earlier from the date of receipt of your confirmed order.
- **Payment Terms:** 100% payment in advance in the form of Bank Draft on a Nationalized Bank or any Scheduled Bank drawn in favor of 'AGAPPE DIAGNOSTICS LTD'.
- **Validity:** Validity of the offer will be up to **30.08.24** . All orders and transactions are subject to Ernakulum Jurisdiction only.

Bank Details

A/c Name: Agappe Diagnostics Ltd.

Bank: Federal Bank Limited

Bank Branch: Kolenchery

Virtual Account Details:	ADLFB31001430
IFSC:	FDRL0001011
UPI:	ADLFB31001430@fbl
CRM ID:	CRM0000398

AGAPPE DIAGNOSTICS LTD. ISO 9001:2015 | EN ISO 13485:2016 CERTIFIED COMPANY | CIN : U24239MH1998PLC115413

CORPORATE OFFICE / REGIONAL PLANT
Agappe #03, Parkside (PO) 2nd Cross, San Karade, 682 567, India
Tel : +91 484 256 7900 | Email: agappe@agappe.in

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401 A 402, 4th Floor, Jansangh Business Centre, 119,
Sahar Road, Parkside, Andheri (East), Mumbai - 400 099, India
Tel : +91 22 4 959 8585 | Email: mumbai@fbl.agappe.in

EQUIPMENT PLANT
K-758B (S, Block No. 17, KINRA Sree Industrial Park,
New Kad, Cochin, Kerala, India - 686 721 | Tel : +91 484 276 7477

DELHI OFFICE
D5M 140, 5th Floor, BCF Tower, Shreep. Marg,
New Delhi - 110 023, India
Tel : +91 11 4358 8416 | Email: delhi@fbl.agappe.in

KOKNATA OFFICE
406, Werda Mitra, Plot No. 10, Block-DH, Sector-4,
Salt Lake City, Kolkata - 700 091
Tel : +91 33 4301 0431 | Email: koknata@fbl.agappe.in

BANGALORE OFFICE
5-6, H-1, K. S. Road, 1st Cross, Old Mysore, No. 26, Race Course Road,
Bangalore - 560 029, Tel : +91 80 2228 5386
Email: bangalore@fbl.agappe.in