



BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

No : 1001078



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 | Email : bemp.kl@cyrix.in

Health Facility: General Hospital
Address: Thiruvananthapuram
Kerala
Ph: 9497264385

Call Registration Date : 2/8/24
Caller ID : 126998
Date of Visit : 12/8/24
Asset No : 0110413
EQPT Name : Specific Protein Analyser
Manufacture : Agappe Model : Mi spa i 2
S. No. 211.T.1.632367 Dept. Laboratory

Service Classification : Breakdown call PMS Calibration Cust. Training

Problem Identified : Not working

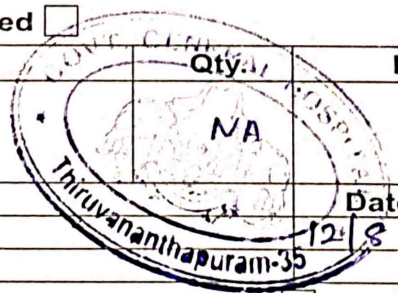
Action Taken : Checked and found that the sub assembly base board, iso detector board, 135 detector board, DC motor 5v, laser assembly defective. Need to replace these spares for further checking and working condition of the equipment.

Completed Date : 12/8/24 Time : 4:45 PM Spare Required

Spare Replaced Requested

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

Cyrix Engineer: Sourya Sudheep Date: 12/8/24 Start Time: 3:45 PM End Time: 4:45 PM



Customer Remark: Completed Pending

Service Engineer Name : Sourya Sudheep
Signature: Sourya
Date: 12/8/24
Contact Number: 9907406244

Customer Name : DEVIKA V B
Signature: [Signature]
Date: 12/8/24
Contact Number: 8129649249
Designation : Lab Technician
Hospital Seal: General Hospital Thiruvananthapuram

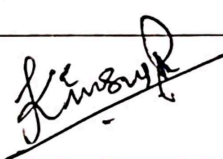
**REPAIR OF BIOMEDICAL EQUIPMENTS UNDER BIOMEDICAL EQUIPMENT
MAINTENANCE PROGRAM (BEMP)**

Recommendations for Beyond Economic Repair (BER)

PROFORMA

*No service
Report*

Sl. No	Particulars	Details
1	Name of District	THIRUVANANTHAPURAM
2	Name of Hospital	GENERAL HOSPITAL THIRUVANANTHAPURAM
3	Name of Equipment with Make, Model and Serial Number	Equipment Name : Specific Protein Analyser Make : Agappe Model : Mispa i2 Serial No : 21171632367
4	Equipment ID/ Barcode	126998/0110413
5	Date of purchase/ Year of manufacture/Installation Date	06/01/2018
6	Warranty details (Yes/No)	No Warranty
7	*AMC/ CAMC Period agreed at the time of purchase	No CAMC/AMC
8	Date of breakdown (Date of registration of complaint through email/ Toll free)	02/08/2024
9	Action taken	Checked and found that the sub assembly base board, 180 detector board, 135 detector board, DC Motor 5V, Laser Assembly defective. Need to replace these spares for further checking and working condition of the equipment. Enquired spare from OEM
10	Present status of the equipment (Fully damaged / partially damaged)	FULLY DAMAGED
11	Recommendations for repair (required service details)	NOT RECOMMENDING FOR REPAIR
12	Cost of spares (specify parts and cost)	Sub Assembly base board - 23613/- 180 detector board - 1853/- 135 detector board - 1849/- DC Motor 5 V - 221/- Laser Assembly - 1641/- Service Charge - 3300/- Total - 38322/-

13	Asset Value	40900/-
14	# Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	93.6%
15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)	CYRIX SERVICE REPORT AND OEM QUOTATION ATTACHED
16	Reasons for recommending the equipments as BER	Checked and found that the sub assembly base board, 180 detector board, 135 detector board, DC Motor 5V, Laser Assembly defective. The unit was installed on 06/01/2018 and covered up to 6+ years. The repair cost is 93.6%. As per the tender clause 5.3.14.1 both criteria met. So recommending the unit for condemnation.
17	Name & Signature of CYRIX Authority	KASYEP PV 

*Not mandatory

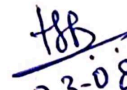
#Based on the period of life and value as per the BER guidelines

* Attach Photograph

Remarks and Recommendations of Junior Consultant (Biomedical) NHM:


Sub assembly base board, 180 detector board, 135 detector etc. Since the estimate is 93% of asset ∴ can be RBER.

MANEESHA MOHAN M.R.
Junior Consultant (Biomedical)
National Health Mission
Thiruvananthapuram


23-08-2024
Signature of JC BM (NHM)

Date:




Signature of
Superintendent/Medical Officer (i/c)

Superintendent
Hospital
Thiruvananthapuram

AGAPPE

AGAPPE DIAGNOSTICS LTD.

Regd. Office: Agappe Diagnostics Ltd. Office No. 401 & 402, 4th Floor, Jaisingh Business Centre, Parsi Wada, Mumbai Sahar Road, Andheri (East), Maharashtra - 400099.

Tel.: 022-4300 0000

Corporate Office / Factory: Agappe Hills, Pattimattom (PO.), Dist. Ernakulam, Kerala-683 562

India. Tel. 0484-2867000, Fax: 0484-2867222, Toll Free 1800 425 7151

E-mail: customersupport@ngappe.in

SL.NO. A 1002161

TECHNICAL SERVICE REPORT

DATE: 20/8/24

CUSTOMER DETAILS		INSTRUMENT DETAILS		SERVICE STATUS	
NAME: General Hospital		MODEL: Mispa ia		<input type="checkbox"/> WARRANTY	
ADDRESS: Trivandrum		SR.NO.: 21171632367		<input type="checkbox"/> AMC	
TEL.NO.: 9997264385		CALL DETAILS		<input checked="" type="checkbox"/> CHARGED CALL	
CONTACT PERSON: Jayaraj N.R. JSD etc.		COMPLAINT NO.		<input type="checkbox"/> TYPE OF CALL	
		ATTENDED DATE		<input type="checkbox"/> INSTALLATION	
		ATTENDED TIME		<input type="checkbox"/> P.M. VISIT <input type="checkbox"/> I <input type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> IV	
		COMPLETED TIME		<input type="checkbox"/> APPLICATION SUPPORT	
				<input type="checkbox"/> BREAKDOWN	
				<input type="checkbox"/> REINSTALLATION	
				WORK CARRIED OUT AT	
				<input checked="" type="checkbox"/> SITE <input type="checkbox"/> SERVICE CENTRE	

PROBLEM REPORTED: Result Variation.

SITE CONDITION: LINE- NEUTRAL VOLT: 231V LINE - EARTH VOLT: 233V

CONDITION OF EQUIPMENT (before starting activity)	Physical Appearance	Hardware Status	Software Status	Other Complaints	Customer Sign/-
	Good	Not good	Good	Nil.	

ACTION TAKEN: Checked and found that the following parts are not working properly. Peripheral board, 180° & 135° pump board, mixer motor at last assembly needs to be replaced for checking the better workability.

BRAND OF REAGENT USED: Replaced for checking the better workability.

- FOLLOWING PARTS HAVE BEEN REPLACED.
 FOLLOWING PARTS NEED TO BE REPLACED PLEASE APPROVE.

NO.	DESCRIPTION	QTY.	COST	TOTAL
1	Peripheral board	1		
2	180° pump board	1		
3	135° pump board	1		
4	Mixer motor	1		
5	Last Assembly	1		

TO BE FILLED IN BY CUSTOMER

PREVENTIVE MAINTANCE CARRIED OUT SATISFACTORILY & EQUIPMENT RECEIVED BACK IN GOOD CONDITION

FAULT RECTIFIED & INSTRUMENT IS WORKING SATISFACTORILY & EQUIPMENT RECEIVED BACK IN GOOD CONDITION

WE HEREBY APPROVE RS..... FOR PARTS

COMMENTS (IF ANY)

office closed holiday

TOTAL RS.:
FOLLOW - UP ACTION (Required if any):

SEAL
CUSTOMER SIGN/-

ENGINEER'S NAME: Sejin, S.M.
SIGNATURE:

BRANCH
RECEIVED ON:
CHECKED BY:

NOTE: Parts replaced are chargeable except during warranty period. Consumables like paper rolls etc & breakable parts are not covered by warranty & hence are chargeable. Parts replaced due to negligence in operation will also be charged in every case.

Any customer/patient information received during interfacing/installation/servicing of the equipment will be confidential and protected by Agappe Diagnostics Ltd.

ADL/MCD/FO/001/2015/R03



General Hospital
Trivandrum

STOCK REGISTER

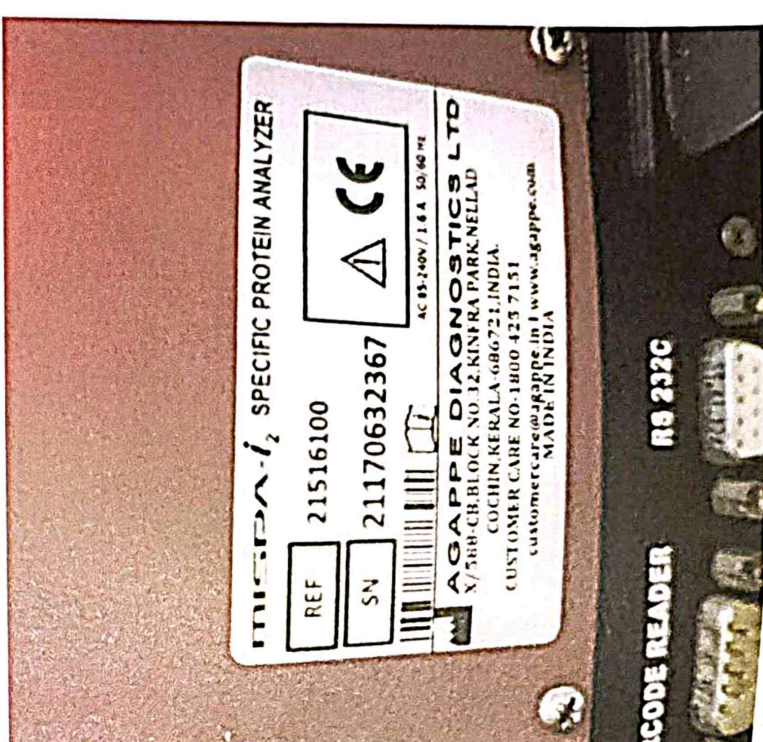
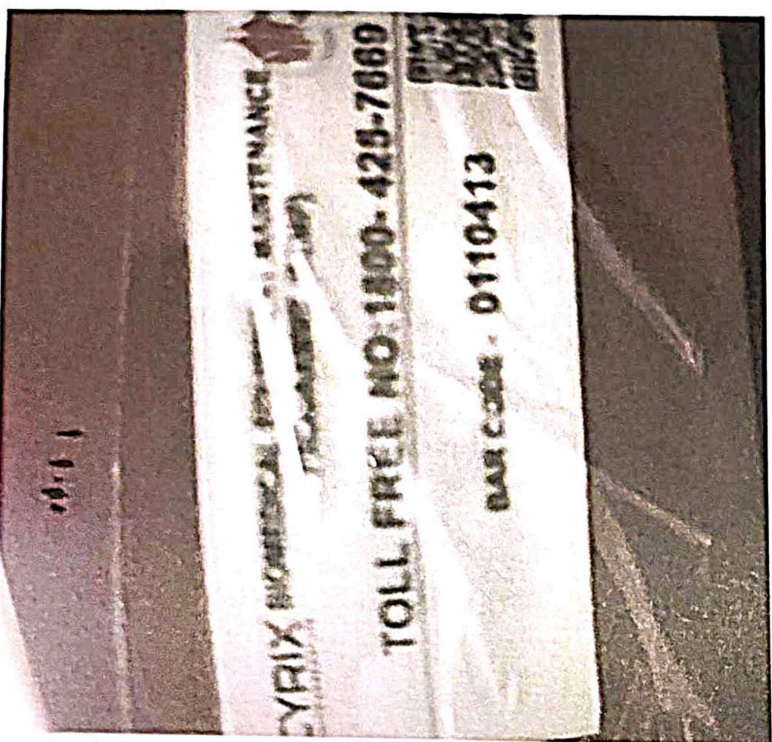
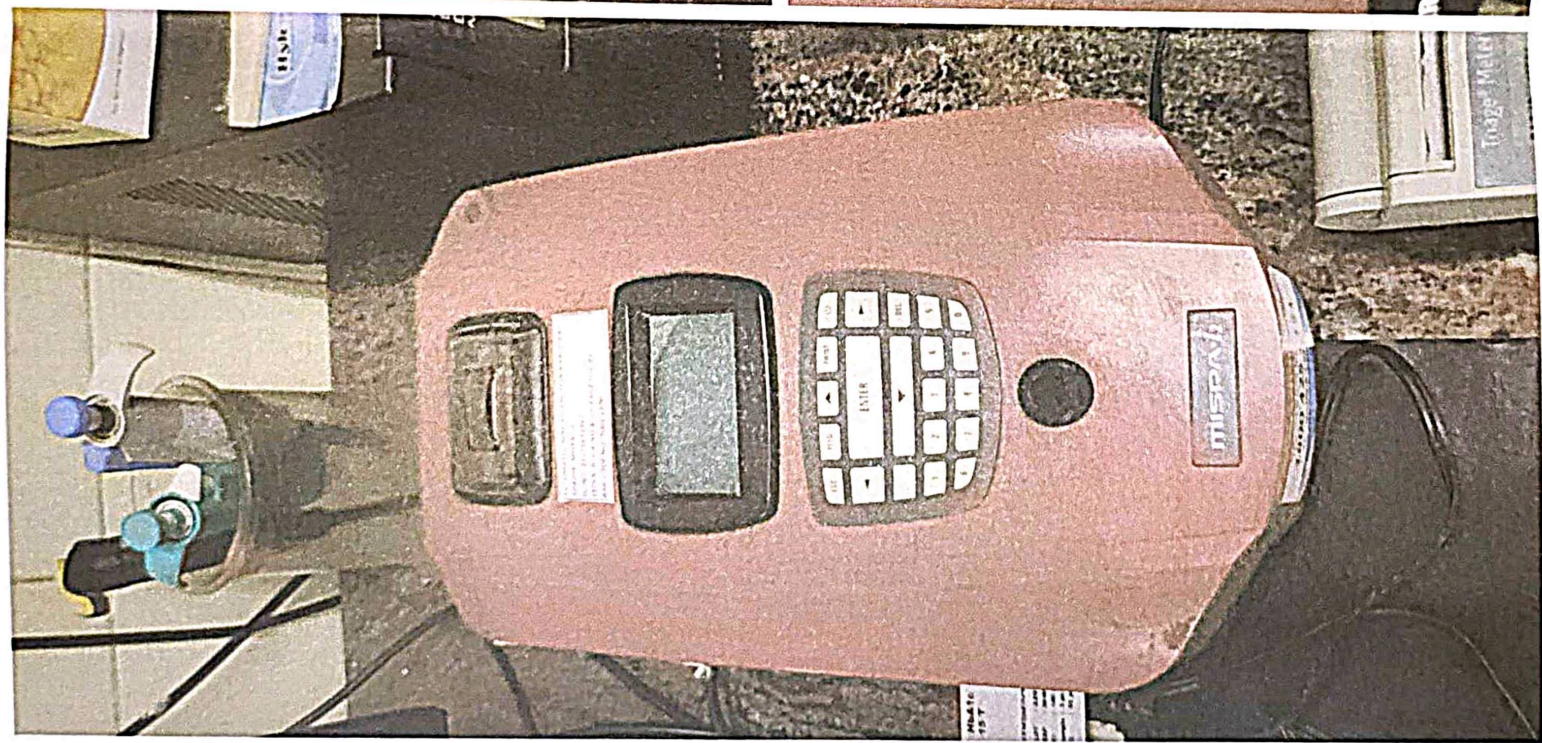
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Name of Article : Protein Analyser O/F. P-92
V-8

Date	Received from or Issued to	Inv. No or V. No	Amount		Receipts	Issues	Balance	Remarks
			Rs.	Ps.				
25-11-21 to	automated Specific Protein Analyser.							(Mispa iz)
	Store:				1 nos.			
	HSN/SA code 90278090.							
	Product code 21516100.							
	Cost Rs 40900/-							
	Sl number.	2117163	2367					
	Date of Installatn.	06.01.2018.						
	Warranty up to	05.01.2020.						
	Kept in cp lab							
	[Barcode: cyrix: 0110413]							old Barcode: 70012100
20.	Nycocard Reader II.				1.			
	Under project. PS 11-12.							Purchase Order 140/2012/19.
	Installed on. 30.4.2012.							
	not working. kept (Not Working)							
	in store							
								Not working from 20/4/2018
	[Barcode: cyrix: 0110463]							
	One Number Biochemistry Lab. ab 2 nos. 2 nos.							
	Gms Raj 2018							

U.S.

Sulekh M
J 50





AGAPPE

ADL/MO/MS/SER/074/2024 – 25

Date : 20.08.24

To,
General Hospital, Trivandrum.

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 : U24239MH1998PLC115413

CORPORATE OFFICE / REAGENT PLANT

Agappe 19 Is, Pattanamthi (PO), Des. Ernakulam, Kerala - 680 562, India.
Tel : +91 484 286 7500 | Email: agappe@agappe.in

EQUIPMENT PLANT

1/55B, CS, Block No. 32, K N R A Small Industrial Park,
Melsal, Cochin, Kerala, India - 686 721. Tel: +91 484 276 7477.

KOOKATA OFFICE

40A, Meeka Matha, Plot No 10, Block 09, Sector V,
Salt Lake City, Kolkata - 700 091
Tel: +91 33 4003 0451 | Email: kookatloffice@agappe.in

MUMBAI (REGISTERED OFFICE)

401 & 402, 4th Floor, Jeevagh Business Centre 119,
Sahar Road, Parsiwada, Andheri (East), Mumbai - 400 099, India.
Tel: +91 22 4 300 8166 | Email: mumbai@the2-agappe.in

DELHI OFFICE

DSM 540, 5th Floor, DLF Tower, Saket Marg,
New Delhi - 110 015, India.
Tel: +91 11 4265 8416 | Email: delhi@the2-agappe.in

BANGALORE OFFICE

5 & 11th Floor, Red Cross Bldg, No. 16 Race Course Road,
Bangalore - 560 001. Tel: +91 93 2278 8293
Email: bangalore@the2-agappe.in

YOUR BEST PARTNER IN DIAGNOSTICS



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 - Mispacare

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Bellary, Coimbatore, Kerala, India - 686 721. Tel: +91 484 276 7477.

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Salt Lake City, Kolkata - 700 091
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BANGALORE OFFICE
5 & 6th Floor, Raj Cross Bypass, No.26 Raj Cross Road,
Bangalore - 560 001. Tel: +91 80 2228 5288
Email: bangaloreoffice@agappe.in

ADL/MO/MS/SER/074/2024 - 25

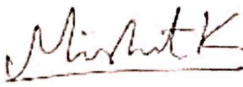

Dated : 20.08.24

ANNEXURE -1

Code	Description	Quantity	Price
72161027	Sub Assembly Base Board NEPHM-i2/26161006 V-1	1	Rs. 23,613.00
72161091	180 Detector board	1	Rs.1,853.00
72161092	135 Detector Board	1	Rs.1,849.00
72161056	DC Motor 5V Afaith NEPHM-i2/22316107 V-2	1	Rs.2,21.00
72351107	Laser Assembly	1	Rs.1,641.00
	Service Charge		Rs.3,300.00
	Total		Rs.32,476.00
	GST 18%		Rs.5,846.00
	Total		Rs.38,322.00
	Total Amount – Rupees : Thirty- Eight Thousand Three Hundred and Twenty- Two 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

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Agappe Hills, Pattanam (PO), Dist. Ernakulam, Kerala - 683562, India
Tel. +91 484 256 8000 | Email: agappe@agappe.in

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401 B 402, 4th Floor, Jansingh Business Centre, 119, Sahar Road, Khar West, Andheri (E) Mumbai - 400 099, India
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EQUIPMENT PLANT

X/58B CB, Block No. 32, KINFRA Small Industrial Park, Bellad, Cochin, Kerala, India - 686 721. Tel. +91 484 276 7477.

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Tel. +91 11 4558 0416 | Email: delhi@agappe.in

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40A, Maruthi Malika, Plot No 10, Block 04, Sector V, Salt Lake City, Kolkata - 700 091
Tel. +91 33 4001 0451 | Email: bangalore@agappe.in

BANGALORE OFFICE

5 & 1st Floor, Raj Cross Bldg, No 25 Race Course Road, Bangalore - 560 041. Tel. +91 90 2278 8288
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:	ADLFB31001473
IFSC:	FDRL0001011
UPI:	ADLFB31001473@fbl
CRM ID:	CRM0000430

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 401 & 402, 4th Floor, Jansight Business Centre, E19,
 Sahar Road, Parkside, Andheri (East), Mumbai - 400 099, India
 Tel: +91 22 4360 8000 | Email: mumbai@the.agappe.in

EQUIPMENT PLANT
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DELHI OFFICE
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 Salt Lake City, Kolkata - 700 098
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