



# BIOMEDICAL EQUIPMENT MAINTENANCE PROGRAMME UNDER NATIONAL HEALTH MISSION



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

No : 1019914

## CYRIX<sup>®</sup>

HEALTH CARE PVT LTD

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

<p>Health Facility..... <u>Phc</u> .....</p> <p>Address..... <u>Phc Bayamangalam</u> .....</p> <p style="padding-left: 20px;"><u>conakulam, Kerala</u> .....</p> <p>Ph:..... <u>9605001262</u> .....</p>	<p>Call Registration Date : ... <u>25.6.2024</u> .....</p> <p>Caller ID : ... <u>119256</u> .....</p> <p>Date of Visit : <u>29.7.2024</u> .....</p> <p>Asset No : ... <u>0740390</u> .....</p> <p>EQPT Name : <u>Specific Protein Analy</u> .....</p> <p>Manufacture <u>Agappe</u> ..... Model : <u>Mispa 12</u> .....</p> <p>S. No. <u>219.1543449</u> ..... Dept. <u>LAB</u> .....</p>
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Service Classification : Breakdown call  PMS  Calibration  Cust. Training

**Problem Identified :** .....

Result variation

**Action Taken :** .....

checked and found optical module defective. Need to replace optical module for further checks and working condition of the equipment. Engaged the spare with OEM.

Completed  Date 29/7/24 ..... Time : 5:00pm ..... Spare Required

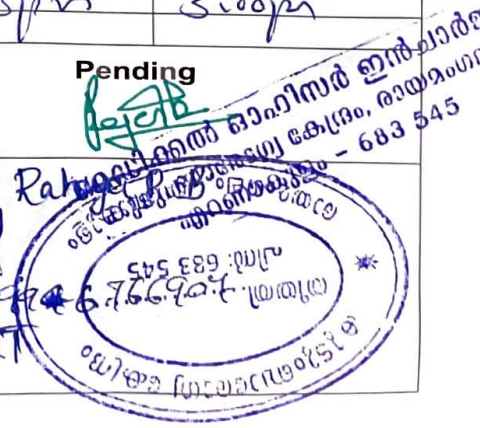
Spare Replaced  Requested

Description	Qty.	Part Number	PR Number
1. <u>optical module mispa 12</u>	1		
2.			
3.			

Cyrix Engineer	Date	Start Time	End Time
<u>Deethul Krishna CP</u>	<u>29/7/24</u>	<u>2:30pm</u>	<u>5:00pm</u>

Customer Remark  Completed  Pending

<p>Service Engineer Name <u>Deethul Krishna CP</u></p> <p>Signature: <u>[Signature]</u></p> <p>Date: <u>29/7/24</u></p> <p>Contact Number: <u>8886147238</u></p>	<p>Customer Name : <u>Rajagopal</u></p> <p>Signature: <u>[Signature]</u></p> <p>Date: <u>29/7/24</u></p> <p>Contact Number: <u>6766907</u></p> <p>Designation : <u>LT</u></p> <p>Hospital Seal</p>
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after 30 days  
no state / no photographs /  
negotiation through kmsct


**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	ERNAKULAM
2	Name of Hospital	PHC RAYAMANGALAM ERNAKULAM
3	Name of Equipment with Make, Model and Serial Number	Equipment : Specific Protein Analyser Make : Agappe Model : Mispa i2 SN : 21191643449
4	Equipment ID & Barcode	119256 & 0740390
5	Date of purchase / Year of manufacture / Installation Date	26-03-2019
6	Warranty details (Yes/No)	No warranty
7	*AMC/ CAMC Period agreed at the time of purchase	No AMC/CMC
8	Date of breakdown(Date of registration of complaint through email/ Toll free)	25-06-2024 (Toll free)
9	Action taken	Checked and found Optical module defective. Need to replace optical module for further checking and working condition of the equipment. Enquired the spare with 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)	Optical module – Rs.16218 Total – Rs-23733/-



13	Asset Value	Rs. 32500/-
14	#Percentage value of the cost of spares with respect to Cost of Purchase/ Asset Value	73%
15	Abstract of Service Report provided by the OEM/ Authorized Service Provider/ CYRIX (Attached or Not)	Cyrix service report attached and Oem quotation attached.
16	Reasons for recommending the equipment as BER	Checked and found Optical module defective. Machine installed on 26-03-2019 and covered up to 5+ years. Repairing cost of the equipment is 73% ,both criteria met . So recommending the equipment for condemnation as per the tender clause 5.3.14.1.
17	Name & Signature of CYRIX Authority	Yedukrishna. 

\*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:

This equipment is needed for this institution and received on 26/3/2019 as a part of Asidam Project. value variation observed and my cyrix taken service support of OEM mb Agapre and suggested to replace the spare of cost Rs. 23733 including service charge and GST. which is 73% of asset cost. Needs to escalate this issue to KMSCI for rate negotiation.

BER Submitted after 30 days (August 2024)

Final decision upto KMSCI (Tender Authority)

Not attached stock details & photographs.

Not recommended for BER. Decision upto KMSCI

Signature of JC BM (NHM)

Junior Consultant (Biomedical) Near National Health Mission (NHM)

Resubmitted on 08/08/2024

Stock details not signed by Hospital

Attached Photographs

Date





Signature of Superintendent Medical Officer  
കുടുംബാരോഗ്യ കേന്ദ്രം, കായംഗല്ലം  
എറണാകുളം 683 545







# 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 8000

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@agappe.in

SL.NO. A 314824

### TECHNICAL SERVICE REPORT

DATE: 29/7/2024

CUSTOMER DETAILS	INSTRUMENT DETAILS	SERVICE STATUS
NAME: FHC	MODEL: MUDH 22	<input type="checkbox"/> WARRANTY <input checked="" type="checkbox"/> AMC <input type="checkbox"/> CHARGED CALL
ADDRESS: <i>Reemankulam</i>	SR.NO.: <i>COMP 184 390</i>	TYPE OF CALL <input type="checkbox"/> INSTALLATION <input type="checkbox"/> P.M. VISIT <input type="checkbox"/> I <input type="checkbox"/> II <input type="checkbox"/> III <input checked="" type="checkbox"/> IV <input type="checkbox"/> APPLICATION SUPPORT <input checked="" type="checkbox"/> BREAKDOWN <input type="checkbox"/> REINSTALLATION
	CALL DETAILS	
TEL.NO.:	COMPLAINT NO.	WORK CARRIED OUT AT <input type="checkbox"/> SITE <input type="checkbox"/> SERVICE CENTRE
CONTACT PERSON:	ATTENDED DATE: <i>29/7/2024</i>	
	ATTENDED TIME: <i>2:00 PM</i>	
	COMPLETED TIME: <i>3:00 PM</i>	

PROBLEM REPORTED: *Results Unavailable*

SITE CONDITION: LINE- NEUTRAL VOLT: *250V* LINE - EARTH VOLT: *0V*

CONDITION OF EQUIPMENT (before starting activity)	Physical Appearance	Hardware Status	Software Status	Other Complaints	Customer Sign/-
	<i>OK</i>	<i>OK</i>	<i>OK</i>	<i>OK</i>	

ACTION TAKEN: *Refer to Report for more detail with measurement*

BRAND OF REAGENT USED: *Agappe*

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

NO.	DESCRIPTION	QTY.	COST	TOTAL

**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)

TOTAL RS.:

FOLLOW - UP ACTION (Required if any):

ENGINEER'S NAME: *Liam Dwyer*

SIGNATURE: *[Signature]*

RECEIVED ON: *[Stamp]*  
CHECKED BY: *[Stamp]*

CUSTOMER SIGN/- *[Signature]*

H.O.

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

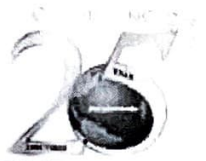
customer/patient information received during interfacing/installation/servicing of the equipment will be kept confidential and protected by Agappe Diagnostics Ltd.





*For, Mr. Jey*

മെഡിക്കൽ ഓഫീസർ ഇൻചാർജ്ജ്  
കുടുംബാരോഗ്യ കേന്ദ്രം, രാജമംഗലം  
എറണാകുളം - 683 545



STRONGING HEALTHCARE  
SERVING HUMAN LIFE

**AGAPPE**

ADL/MO/MS/SER/046/2024 – 25

Dated : 30.07.24

To,  
Primary Health Centre, Rayamangalam.

**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 Hills, Pattimattom (PO), Dist. Ernakulam, Kerala - 683 562, India.  
Tel: +91 484 286 7000 | Email: agappe@agappe.in

**EQUIPMENT PLANT**  
1/566 Co. Block No. 32, KINFRA Small Industrial Park,  
Noida, Delhi, Kerala, India - 685 721. Tel: +91 484 276 7477.

**KOLKATA OFFICE**  
406, Merin Matra, Plot No. 80, Block DN, Sector V,  
Salt Lake City, Kolkata - 700 091.  
Tel: +91 33 4003 0451 | Email: kolkataoffice@agappe.in

**MUMBAI (REGISTERED OFFICE)**  
401 & 402, 4<sup>th</sup> Floor, Janagiri Business Centre, (19,  
Sahar Road, Parsipada, Andheri (East), Mumbai - 400 099, India.  
Tel: +91 22 4300 8000 | Email: mumbaioffice@agappe.in

**DELHI OFFICE**  
DSM 540, 5<sup>th</sup> Floor, BLF Tower, Shivaji Marg,  
New Delhi - 110 015, India.  
Tel: +91 11 4558 8416 | Email: delhioffice@agappe.in

**BANGALORE OFFICE**  
5-6, 11<sup>th</sup> Floor, Resil Cross Bhuvan, No.26 Race Course Road,  
Bangalore - 560 091. Tel: +91 80 2228 8268  
Email: bangaloreoffice@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 - Mispacare

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Tel: +91 484 286 7000 | Email: agappere@agappe.in

**EQUIPMENT PLANT**  
X/588-CB, Block No. 22, KINFRA Small Industrial Park,  
Nellad, Cochin, Kerala, India - 686 721. Tel: +91 484 276 7477

**KOLKATA OFFICE**  
406, Merin Malika, Plot No:10, Block DN, Sector V,  
Salt Lake City, Kolkata - 700 091.  
Tel: +91 33 4001 0451 | Email: kolkataoffice@agappe.in

**MUMBAI (REGISTERED OFFICE)**  
401 & 402, 4<sup>th</sup> Floor, Aisling Business Centre, 119,  
Sahar Road, Parsipada, Andheri (East), Mumbai - 400 079, India  
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Bangalore - 560 001. Tel: +91 80 2278 8288  
Email: bangaloreoffice@agappe.in





ADL/MO/MS/SER/046/2024 – 25

**AGAPPE**

Dated : 30.07.24

**ANNEXURE -1**

Code	Description	Quantity	Price
72161093	Optical Module	1	Rs.16,218 .00
	Service Charge		Rs.3,894.00
	<b>Total</b>		<b>Rs.20,112.00</b>
	GST 18%		Rs.3,620.16
	<b>Total</b>		<b>Rs.23,733.00</b>
	<b>Total Amount – Rupees : Twenty-Three Thousand Seven Hundred and Thirty Three Only .</b>		
	<b>Subject to attached Terms and Conditions</b>		

*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)

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Bangalore - 560 001, Tel: +91 80 2228 8288  
Email: bangalore@office@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:	
IFSC:	
UPI:	
CRM ID:	

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

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Bangalore - 560 001. Tel: +91 80 2228 8268  
Email: bangaloreoffice@agappe.in



Fwd: FW: Purchase Order - KL 24 25 101177 - Agappe Diagnostics Limited

Izrath K K <purchasecyrix5@gmail.com>

Wed 2024-08-07 03:48 PM

To:DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>

📎 2 attachments (2 MB)

30-07-24 Primary Health Centre - Spain-Quote REF NO - 046.pdf (TSK).jpeg

Thanks & Regards

Izrath K K

Senior Purchase Executive

Ph: 9843003773

Forwarded message

From: Edison Joy <edison.joy@agappe.in>

Date: Wed, Jul 31, 2024, 11:03 PM

Subject: FW: Purchase Order - KL 24 25 101177 - Agappe Diagnostics Limited

To: Izrath K K <purchasecyrix5@gmail.com>

CC: Dr. Sabu <dil.sabu@agappe.in>, Livin Varghese <livin.varghese@agappe.in>

Dear Izrath,

Please find the attached mail quotation and Service report.

From: Service <service@agappe.in>

Sent: Tuesday, July 30, 2024, 2:54 PM

To: Edison Joy <edison.joy@agappe.in>; Izrath K K <purchasecyrix5@gmail.com>; Dil Sabu <dil.sabu@agappe.in>

CC: Jerin NV <jerin.nv@agappe.in>

CC: Ashok K Kunjappan <ashok.kk@agappe.in>; Mispacare Order <mispacareorders@agappe.in>

Subject: Purchase Order - KL 24 25 101177 - Agappe Diagnostics Limited

Dear Sir/Madam,

Order processed with PO order No: 50-2425-16403

Regards,

From:

To: Iizrath K K | Anagha | Fathima | Service Coordinator

Subject: Re: Purchase Order - KL 24 25 101167 - Agappe Diagnostics Limited - 0543584 PHC BHRAMAMANGALAM, Purchase Order - KL 24 25 101168 - Agappe Diagnostics Limited - 0812207 DH WADAKKANANCHERRY, Purchase Order - KL 24 25 101177 - Agappe Diagnostics Limited - 7...

From: Edison Joy <edison.joy@agappe.in>

Sent: Monday, July 22, 2024 2:39:33 PM

To: Iizrath K K <purchasecyrix5@gmail.com>; Service <service@agappe.in>; Dil Sabu <dil.sabu@agappe.in>; Jerin NV <jerin.nv@agappe.in>

Cc: Cyrix Purchase Mgr. <purchasemgr@cyrix.in>; Project Manager KLBEMP <pm.bempkl@cyrix.in>; Assistant

Manager Purchase <ampurchase@cyrix.in>; Fathima Service Coordinator <bempservicekl2@gmail.com>; Anagha

<bempservicekl3@gmail.com>; Cyrix Payments <paymentcyrix@gmail.com>; Afsal Yunuze <zm1.klbemp@cyrix.in>

DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>; Blesson Jose <Zm2.klbemp@cyrix.in>; DM Sarang-KLBEMP

<dm1.klbemp@cyrix.in>; Bijo T Joy <bijocyrix@gmail.com>; Arun GC <arungcyrix@gmail.com>; Logistics Cyrix

<logisticscyrix@gmail.com>; Cyrix Logistics <logistics@cyrix.in>; Kerala GRN <keralagr@cyrix.in>; Anjitha T L

<purchasecyrix2@gmail.com>

Subject: Re: Purchase Order - KL 24 25 101167 - Agappe Diagnostics Limited - 0543584 PHC BHRAMAMANGALAM, Purchase Order - KL 24 25 101168 - Agappe Diagnostics Limited - 0812207 DH WADAKKANANCHERRY, Purchase Order - KL 24 25 101177 - Agappe Diagnostics Limited - 7...

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@Dil Sabu@Jerin NV

Please update

Outlook for iOS

From: Iizrath K K <purchasecyrix5@gmail.com>

Sent: Monday, July 22, 2024 2:29:33 PM

To: Service <service@agappe.in>; Edison Joy <edison.joy@agappe.in>

Cc: Cyrix Purchase Mgr. <purchasemgr@cyrix.in>; Project Manager KLBEMP <pm.bempkl@cyrix.in>; Assistant

Manager Purchase <ampurchase@cyrix.in>; Fathima Service Coordinator <bempservicekl2@gmail.com>; Anagha

<bempservicekl3@gmail.com>; Cyrix Payments <paymentcyrix@gmail.com>; Afsal Yunuze <zm1.klbemp@cyrix.in>;

DM Abijith-KLBEMP <dm2.klbemp@cyrix.in>; Blesson Jose <Zm2.klbemp@cyrix.in>; DM Sarang-KLBEMP

<dm1.klbemp@cyrix.in>; Bijo T Joy <bijocyrix@gmail.com>; Arun GC <arungcyrix@gmail.com>; Logistics Cyrix

<logisticscyrix@gmail.com>; Cyrix Logistics <logistics@cyrix.in>; Kerala GRN <keralagr@cyrix.in>; Anjitha T L

<purchasecyrix2@gmail.com>

Subject: Re: Purchase Order - KL 24 25 101167 - Agappe Diagnostics Limited - 0543584 PHC BHRAMAMANGALAM,

Purchase Order - KL 24 25 101168 - Agappe Diagnostics Limited - 0812207 DH WADAKKANANCHERRY, Purchase Order -

KL 24 25 101177 - Agappe Diagnostics Limited - 7...

Hi,



From: DM Abijith

To: DM Abijith

Subject: Purchase Order

Date: 08/07/2024

On 08/07/2024, 3:23 PM A.M., DM Abijith <[purchasecyrix2@gmail.com](mailto:purchasecyrix2@gmail.com)> wrote:

**Dear Sir,**

Please find the attached Purchase Order and do the needful. Kindly send a confirmation mail with details of material delivery (Docket details) along with the invoice Copy mentioning our PO No. (For reference) with Seal and Signature.

**EDD as per payment term:17/07/24**

*For Queries and Clarifications*

1. Technical: [dm1.klbemp@cyrix.in/dm2.klbemp@cyrix.in](mailto:dm1.klbemp@cyrix.in/dm2.klbemp@cyrix.in)
2. Accounts: [paymentcyrix@gmail.com](mailto:paymentcyrix@gmail.com)
3. Logistics: [logistics@cyrix.in](mailto:logistics@cyrix.in)
4. PO Clarification: [ampurchase@cyrix.in/purchasemgr@cyrix.in](mailto:ampurchase@cyrix.in/purchasemgr@cyrix.in)
5. Delivery address: Cyrix Healthcare PVT LTD

Methanam Road

Door No. 312/a Floor North

Kerala - 683501 - India

Adash

31/07/2024

@ *Cyrix Accounts*

Payment Term:100% ADV

**Thanks & Regards**

**Anjitha T L**

**Sr. Purchase Executive**

**PH:- 9947719111**

**[purchasecyrix2@gmail.com](mailto:purchasecyrix2@gmail.com)**

**[www.cyrixhealthcare.com](http://www.cyrixhealthcare.com)**

**Cyrix Healthcare Pvt Ltd**

**| 30/641 B | Pettah Jn | Poonithura | Cochin -38 | Kerala | India**

**KERALA || KARNATAKA || TAMIL NADU || UTTAR PRADESH**

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