

ANNEX 1

Supplier Responsibilities:

- The supplier shall provide the following services free of cost without any charges. Installation of equipment's, replacements of spares or an equipment where required for repair, Scheduled preventive maintenance. AEH will not bear any costs for the related to the aforementioned activities.
- The Supplier shall also ensure the equipment are at all times in operational condition without any services interruption.
- The supplier shall perform equipment preventive maintenance as per equipment manufacturers policy.
- The supplier shall deliver the necessary consumables related to dialysis machines according to the AEH requirement within 45 days upon request (Purchase Order) and ensure constant supply of reagents as per the regular usage of AEH at all times, without any delay.
- The supplier shall attend to service calls within 2 hours from reporting & shall coordinate with in-house engineers in resolving the issue immediately. If problem is not resolved within 6 hours, the supplier shall arrange to send an engineer/application specialist or technician who is most appropriate to attend the situation.
- The In-House engineers in AEH has to be trained for basic troubleshooting on Application /Breakdown calls at the time of installation.
- If equipment cannot be repaired at site and is needed to be transported to a workshop at another site, the supplier shall ensure a backup machine or equipment is kept before the equipment relocation is approved.
- Without any justifiable reason the services shall not be interrupted. Where there is a service interruption for any reason, a time plan for restoring the services shall be communicated with AEH.
- Within one year of installation the supplier shall train AEH engineers and staff on both technical and application training.
- The supplier should keep the basic/essential spare parts at the site or at the supplier's warehouse for emergency shipment.
- The supplier shall also provide key operator training to AEH staff and also conduct refresher trainings for the user periodically.



AEH Responsibilities:

- AEH shall provide a place to install the equipment.
- To conduct awareness among AEH staff on equipment use and functions.
- To ensure users are operating equipment as per manufacturers recommendations and advice.
- To prepare and share with supplier AEH consumables requirements required to provide services.
- AEH will purchase machine related consumables **exclusively** from the supplier.
- AEH can decide to change the location of the machine within AEH or to any other health facility under AEH.

Estimated Dialysis per rental equipment per Year:

MACHINES	LOCATION	Dialysis Per Month
UNIT-1	1	1
UNIT-2	2	5
UNIT-3	3	12
UNIT-4	4	12

- Please note this is an estimated number which can either increase or decrease based on patient count.

Rental period:

- The rental period will be for a term of 5 years.

