

## ANNEX 2

### 1. Supplier Responsibilities:

- 1.1. Shall provide start-up kit, calibrators, consumables required for training of the Staff/Technician/Doctors at the time of Installation, Start-up, Dry run at no extra cost.
- 1.2. The supplier will install the machine free of cost and will take care of regular services, maintenance, repair in order to ensure the proper functioning of the equipment for contracted period. AEH will not bear any costs for repair of equipment's as long as the reagent purchase is continued.
- 1.3. Any expired and un-used reagents shall be replaced by supplier. Invalid test results due to mechanical failure will not be charged by the firm and in such case the firm has to replace those tests and kits as well.
- 1.4. Selected company/firm must supply all appropriate and adequate ancillary equipment's required for making the system fully functional including suitable UPS with 2 Hour backup with full sample load and stabilizing system, water purification system (if required), refrigerators (to store kits), desktop computer, barcode printers, LIS interface, bar Code reader, laser printer (print speed  $\geq$  40 pages/minute), paper, as per instrument requirement
- 1.5. Service engineer and application specialist for attending trouble shooting and breakdown should attend calls within 4 hrs. Shall be available on Viber/WhatsApp.
- 1.6. Supplier shall ensure that a breakdown period of the machine must not exceed for more than 48 hours and back up option in case of equipment breakdown. Common spares shall be kept at Addu City. And rare spares shall also be available at Male City, and shall be dispatched same day in case of a requirement.
- 1.7. To provide an EQAS on a half yearly basis provided by any ISO/IEC 17043: 2010 accredited agency.
- 1.8. Common spares shall be kept at Addu City. And rare spares shall also be available at Male City, and shall be dispatched same day in case of a requirement.
- 1.9. Consumables & reagents, spares, calibrators used in breakdown service, preventive maintenances & calibrations shall be provided by supplier.
- 1.10. Shall have to vacate the hospital space within 30 days of expiry/termination of contract.
- 1.11. Shall carry out repeat investigations in case of erroneous observations due to quality control issue without any additional cost.
- 1.12. To provide necessary hands-on training to Laboratory Technicians and other technical staff for handling the equipment's.
- 1.13. To provide comprehensive maintenance of the all the equipment's under this contract during period of contract.
- 1.14. Provide all deliverables and the trainings as listed in section 2 (Deliverables) and section 3 of this Annex 1 respectively.

## **2. Deliverables:**

- 2.1. Selected company must provide a complete protocol for validation of the system in relation to Installation Qualification (IQ), Operational Qualification (OQ) and Performance Qualification (PQ) as per standard protocol.
- 2.2. Details of equipment's and procedures required for local calibration and routine maintenance to be supplied and advance maintenance task documentation also to be furnished.
- 2.3. List of important spares and accessories, with their part numbers to be supplied to the buyer at the time of supplying the equipment.
- 2.4. Installation and demonstration of equipment and training to be provided after completing supplies before acceptance.
- 2.5. User/Technical/ Maintenance manuals to be supplied in English in hard and soft copy
- 2.6. Details of the standard accessories, additional accessories, optional items, consumables and minimum supplies to be stated clearly.
- 2.7. Should provide reagents, Quality Control, Calibrators, tips cuvettes and ancillary reagents to perform the tests (mentioned in table: 2).
- 2.8. Provide Standard Operating Procedures (SOPs) for functionality of equipment, processing and testing of samples.
- 2.9. Material safety data sheets for all reagents should be supplied.

## **3. Key Operators & technical Training and Validations Requirements:**

- 3.1. Onsite Application and Operator training for users by authorized **application specialist ONLY**.
- 3.2. Technical training for in house Engineers should be provided by the Authorized trainers or engineers.
- 3.3. Equipment calibration & validation should be performed at the time of installation.
- 3.4. The agency should provide all training materials and documents.
- 3.5. Shall provide one International Training for the equipment for a laboratory technician.
- 3.6. Training for staff should be provided on site by company using their own reagents. Each training should be conducted by certified /authorized company approved persons. A training completion certificate shall be issued with each training. Training shall include a theoretical and practical aspects of the equipment and application. And periodic refresher training shall be conducted once annually.

#### **4. AEH Responsibilities:**

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

#### **Rental period:**

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