

AGREEMENT

THIS AGREEMENT is entered into on _____ by and between

The Aga Khan Hospital & Medical College Foundation a company limited by guarantee, incorporated in Pakistan and existing and subsisting under the Companies Act, 2017 having its registered office at Stadium Road, Karachi 74800, (hereinafter called “AKHMCF”) on the one part and _____ having its registered office at _____ (hereinafter called the “Contractor” which expression shall mean and include its successors and assigns) on the other part.

WHEREAS AKHMCF is desirous of procuring medical equipment listed in Annexure _____ & _____ under the order numbers _____, maintenance services during specified warranty period as described in Annexure _____, _____ & _____ and has solicited and received proposals for such services;

AND WHEREAS the Contractor (its Manufacturer products) and its sub-contractor (Third Party products) hereby represents that it and/or its associates specialize in and possess all the necessary professional skills and relevant experience to perform the services as contemplated under this Agreement;

AND WHEREAS, based on the representations of the Contractor, AKHMCF has agreed to enter into an Agreement upon the terms and conditions stated below;

NOW, THEREFORE, the parties hereby agree as follows:

1 Scope of Work

The Scope of work is attached and marked as Annexure A hereto.

2 Term

2.1 The term of this Agreement (the “Term”) will be deemed to begin on the date stated above and will remain in full force and effect till the agreed warranty dates (as mentioned in Annexures _____ and _____) subject to earlier termination as provided in this Agreement. The term of this Agreement may be extended with the written consent of the parties.

3 Service/ Maintenance Charges and Taxes

3.1 For the services rendered by the Contractor as required by this Agreement, AKHMCF will pay to the contractor a fixed amount of \$/Rs- Nil (Till Equipment is under Warranty Agreement) or agreed amount in Annexure _____ if the Customer decides to enter into post warranty contract.

3.2 The Contractor shall invoice AKHMCF after the work is complete and all invoices submitted by the Contractor to AKHMCF will be paid within 30 days of receipt.

3.3 The Contractor shall be solely responsible for all taxes, including income tax and withholding tax, if any, assessed and payable on the income of the Contractor and its personnel arising pursuant to this Contract.

3.4 All payments shall be subject to tax withholding at applicable rates at the time of payment. Contractor shall present tax exemption certificate to the Customer in order to obtain any applicable tax relief. All payments shall be made in Pakistan Rupees.

3.5 The Contractor will not be reimbursed any additional amount for any expenses that the Contractor may incur in connection with providing the services under the scope of this Agreement.

4 Responsibilities

4.1 AKHMCF shall:

4.1.1 be responsible for ensuring that the appropriate environmental conditions (Annexure _____ hereto) as provided by the Contractor are maintained at the Site at all times.

4.1.2 turn off the complete system of the equipment whenever the air-conditioning plant is down for maintenance or becomes less efficient, the recommended temperature and humidity levels are not maintained, during frequent power failures or any type of power failure or any type of power instability.

4.1.3 ensure that its biomedical engineer is present during each maintenance service session.

4.1.4 bear the costs and expenses of customs clearance if spare parts are sent directly to AKHMCF.

4.1.5 use its best effort to facilitate in resolving all issues in connection with the re-exportation of faulty parts.

4.2 Contractor shall:

4.2.1 at its own cost, provide and maintain fully qualified and factory trained and Certified engineers specially trained in the installation, commissioning and maintenance of the equipment, to carry out the obligations of the Contractor. Such engineers are expected to respond to the Service call within **1/2** an hour remotely via phone and within **02** hours onsite for the entire duration of this Agreement between the operational hours as specified in Annexure _____.

4.2.2 maintain fully trained back up engineers as support in the Contractor's Karachi office.

4.2.3 at all times during the term of this Agreement, stock necessary spare parts and all third party items and all necessary certified test and calibration equipment. If the Contractor is importing a spare part or providing a replacement part from their local stock, the faulty part shall belong to the Contractor after replacement.

4.2.4 Submit to the Biomedical Engineering department AKHMCF a list of all spares which will be stocked in the Contractor's local warehouse.

4.2.5 where the Customer returns faulty parts to the Contractor locally, against import of new parts in the name of the Customer, the Contractor undertakes not to use these faulty parts at any other site but shall re-export these faulty parts to the Principal and provide re-export proof to the Customer. All freight and re-export charges shall be borne by the Contractor.

4.2.6 ensure that lead time to import any spares which are not in local stock will be within 72 hours of diagnosis (from Principal warehouse to Local Port).

5 Confidentiality

5.1 Confidential information (“Confidential Information”) refers to any data, materials or information relating to AKHMCF, whether business or personal, which would reasonably be considered to be private or proprietary to AKHMCF and that, is not generally known and where the release of such Confidential Information could reasonably be expected to cause harm to AKHMCF.

5.2 The Contractor agrees that they will not disclose, divulge, reveal, report or use, for any purposes whatsoever, any Confidential Information which the Contractor has obtained, except as authorized by AKHMCF or as required by law. The obligations of confidentiality shall survive the termination of this Agreement.

6 Care and Safety

6.1 The Contractor shall be fully responsible for the care of work and property of AKHMCF. Any damage or loss to the works or property caused as a result of the Contractor’s carelessness, negligence or incompetence or that of its employees, servants or agents shall be strictly the Contractor’s responsibility and the Contractor shall be required to make good the same forthwith.

6.2 The Contractor shall implement all necessary safety precaution(s) for its employees as required by statutory authorities and as may be directed by the FMD (Facilities Management Division) Management of AKHMCF. The Contractor shall be responsible for compliance with all safety requirements under the law.

6.3 The Contractor shall be exclusively responsible for the training of its employees on safe practices and get them adequately insured against accidental death or injury.

6.4 The Contractor shall be responsible for any damage to or loss of tools, which are issued from the AKHMCF maintenance store to the Contractor’s employees and staff for performing the services and the Contractor shall be obliged to replace the same.

7 Independent Contractor

7.1 In providing the services under this Agreement it is expressly agreed that the Contractor is acting as an independent contractor and not as an employee. The Contractor and AKHMCF acknowledge that this Agreement does not create a partnership or joint venture between them and is exclusively a contract for service.

7.2 AKHMCF is not required to pay or make any contributions to any social security local or federal tax, unemployment compensation, workers’ compensation, insurance premium, profit-sharing, pension or any other employee benefit for the Contractor during the Term. The Contractor is solely responsible for paying, and complying with reporting requirements for all local, and federal taxes related to payments made to the Contractor under this Agreement.

8 Notice

8.1 All notices, requests, demands or other communications required or permitted by the terms of this Agreement will be given in writing and delivered by courier to the parties of this Agreement as follows:

a) AKHMCF

Name:
Dept:
The Aga Khan University
Stadium Road, Karachi, 74800

b) Contractor

9 Indemnification

9.1 The Contractor shall not hold AKHMCF liable for any damages or compensation payable in respect or in consequence of any accident or injury to any of the Contractor's employees or other person in the Contractor's employment or of any sub-contractors caused on AKHMCF premises, unless such accident or injury is a direct result of negligence or gross misconduct of any AKHMCF employee or personnel and the Contractor shall indemnify AKHMCF against all such claims, damages, proceedings, costs, charges and expenses whatsoever in respect thereof or in relation thereto.

10 Modification of Agreement

10.1 Any amendment or modification of this Agreement or additional obligations assumed by either party in connection with this Agreement will only be binding if evidenced in writing signed by an authorized representative of each party.

11 Caution

11.1 In case, the Scope of Work is not executed as per desired schedule and work is delayed, AKHMCF shall issue a notice to the Contractor with a copy to Director Facilities Management division AKHMCF, notifying the consequences of the delay and action to be taken against the Contractor by the department, if the target date is not adhered to. However, in case the delay is mainly due to the AKHMCF Department, on account of not providing material and access in time, approvals or not submitting a notification in time, the Director FMD AKHMCF may be informed about all such issues and no action will be initiated against the Contractor.

12 Assignment

12.1 The Contractor will not assign or otherwise transfer its obligations under this Agreement to any affiliate or third party without the prior written consent of AKHMCF.

13 Governing Law and Jurisdiction

13.1 This Agreement shall be governed by the laws of Pakistan and the courts of Karachi shall have exclusive jurisdiction.

14 Dispute Resolution

14.1 The Parties shall endeavor to amicably settle any matter, difference or dispute arising under this Agreement, through negotiations between senior representatives of either party failing which, either party can approach the courts at Karachi whose decision shall be final and binding on the Parties.

15 Force Majeure

15.1 No Party shall be liable for any failure or delay to comply with its obligations under this Agreement where such failure is caused solely and directly by an Act of God or by any riot, civil commotion, strike, lockout or other labor disturbance, or by any fire, war, acts of foreign enemies or perils of the sea or other perils, governmental regulations and/or similar acts, freight embargoes, the non-availability of any permits, licenses and/or authorizations required (other than delays caused by the Party) beyond the control of the relevant Party(each an “event force majeure”).

15.2 The affected Party shall immediately notify the other Party in writing of any such event which would cause it to fail or delay in complying with its obligations, PROVIDED that the affected Party shall in any event use commercially reasonable endeavors at all times and notwithstanding the occurrence and/or continuation of any event force majeure to satisfy its obligations to the other Parties whether in whole or in part. If the force majeure event continues for a period of more than 3 months, AKHMCF reserves the right to terminate this Agreement.

16 Termination

16.1 AKHMCF reserves the right to terminate this agreement at any time during the term of this Agreement if it is not satisfied with the quality of services being provided out and/or performance of the Contractor’s team. The Contractor agrees that AKHMCF shall have the right to send out a termination notice in writing ten (10) days in advance of the termination date. Any outstanding amounts due to the Contractor shall be settled within 30 days of the termination date.

17 Entire Agreement

17.1 This Agreement constitutes the entire understanding between the parties with respect to the subject matter and the transactions contemplated herein and supercedes any and all previous understandings, proposals, negotiations, agreements and representations, whether oral or written.

IN WITNESS WHEREOF the parties hereto have executed this Agreement at Karachi on the date and year first above written.

FOR AND ON BEHALF OF AKHMCF

Name
Director Facilities Management Division

Name
Director Finance

Witness-1 Name & CNIC

Witness-2 Name & CNIC

FOR AND ON BEHALF OF CONTRACTOR

Name

Witness – 1 Name & CNIC

Witness – 2 Name & CNIC

Annexure A

1. SCOPE

This is a Service Level Agreement which will cover the maintenance of the equipment mentioned in Annexure _____ (“Manufacturer equipment”) and A-2 (Third Party equipment) of this agreement to the extent and the period mentioned against each item in the Annexure-_____ and _____.

2. GENERAL CONDITIONS

- 2.1 The Contractor undertakes to carry out the the installation and maintenance of the items supplied against Medical Equipment listed in Anexure _____ & _____ and will be the point of contact for AKHMCF for such activities, However, the Contractor will itself coordinate and arrange installation and maintenance of “Third Party” equipment through its sub contractors of related equipment listed in Annexure _____.
- (i) The Contractor for items in Annexure-_____, and its subcontractors for items contained in Annexure-_____, shall provide fully qualified engineers specially trained in the maintenance of the Equipment. Such engineers are expected to respond to the Service call: within specified operational hours as per each equipment requirement specified in Annexure _____ being physically at site.
 - (ii) Once the Contractor’s engineer(s) or the sub-Contractor’s engineer(s), as the case may be, has diagnosed the cause(s) of the breakdown and the root cause points to an issue with part(s) of the Equipment, the Contractor or it’s sub-contractor shall replace the same free of cost during the period of Warranty or post warranty contract as detailed in Annexure – _____.
 - (iii) The Contractor and/or its subcontractors hereby represents that it has ensured that the technical staff specializes and possesses all the necessary professional skills and relevant experience to perform the Services as contemplated under this agreement.
 - (iv) The Contractor and/or its subcontractors recognizes and acknowledges the importance of performing the Services in a timely manner and with a high degree of care, skills, efficiency and good professional judgment, as expected of a Contractor and/or its subcontractors of repute.
 - (v) The customer AKHMCF shall be responsible for ensuring that the appropriate environmental conditions contained in “Operator/s’ Manual“ as approved by the relevant manufacturers are maintained at all times.
 - (vi) AKHMCF shall undertake to release all the Equipment which is being maintained by contractor after installation and handover from all operational demands when so requested to do so by contractor in order for contractor to perform the services. Alternatively AKHMCF shall ensure that contractor & it’s sub-Contractor’s personnel have full and safe access to the Equipment at all reasonable times for the purpose of providing services. AKHMCF shall also ensure that such access conforms to any specifications issued by contractor or it’s sub-contractors from time to time.
 - (vii) AKHMCF will ensure that CONTRACTOR’S’s personnel or representatives are provided a safe and secure work environment at all times while they are on the Site to enable work to be carried out.
 - (viii) AKHMCF shall provide on request a suitably qualified or informed representative, agent or employee to accompany contractor or it’s sub-Contractor’s personnel when providing the Services or to render such assistance or to give such advice as will enable Contractor’s personnel to exercise unrestricted access to the Site and the Equipment and otherwise to perform the Services effectively.

- (ix) AKHMCF or Contractor shall be responsible for and bear the cost of any modification to the scope of the Services arising from any discrepancy, error or omission in any drawings, specifications or other information supplied or approved by either of the party.
- (x) CONTRACTOR shall provide all the necessary tools , equipment, testing and diagnostic apparatus in order to carry out the installation / service unless otherwise agreed.

2.2 Installation, Commissioning, Testing, Acceptance and Handing Over of the

Equipment:

2.2.1 Shipment:

The Contractor, as the case may be, shall install and commission the Equipment as per agreed dates mentioned in Annexure-_____. It shall be the responsibility of the Contractor/Sub-Contractor through its representative to inspect physically the consignment in presence of the Engineering Department of the AKHMCF to ensure that it is received in good order and condition and without damage at the AKHMCF's premises. In the event of any damage, the Equipment or any part thereof shall be replaced by the the Contractor at its cost in order to avoid any delay in its installation and commissioning. After opening the consignment if anything is found damaged occurred by virtue of shock during unloading and transportation, this will be reported immediately for insurance claim by the AKHMCF.

2.2.2 Installation:

The installation shall be carried out by the Factory trained engineers of the Contractor and/or its subcontractors, as the case may be. The Equipment shall be installed in coordination with the AKHMCF's engineering department. Contractor and/or its subcontractors shall provide schedule of all application and agreed technical trainings detailed in Annexure - _____ at a time agreed mutually.

On-site application trainings will be provided by Contractor foreign application specialist for "manufacturere " equipment identified in Annexure-_____

2.2.3 Testing, Commissioning and Equipment Acceptance:

- (i) It shall be the responsibility of Contractor and/or its subcontractors to assure itself that the Equipment has been duly tested to ensure that it is safe, functional and performs in accordance with the manufacturer's specifications before delivery of the Equipment to the AKHMCF. Such pre-delivery test results shall remain within relevant International Standards for medical equipment and manufacturer's technical and safety specifications. Contractor and/or its subcontractors will submit Declaration of Conformity of Standards to the Customer for the "equipments specified in "Annexure A1&2" if any
- (ii) Contractor and/or its subcontractors as the case may be, shall be responsible for installing the Equipment at the Customer's premises and also of conducting the Acceptance Test at the Customer's premises to confirm that the Equipment complies with the Specifications specified in the relevant Purchase Order. For the purposes of conducting Acceptance Test, the Contractor and/or its subcontractors shall be represented by its respective Trained and certified engineers, suitably equipped with all necessary apparatus and instruments. The installation of the Equipment and the conduct of Acceptance Tests of the Equipment shall be in the presence of the AKHMCF's authorized representatives, however installation and other activities will not be halted due to unavailability of AKHMCF's authorized representative.
- (iii) The Installation and Acceptance Test process shall include:
 - (a) Visual inspection of the Equipment for damage, corrosion, short supply, wrong supply and other readily observed criteria.
 - (b) Visual inspection of installation for soundness, safety and neatness;
 - (c) Complete and thorough performance checks in accordance with the Acceptance Test so as to verify satisfactory operation in conformance with the Specifications for each item of the Equipment and any part thereof.

- (iv) Contractor agrees, undertakes and acknowledges that the installation, commissioning and testing of the Equipment shall be deemed to be successfully completed only after the AKHMCF accord its satisfaction that the Equipment is in accordance with the Specification. The AKHMCF will be deemed to have accorded its satisfaction / acceptance of the Equipment if the Equipment is put to use, or the AKHMCF signs an Acceptance Certificate. The System shall be deemed to be handed over to the AKHMCF upon satisfactory delivery, installation, commission and testing of the Equipment and the issuance of Acceptance Certificate thereon by the Customer.

2.3 Maintenance, Servicing and Parts

It is agreed that:

CONTRACTOR'S shall, itself for "its manufacturer" equipment and through its sub-contractor(s) for "Third Party" equipment Equipment, at their respective own cost, provide and maintain fully qualified and factory trained and certified engineers specially trained in the maintenance of the respective Equipment, to carry out the obligation of CONTRACTOR'S and/or its Sub-Contractor's under this Agreement.

2.4 Uptime Guarantee

- i. The customer shall measure System performance periodically (as per Annexure-_____ and _____) "up time Percentage" will be calculated by dividing "system in Service Hours" by "operational Hours ", both measured on the basis of Customers working hours (as mentioned in Annexure-_____).
- ii. If the up time percentage for the measurement period should fall short of the 95%, CONTRACTOR and/or its subcontractors will compensate the Customer through extension in warranty period based on the following factors;
 - a) 90% to 94.9%: Down Time will be multiplied by a factor of **1.25** and the resulting days will be added to the warranty period.
 - b) 80% to 89.9%: Down Time will be multiplied by a factor of **1.5** and the resulting days will be added to the warranty period.
 - c) Below 80%: Down Time will be multiplied by a factor of **2** and the resulting days will be added to the warranty period.
- iii. Downtime is defined as failure in the operation of the Equipment that prevents the Equipment from processing and/or displaying and / or the a required procedure cannot be performed.
- iv. Downtime will start when the Customer notifies CONTRACTOR or defined service contact point (if any) and ends once repairs have been affected and Equipment is again fully available for clinical use as per the following defind details.
 - a. Day is considered a working period as defined in Annexure _____
 - b. One year has 365 days (A).
 - c. Sundays and Government declared holidays are excluded. (B)
 - d. An emergency contact number will be made available to report any breakdown.
 - e. The following elements shall be recorded in writing, irrespective of any other available tool used for the purpose of the system uptime measurement if not considered on it.

Uptime shall be measured in days as follows:

$$\text{Uptime}\% = \frac{\text{Number of days (System Available for use)}}{\text{(A-B)}} \times 100$$

- a. Day is considered a working period from as specified in Annexure _____
- b. One year has 365 days (A).
- c. Sundays and bank or religious holidays are excluded. (B)
- d. An emergency contact number will be made available to report any breakdown.

- e. It is estimated that $A - B = 300$, but actual counting will be used.
- v. If the Equipment which is part of this agreement is down because of failure of Air-conditioning, Electrical power or any other incident including but not limited to Environmental conditions contained in operator's manual provided by manufacturer not having been maintained, such time shall not be treated as down time.
- vi. Shut down of the Equipment due to routine maintenance inspection shall not be treated as downtime.
In case uptime falls below 80%, the CONTRACTOR will be responsible to arrange manufacturer/ principal engineer for "its Manufacturer's" equipment at the own cost and request relevant engineer/representative to evaluate the system on site and implement appropriate solution/remedy for the system. For Third Party items the CONTRACTOR will review the possibility at the time of need, and decide between options to bring foreign engineer or to replace the complete equipment.

3. BACK-UP AND SPARE PARTS

Contractor will ensure that critical backup/spare parts inventory of "Its Manufacturer" equipment and Third Party equipment shall be maintained locally in order to achieve the relevant uptime guarantee. However, equipment part delivery lead time will be **72 hours immediately after diagnosis** if spares are not available locally.

4. REPLACEMENT OF PARTS

It is agreed that if any part(s) of the Equipment become unserviceable, it (they) shall promptly be replaced with a new and such replaced part(s) shall become the absolute property of the AKHMCF. Parts required during warranty period shall be imported on freight prepaid basis by CONTRACTOR and/or its subcontractors in the name of the AKHMCF and clearance for the same shall be arranged by the AKHMCF. In the event that defective parts are to be exported (under warranty) to the principal, this shall be arranged by CONTRACTOR with the evidence of export the parts to the manufacturer. If needed CONTRACTOR may import the requisite parts in its own name. Defective parts (Replaced under Warranty) to be exported shall be promptly handed over to CONTRACTOR'S and/or its subcontractors without delay.

5. SUPPORT ENGINEER(S)

- i. The servicing of the Equipment and any part/unit/component thereof shall be performed by CONTRACTORS' and/or its subcontractors qualified and trained engineers, as the case may be.
- ii. If subcontractor is unable to resolve the issue of the equipments mentioned in (Annexure _____, "Third Party equipment / items) then CONTRACTOR is responsible to resolve this issue through a visit by the sub-contractor's manufacturer expert. CONTRACTOR'S and/or its subcontractors will arrange qualified, fully trained and equipment experienced service support from the manufacturer/principal as a backup to the local engineer (s) for items relating to Annexure-_____. Any additional cost for such arrangement shall be borne by CONTRACTOR.
- iv. Any persisting problem which affects the working of the Equipment or accessories as defined above in downtime will be handled as under:-
 - a. CONTRACTOR and/or its subcontractors local engineer stationed in Karachi will try to resolve the problem.
 - b. The Principal/Manufacturer's engineer, as the case may be, will be contacted by CONTRACTOR and/or its subcontractors within 24 working hours of any defect to the

- Equipment or any part thereof on telephone / telefax/email, or any mean and such engineer's instruction(s) will be followed.
- c. In the event the problem still persist beyond reasonable timelimits, the Principal's engineer will be notified by CONTRACTOR and/or its subcontractors of any defect to the Equipment or any part thereof and requested to make his travel plans (if such visit is required) to visit Karachi and such Engineer shall arrive in Karachi within reasonable time allowing for Visa processing and travel restrictions.
 - d. The Principal(s)' Engineer shall start work on arrival, and resolve the problem to bring back the equipment or any part thereof to operation to the satisfaction of the Customer.
 - e. In case the problem is diagnosed but requires the ordering of spares currently not available in the existing stock, then CONTRACTOR and/or its subcontractors shall place an order for the same on "TOP PRIORITY / MACHINE DOWN" basis.. Spare parts shall reach at the Customer's premises within committed lead time. Parts available in the inventory will be replaced the same day if the fault is diagnosed within defined working hours. In case of parts, arrangements from outside Karachi but within Pakistan part/s will be replaced within 48 hours.
 - f. In the event of same persisting / intermittent fault (frequency of two per week) which affects the performance of the Equipment such that it cannot be used and is not resolved within a period of 2 weeks, the same may be treated as System downtime.
 - g. In case its subcontractors fails to comply with any of the aforesaid obligations within the time period specified therein, then without prejudice to any other right it may have under the agreement, the AKHMCF may take appropriate action in the matter, i.e. seek extension in the warranty period as per Clause 2.4(ii) above.
 - h. Nothing contained herein shall absolve CONTRACTOR from any of its obligations under this Contract in any manner whatsoever.

6. EQUIPMENT UPDATES/RECALLS/ALERTS

- (i) Any and all FOC updates/recalls/alerts relating to the Equipment including those related to hardware & software shall be carried out promptly upon its releases and when reasonably required by the AKHMCF. Field modifications and FOC upgrades, if any, recommended by the Principal to improve reliability and safety may also be implemented. Recalls and alerts will be managed on Top priority through required corrective and preventive measures and immediate information will be shared with customer

7. MAINTENANCE & REPAIR

- (i) CONTRACTOR and/or its subcontractors shall undertake preventive maintenance services for the Equipment on an agreed schedule time, consisting of lubrication, cleaning, removing/ dirt/dust, functional checks, adjustments and other maintenance (Software/Hardware), testing, alignment and replacement of parts when necessary to minimize equipment failures and extend its useful life as per the manufacturer's performance specifications and guidelines
- (ii) CONTRACTOR, and/or its subcontractors, as the case may be, shall also attend to all breakdown calls reported by AKHMCF, as per response time defined. CONTRACTOR, and/or its subcontractors shall use their best efforts to commence service immediately with a view to restoring the relevant Equipment back into working order. CONTRACTOR and/or its subcontractors shall be notified by telephone, and this shall immediately be followed with an email being sent from a representative to an authorized representative of the CONTRACTOR and/or its subcontractors, confirming the time of such notification, the person to whom the notification was provided, and the general nature of the problem.
- (iii) CONTRACTOR'S and/or its subcontractors shall issue a service report for each and every repair or maintenance. This report is to be signed by an authorized person of the AKHMCF at the respective locations. This service report shall state the required information as per approved format by the Contractor or it's sub-contractor. All service

reports shall also be submitted to Bio-medical Engineering Department of the AKHMCF on completion of every preventive and corrective/breakdown maintenance.

ANNEXURE A-1 (Contractor's Manufacturer items.)

Critical Care

S/N	BM Category	Equipment Name	Qty.			
				Quoted Model	Brand	Warranty

Imaging

S/N	Category	Model	Qty	Warranty in Years	Special Warranty Coverage
1					As mentioned in Relevant PO#)/ Annexure A-5
2					//
3					//
4					//
5					//
6					//
7					//

ANNEXURE A-2 (THIRD PARTY ITEMS)

Critical Care

RFQ S#	BM Category	Equipment Name	Qty.			
				Quoted Model	Brand	Warranty

Imaging

S/N	Item	Make	Model	Qty	Warranty (Yrs)

ANNEXURE A-3

Environmental Conditions for “Contractor manufacturer ” equipment

Temperature, Relative Humidity and Air Pressure Environmental conditions, system, during operation

Relative Humidity	
Contol Room Temperature	
Treatment Room Temperature	

Permissible Biometric Pressure	
Voltage Stability Within	
Frequency Stability Within	

ANNEXURE A-4

Environmental Conditions for “Third Party” equipment

Equipment shall be maintained by customer as per the equipment manufacturer recommendation.

Relative Humidity	
Control Room Temperature	
Treatment Room Temperature	
Permissible Biometric Pressure	
Voltage Stability Within	
Frequency Stability Within	

ANNEXURE A-5
Coverage under warranty and Contract

<u>Modality</u>	<u>Coverage</u>		<u>Exclusion</u>		<u>Post Warranty Contract Prices in USD per Annum. Per unit</u>
	<u>U/Warranty</u>	<u>U/Contract</u>	<u>U/Warranty</u>	<u>U/Contract</u>	
1					
2					
3					
4					
5					
6					
7					
8					

ANNEXURE A-6

Mandatory Trainings (Technical and Application/Operational) to be provided under this contract for the following equipment

Critical Care

RFQ S#	BM Category	Equipment Name	Technical Training

Digital Imaging

RFQ S#	BM Category	Equipment Name	BME Technical Training

Annexure – A-7
Operational Hours for Equipment

Critical Care

RFQ S#	Equipment Name			
		Quoted Model	Brand	Operational Hours
				24 hrs
				8:30am to 06:30pm
				8:30am to 06:30pm
				8:30am to 06:30pm
				24 hrs
				24 hrs
				24 hrs
				8:30am to 06:30pm

