

REFERENCE OF TENDER	DESCRIPTION OF TENDER	TIME PERIOD OF TENDER	DEPARTMENT/DIVISION/UNIT REQUESTING TENDER	FEES	CLOSING DATE NOT LATER THAN 2.00PM	FOCAL PERSON
KK/16/2025/HTD	PROVISION OF COMPACT ENDOSCOPY SYSTEM FOR OTORHINOLARYNGOLOGY DEPARTMENT, FOR PMMPMHAMB HOSPITAL, TUTONG AND PIHM HOSPITAL, TEMBURONG, MINISTRY OF HEALTH	-	DEPARTMENT OF HEALTHCARE TECHNOLOGY	\$50.00	18 TH FEB 2025	<p>Nur Atiqah binti Haji Abd Latip Senior Biomedical Engineer Department of Healthcare Technology Ministry of Health Negara Brunei Darussalam e-mail: nuratiqah.abdlatip@moh.gov.bn</p>

TENDER REFERENCE NO.: KK/16/2025/HTD

**MINISTRY OF HEALTH
NEGARA BRUNEI DARUSSALAM**

**PROVISION OF COMPACT ENDOSCOPY SYSTEM FOR
OTORHINOLARYNGOLOGY DEPARTMENT, FOR
PMMPMHAMB HOSPITAL, TUTONG AND PIHM HOSPITAL,
TEMBURONG, MINISTRY OF HEALTH**

TENDER FEES : \$50.00

RECEIPT NO. :

CLOSING DATE : ON TUESDAY, 18TH FEBRUARY 2025

TIME : 2.00 PM

FOA :

**THE CHAIRMAN
MINI TENDER BOARD, TENDER BOX
GROUND FLOOR, MINISTRY OF HEALTH
COMMONWEALTH DRIVE
BANDAR SERI BEGAWAN BB3910
NEGARA BRUNEI DARUSSALAM**

(CLUSTERING)

SECTION 2

SPECIFICATIONS AND REQUIREMENTS

TENDER REFERENCE NO: KK/16/2025/HTD

INVITATION TO TENDER

PROVISION OF COMPACT ENDOSCOPY SYSTEM FOR OTORHINOLARYNGOLOGY
DEPARTMENT, FOR PMMPMHAMB HOSPITAL, TUTONG AND PIHM HOSPITAL, TEMBURONG,
MINISTRY OF HEALTH

NO.	SECTION 1: TERMS AND CONDITIONS
1	Tenderer must be registered with the Ministry of Health.
2	TENDER FORM should be filled completely including the USER REQUIREMENT FORM (if available). Submission of incomplete form MAY cause DISQUALIFICATION OF TENDER .
3	Each tenderer is allowed to quote ONE BRAND WITH ONE PRICE ONLY for each item. Submission of more than one brand and price will cause DISQUALIFICATION OF TENDER .
4	All consumables supplied throughout this tender <u>shall</u> have a minimum expiry date of twelve (12) months / on delivery . Should the consumables be urgently needed, provision of consumables with expiry date of less than twelve (12) months should be first agreed by the User before delivery is made.
5	Brochures / catalogues should be submitted / attached with tender document .
6	Any room renovation which may be required , it is mandatory to conduct site visit (if applicable)
7	Samples should be submitted together with tender or within fourteen (14 days) of the tender closing dates (if applicable) .
8	DELIVERY PERIOD: (Please state) Not More Than 90-120 days upon confirmation
9	PRICE VALIDITY: The quotation shall remain valid for 12 MONTHS from the final date for the submission of the quotation and no supplier may withdraw his/her quotation within that period. The Government reserves the right to extend this period if deemed necessary provided that such extension to the quotation validity period shall have written consent of the supplier(s).

ITEM NO.	SECTION 2: USER REQUIREMENTS
1	TWO (2) UNITS OF COMPACT ENDOSCOPY SYSTEM <i>[1 unit for PMMPMHAMB Tutong and 1 unit for PIHM, Temburong]</i>
1.1	Endoscopic video unit with 2 camera inputs
1.2	For use with flexible video endoscopes and one-chip camera heads
1.3	Inclusive of light source
1.4	Inclusive of one (1) unit of fibre optic light cable for each unit
1.5	Mounted on a mobile stand with lockable wheels
1.6	Mobile stand must have holders for camera, flexible endoscopes.
1.7	Inclusive of two (2) packs of Protection Tube to be use with holder for each unit
1.8	Inclusive of one-chip camera head or equivalent and must be compatible with the offered system
1.9	Inclusive of sterilizing container for camera head
1.10	The proposed system must be DICOM ready with DICOM License installed and activated for future plan of storing DICOM images in the Hospital Information System.
1.11	The videos or still images acquired by the 2 units of compact endoscopy system can be uploaded into future BRUHIMS 2.0 in a DICOM format.
2	VIDEOSCOPIES AND TELESCOPES
2.1	TWO (2) UNITS OF RHINO-LARYNGOSCOPE <i>[1 unit for PMMPMHAMB Tutong and 1 unit for PIHM, Temburong]</i>
2.1.1	Direction of view: 0 ⁰ or equivalent
2.1.2	Angle of view: 100 ⁰ or equivalent
2.1.3	Working length: 30cm or equivalent
2.1.4	Outer Diameter: 2.9mm or equivalent
2.1.5	Deflection UP/DOWN: 140 ⁰ /140 ⁰ or equivalent

ITEM NO.	SECTION 2: USER REQUIREMENTS
2.1.6	Inclusive of all the standard accessories and sterilizing tray for autoclave
2.2	TWO (2) UNITS OF FLEXIBLE INTUBATION VIDEOENDOSCOPE [1 unit for PMMPMHAMB Tutong and 1 unit for PIHM, Temburong]
2.2.1	CMOS technology with suction valve
2.2.2	Direction view: 0° or equivalent
2.2.3	Angle of view: 100° or equivalent
2.2.4	Working length: 65 cm or equivalent
2.2.5	Total Length: 94 cm or equivalent
2.2.6	Working channel inner diameter 2.1mm or equivalent
2.2.7	Distal tip outer diameter: 5.5mm or equivalent
2.2.8	Deflection UP/DOWN: 140°/140° or equivalent
2.2.9	Each unit is bundle with: 1. Cleaning brush – 1 pack 2. Biopsy Forceps (Oval jaws) – 2 packs Grasping Forceps (Alligator type) – 2 packs
2.2.10	Inclusive of all the standard accessories and sterilizing tray for autoclave
2.3	THREE (3) UNITS OF 0° TELESCOPE [2 units for PMMPMHAMB Tutong and 1 unit for PIHM Temburong]
2.3.1	Autoclavable 0° Rigid Scope
2.3.2	Straight forward
2.3.3	Diameter: 4mm or equivalent
2.3.4	Length: 18cm or equivalent
2.3.5	Inclusive of all the standard accessories and sterilizing tray for autoclave

ITEM NO.	SECTION 2: USER REQUIREMENTS
3	END-USER TRAINING
3.1	Local Onsite End-user training by an application specialist or expert from the Manufacturer for at least three (3) working days. The training must cover a full user operation, features walk-through and hands-on training experience with basic troubleshooting and user maintenance to prolong the equipment lifetime.
3.2	Onsite End-user training on the 3 rd and 9 th month after commissioning by bringing over trainers to Brunei to train more Doctors and nurses
3.3	Introductory Technical Training to Biomedical Engineers and Technicians at BME RIPASH Office by competent Tenderer's Engineer/Technicians that includes but not limited to: <ul style="list-style-type: none"> • Troubleshooting and basic corrective maintenance • Handling and basic inspection maintenance *(Two sessions/groups if required)
4	WARRANTY
4.1	Tenderer to include warranty period of at least two (2) years for all the system/items offered in this tender. (TENDERER TO READ SECTION 4 - WARRANTY UNDERTAKING FORM)

SECTION 3: PROCUREMENT REQUIREMENT

Brand of Equipment.

Model

Country of Origin

Year manufactured.

Warranty period (at least 2 years)

Delivery period

Price validity (not less than 12 months)

SECTION 3: PROCUREMENT REQUIREMENT PRICING PROPOSAL
OUTRIGHT PURCHASE
Tenderer to propose unit price inclusive with 2 years warranty
UNIT PRICE
TOTAL (BND\$)
Tenderer to propose unit price inclusive with 2 years warranty + 3 years comprehensive maintenance services (CMS)
UNIT PRICE
CMS FOR ONE UNIT/ YEAR
CMS FOR ONE UNIT 3 YEARS
TOTAL COST + 3 YEARS CMS (BND\$)

SECTION 3: PROCUREMENT REQUIREMENT

PRICING PROPOSAL

LEASING

LEASING PRICE

Tenderer must propose leasing price for LEASING1 and LEASE-TO-OWN/LEASE PURCHASE2 for all the item listed in SECTION 1- USER REQUIREMENTS for a period of five (5) years

LEASING

Tenderer to lease equipment with Warranty (SECTION 4- WARRANTY UNDETAKING FORM) and will take back equipment at the end of lease term.

LEASE-TO-OWN / LEASE PURCHASE

Tenderer to lease equipment with Warranty (SECTION 4 - WARRANTY UNDETAKING FORM) and includes an option for the Government take the equipment subject to the condition of equipment at the end of lease term.

LEASING TERMS	A. LEASING	B. LEASE-TO-OWN / LEASE PURCHASE
A PERIOD OF FIVE (5) YEARS		
PER YEAR		
PER MONTH		
PER QUARTERLY		
5 YEARS		

SECTION 4: WARRANTY UNDERTAKING FORM (PAGE 1)

Tenderer, on behalf of the manufacturer, acknowledged and agrees that when equipment is under Warranty period, must cover the scope of normal warranty below at no additional cost:

NORMAL WARRANTY

- Warrants the supplied medical equipment and its accessories to be in good condition, in working order and free from defects to the extend such equipment do not comply with specifications, under normal use for the warranty period. The scope of warranty covers to its maximum extent permitted by applicable law.
- During warranty, tenderer must rectify issues arise from any mechanical, technical or software faulty as soon as it is reported.
- **Exchange warranty**; Providing replacement units:
 - A. Warranty against defects – Manufacturing defects or Equipment malfunction resulted from mechanical, electrical or software failure during Commissioning or within the first _____ months of use
 - B. Faulty workmanship or unsatisfactory condition during delivery or commissioning
 - C. If a unit or accessory is deemed used item or refurbished item (not a new unit) by the user and BME Unit.
- **Two time Planned Preventive Maintenance (PPM) PER YEAR** according to Manufacturer's Preventive Maintenance Guideline, including one-time replacements of PM Kits, batteries and any relevant parts to prolong equipment lifespan.

EXCLUSION FROM WARRANTY

MOH understand that the following circumstances are not covered in the warranty and Tenderer may quote for repair and subject to MOH approval:

- Unauthorized modifications - an alteration or repair by anyone other than the Manufacturer or Authorized agent during warranty period.
- Accidental damage or problems caused by negligence or mishandling, subject to appropriate justification by both parties.
- Vandalism and Natural disasters
- Normal wear and tear

POST WARRANTY COMPREHENSIVE MAINTENANCE SERVICE

Tenderer must provide a comprehensive maintenance service after the warranty period.

The scope for **Comprehensive Maintenance Service** consists of:

- A. Inspection Maintenance (IM)**
- B. Corrective Maintenance (CM) and**
- C. Planned Preventive maintenance (PPM)**
- D. Breakdown calls**

SECTION 4 – WARRANTY UNDERTAKING FORM (PAGE 2)

A. Inspection Maintenance (IM)

- Must be conducted every six (6) months starting from warranty expiry date
- Issuance of IM Report to End User and Biomedical Engineering Unit of respective Facilities (BME)
- Physical hardware checks on main unit/system and all supplied accessories
- System, Software and Application checkup – Update to latest version when available
- Performance and Functional testing
- Servicing/Cleaning of dust

B. Corrective Maintenance (CM):

- Repair and replacement of parts with new, quality, and compatible parts within thirty (30) days after receipt of reported problem by BME
- Post repair tests with reports to ensure Electrical Safety Test, Performance Test and Functional Test is conducted.

C. Planned Preventive Maintenance (PPM):

- **Two times a year** Comprehensive PPM for every warranty year to ensure equipment is working in maximum condition. (Inclusive of one time PM kits and replaceable items)
- Provide Maintenance Due Date stickers after each PPM

D. Breakdown Call

- Attend to any breakdown call within 24 hours after receipt of reported problem by BME Unit of Respective Facilities preferably during office hours, else after office hours or public holidays (only if it is necessary and urgent)
- Response to Breakdown call: within 30 mins (Office hours) / within 60 mins (non-office hours)
- Downtime: Not more than 24 hours after receipt of reported problem by BME unit of Respective Facilities
- If Downtime is expected to be more than 24 hours, Tenderer must provide notice to BME unit indicating the reason of delay with estimation of:
 - Estimated time of parts to arrive and
 - Expected no of days for repair completion
 - Estimated time for loan unit to arrive if not in stock (Leasing).

ADDITIONAL WARRANTY SCOPE FOR LEASING:

Tenderer need to plan and provide a **LOAN UNIT** to End User as soon as possible if equipment downtime is expected to be more than 24 hours after receipt of reported problem from BME (not repairable or need to be remove from service due to requiring parts replacement until the equipment is return back to service.)

ANY OTHER EXCLUSION

Tenderer may propose below to include items or terms which is not listed in the exclusion list above for MOH consideration.

SECTION 5: TECHNICAL SPECIFICATIONS/REQUIREMENTS
Mains Supply 240VAC 50 Hz.
State equipment ambient operating temperature range.
The equipment must comply to either one of the five international safety standards, namely; US FDA Standard, European Union CE MARK, Australian TGA Standard, Canadian CSA Standard or Japanese JIS Standard.
State number of locally stationed engineers/technicians and the nearest overseas support.
State overall dimensions of equipment.
State net weight of the equipment (kg)
Equipment whole life time support Supplier must guarantee spare parts are available at least for 10 years after the installation of the equipment.
Brochure Tenderers must submit with their offer, a detailed brochure which supports the information the tenderer has entered in the Section 2 for reference.
User and Service Manuals Two hard copies and one soft copy [PDF FORMAT] to be submitted to BME office during commissioning.
Spare-parts and consumables Comprehensive spare-parts and consumables listings in the form of softcopy must be provided. Listing must have the following details; Part Number and Part Description.
Warranty planned preventive maintenance. Minimum of two times PPM per year during the equipment warranty, six months after the date of commissioning and at the end of warranty period.
Training Tenderers are required to conduct technical training to Biomedical Engineers and Technicians. <ul style="list-style-type: none"> • Training to be conducted at the manufacturer's training premises / facilities. Tenderers are required to; <ul style="list-style-type: none"> • Provide air tickets, accommodation, transportation, etc. for 2 persons. • Provide training for 2 persons. • Minimum no of days for training – 3 days. OR <ul style="list-style-type: none"> • Training to be conducted locally, tenderers are required to: <ul style="list-style-type: none"> • Provide training materials, test equipment, demo equipment, etc. • Provide training to two groups of technical staffs. • Provide 2 days (minimum) of training for each group. • Training to be conducted at BME office/ Hospital

SECTION 3

TENDER FORM

To:

TENDER REFERENCE NO: KK/16/2025/HTD

INVITATION TO TENDER

PROVISION OF COMPACT ENDOSCOPY SYSTEM FOR OTORHINOLARYNGOLOGY DEPARTMENT, FOR PMMPMHAMB HOSPITAL, TUTONG AND PIHM HOSPITAL, TEMBURONG, MINISTRY OF HEALTH

SECTION 1: TERMS AND CONDITIONS		
NO.	TERMS AND CONDITIONS	VENDOR'S OFFER (PLEASE STATE)
1	Tenderer must be registered with the Ministry of Health.	
2	TENDER FORM should be filled completely including the USER REQUIREMENT FORM (if available). Submission of incomplete form MAY cause DISQUALIFICATION OF TENDER.	
3	Each tenderer is allowed to quote ONE BRAND WITH ONE PRICE ONLY for each item. Submission of more than one brand and price will cause DISQUALIFICATION OF TENDER.	
4	All consumables supplied throughout this tender <u>shall</u> have a minimum expiry date of twelve (12) months / on delivery. Should the consumables be urgently needed, provision of consumables with expiry date of less than twelve (12) months should be first agreed by the User before delivery is made.	
5	Brochures / catalogues should be submitted / attached with tender document.	
6	Any room renovation which may be required, it is mandatory to conduct site visit (if applicable)	
7	Samples should be submitted together with tender or within fourteen (14 days) of the tender closing dates (if applicable).	
8	DELIVERY PERIOD: (Please state) Not More Than 90-120 days upon confirmation	(Yes / No) (If No, please specify)
9	PRICE VALIDITY: The quotation shall remain valid for 12 MONTHS from the final date for the submission of the quotation and no supplier may withdraw his/her quotation within that period. The Government reserves the right to extend this period if deemed necessary provided that such extension to the quotation validity period shall have written consent of the supplier(s).	

ITEM NO.	SECTION 2: USER REQUIREMENTS	YES	NO	PLEASE SPECIFY THE SPECIFICATION/ SCOPE OFFERED FAILURE TO FILL THE OFFER DETAIL SHALL BE IDENTIFIED AS NON-COMPLIANCE TO THE OFFER
1	TWO (2) UNITS OF COMPACT ENDOSCOPY SYSTEM <i>[1 unit for PMMPMHAMB Tutong and 1 unit for PIHM, Temburong]</i>			
1.1	Endoscopic video unit with 2 camera inputs			
1.2	For use with flexible video endoscopes and one-chip camera heads			
1.3	Inclusive of light source			
1.4	Inclusive of one (1) unit of fibre optic light cable for each unit			
1.5	Mounted on a mobile stand with lockable wheels			
1.6	Mobile stand must have holders for camera, flexible endoscopes.			
1.7	Inclusive of two (2) packs of Protection Tube to be use with holder for each unit			
1.8	Inclusive of one-chip camera head or equivalent and must be compatible with the offered system			
1.9	Inclusive of sterilizing container for camera head			
1.10	The proposed system must be DICOM ready with DICOM License installed and activated for future plan of storing DICOM images in the Hospital Information System.			
1.11	The videos or still images acquired by the 2 units of compact endoscopy system can be uploaded into future BRUHIMS 2.0 in a DICOM format.			
2	VIDEOSCOPES AND TELESCOPES			

ITEM NO.	SECTION 2: USER REQUIREMENTS	YES	NO	PLEASE SPECIFY THE SPECIFICATION/ SCOPE OFFERED FAILURE TO FILL THE OFFER DETAIL SHALL BE IDENTIFIED AS NON-COMPLIANCE TO THE OFFER
2.1	TWO (2) UNITS OF RHINO-LARYNGOSCOPE <i>[1 unit for PMMPMHAMB Tutong and 1 unit for PIHM, Temburong]</i>			
2.1.1	Direction of view: 0° or equivalent			
2.1.2	Angle of view: 100° or equivalent			
2.1.3	Working length: 30cm or equivalent			
2.1.4	Outer Diameter: 2.9mm or equivalent			
2.1.5	Deflection UP/DOWN: 140°/140° or equivalent			
2.1.6	Inclusive of all the standard accessories and sterilizing tray for autoclave			
2.2	TWO (2) UNITS OF FLEXIBLE INTUBATION VIDEOENDOSCOPE <i>[1 unit for PMMPMHAMB Tutong and 1 unit for PIHM, Temburong]</i>			
2.2.1	CMOS technology with suction valve			
2.2.2	Direction view: 0° or equivalent			
2.2.3	Angle of view: 100° or equivalent			
2.2.4	Working length: 65 cm or equivalent			
2.2.5	Total Length: 94 cm or equivalent			

ITEM NO.	SECTION 2: USER REQUIREMENTS	YES	NO	PLEASE SPECIFY THE SPECIFICATION/ SCOPE OFFERED FAILURE TO FILL THE OFFER DETAIL SHALL BE IDENTIFIED AS NON-COMPLIANCE TO THE OFFER
2.2.6	Working channel inner diameter 2.1mm or equivalent			
2.2.7	Distal tip outer diameter: 5.5mm or equivalent			
2.2.8	Deflection UP/DOWN: 140°/140° or equivalent			
2.2.9	Each unit is bundle with: 1. Cleaning brush – 1 pack 2. Biopsy Forceps (Oval jaws) – 2 packs Grasping Forceps (Alligator type) – 2 packs			
2.2.10	Inclusive of all the standard accessories and sterilizing tray for autoclave			
2.3	THREE (3) UNITS OF 0° TELESCOPE [2 units for PMMPMHAMB Tutong and 1 unit for PIHM Temburong]			
2.3.1	Autoclavable 0° Rigid Scope			
2.3.2	Straight forward			
2.3.3	Diameter: 4mm or equivalent			
2.3.4	Length: 18cm or equivalent			
2.3.5	Inclusive of all the standard accessories and sterilizing tray for autoclave			
3	END-USER TRAINING			
3.1	Local Onsite End-user training by an application specialist or expert from the Manufacturer for at least three (3) working days. The training must cover a full user			

ITEM NO.	SECTION 2: USER REQUIREMENTS	YES	NO	PLEASE SPECIFY THE SPECIFICATION/ SCOPE OFFERED FAILURE TO FILL THE OFFER DETAIL SHALL BE IDENTIFIED AS NON-COMPLIANCE TO THE OFFER
	operation, features walk-through and hands-on training experience with basic troubleshooting and user maintenance to prolong the equipment lifetime.			
3.2	Onsite End-user training on the 3 rd and 9 th month after commissioning by bringing over trainers to Brunei to train more Doctors and nurses			
3.3	Introductory Technical Training to Biomedical Engineers and Technicians at BME RIPASH Office by competent Tenderer's Engineer/Technicians that includes but not limited to: <ul style="list-style-type: none"> • Troubleshooting and basic corrective maintenance • Handling and basic inspection maintenance *(Two sessions/groups if required)			
4	WARRANTY			
4.1	Tenderer to include warranty period of at least two (2) years for all the system/items offered in this tender. (TENDERER TO READ SECTION 4 - WARRANTY UNDERTAKING FORM)			

SECTION 3: PROCUREMENT REQUIREMENT

Brand of Equipment.	
Model	
Country of Origin	
Year manufactured.	
Warranty period (at least 2 years)	_____ years
Delivery period	_____ days/weeks/months
Price validity (not less than 12 months)	_____ days/ weeks/months/years

**SECTION 3: PROCUREMENT REQUIREMENT
PRICING PROPOSAL**

OUTRIGHT PURCHASE

Tenderer to propose unit price inclusive with 2 years warranty

UNIT PRICE

TOTAL (BND\$)

Tenderer to propose unit price inclusive with 2 years warranty + 3 years comprehensive maintenance services (CMS)

UNIT PRICE

CMS FOR ONE UNIT/ YEAR

CMS FOR ONE UNIT 3 YEARS

TOTAL COST + 3 YEARS CMS (BND\$)

SECTION 3: PROCUREMENT REQUIREMENT

PRICING PROPOSAL

LEASING

LEASING PRICE

Tenderer must propose leasing price for LEASING1 and LEASE-TO-OWN/LEASE PURCHASE2 for all the item listed in SECTION 1- USER REQUIREMENTS for a period of five (5) years

LEASING

Tenderer to lease equipment with Warranty (SECTION 4- WARRANTY UNDETAKING FORM) and will take back equipment at the end of lease term.

LEASE-TO-OWN / LEASE PURCHASE

Tenderer to lease equipment with Warranty (SECTION 4 - WARRANTY UNDETAKING FORM) and includes an option for the Government take the equipment subject to the condition of equipment at the end of lease term.

LEASING TERMS	A. LEASING	B. LEASE-TO-OWN / LEASE PURCHASE
A PERIOD OF FIVE (5) YEARS	BND\$	BND\$
PER YEAR	BND\$	BND\$
PER MONTH	BND\$	BND\$
PER QUARTERLY	BND\$	BND\$
5 YEARS	BND\$	BND\$

SECTION 4: WARRANTY UNDERTAKING FORM (PAGE 1)

Tenderer, on behalf of the manufacturer, acknowledged and agrees that when equipment is under Warranty period, must cover the scope of normal warranty below at no additional cost:

NORMAL WARRANTY

- Warrants the supplied medical equipment and its accessories to be in good condition, in working order and free from defects to the extend such equipment do not comply with specifications, under normal use for the warranty period. The scope of warranty covers to its maximum extent permitted by applicable law.
- During warranty, tenderer must rectify issues arise from any mechanical, technical or software faulty as soon as it is reported.
- **Exchange warranty**; Providing replacement units:
 - A. Warranty against defects – Manufacturing defects or Equipment malfunction resulted from mechanical, electrical or software failure during Commissioning or within the first _____ months of use
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EXCLUSION FROM WARRANTY

MOH understand that the following circumstances are not covered in the warranty and Tenderer may quote for repair and subject to MOH approval:

- Unauthorized modifications - an alteration or repair by anyone other than the Manufacturer or Authorized agent during warranty period.
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POST WARRANTY COMPREHENSIVE MAINTENANCE SERVICE

Tenderer must provide a comprehensive maintenance service after the warranty period.

The scope for **Comprehensive Maintenance Service** consists of:

- A. Inspection Maintenance (IM)**
- B. Corrective Maintenance (CM) and**
- C. Planned Preventive maintenance (PPM)**
- D. Breakdown calls**

TENDERER ACKNOWLEDGMENT

COMPANY CHOP AND SIGNATURE

SECTION 4 – WARRANTY UNDERTAKING FORM (PAGE 2)

A. Inspection Maintenance (IM)

- Must be conducted every six (6) months starting from warranty expiry date
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- Physical hardware checks on main unit/system and all supplied accessories
- System, Software and Application checkup – Update to latest version when available
- Performance and Functional testing
- Servicing/Cleaning of dust

B. Corrective Maintenance (CM):

- Repair and replacement of parts with new, quality, and compatible parts within thirty (30) days after receipt of reported problem by BME
- Post repair tests with reports to ensure Electrical Safety Test, Performance Test and Functional Test is conducted.

C. Planned Preventive Maintenance (PPM):

- **Two times a year** Comprehensive PPM for every warranty year to ensure equipment is working in maximum condition. (Inclusive of one time PM kits and replaceable items)
- Provide Maintenance Due Date stickers after each PPM

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- Attend to any breakdown call within 24 hours after receipt of reported problem by BME Unit of Respective Facilities preferably during office hours, else after office hours or public holidays (only if it is necessary and urgent)
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- Downtime: Not more than 24 hours after receipt of reported problem by BME unit of Respective Facilities
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 - Estimated time of parts to arrive and
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 - Estimated time for loan unit to arrive if not in stock (Leasing).

ADDITIONAL WARRANTY SCOPE FOR LEASING:

Tenderer need to plan and provide a **LOAN UNIT** to End User as soon as possible if equipment downtime is expected to be more than 24 hours after receipt of reported problem from BME (not repairable or need to be remove from service due to requiring parts replacement until the equipment is return back to service.)

TENDERER ACKNOWLEDGMENT

COMPANY CHOP AND SIGNATURE

ANY OTHER EXCLUSION

Tenderer may propose below to include items or terms which is not listed in the exclusion list above for MOH consideration.

TENDERER ACKNOWLEDGMENT

COMPANY CHOP AND SIGNATURE

SECTION 5: TECHNICAL SPECIFICATIONS/REQUIREMENTS	
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State equipment ambient operating temperature range.	
The equipment must comply to either one of the five international safety standards, namely; US FDA Standard, European Union CE MARK, Australian TGA Standard, Canadian CSA Standard or Japanese JIS Standard.	
State number of locally stationed engineers/technicians and the nearest overseas support.	
State overall dimensions of equipment.	
State net weight of the equipment (kg)	
Equipment whole life time support Supplier must guarantee spare parts are available at least for 10 years after the installation of the equipment.	_____years
Brochure Tenderers must submit with their offer, a detailed brochure which supports the information the tenderer has entered in the Section 2 for reference.	
User and Service Manuals Two hard copies and one soft copy [PDF FORMAT] to be submitted to BME office during commissioning.	
Spare-parts and consumables Comprehensive spare-parts and consumables listings in the form of softcopy must be provided. Listing must have the following details; Part Number and Part Description.	
Warranty planned preventive maintenance. Minimum of two times PPM per year during the equipment warranty, six months after the date of commissioning and at the end of warranty period.	
Training Tenderers are required to conduct technical training to Biomedical Engineers and Technicians. <ul style="list-style-type: none"> ▪ Training to be conducted at the manufacturer's training premises / facilities. Tenderers are required to; <ul style="list-style-type: none"> • Provide air tickets, accommodation, transportation, etc. for 2 persons. • Provide training for 2 persons. • Minimum no of days for training – 3 days. 	

SECTION 5: TECHNICAL SPECIFICATIONS/REQUIREMENTS

OR

- Training to be conducted locally, tenderers are required to:
 - Provide training materials, test equipment, demo equipment, etc.
 - Provide training to two groups of technical staffs.
 - Provide 2 days (minimum) of training for each group.
 - Training to be conducted at BME office/ Hospital

1. We offer and undertake on your acceptance of our Tender to provide the above mentioned services in accordance with your Invitation To Tender.
2. Our Tender is fully consistent with and does not contradict or derogate from anything in your Invitation To Tender. We have not qualified or changed any of the provisions of your Invitation To Tender.
3. OUR OFFER IS VALID FOR **TWELVE (12)** CALENDAR MONTHS FROM THE TENDER CLOSING DATE.
4. When requested by you, we shall extend the validity of this offer.
5. We further undertake to give you any further information which you may require.

Dated this _____ day of _____, _____

Signature of authorised officer of Tenderer

Name:

Designation:

Tenderer's official stamp