

ADDITIONAL TERMS AND CONDITIONS**REQUEST FOR PROPOSAL FOR THE SUPPLY, DELIVERY, INSTALLATION AND COMMISSIONING OF HAEMODIALYSIS MACHINES WITH RENAL POINT OF CARE SYSTEM TO NKF****1. Training Programmes**

- 1.1 Training to Bio-Medical Engineers: All NKF's Bio-Medical Engineers to be trained and certified by the Contractor Free of Charge ("**FOC**") to perform breakdown maintenance and planned preventive maintenance on the machine after the warranty period.
- 1.2 Training to NKF's Nursing Staff: Provision of training to all nurses at the concerned Dialysis Centres to familiarise them with all machine features and competency in operating the machines. All training and trained nurses to be certified by the Contractor FOC.
- 1.3 The Contractor shall from time to time provide NKF with the latest developments and availability (whether on the market or from the Contractor) of new technology and/or upgraded or improved machine(s) and/or parts which are relevant and/or related to the machine for the intended use of the machine at no additional cost to NKF.

2. Warranties

- 2.1 The Contractor undertakes and guarantees that the consumables specific to the model of the machine shall be made available throughout the 8 years period.
- 2.2 Warranty period shall mean 8 (eight) years from date of successful commissioning of each individual machine.

3. Conditions and requirements for comprehensive maintenance

- 3.1 The Contractor shall provide free comprehensive maintenance throughout the warranty period.
- 3.2 Comprehensive maintenance shall include replacement of all part(s) including all accessories but not limited to:
 - Backup battery and internal battery (PCB),
 - Acid/Bicarbonate concentrate connector,
 - Blood pump roller,
 - RPOC connection for data cable,
 - Air bubble catcher door,
 - Bicarbonate/ Bibag holder assembly and
 - Arterial/venous connector.
 - Any wear and tear
- 3.3 After do service the machine, all the consumables such as acid/ bicarbonate solution, should be returned to the appropriate location / discarded in the rubbish bin.
- 3.4 In any case delay servicing of the machine due to require spare parts should inform to respective NKF BME.
- 3.5 Any service call must be attended to within same day working day.

4. Expectation of Service Level for machines during warranty period

4.1 **Working day Monday to Friday: During office hours (8.30am to 6.00pm)**

HDMS maintenance / service call / issue(s) must be acknowledged via phone / SMS / WhatsApp within 10 to 20 mins.

- **Non-emergency**

If service call is call during office hours, the service engineer should respond with physical presence with **4 hrs** from the time of notification. If the service engineer does not turn up at the said dialysis centre within **4 hrs**, due to the need to attend to calls on other job outside/Dialysis centres, over time charges do not apply even if he attends to the service call after office hours/Saturday / Public Holiday.

- **Emergency**

If service call is called during office hour for emergency (No standby machines), the service engineer should respond with physical presence within **2 hrs** from the time of notification. If the service engineer does not turn up at the said dialysis centre within **2 hrs**, due to the need to attend to calls in other job outside/Dialysis centre, it is best that another service engineers be despatched to attend to the said case. Over time, charges still do not apply even if he attends to the service call after office hours.

4.2 **Working day from Monday to Friday (including Saturday & PH): After office hours (6.00 pm to 10.00 pm)**

HDMS any maintenance / service call / issue(s) must be acknowledged via phone / SMS / WhatsApp within 10 to 20 mins.

- **Non-emergency**

If service call is called after office hours, the service engineer should respond with physical presence **by the next working day** from the time of notification. Over time, charges still do not apply.

- **Emergency**

If service call is called after office hour for emergency (No standby machines), the service engineer should respond with physical presence within **2 hrs** from the time of notification. If the service engineer does not turn up at the said dialysis centre within **2 hrs** due to the need to attend to calls in other job outside/ Dialysis centres, it is best that another service engineer be despatched to attend to the said case. Over time, charges shall apply.

If First service call is called **during office hour** (non-emergency), second service call is called **after office hours** for emergency, the service engineer should respond with physical presence within **2 hrs** from the time of notification. If the service engineer does not turn up at the said dialysis centre within **2 hrs**, due to the need to attend to calls in other job outside/ Dialysis centres, it is best that another service engineer be despatched to attend to the said case. Over-time charges for the second after office hours service call shall apply.

- 4.3 A duly completed service report must be given to the staff-in-charge of the Dialysis Centre for every visit by the Contractor to the Dialysis Centre upon completion of service of the machine(s) before leave the Dialysis Centre.
- 4.4 Upon completion of service of the machine(s), the Contractor / Service engineer should inform respective BMEs and also must display the “NKF – Ready for use” tag (green) on the machine to show everyone that the machine is serviced and ready for use. The said tag will be available near the standby stations, otherwise the Contractor/Service engineer must request for the said tag from the staff-in-charge of the Dialysis Centre.
- 4.5 During the warranty period, yearly planned preventive maintenance should be completed within the same calendar month of the individual machine installation without any delay and should submit machine service report the individual machine before leave the Dialysis Centre.
- 4.6 The Contractor / Service engineer should arrange same model of standby machine within 48hrs, if the Contractor / Service engineers are unable with in 24hr to rectify due to machine major breakdown/ spare parts are getting delay/not available.