**P R O F O R M A**

**Request for Market Information (“RFI”) for   
Supply, Delivery and Installation of Water Dispenser (Benchtop)**

**for the Chinese Medicine Hospital (“CMH”)**

**(CMHPO Ref.: (1) in L/M to HHB/H/24/17/3/7/2/4)**

To : Project Director (CMHPO)

(Attn. Ms Wen CHAN, PO(CMHPO)2C)

[by fax: 2127 4795 or email: wspchan@healthbureau.gov.hk]

Your ref: (1) in L/M to HHB/H/24/17/3/7/2/4

In response to the RFI of the CMH, my/our company, with contact details provided in Part 1 below, would like to provide the information and relevant supporting documents in Parts 2 to 10 of this Proforma.

**Part 1 – Supplier’s Contact Details**

From:

(Name of the Supplier): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(please fill in)

Name and Post of Contact person: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(please fill in)

Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone no.:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(please fill in) (please fill in)

**-----------------------------------------------------------------------------------------------------------------**

*This document does not constitute any offer or invitation / solicitation of any offer in connection with the exercise described herein. Neither this document nor any activities in connection therewith shall create any legal obligations or liabilities in any way on the part of the Health Bureau (HHB) or the Government of Hong Kong Special Administrative Region. Neither this document nor anything contained herein shall form the basis of any contract or commitment whatsoever. In responding to the RFI, a respondent shall be deemed to have agreed to all the terms of this Request for Market Information.*

**Purpose and Background Information of the RFI**

1. Purpose

Chinese Medicine Hospital Project Office (“**CMHPO**”) of the Health Bureau (“**HHB**”) of the Government intends to invite a tender for the supply, delivery and installation of water dispenser (benchtop) (hereinafter refers as the “**Goods**”) for the Chinese Medicine Hospital (“**CMH**”) located at Pak Shing Kok in Tseung Kwan O. The CMHPO therefore wishes to collect market information on water dispenser (benchtop)

1. Background of the CMH Project

The Chief Executive announced in the 2014 Policy Address that the Government had decided to reserve a site in Tseung Kwan O for setting up a CMH. The 2017 Policy Address stated that the Government decided to finance the construction of the CMH and identify by way of tender a suitable non-profit-making organisation (“NPMO”) to operate the CMH. CMH will be owned by the Government and the selected NPMO will operate the CMH. The CMH would be positioned as a flagship Chinese Medicine (“CM”) institution leading the development of CM services and Chinese medicines in Hong Kong. It will be a change driver, promoting service development, education and training, innovation and research, and facilitating collaboration with both local and international parties.

The CMH with provision of 400 beds will provide a comprehensive range of CM services. Service types include pure CM services, services with CM playing the predominant role in collaboration with Western Medicine (“WM”) and Integrated Chinese-Western Medicine (“ICWM”) services. The scope of service to be provided in the CMH covers inpatient, day-patient, outpatient and community outreach services.

To take forward the planning and development of the project on CMH, a designated office i.e. CMHPO, was established under the Health Bureau (the former Food and Health Bureau) on 2 May 2018. Hong Kong Baptist University (HKBU) was selected as the Contractor for the CMH operation. HKBU, as the Contractor, has incorporated a company limited by guarantee, namely HKBU Chinese Medicine Hospital Company Limited as the Operator to manage, operate and maintain the CMH. The CMH project has proceeded to the commissioning stage in 2021. It is targeted to commence hospital services by phases from 2025.

More information on the services provision and design of the CMH can be found in the following link:

<https://www.healthbureau.gov.hk/en/press_and_publications/otherinfo/200900_cmhp/index.html>

**Note to Suppliers**

1. If your company have more than one model of the water dispenser (benchtop) that may meet the requirements of the Goods stated in this Proforma, **please complete and return, together with relevant supporting documents, one set of Proforma for each different model of the water dispenser (benchtop).**

**Part 2 – General Information of the Goods**

|  |  |
| --- | --- |
| 1. Place of origin |  |
| 1. Name of manufacturer |  |
| 1. Address of the manufacturer’s factory or plant (“Manufacturing Plant”) |  |
| 1. Product name of the Goods |  |
| 1. Model number/ name/ version number of the Goods |  |
| 1. Authorised agent or distributor of the manufacturer in Hong Kong |  |
| 1. Packing (if applicable) |  |
| 1. Delivery method and route (where the place of origin is outside Hong Kong) |  |
| 1. Warranty period of the Goods   (*Please refer to section G in Part 3 for details of the warranty service requirements*) | \_\_\_\_\_\_\_\_\_\_\_\_ months from Acceptance of the Goods  (*Should not be less than 12 months*) |
| 1. Expected serviceable life (*Please specify any components of the Goods that cannot meet the serviceable life*) | The Goods shall have a serviceable life of \_\_\_\_\_\_\_ years from its date of acceptance except the following components:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  (*Please also provide the expected life of these excluded components*) |

**Part 3 – Indicative Technical Requirements**

*Notes to Suppliers for Completion of Part 3*

1. *Unless specified otherwise, the “****Goods****” in this Part 3* ***refers to section A1.1 below****.*
2. *The indicative technical requirements are for the purpose of collecting market information only. They are subject to changes and do not represent the final technical requirements of the intended tender.*
3. *Please indicate, as a point by point compliance statement, whether your proposed Goods “****Comply****” or “****Not Comply****” with an indicative technical requirement stated in Column II by ticking (🗸) in the appropriate box under* ***Column III*** *and* ***Column IV*** *respectively.*
4. ***Where applicable****, please quote the value of your proposed Goods in either Column III (if “****Comply****”) or Column IV (if “****Not Comply****”) respectively against corresponding indicative technical requirement (use additional sheet(s) if space is insufficient)*
5. *Please provide supporting documents (such as catalogues, user manual and/or operation manual, DICOM conformance statement, etc.) to illustrate the features of your proposed Water Dispenser (Benchtop) against the corresponding indicative technical requirements.*

| **Column**  **I** | **Column**  **II** | **Column**  **III** | **Column**  **IV** |
| --- | --- | --- | --- |
| **Section** | **Technical Specification** | **Tick (🗸) the Appropriate Box**  *(For aspects “Not Comply”, please also provide alternative proposal, if any)* | |
| **Comply** | **Not Comply** |
| **A** | **Technical Requirements** | | |
| **1** | **Overall Requirements** | | |
| 1.1 | The water dispenser (benchtop) (“Water Dispenser”) shall be capable to provide access to filtered water for drinking. The works involved is stated in the drawings in Appendix I of this Proforma, which should be read in conjunction with the Specification.. |  |  |
| 1.2 | The Water Dispenser shall be able to dispense boiling water and ambient water from one tap for drinking purposes. Both boiling and ambient water shall be able to be dispensed from one tap. |  |  |
| 1.3 | The Water Dispenser shall be able to dispense 100 degree Celsius hot water with adjustable temperature from 30 degree Celsius to 100 degree Celsius or wider range. |  |  |
| 1.4 | Each set of the Water Dispenser shall have the following components: |  |  |
| 1. one (1 no.) faucet as detailed in section A2 below; |  |  |
| 1. one (1 no.) boiler as detailed in section A3 below; |  |  |
| 1. one (1 no.) drip tray as detailed in section A4 below; |  |  |
| 1. one (1 no.) filtration system as detailed in section A5 below; |  |  |
| **2** | **Faucet** |  |  |
| 2.1 | The dimensions of the faucet shall be: |  |  |
| 1. Width, less than 50mm |  |  |
| 1. Depth: less than 150mm |  |  |
| 1. Height: less than 270mm |  |  |
| 2.2 | The faucet shall be made of type 304 or better stainless steel with polished or brushed metal finish. Manufacturer’s certificate shall be produced for verification upon request. |  |  |
| 2.3 | The faucet shall install at the cutoff for faucet on benchtop provided by Design & Build (“D&B”) Contractor. |  |  |
| 2.4 | The faucet shall be provided with touch faucet panel. |  |  |
| **3** | **Boiler** |  |  |
| 3.1 | The dimension of the boiler shall be: |  |  |
| 1. Width: less than 230mm |  |  |
| 1. Depth: less than 300mm |  |  |
| 1. Height: less than 400mm |  |  |
| 3.2 | The hot tank of the boiler shall be made of type 316 or better stainless steel. Other components of the boiler shall be made of type 304 or better stainless steel. Manufacturer’s certificate shall be produced for verification upon request. |  |  |
| 3.3 | The boiler shall be installed under the benchtop. |  |  |
| 3.4 | The water tank capacity of the boiler shall be not less than 4 litres. |  |  |
| 3.5 | The boiler shall be provided with touch LCD control panel. |  |  |
| 3.6 | The hot water recovery rate of the boiler shall be not less than 48 litres per hour. |  |  |
| 3.7 | The weight of the boiled shall be not more than 8.5kg. |  |  |
|  | Electrical requirements for boiler:  Voltage required: 220V +5%, 50Hz +2%, not less than 7A, single-phase, A.C. |  |  |
| **4** | **Drip Tray** |  |  |
| 4.1 | The dimensions of the drip tray shall be: |  |  |
| 1. Diameter: less than 220mm |  |  |
| 1. Height: less than 80mm |  |  |
| 1. Thickness of the tray base: less than 6mm (from top of the benchtop) |  |  |
| 4.2 | The drip tray shall be made of type 304 or better stainless steel. Manufacturer’s certificate shall be produced for verification upon request. |  |  |
| 4.3 | The drip tray shall be provided with a sieve cover. |  |  |
| 4.4 | The drip tray shall install at the cutoff for drip trip on benchtop provided by D&B Contractor. |  |  |
| **5** | **Filtration System** |  |  |
| 5.1 | The filtration system shall be a 4-state filter nanofiltration system with the following process: |  |  |
| 1. sediment filtration |  |  |
| 1. carbon filtration |  |  |
| 1. nanofiltration |  |  |
| 1. post-filtration |  |  |
| 5.2 | The filtration system shall be installed under the benchtop. |  |  |
| 5.3 | The water production rate shall be not less than 2 litres per minutes. |  |  |
| 5.4 | The working pressure of the filtration system shall be from 20 pounds per inch to 80 pounds per square inch or wider range. |  |  |
| 6 | Electrical requirements for boiler:  Voltage required: 220V +5%, 50Hz +2%, not less than 7A, single-phase, A.C. |  |  |
| **B**. | **Installation and Implementation Services** |  |  |
| 1 | The Water Dispenser shall be installed, tested and become ready for use by the timeline specified in Part 4(h) with all costs included |  |  |
| 2 | Submission of shop drawings and any other necessary drawings and documents providing details including the positions of the various components of the offered Goods |  |  |
| **3** | **Provisions of Building Services Works** |  |  |
| 3.1 | Builder’s works and building services provisions in the installation site, as specifically indicated on the composite drawings, shall be handled by D&B Contractor. |  |  |
| 3.2 | Building services other than those specifically shown on the composite drawings shall be done by the supplier to suit equipment installation and technical requirements. |  |  |
| 3.3 | The supplier shall be responsible to remove and dispose of all demolished structure to a legal place away from the hospital. |  |  |
| 4 | **Inspection of the Building Work** |  |  |
| 4.1 | Inspection of the building works at the delivery location specified by CMHPO as necessary to ensure that they are in compliance with the requirements set out in the drawings and documents as mentioned in the technical specifications. |  |  |
| 4.2 | Supplier shall confirm the builder’s work and building services provisions provided at the site by the D&B Contractor have been properly and safely installed or highlight any and all incompatibility and/or inadequacy. In this respect, the supplier shall check all the architectural and building services provision such as setting-out on the countertop, as detailed in the composite drawings. |  |  |
| **5** | **Installation** |  |  |
|  | The supplier shall coordinate the setting-out of cutoff on benchtop by D&B Contractor for installation of faucet and drip trip. Finishing interface works such as waterproofing sealant works shall be responsible by the supplier. |  |  |
| 5.1 | The supplier shall coordinate the installation work with the work of other Government contractors on site. The supplier shall co-operate with the operational staff of the Government and other Government contractors in carrying out installation work at the site. |  |  |
| 5.2 | Inclusion of installation work which shall be carried out by suitably qualified persons with valid registration under relevant legislation. |  |  |
| 5.3 | All installation works shall be performed in full compliance with the local and international, national and other recognised electrical standards or certifications (where appropriate) and requirements. |  |  |
| **C** | **Training** |  |  |
| 1 | Supplier shall provide at least two maintenance and operation training courses for the operating and maintenance staff. |  |  |
| 2 | The training syllabus shall enable operational personnel and maintenance staff acquires knowledge on day-to-day operation, routine maintenance and fault diagnosis. |  |  |
| **D** | **Documentation** |  |  |
| 1 | The supplier shall submit at least two (2) sets of the manufacturer’s original operation and maintenance manuals in English or in Chinese for the System offered within two weeks after completion of Acceptance Test. The Contractor shall submit the documentation in form of softcopy on CD/DVD in lieu of hardcopy. |  |  |
| 2 | The content of the operation and maintenance manuals shall include, but not limited to the following information under separate sections where applicable:  (a) Description of the System  (b) List of installed equipment  (c) Spare parts and special tools list  (d) Manufacturers’ certificates  (e) Safety precautions for operation and maintenance  (f) Operation instructions  (g) Maintenance instructions  (h) Maintenance schedules  (i) Drawing lists and drawings |  |  |
| **E** | **Acceptance Tests** |  |  |
| 1 | The equipment shall be subject to the acceptance test after delivery and installation. The supplier shall submit an acceptance test plan to ensure the equipment meets each of the mandatory features stated in technical specifications. |  |  |
| 2 | The equipment shall be subject to a functional test for its conformance with the operational and reliability requirements to the satisfaction of the user. The date of acceptance of the equipment shall be determined by the Government based upon the satisfactory completion of such functional test. |  |  |
| **F** | **Desirable Features** |  |  |
| 1 | The equipment shall have obtained a Recognition Type  Energy Label under the Energy Efficiency Labelling Scheme of Electrical and Mechanical Services Department (“EMSD”). |  |  |
| 2 | Product components (circuit boards, electrical, electronic and plastic components) should comply with RoHS. Maximum Concentration Values of the RoHS restricted substances are:  i. Lead: 0.1% by weight  ii. Cadmium: 0.01% by weight  iii. Mercury: 0.1% by weight  iv. Hexavalent chromium: 0.1% by weight  v. PBBs: 0.1% by weight  vi. PBDEs: 0.1% by weight |  |  |
| 3 | Any plastic parts should be manufactured without chlorinated paraffins flame retardants. |  |  |
| **G** | **Indicative Warranty Service** |  |  |
| 1 | Warranty Period: Supplier shall provide at least twelve (12) months of warranty services for the offered goods, starting from the date of acceptance of the goods. During the warranty period all services which include replacement of faulty parts, scheduled and breakdown services by qualified maintenance personnel, shall be provided free of charge. |  |  |
| 2 | The supplier shall maintain the equipment performance specifications published by the original equipment manufacturer(s) at the time of manufacture of the equipment. |  |  |
| 3 | The supplier shall provide, at no extra cost to the Government, all necessary transportation, labour, tools, and spare parts including all replacement unit for performing proper operation and maintenance of the Goods during the warranty period. |  |  |
| 4 | Preventive Maintenance |  |  |
| 4.1 | The supplier shall provide preventive maintenance services at least one (1) time within the warranty period, covering full inspection in order to keep the Water Dispenser in good operating condition. |  |  |
| 4.2 | The preventive maintenance services shall be carried out as follows with no additional charge:  Normal office hours: 09:00 - 18:00 hours Monday to Friday, excluding public holidays. |  |  |
| 4.3 | The preventive maintenance services shall include all necessary repairs, replacement of parts, necessary to ensure that the performance of the equipment conforms to the performance specifications stipulated to the equipment’s service manual. The supplier is required to provide to the Government the scope of preventive maintenance services for the equipment. |  |  |
| 5 | 1. Corrective Maintenance |  |  |
| 5.1 | 1. The supplier shall provide a hotline for fault reporting and the faults on-site response time shall be within 72 normal business hours, excluding public holidays from the reporting of fault to the supplier. |  |  |
| 5.2 | The supplier shall rectify faults and perform, replacement of parts, adjustments and calibrations as may be necessary to ensure the Water Dispenser work properly in accordance with the technical specifications. |  |  |
| 5.3 | Upon completion of each maintenance works, the maintenance staff of the supplier shall complete the site record “Maintenance Log Book” in either English or Chinese after each on-site visit. The entries shall give a full report of the works undertaken during the attendance, including description of fault, cause of fault, remedial actions taken or to be taken, parts repaired/replaced, any follow-up actions or recommendations. |  |  |

**Part 4 – Implementation Plan**

*(Note to Suppliers: Please provide the estimated time periods required for the completion of the following tasks, counting from the date of issue an order (“Order Date”). Both the start and end date of the Order Date is referenced as* ***Month 0****. The Goods should be* ***Ready for Use in the last month of the Implementation Plan.****)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Tasks of the Implementation Plan** | | **Estimated Time Period for**  **Performing the Tasks**  (The Order Date is set as Month **0**) | |
| **Start** (Month) | **End** (Month) |
|  | Order Date *(i.e. the date of order placed by the Government, if any)* | **0** | **0** |
|  | Submission of Site Preparation Information (if applicable) |  |  |
|  | Delivery of the Goods |  |  |
|  | Installation of the Goods (Please refer to section B in Part 3 for details) |  |  |
|  | Delivery of Documentation (*Please refer to* ***section D in Part 3*** *for details*) |  |  |
|  | Training (*Please refer to* ***section C in Part 3*** *for Details*) |  |  |
|  | Acceptance Tests |  |  |
|  | Any other tasks considered necessary by your company *(Please provide details, use separate sheet if space is insufficient)*: |  |  |
|  | Goods Ready for Use *(i.e. the date when the Goods has passed all acceptance tests and accepted by the Government)* |  |  |

**Part 5 – Information on Compliance with International, National and other Recognised Standards or Certifications (if applicable)**

(*Note to Suppliers: Please indicate in the box below whether the proposed Goods and accessories can meet with the standards stated in Column I* ***by inserting a tick in an appropriate box under Column III****. If your proposed Goods and accessories does not meet the standards stated in Column I, please indicate the equivalent standards met by your proposed Goods and accessories in Column IV. In any case,* ***please attach copies of relevant valid certificates to prove compliance with such standards****.*)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Column I** | **Column II** | **Column III** | | **Column IV** |
| International, National and other Recognised Standards or Certifications | Requirements | Comply with the Standard in Column I? | | Comply with the following equivalent standard  (*If “****No****” in Column III*) |
| Yes | No |
| CE certification |  |  |  |  |
| IEC 60335-1:2010 |  |  |  |  |
| IEC 60335-2-15:2012 |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| Compliance with other international, national and recognised standard(s) or certifications in addition to the above (*please specify*) | | | | |
|  |  |  |  |  |

**Part 6 – Information on Licencing and Marketing Authorization (if applicable)**

(*Note to Suppliers: Please advise whether your company and the proposed Goods have the following licence and marketing authorization. If affirmative, please provide copies of relevant licences, confirmation and certificates for our reference.)*

| Question | Licensing/Certification/Listing Information of the System | *(Please tick in the appropriate box)* | |
| --- | --- | --- | --- |
| #Yes | No |
| 1 | Does the proposed Goods have marketing authorization of the European Union (EU) for affixing of CE marking on the product? |  |  |
| 2 | If the proposed Goods has marketing authorization of EU, please state the type of supporting document (\*delete which is not applicable).   * + - * 1. \*Declaration of conformity by the manufacturer; or         2. \*Certificate of conformity issued by a notified body. |  |  |
| 3 | Does the proposed Goods have marketing authorization in country/region other than United States and EU? Please specify below if your answer is “Yes”.  Country / Region : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |

#Please provide a copy of the licence / confirmation / certificate for reference.

**Part 7 – Indicative Price Information**

(*Note* *to Suppliers: The price information provided in this Part 7 is for Government’s consideration only and shall not constitute any commitment on the part of the Government or your company. Nevertheless, please provide the information as accurate as possible.*)

**(a) Indicative Price Information for the Goods**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Description** | **Estimated**  **Quantity** | **Unit Price** | **Estimated Goods Price** |
| **One-time Unit Price (HK$)** | **Estimated Goods Price for the Item specified opposite**  **(HK$)** |
|  |  | **(a)** | **(b)** | **(c) = (a) x (b)** |
| 1 | Supply, delivery and installation of the Water Dispenser and related accessories, as more particularly specified in section A in Part 3, including the provision of a minimum 12-months warranty period. | 69 sets |  | ***(Please also provide breakdown cost for key components of the Goods, if any)*** |
| 2 | Provision of installation and implementation services as detailed in **section B in Part 3** | 1 lot |  |  |
| 3 | Provision of training services as detailed in **section C in Part 3** | 2 courses |  |  |
| 4 | Documentation as detailed in **section D in Part 3** | 1 lot |  |  |
| 5 | Other (please specify) | (please specify) |  |  |
| **Total One-time Charge**  (i.e. Sum of Estimated Goods Prices of Item 1- 5) | | | |  |

Note: \* The Total One-time Charge shall include one-year of warranty period.

**(b) Indicative Price Information for Selected Desirable Features (if applicable)**

|  |  |  |
| --- | --- | --- |
| **Aspect** | **Description of Selected Desirable Features** | **Any Additional Charge to  Total One-time Charge as Specified in Part 7(a)** (Please tick whichever is applicable) |
| 1 |  | □ No additional charge  □ Require additional charge: HK$ \_\_\_\_\_\_\_\_\_ |
| 2 |  | □ No additional charge  □ Require additional charge: HK$ \_\_\_\_\_\_\_\_\_ |
| 3 |  | □ No additional charge  □ Require additional charge: HK$ \_\_\_\_\_\_\_\_\_ |

**Part 8 – Indicative Maintenance Charges and Spare Parts Price**

(Notes to Suppliers for completion of Part 8)

1. *Pursant to item 1 of Part 7(a) above, the proposed Goods shall have a warranty period of not less than 12 months. The indicative warranty service requirements are stipulated in* ***section G in Part 3****, which are subject to changes at the sole discretion of the Government.*
2. *It is expected that the maintenance services shall be comprehensive, all inclusive and shall cover all parts, components, labour and software support services. If your company considers that any components of the Goods may not be covered by the maintenance services (****saving that the labour shall always be covered by the maintenance services****) and may need to be charged separately, please indicate replacement costs of these components and their replacement frequency.*
3. *The annual maintenance charge within the serviceable life of the proposed Goods* ***is adjustable in accordance with the consumer price index (B) upon the expiry of each 12-months period of maintenance service****.*
4. **Indicative Maintenance Prices of the Goods**

| **Year** | **Annual Maintenance Charge**  **(HK$ per annum)** |
| --- | --- |
| First 12-months period of maintenance service after the end of warranty period |  |

1. **Indicative Replacement Prices of Equipment’s Components not covered by the Maintenance Services (if applicable) (***Leave the following table blank if not applicable***)**

(*Note to Suppliers:* ***The labor costs for replacement of these components shall always be covered by the maintenance charges for the provision of the maintenance services*** *regardless whether the prices for the supply of these components are covered by the maintenance services or not.)*

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Name of Items | Indicative  Replacement Price (HK$/no.) | Indicative Replacement Frequency (*e.g. once every 3 years*) |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |

1. **Indicative overtime charges for provision of maintenance services after office hours (if applicable)**

(*Office hours mean 9 am to 5 pm from Monday to Friday excluding public holidays*)

|  |  |  |
| --- | --- | --- |
| (a) | Rates of overtime charges for maintenance service outside the office hours | HK$ per hour |
| (b) | Minimum service hour(s) per call | service hour(s) per call |

1. **Indicative Prices for Replacement of Other Spare Parts (if applicable)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item | Name of Items | Price (HK$/no.) | Indicative Replacement Frequency (*e.g. once every 3 years*) | Expected time for delivery  (weeks) |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
| 6 |  |  |  |  |

**Part 9 – Supplementary Information**

1. **Sales Volume of the Offered Goods** *(leave blank if information is not available)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Description** | **Annual Sales for the past three years** | **Remarks** |
| 1 | Water Dispenser (Benchtop) |  |  |

1. **Other Useful Information Provided by the Supplier**

|  |  |
| --- | --- |
| **Information Provided** | **Details** |
|  |  |
|  |  |

**Part 10 – Questionnaires**

|  |  |
| --- | --- |
| **Information Required** | **Complete by Suppliers**  (use separate sheet, if needed) |
| 1. What is the recommended replacement period for the filter? |  |
| 1. What is the estimated price of the filter? |  |
| 1. Any details on parts and services covered in Warranty Service in addition to Part G? |  |
| 1. Any information / scope of acceptance test can be provided? |  |
| 1. Would a 2-year contract period (starting from the date specified in letter of acceptance) acceptable to your company? Order will be placed by 2 batches within the contract period. |  |
| 1. Does the maintenance services (after warranty period) required executing by original manufacturer / sole maintenance body? If yes, is your company a sole maintenance body for the offered product? |  |
| 1. What is the payment schedule? |  |

**END**