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

**Request for Market Information (“RFI”) for
Supply and Installation of Wheelchairs Washing Machine**

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

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

To : Project Director (CMHPO)

 (Attn. Wing LI)

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

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

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 7 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 and installation of wheelchairs washing machine (hereinafter refers as the “**Goods**”) for the Chinese Medicine Hospital (“**opCMH**”) located at Pak Shing Kok in Tseung Kwan O. The CMHPO therefore wishes to collect market information on wheelchairs washing machine.

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 wheelchairs washing machine 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** wheelchairs washing machine.

**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 B2 in Part 3 for details of the warranty service requirements*) | \_\_\_\_\_\_\_\_ months from Acceptance of the Goods(*Shall 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 A 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 wheelchair washing machine 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 wheelchair washing machine shall be capable of all the necessary and related delivery and installation works for the completion of the Goods, as well as testing and commissioning. The Goods shall have a serviceable life of not less than five (5) years from its Final Acceptance Date. |  |  |
| 1.2 | The wheelchair washing and drying processes of the Goods shall operate inside the enclosed compartment(s). |  |  |
| 1.3 | The Goods shall provide both pre-set automatic modes and manual modes for washing and drying operation. |  |  |
| 1.4 | The Goods shall provide display panel(s) for indicating the real-time operation process including operation mode, operation stage, operation time and alert messages. |  |  |
| 1.5 | The Goods shall have a function allowing user to stop the operation at any time when needed. |  |  |
| **2** | **Wheelchair Washing Machine** |  |  |
| 2.1 | The dimensions of the wheelchair washing machine shall be:Width 850mm (+ 5%) x Height 1800mm (+ 5%) x Depth 1800mm (+ 5%). |  |  |
| 2.2 | The dimensions of the washing compartment shall be sufficient for washing one (1) wheelchair of size:Width 700mm (+ 5%) x Height 1300mm (+ 5%) x Length 1070mm (+ 5%). |  |  |
| 2.3 | The weight of the wheelchair washing machine shall be 490kgs(+ 5%).  |  |  |
| 2.4 | The machine shall provide automatic spraying of cleansing agent on the wheelchair thoroughly by spray heads on both sides, or functionally equivalent design. |  |  |
| 2.5 | The machine shall provide high pressure hot water spinning cleansing in at least four (4) directions: top, bottom and sideways, or functionally equivalent design. |  |  |
| 2.6 | The minimum recommended cleansing water pressure shall be within the range of 3 MPa to 5 MPa. |  |  |
| 2.7 | The amount of high pressure hot water jet heads on spinner shall at least have:2 on bottom water spinner,2 on left side water spinner,2 on right side water spinner and 4 on top water spinner, or functionally equivalent features.  |   |  |   |
| 2.8 | The washing duration shall be able to set manually. |  |  |
| 2.9 | The machine shall provide steaming process within the range of 10 minutes to 20 minutes for thorough equipment cleansing. |  |  |
| 2.10 | The machine shall be able to clean one standard wheelchair within 30 minutes in one time. |  |  |
| 2.11 | The machine shall provide alert sound, or designated indications, for indicating the completion of operation. |  |  |
| 2.12 | The machine shall provide rack, or similar appliance, for stabilising the wheelchair during operation. |  |  |
| **3** | **Wheelchair Drying Machine** |  |  |
| 3.1 | The dimensions of the wheelchair drying machine shall be:Width 800mm (+ 5%) x Height 1900mm (+ 5%) x Depth 2300mm (+ 5%). |  |  |
| 3.2 | The dimensions of the drying compartment shall be sufficient for drying at least two (2) wheelchairs at one time. The size of the wheelchair shall be:Width 700mm (+ 5%) x Height 1300mm (+ 5%) x Length 1070mm (+ 5%). |  |  |
| 3.3 | The weight of the wheelchair drying machine shall be 460kgs (+ 5%).Spray attachment (empty): 20kgs (+ 5%).  |  |  |
| 3.4 | The machine shall provide hot circulation dry air for drying operation. |  |  |
| 3.5 | The hot air outlets shall be aligned along at both side of the drying compartment, or equivalent design, for enhancing circulation. |  |  |
| 3.6 | The drying temperature shall be allowed to set from 50 to 100 degree Celsius, or wider range, with adjustable temperature interval of 1 degree Celsius . |  |  |
| 3.7 | The drying operation time shall be allowed to set from 0 to 120 minutes or wider range. |  |  |
| 3.8 | The machine shall be able to dry up two (2) washed standard wheelchairs within 60 minutes in one time. |  |  |
| 3.9 | The machine shall provide real-time temperature of the inner drying compartment on the display panel.  |  |  |
| 3.10 | The machine shall provide alert sound, or designated indications, for indicating the completion of operation. |  |  |
| 3.11 | The machine shall provide racks, or similar apparatus, for drying upholsteries. |  |  |
| **4** | **Transformer (if required)** |  |  |
| 4.1 | Transformer for washing machine |  |  |
| 4.1.1 | The dimensions of the transformer for washing machine shall be:Width 410mm (+ 5%) x Height 550mm (+ 5%) x Depth 500mm (+ 5%). |  |  |
| 4.1.2 | The weight of the transformer for washing machine shall be 125kgs (+ 5%). |  |  |
| 4.2 | Transformer for drying machine |  |  |
| 4.2.1 | The dimensions of the transformer for drying machine shall be:Width 410mm (+ 5%) x Height 550mm (+ 5%) x Depth 500mm (+ 5%). |  |  |
| 4.2.2 | The weight of the transformer for drying machine shall be 125kgs (+ 5%). |  |  |
| 4.3  | The transformers shall comply with IEC60076 standard. Factory acceptance test reports to substantiate the transformers’ compliance to the said standard shall be submitted to Government representative(s) before installation of the transformers on site.  |  |  |
| **5** | **Technical Information** |  |  |
| 5.1 | Power supply |  |  |
| 5.1.1 | Washing goods: 3 phases 380V (transformer shall be provided by the supplier if otherwise).  |  |  |
| 5.1.2 | Compressor: 3 phases 200V 10A |  |  |
| 5.1.3 | Drying goods: 3 phases 380V (transformer shall be provided by the supplier if otherwise).  |  |  |
| 5.1.4 | Transformer for Washing goods (if required): 3 phases, 380V input voltage,15KVA. |  |  |
| 5.1.5 | Transformer for Drying goods (if required): 3 phases, 380V input voltage, 15KVA. |  |  |
| 5.2 | Electricity consumption: 29 KWh or less |  |  |
| 5.2.1 | Electrical Requirements: |  |  |
| 5.2.2 | The equipment with the transformer (if required) shall remain operational and within specifications on local electricity supply of 380 volt ± 6%, 50 Hz ± 2%, three-phase, A.C. |  |  |
| 5.2.3 | The equipment shall be equipped with over-current protective cutout device. |  |  |
| 5.2.4 | Mechanical Requirements |  |  |
| 5.2.5 | All components of the equipment shall be free of burrs, sharp edges, protrusions and other defects which may cause hazard to the materials being processed or to people. All surfaces and edges shall be smooth and non-abrasive. |  |  |
| **B** | **Other Requirements** |
| **1** | **Delivery Requirement** |  |  |
| 1.1 | The price quoted shall include local delivery, installation and on-site acceptance test and training. |  |  |
| 1.2 | The supplier shall provide the conditions of delivery, including but not limited to packing and necessary environmental requirements for the Government representative consideration. |  |  |
| 1.3 | The supplier shall arrange insurance coverage they think right and appropriate to cover damages to the equipment during the period of delivery, storage, installation, testing and commissioning. |  |  |
| 1.4 | The supplier shall be responsible to clear away all packing materials, demolished and unused structural materials to a legal place after delivery and installation of the equipment at his own cost. |  |  |
| **2** | **Warranty Services and Maintenance Services** |
| 2.1 | Warranty Services  |  |  |
| 2.1.1 | The supplier shall guarantee the Goods or any part thereof for a period of at least 12 months commencing from the date of acceptance of the Goods. During the warranty period, all services which include replacement of faulty parts, breakdown services by qualified maintenance personnel who received training from the manufacturer, shall be provided free of charge to the CMH. The supplier shall provide relevant documents to prove that the maintenance personnel processes adequate skill for the repair or replacement. |  |  |
| 2.1.2 | The supplier shall replace all faulty parts with no additional costs to the CMH. The replacement unit or component, if acceptable to the CMH, shall be treated as a part of the Goods |  |  |
| 2.1.3 | Any replacement parts provided by the supplier shall become the property of the Government / the CMH Operator. Parts removed shall become the property of the supplier provided always that the Government / the CMH Operator shall be entitled to retain any part which is to be replaced if the supplier is unable to erase all the information stored in any form in such parts of the Goods. The supplier shall, before removal of any such part, certify to the Government / the CMH Operator in writing that all information stored in such part has been completely erased and shall be liable for any loss or damage caused by the possession or use of any information remaining in any part of the faulty part(s) so removed. |  |  |
| 2.1.4 | The warranty period shall only commence after satisfactory completion of the acceptance and functional testing. |  |  |
| 2.1.5 | Repairs or replacement shall be provided with 48 hours after notification of fault by telephone or fax upon request. The supplier shall provide fault reporting telephone number or fax number during the warranty period. |  |  |
| 2.1.6 | Upon completion of the corrective maintenance works, the supplier shall submit a report on the Goods breakdown investigation result and corrective action taken. |  |  |
| 2.2 | Maintenance Service |
| 2.2.1 | All services which include replacement of faulty parts, breakdown services shall be provided by qualified maintenance personnel who received training from the manufacturer. The supplier shall provide relevant documents to prove that the maintenance personnel processes adequate skill for the repair or replacement. |  |  |
| 2.2.2 | Upon notification of a defect in the operation of the Goods, or part thereof, the supplier shall attend to the fault within 48 hours. This service shall include all necessary repairs and replacement of parts to restore the Goods to its normal operation conditions within three (3) working days once the fault is attended. |  |  |
| 2.2.3 | Normal working hours shall be defined as 0900 to 1800 hours Monday to Friday, excluding public holidays. The supplier shall accept this as the criteria for providing maintenance service. |  |  |
| 2.2.4 | The following shall be provided free of overtime charges to the CMH by the supplier:(a) All maintenance works carried out during the normal working hours as defined in 2.2.3.(b) All repair works carried out even beyond the normal working hours as defined above shall also be free of overtime charges, if the supplier is notified of the Goods fault during the defined period of normal working hours. |  |  |
| 2.2.5 | All reports of maintenance service shall be documented and provided to the Government representative as appropriate and filed with the equipment history file. Service records for services conducted during the period, irrespective the service/part being chargeable or not shall be provided. Photocopies of service reports are acceptable provided that they are legible and contain the following information:1. Nature of service (Scheduled or Corrective maintenance);
2. Equipment location;
3. Arrival time on site;
4. Fault reported (date & time);
5. Fault corrected (date & time);
6. Response time;
7. Down time;
8. Reinstatement (date & time);
9. Action taken;
10. Spare parts used;
11. Current price of spare parts used;
12. Consumable items used; and
13. Current price of consumable items used.
 |  |  |
| **3** | **Installation Instructions**  |
| 3.1 | Drawings showing the plan, elevations, loading and mounting / fixing details shall be submitted for the Government’s representative approval prior to installation. |  |  |
| 3.2 | Inclusion of all installation work which shall be carried out by suitably qualified persons including without limitation registered electrical worker(s) with valid registration (i.e. Certificate of Registration of Electrical Worker) under relevant legislation [i.e. “Electricity (Registration) Regulations” under Electricity Ordinance, Cap. 406]. |  |  |
| 3.3 | The Goods and installation shall be in compliance with the relevant requirements of the latest edition of “Electrical Products (Safety) Regulation” under Electricity Ordinance, Cap. 406 of the Laws of Hong Kong and “Code of Practice for the Electricity (Wiring) Regulations” issued by EMSD. |  |  |
| 3.4 | The Goods shall be fitted with suitable power supply cables in compliance with BS EN 50525‐1:2011 or an equivalent international standard. A suitably fused plugs or terminal connection unit in compliance with the relevant requirements of the latest edition of “Code of Practice for the Electricity (Wiring) Regulations”, issued by EMSD shall be provided as well. |  |  |
| 3.5 | The Goods shall be effectively bonded to earth unless it is double insulated. |  |  |
| 3.6 | The electrical and electronic equipment shall be designed for operation in the following environmental conditions:1. Temperature: 0 degree Celsius to 40 degree Celsius; and
2. Relative humidity 10% to 95%
 |  |  |
| 3.7 | The supplier shall supply and install all necessary labour, materials, accessories, including but not limited to power cables, water pipes, drain pipes, exhaust pipes, etc. for proper installation and operation of the Goods. The supplier shall, if deemed necessary, modify the existing building services provisions on site (e.g. electricity, water, drainage, etc.) to cater for the proper installation and operation of the Goods. |  |  |
| 3.8 | The supplier shall be responsible for reinstating the wall or the other building parts to the state before the installation of the Goods. |  |  |
| **4** | **Acceptance Test Requirements** |
| 4.1 | Upon completion of installation of the Goods on site by the supplier, the Goods shall be tested for acceptance at site by the supplier with witness by the Government representative(s). The test shall include checking on materials used, safety goods and features, structure strength, functional test and performance. |  |  |
| 4.2 | The supplier shall submit the acceptance test schedule, procedures, forms and testing method to the Government representative for prior approval before the tests. |  |  |
| 4.3 | The supplier shall provide all testing instruments and materials to conduct site acceptance test. The test shall be carried out by the supplier with witness by the Government representative(s). All testing instruments to be used for the acceptance test shall be calibrated and copies of calibration certificates shall be forwarded to the Government representative(s) for records within one (1) month after the completion of calibration. |  |  |
| 4.4 | Full functional tests for demonstration of compliance of the equipment with the requirements as listed in layout specification and product specification shall be provided by the supplier to the satisfaction of the Government representative. In the event that the Goods fails to conform to the technical requirements specified, the supplier is required to carry out appropriate remedial measures and/or any rectification works, including replacement of the Goods, where deemed necessary. |  |  |
| **5** | **Operation and Maintenance Manuals** |  |  |
| 5.1 | Two (2) sets of operation, maintenance and service manuals complete with full circuit diagrams and a spare parts list in Traditional Chinese/English shall be delivered together with the equipment. |  |  |
| **6** | **Spare Parts** |  |  |
| 6.1 |  The supplier shall guarantee the availability of maintenance spare parts for the anticipated life of the Goods.  Sufficient spare parts shall be held by the supplier to cater for the maintenance during the Warranty Period, otherwise the spares and special tools shall be provided with lead time less than one (1) week. |  |  |
| 6.2 |  The supplier shall provide a comprehensive list of recommended spare parts with unit prices valid for at least one (1) year after expiry of warranty. |  |  |
| **7** | **Training**  |  |  |
| 7.1 | The supplier shall provide on-site free of charge comprehensive equipment operation, and maintenance training course for the end user and the CMH maintenance staff in venue provided by the CMH. |  |  |
| 7.2 | The supplier shall provide soft copy of all training materials and operation manual. The intellectual property rights of the aforesaid materials shall remain vested in the CMH.  |  |  |
| 7.3 | The training shall be conducted by the specialist(s) or qualified person fully conversant with the operation. The supplier shall provide document to prove that the training personnel is fully conversant with the operation of the Goods. |  |  |
| 7.4 | The instructor(s) shall be fully conversant in Cantonese and English. All training materials provided shall be in Traditional Chinese or English. |  |  |

**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 shall 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) |  |  |
|  | Design of the Goods (if applicable) |  |  |
|  | Delivery of the Goods  |  |  |
|  | Installation of the Goods |  |  |
|  | Implementation Services (*Please refer to* ***section B3 in Part 3*** *for details*) |  |  |
|  | Delivery of Documentation (*Please refer to* ***section B5 in Part 3*** *for details*) |  |  |
|  | Training (*Please refer to* ***section B7 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 – Indicative Price Information**

(*Note* *to Suppliers: The price information provided in this Part 5 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, installation, testing and commissioning of the Goods and related accessories, as more particularly specified in **section A in Part 3**, including the provision of a minimum 12-months warranty period. | 1 set |  | ***(Please also provide breakdown cost for key components of the Goods, if any)*** |
| 2 | Provision of implementation services as detailed in **section B3 in Part 3** | 1 lot |  |  |
| 3 | Provision of training services as detailed in **section B7 in Part 3**  | 2 courses |  |  |
| 4 | Documentation as detailed in **section B5 in Part 3** | 1 lot |  |  |
| 5 | Other (please specify) | (please specify) |  |  |
| **Total One-time Charge**(i.e. Sum of Estimated Goods Prices of Items 1- 5) |  |

**Part 6 – Indicative Maintenance Charges and Spare Parts Price**

(Notes to Suppliers for completion of Part 6)

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 B2 in Part 3****, which are subject to changes at the sole discretion of the Government.*
2. *Indicative maintenance service requirements after the free warranty period are stipulated in* ***section B2 in Part 3****, which are subject to changes at the sole discretion of the Government*
3. *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.*
4. *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****.*
5. **Indicative Maintenance Prices of the Proposed 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 Goods’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 6 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 |  |  |  |  |

1. **Indicative Price for Annual Support Services of Software (if applicable)**

(*Note to Suppliers:* Please provide below annual charge for support services of the Goods’s software during the serviceable life of the Goods for the CMH Operator’s consideration. *The support services shall include but not limited to:*

1. *provision and renewal of software toolkits, access codes, passwords, software keys and hardware keys, etc. necessary for all kinds of adjustments, in-depth diagnosis and trouble shooting of the Goods; and*
2. *version upgrade of the software.)*

|  |  |
| --- | --- |
|  | (a) Free of charge during serviceable life  |
|  |  |
|  | (b) Yearly cost at $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Part 7 – Supplementary Information**

1. Number of proposed Goods Already Installed (leave blank if information is not available)

In Hong Kong : \_\_\_\_\_\_\_\_\_\_ sets

Globally : \_\_\_\_\_\_\_\_\_\_ sets

1. Year of Launch of the Proposed Goods (leave blank if information is not available)

My/our proposed Goods was first launched in the market in Year \_\_\_\_\_\_\_\_\_\_\_\_\_

1. Pre-Installation Requirements of the Proposed Goods (if any)

*(Pre-installation requirements may include any preparation work and provisions that are necessary for the installation of the Goods, such as the requirements of ceiling mount support, power supply requirements, etc.)*

**END**