PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE *(NAME OF DEPARTMENT/ PUBLIC ENTITY)*					
BID NUMBER:	**DOH(FS)11/2023/2024**	CLOSING DATE:	**13 OCTOBER 2023**	CLOSING TIME:	**11:00 am**
DESCRIPTION	**SERVICE AND MAINTENANCE CONTRACT OF RADIOLOGY EQUIPMENT FOR FREE STATE DEPARTMENT OF HEALTH.** **PERIOD: DATE OF SIGNING OF CONTRACT FOR FIVE (05) YEARS.**				

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT *(STREET ADDRESS)*

DEPARTMENT OF FREE STATE HEALTH.

GROUND FLOOR, BOPHELO HOUSE, BLOCK C-WEST, OPPOSITE MAIN DOOR.

C/O CHARLOTTE MAXEKE STREET AND HARVEY ROAD, BLOEMFONTEIN.

DEPARTMENT OF FREE STATE HEALTH.

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	**T.J Sethunya**	CONTACT PERSON	**Mr. V Botsime**
TELEPHONE NUMBER	**051 408 1487/1457**	TELEPHONE NUMBER	**051 405 3474**
FACSIMILE NUMBER	**N/A**	FACSIMILE NUMBER	**N/A**
E-MAIL ADDRESS	**SethunyaTJ@fshealth.gov.za**	E-MAIL ADDRESS	**botsimeovc@fshealth.gov.za**

SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		**OR**	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B
TERMS AND CONDITIONS FOR BIDDING

1.	**BID SUBMISSION:**
1.1.	BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2.	**ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
1.3.	THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4.	**THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**
2.	**TAX COMPLIANCE REQUIREMENTS**
2.1	BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2	BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3	APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4	BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5	IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6	WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7	NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER: .....

CAPACITY UNDER WHICH THIS BID IS SIGNED: .....
(Proof of authority must be submitted e.g. company resolution)

DATE: .....

EXPLANATORY MEETING CERTIFICATE

BID NUMBER: **DOH (FS)11/2023/2024** Attendance list number: _____

DOH(FS)11/2023/2024: SERVICE AND MAINTENANCE CONTRACT OF RADIOLOGY EQUIPMENT FOR FREE STATE DEPARTMENT OF HEALTH.

PERIOD: DATE OF SIGNING OF CONTRACT FOR FIVE (05) YEARS.

Attendance of the explanatory meeting is NON-COMPULSORY

An official of the Department must sign this certificate at the explanatory meeting. No certificate will be signed outside the meeting. The original certificate must be included in the bid document and will not be accepted after the closing time and date of the bid.

NON-COMPULSORY EXPLANATORY MEETING DATE: 28 SEPTEMBER 2023

TIME: 10H00

VENUE: Auditorium, First Floor
Bophelo House, C/O Charlotte
Maxeke Street and Harvey Road
Bloemfontein
9301

CONTACT PERSON/S: Mr. O V Botsime
051 405 3474

This is to certify that _____ in his/her capacity as

_____ of the company _____ has attended the Non-

Compulsory Explanatory meeting on the _____ day of _____ 2023 and is

therefore familiar with circumstances and the scope of the items to be supplied.

_____ _____
SIGNATURE /DEPARTMENTAL OFFICIAL **RANK**

_____ _____
SIGNATURE OF REPRESENTATIVE OF COMPANY **DATE**

OFFICIAL DATE STAMP

*** Note: Only one certificate per company**

SBD 3.2

PRICING SCHEDULE – NON-FIRM PRICES (PURCHASES)

NOTE: **PRICE ADJUSTMENTS WILL BE ALLOWED AT THE PERIODS AND TIMES SPECIFIED IN THE BIDDING DOCUMENTS.**

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of Bidder.....Bid number **DOH(FS)11/2023/2024**

Closing Time 11:00 ..... Closing date **13 OCTOBER 2023**

OFFER TO BE VALID FOR **120** DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
		SERVICE AND MAINTENANCE CONTRACT OF RADIOLOGY EQUIPMENT FOR FREE STATE DEPARTMENT OF HEALTH.	**(See attached specification for pricing)**
	Free State Department of Health.		

- Required by: .....
- At: .....
- Brand and model .....
-
- Country of origin .....
- Does the offer comply with the specification(s)? *YES/NO
- If not to specification, indicate deviation(s) .....
- Period required for delivery .....
- Delivery: *Firm/not firm

** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.

*Delete if not applicable

PRICE ADJUSTMENTS

A NON-FIRM PRICES SUBJECT TO ESCALATION

1. IN CASES OF PERIOD CONTRACTS, NON FIRM PRICES WILL BE ADJUSTED (LOADED) WITH THE ASSESSED CONTRACT PRICE ADJUSTMENTS IMPLICIT IN NON FIRM PRICES WHEN CALCULATING THE COMPARATIVE PRICES

2. IN THIS CATEGORY PRICE ESCALATIONS WILL ONLY BE CONSIDERED IN TERMS OF THE FOLLOWING FORMULA:

$$Pa = (1-V)Pt\left(D1\frac{R1t}{R1o} + D2\frac{R2t}{R2o} + D3\frac{R3t}{R3o} + D4\frac{R4t}{R4o}\right) + VPt$$

Where:

Pa	=	The new escalated price to be calculated.
(1-V)Pt	=	85% of the original bid price. **Note that Pt must always be the original bid price and not an escalated price.**
D1, D2..	=	Each factor of the bid price eg. labour, transport, clothing, footwear, etc. The total of the various factors D1, D2...etc. must add up to 100%.
R1t, R2t.....	=	Index figure obtained from new index (depends on the number of factors used).
R1o, R2o	=	Index figure at time of bidding.
VPt	=	15% of the original bid price. This portion of the bid price remains firm i.e. it is not subject to any price escalations.

3. The following index/indices must be used to calculate your bid price:

CPI DATED : AUGUST 2023

4. FURNISH A BREAKDOWN OF YOUR PRICE IN TERMS OF ABOVE-MENTIONED FORMULA. THE TOTAL OF THE VARIOUS FACTORS MUST ADD UP TO 100%.

FACTOR (D1, D2 etc. eg. Labour, transport etc.)	PERCENTAGE OF BID PRICE

B PRICES SUBJECT TO RATE OF EXCHANGE VARIATIONS

1. Please furnish full particulars of your financial institution, state the currencies used in the conversion of the prices of the items to South African currency, which portion of the price is subject to rate of exchange variations and the amounts remitted abroad.

PARTICULARS OF FINANCIAL INSTITUTION	ITEM NO	PRICE	CURRENCY	RATE	PORTION OF PRICE SUBJECT TO ROE	AMOUNT IN FOREIGN CURRENCY REMITTED ABROAD
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		

2. Adjustments for rate of exchange variations during the contract period will be calculated by using the average monthly exchange rates as issued by your commercial bank for the periods indicated hereunder: (Proof from bank required)

AVERAGE MONTHLY EXCHANGE RATES FOR THE PERIOD:	DATE DOCUMENTATION MUST BE SUBMITTED TO THIS OFFICE	DATE FROM WHICH NEW CALCULATED PRICES WILL BECOME EFFECTIVE	DATE UNTIL WHICH NEW CALCULATED PRICE WILL BE EFFECTIVE

health

Department of
Health
FREE STATE PROVINCE

SERVICE AND MAINTENANCE CONTRACT OF RADIOLOGY EQUIPMENT FOR FREE STATE DEPARTMENT OF HEALTH

PERIOD: DATE OF SIGNING OF CONTRACT FOR FIVE (5) YEARS

For further information, contact

Mr V Botsime
Radiology dept
Universitas hospital
1 logeman street
Universitas
Bloemfontein
9301
Tel: 051 4053474

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SECTION A

1. INTRODUCTION

1.1. This document is an invitation to suppliers of radiology equipment to bid for a support service of the installed equipment at various sites in the Free State Department of Health as specified, by means of a full service and maintenance contract.

1.2. The department of health's objectives and priorities in entering the contract can be broadly spelled out as follows:

- To provide an effective diagnostic imaging service with minimum downtime.
- To provide safe and reliable imaging service of a high diagnostic quality to the health care professionals to facilitate effective patient care and treatment.

2. CONDITIONS AND FORMAT OF THIS BID

2.1. The general conditions of contract (GCC) as attached to this bid shall apply and form an Integral part of the bid specifications. These bid specifications are the minimum requirements.

2.2. The following requirements are additional to the terms and conditions of bids as specified In the GCC.

2.3. It is a requirement that only one supplier will be responsible for the support and maintenance of a specific item listed in Section C of this document.

2.4. Notwithstanding any ambiguity and shortcomings of the bid specifications, the bidder must undertake to make allowances in the proposal for all components and their costs required to keep the equipment in a fully functional state as required by the proposed Contract.

2.5. A complete set of all Operating Manuals, Training Guides, Technical- and Software Manuals of the equipment bid for, must be in the possession of the bidder. Failure to produce such evidence on request will invalidate the bid.

2.6. It will be required from the bidders to supply a guarantee from the original supplier of the equipment that all parts used are compatible with the equipment. For this reason bidders must provide proof from the original suppliers of the equipment that the original supplier are willing to supply parts used by the bidder. This must be clearly marked "Annexure A" and attached to the bid document.

2.7. Where bidders bid for software, a guarantee from the original supplier of the software must be provided, indicating that updates and support will be provided. Proof to this effect must be provided and attached to the bid document, clearly marked "Annexure B".

2.8. The Free- State Department of Health reserves the right to terminate the tender at any time or to withdraw any item from the tender. The Free- State Department of Health further reserves the right to put out another tender for any of the items if deemed necessary.

3. FORMAT

3.1. The special conditions of contract (SCC) consists of three parts, namely the general bid requirements (Section A), a general service requirements (Section B) as well as specific technical requirements for equipment to be serviced and maintained (Section C).

3.2. Bidders may bid for selected items in Section B. All information as required must be provided. Failure to do so may invalidate the bid.

3.3. Bidders must complete the compliance schedule incorporated in these bid specifications and attach a detailed reply where requested or necessary. Requirements of the bid specifications or proposed contract that cannot be met must be pointed out.

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3.4. Three complete sets of documentation applicable to the bid offer must be submitted and must be valid for 120 days after the closing date of this bid.

3.5. After the closing of bids, the bidders may be asked to furnish further information regarding the equipment, the software, the features, the components or design, the installation of equipment bid for, as well as any other information that may be required. Bidders must adhere to this request in the shortest possible time.

3.6. If the request for additional information has not been met within seven days, it may be considered as sufficient grounds to disregard the bid.

3.7. Requests for additional information must be supplied free of charge by the bidder.

4. PAYMENT AND DISCOUNTS

4.1. All costs will remain unaltered for the three 5 years period of this contract.

4.2. The attention of bidders is drawn to the fact that service and maintenance charges are paid monthly in arrears and must be quoted for on that basis.

4.3. The quoted prices must be provided in Section C in the space provided. Failure to do so will invalidate the bid.

4.4. The price quoted in Section C for transport allowance for unforeseen expenses must be traceable to the rates published by the Automobile Association of South Africa.

5. GENERAL REQUIREMENTS

5.1. It will be necessary for the successful company to convince the Free State Department of Health that their company will be in the market to support the contract for its entire duration.

5.2. Bidders must furnish names including telephone numbers of customers where similar systems have been serviced and state how long the equipment has been in a service and maintenance contract. It is the intention of the Department of Health to request references from such customers and to inspect the service and maintenance where possible to establish the bidder's bona-fides.

5.3. The bidder must provide at "Annexure C" a table of names, qualifications, experience and capacity of all people that will be directly involved in servicing the equipment. Indicate the equipment that will be serviced by these qualified technicians.

5.4. The contractor must at all times furnish a good maintenance service and the following must be included in the contract, clearly marked "Annexure D":-

5.5. An indication of reserve equipment and components which will be kept available: -

5.6. at the installation.

5.7. on demand both in Bloemfontein as well as in the rest of South Africa.

5.8. Bidders must include a list of duties to be carried out by the customer to ensure that the equipment bid for will remain in good working order. These duties must be clearly indicated for item and attached to the bid reply as "Annexure E". This information will remain the property of the Free State Department of Health, but will not be made available to a third party.

5.9. The Free State Department of Health will decide if the recommended duties will be included as part of the responsibility of the user in the service contract.

SECTION B

CONTRACT FOR MAINTENANCE AND SERVICING OF X-RAY EQUIPMENT

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CLARIFICATIONS

1. DEFINITIONS

For the purposes of this Agreement, the following words shall have the following meanings:

1.1. Employees

Shall mean any staff member or employee of either the CONTRACTOR or the CUSTOMER, and/or any sub- contractor appointed by either the CONTRACTOR or the CUSTOMER.

1.2. Hospital

Shall mean various hospitals falling under the financial control of the Free State Department of Health and who requested to participate in this contract by listing the particular machine in the original tender document.

1.3. Machine

Shall mean the equipment stated in Section C of this document, to be included as part of the contract.

1.4. Official Representative

The duly authorised Official from either the CUSTOMER or the CONTRACTOR signing this agreement.

1.5. Preventative Maintenance

Shall mean the periodic inspection, adjustment and calibration of the **machines** on a pre-determined basis as described in the **Machine Schedule** hereto, in order to maintain the performance of the equipment according to the original operational specifications, as well as the introduction of all necessary modifications. Such modifications will not lead to the restriction of the operational capability of the system and will not be made without the prior written consent of the **CUSTOMER**.

1.6. Standard Contract Amount

The Standard Contract Amount shall mean the Firm monthly contract as indicated under the specific item and due by the CUSTOMER for the Corrective and Maintenance service carried out for the specific item, but will exclude the fees for possible exchange rate differences, after hour claims or weekend claims payable.

1.7. Corrective Maintenance

Shall mean any necessary assistance from the CONTRACTOR to locate and rectify malfunctions which occur and which are reported to the CONTRACTOR either between or during Preventative Maintenance visits, and to repair malfunctions identified during the course of Preventative Maintenance.

1.8. Specifications

Shall mean the manufacturer's officially published specifications in respect of the Machines.

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2. INTERPRETATIONS

The terms "Preventative Maintenance" and "Corrective Maintenance" as defined in the Agreement shall not include:

2.1. The tracing and rectification of faults which result from negligent operation of, or damage to the apparatus by the **CUSTOMER**, or its employees.
2.2. Reconditioning work on the **Machines** which shall mean any work which involves complete or extensive dismantling and re-assembly of the whole or part of the **Machines** the purpose of which is to extend the life of the **Machines** beyond the normal limits according to specification. Any such work shall only be carried out and charged for after receiving an official order from the hospital.
2.3. Unless the context indicates a contrary intention:
2.4. The singular shall include the plural and vice versa;
2.5. Any natural person shall include an artificial person and vice versa;
2.6. Any particular gender shall include all other genders;
2.7. The headings in this document shall not be deemed to be part of the contract, nor be taken into account in the interpretation or construction thereof and unless the context otherwise requires

3. SERVICES

3.1. HOURS OF COVERAGE

3.1.1. The hours of coverage for the Service, will be from 00:00 Monday to 24:00 Sunday.

3.1.2. Normal working Hours will be from 07:30 to 16:00 Monday to Friday.

3.1.3. All work during normal working hours will be fully covered by this agreement.

3.1.4. Overtime is applicable from 16:00 to 07:30 from Monday evening to Saturday morning. Overtime is not covered by this agreement and will only be paid on written proof by the CONTRACTOR that he was instructed to do so.

3.1.5. Weekend rates are applicable from 07:30 on Saturday morning until 7:30 on Monday morning. Weekend rates are not covered by this agreement and will only be paid on written proof by the CONTRACTOR that he was instructed to do so.

3.2. SERVICES TO BE DELIVERED

3.2.1 The services will be carried out whenever necessary and at any reasonable time requested by the CUSTOMER

3.2.2 Notice of an intended planned maintenance service must be given to the Hospital at least one week in advance.

3.2.3 Response time is the time from logging a call and a technician takes to arrive on site at the problem area. Maximum time to repair is the time taken from starting to repair the problem until the equipment is fully functional again.

3.2.4 Unless otherwise stated as a specific service level requirement for a specific item the CONTRACTOR will render a support service with a maximum response time of 30 minutes.

3.2.5 Unless otherwise stated as a specific service level requirement for a specific item the CONTRACTOR will render a support service with a maximum time to repair of 24 hours.

3.2.6 The repair process may be a physical exchange of the equipment or parts thereof. The CONTRACTOR will keep spare parts available for all units or parts of units in order to meet the maximum limit for time to repair.

3.2.7 The CONTRACTOR must provide trained qualified personnel to perform the maintenance function.

3.2.8 A reporting system which is capable to accept calls 24 hours per day, 7 days per week and keep track of the progress and escalation of problems must be utilised. This reporting system will also keep historic information on all equipment by serial number, as well as information regarding the performance of the CONTRACTOR in respect to all calls. No information will be archived or deleted without clearing it with the Free State Department of Health.

3.2.9 Where applicable, the services of a software application consultant may be requested during office hours. The person must be familiar with the software as set out in the tender document.

3.2.10 In addition to the service indicated above, repair work in respect of faulty equipment must be carried out upon request. The CONTRACTOR must always supply this service with expedience.

3.2.11 Notwithstanding any sanctions by foreign governments, the CONTRACTOR must nevertheless undertake to supply parts which will keep the equipment in good working order for the period of the contract

3.3. SPECIFIC EXCLUSIONS

3.3.1 The Free State Department of Health is not prepared to supply any free services, such as free telephone calls, to the supplier's Maintenance personnel.

3.3.2 Overtime and weekend labour and travel is not included as part of the agreement. This will only be payable on proof of an official request to do so.

3.3.3 Permission will not be granted for overtime and/or weekend labour in order to meet the requirements of maximum downtime as set out in clause 4.2.4 or equivalent clauses under the specific items

3.3.4 The following situations will not be part of the contract:

3.3.5 The repair of damage resulting from an accident, transportation excluding transportation by the CONTRACTOR and or its EMPLOYEES, lightning, fire, water, any natural disasters, neglect or misuse of the Machine by the CUSTOMER, its Employees, agents and sub-contractors or any other person.

3.3.6 The furnishing of supplies and/or accessories (except as specified in the Maintenance Agreement), painting or refurbishing the Machines or furnishing material therefore, making specific changes or providing service, supplies or accessories connected with the relocation of the Machines or adding or removing accessory attachments or other devices there from.

3.3.7 Maintenance Services which are rendered necessary due to unauthorised repairs, alterations or attachments to the Machines or their connection by mechanical or electrical means to another machine or device or the relocation or movement of the Machines without the prior written consent of the CONTRACTOR

3.3.8 The provision of Maintenance Services, the modification or repair of a Machine by any person other than the CONTRACTOR's service personnel or a representative, resulting in further repairs to restore the Machine to a good working order; and

3.3.9 The repair of damage resulting from the use of supplies and/or consumables that are not in accordance with the Specifications.

3.3.10 The parties agree that in the instance that the CONTRACTOR is requested to perform the elements of service that may fall under clauses 4.3.4 described above, the CONTRACTOR shall be invested with the power to inquire into the cause of the specific problem and to determine whether said problem would qualify to be a specific exclusion subject to the terms hereof. The CONTRACTOR will do this inquiry prior to any remedial action.

3.3.11 In the event of the CONTRACTOR's technician not being able to begin or continue with the work at such time previously agreed upon with the CUSTOMER through any reason ascribed to the CUSTOMER, the resultant waiting time shall be charged to the CUSTOMER separately at the prevailing labour rates

3.3.12 The Maintenance Services excluded in 4.3.4 may be provided at the CONTRACTOR's applicable time and material should the CONTRACTOR undertake to carry out such Maintenance Service after receiving an official written order from the CUSTOMER.

3.4. RESPONSIBILITIES OF THE CUSTOMER

3.4.1. The responsibilities of the CUSTOMER will be restricted to the following:

3.4.2. The CUSTOMER undertakes not to copy (other than in terms of this Agreement), reproduce or translate any documentation supplied by the CONTRACTOR and not to communicate the documentation to any third party, including any person or concern affiliated with the CUSTOMER, without the prior written consent of the CONTRACTOR.

3.4.3. The CUSTOMER undertakes to maintain accurate and up-to-date records of the number and siting, of all copies of the documentation and to supervise and control the use of the documentation in accordance with the terms and conditions of this Agreement.

3.4.4. The CUSTOMER undertakes not to make the Documentation available, either partly or completely, to any person other than the EMPLOYEES of the CUSTOMER without the prior written consent of the CONTRACTOR.

3.4.5. The CUSTOMER shall take care of the day to day maintenance of the apparatus according to the instructions agreed upon and attached as annexure A of this contract.

3.5. RESPONSIBILITIES OF THE CONTRACTOR

3.5.1. In addition to the clauses covered above the CONTRACTOR will be responsible for all levels of support including telephone support in terms of any aspect of the system functionality.

3.5.2. The CONTRACTOR will design guideline procedures to assist the CUSTOMER's EMPLOYEES in order to ensure reliable equipment.

3.5.3. The CONTRACTOR will ensure that the specified equipment will remain within the requirements as laid down by the Radiation Control Directorate of the National Department of Health.

3.5.4. The CONTRACTOR will provide the CUSTOMER on a quarterly basis with a progress report on the status and effectiveness of the equipment.

3.5.5. Additional ad hoc Maintenance information must be provided as and when requested

3.5.6. The CONTRACTOR will inform the CUSTOMER in writing about any persistent incorrect use of the equipment as well as environmental conditions detrimental to the system. Such a letter will be required for clause 4.3.4.5 to be effective.

3.5.7. Any changes made to hardware settings other than stated in the manuals during installation shall be noted and presented to the CUSTOMER in writing.

3.5.8. The CONTRACTOR will ensure that the EMPLOYEES identified by the CUSTOMER are adequately trained to use the system in a safe way. Inadequate training will be brought to the attention of the CUSTOMER for correctional measures. Training of this nature will be included as part of this Agreement.

4. SERVICE AGREEMENT PERIOD

This Agreement will come into force on signing this contract and will remain in force for 5 years afterwards.

5. GENERAL TERMS AND CONDITIONS

5.1. General Provisions

5.1.1. Should the CONTRACTOR require the use of the CUSTOMER's system to perform any of its obligations hereunder, the CUSTOMER agrees to make the system available without charge at such reasonable times as may be required by the CONTRACTOR.

5.1.2. Neither party shall be liable or deemed to be in default hereunder, directly or indirectly, for any delay or failure in performance, (excluding the maximum clearance time specified for the specific equipment under this Agreement) or interruption of service resulting from any causes beyond the control and without the fault or negligence of such party.

5.1.3. In the case of any non-compliance with the terms and conditions of the contract and specifications the CUSTOMER will be refunded in full and the CONTRACTOR will have to bear the cost of replacement of any parts necessary to restore the system to the previous working order.

5.1.4. The intention of the CUSTOMER is to enter into a servicing and maintenance agreement with CONTRACTOR's that will ensure that the specified equipment will remain within the requirements as laid down by the Radiation Control Directorate of the National Department of Health

5.2. service level Penalties

5.2.1. This excludes scheduled Maintenance or scheduled downtime mutually agreed upon, problems or faults due to unforeseen situations e.g. "Acts of God" and problems assigned to the responsibility of the CUSTOMER

5.2.2. Penalties for availability will be enforced on the following mission-critical services:

- Response time,
- Physical inspection,
- Maximum time to repair.

5.3. Liability

CONTRACTOR's liability in respect of defects

5.3.1. Any defects or faults which may appear within three months of completion of the work due to materials or workmanship not being in accordance with the contract, shall be made good by the CONTRACTOR within such a period as may be determined by the CUSTOMER.

5.3.2. Should the CONTRACTOR fail to rectify the defects or faults, the CUSTOMER shall be entitled to rectify such defects or faults or to arrange for the rectification there-of and to recover from the CONTRACTOR, any damages as a result of the CONTRACTOR's failure to comply with the terms of the contract.

5.3.3. Should any equipment not be repaired within the required mean time to repair, replacement parts must be made available if reasonably possible until such time as the faulty unit has been repaired.

The Provincial Government shall hold the bidder responsible for any claim whatsoever that may arise against the Provincial Government as a direct result of non-availability of service as per service level agreements.

5.4. Penalties for agreed non-planned downtime

5.5. Service Cover Period (SCP)

The Service Cover Period shall be 24 (twenty-four) hours per day 7 (seven) days a week.

5.6. Service Cover Time (SCT)

Service Cover Time will be calculated on a monthly basis by using the following formula:

SCT = Service Cover Time
= N x SCP

WHERE:

N = Number of days per month
SCP = Service Cover Period twenty four (24) hours per day

5.7. Incidents

An incident exist from the time the fault is telephonically logged with the call centre until the Service is Resolved.

5.8. Incident Period (IP)

The incident period is that portion of the SCP that an incident lasts.

5.9. Service Down Time (SDT)

The Service Down Time will be calculated by adding all the incident periods per month for each Service.

5.10. Actual Service Availability (ASA)

The Service available for the relevant facility will be calculated, using the following:

$$ASA = \frac{SCT - SDT \times 100}{SCT}$$

Where:

SCT = Service Cover Time

SDT = Service Down Time

Example:

Service cover time is twenty-four (24) hours per day and the number of days per month, e.g. the Service Cover Time is 24x30=720 hours per month i.e. one hundred percent (100%). Service **down time allowed is fifteen (14.4) hours per month i.e. ninety eight percent (98%) of the Service Cover Time during which the service must be in a working condition.**

ASA = (SCT – SDT)/SCT x 100

= (720) – 14.4)/720 x 100

= 705.6/720 x 100

= 0,98 x100

= 98%

5.11. Service Availability (SA)

The bidder shall provide the following (SA) on a monthly basis for all Hospital:

SERVICE	% AVAILABILITY	REACTION TIME
Response time	100 %	30minutes
Physical inspection	100 %	120minutes
Maximum time to repair	100 %	36 Hrs

The response time is the time from logging a call and a technician takes to arrive on site at the problem area.

Maximum time to repair is the time taken from starting to repair the problem until the equipment is fully functional again.

The SA (in hours) will be calculated using the following formula:

SA = SCT (% Availability)

Where:

SCT = Service Cover Time

5.12. Service Level Shortfall (SLS)

The SLS will be calculated using the following formula:

SLS = SA – ASA

Where:

SA = Service Availability (Hours)

ASA = Actual Service Availability (Hours)

5.13. Service Penalties

Service penalties will be calculated based on the monthly payments due to the tenderer for the services rendered in terms of this Service Level Agreement.

The Service penalties will be in the form of reductions in the monthly payment due to the tenderer.

The Service Penalties will be calculated per Service as listed in clause.9.4.9 the bidder shall then be penalized on the total SLS for all services, according to the table below:

Service level Shortfall	% Reduction in monthly service charge
0.1% -0.2 %	3 %
0.2 %- 0.5 %	5 %
0.5 %-1 %	10 %
1- 2 %	25 %
2-3 %	40 %
> 3 %	50 %

5.13.1. Frequency of Measurement

The service penalty will be calculated on a monthly basis, within 7 (seven) working days of month-end.

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5.14. Indulgences

5.14.1. No indulgences, latitude or extension of time that may be allowed by either party to the other, shall in any circumstance be deemed to be a waiver of rights under this Agreement and the party granting the indulgence, latitude or extension shall remain entitled to require strict and punctual compliance by the other party with each provision of this Agreement.

5.15. Assignment

5.15.1. Neither party will be entitled to assign, cede or transfer any rights or obligations acquired in terms of this Agreement in whole or in part to any other party or person without the prior written consent of the other party.

5.16. Severability

5.16.1. The parties agree that in the event that any of the terms of this Agreement are found to be invalid, unlawful or unenforceable, such terms will be severable from the remaining terms, which will continue to be valid and enforceable. If any invalid term is capable of amendment to render it valid, the parties agree to negotiate an amendment to remove the invalidity.

5.17. Applicable Law

5.17.1. The Agreement shall be governed, construed, interpreted and take effect in accordance with the laws of the Republic of South Africa. If any provision(s) hereof shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

5.18. Breach

5.18.1. If either of the parties commits a material breach of any provision of this Agreement, all of which are deemed to be material, and the breach is capable of remedy, the other party may call in writing on the party in breach to remedy the breach within a period of 30(THIRTY) days.

5.18.2. If the breach is irremediable or remains unremedied after the notice period has expired, the party calling on the party in breach will be entitled, but not compelled, to either terminate this Agreement with immediate effect, or to claim specific performance, and shall give written notice to such effect to the party in breach.

5.18.3. Any party may terminate this Agreement with immediate effect on written notice to the other party in the following events :

- If either of the parties becomes commercially insolvent or commits any act of insolvency; or
- If either of the parties is placed in provisional or final liquidation (otherwise than for the purposes of amalgamation or reconstruction, to which follows); or
- If either of the parties is placed under provisional or final judicial management.

5.18.4. The CONTRACTOR may cancel this Agreement, at its option, if the CUSTOMER fails to pay any amount due to the CONTRACTOR timeously and fails to remedy this breach within 7 (SEVEN) days of receiving written notice requiring the CUSTOMER to do so.

5.18.5. The CUSTOMER may cancel this Agreement, at its option, if the CONTRACTOR fails to provide any service provided for in this contract, and fails to remedy this breach within 7 (SEVEN) days of receiving written notice requiring the CONTRACTOR to do so.

5.18.6. The provisions of this breach clause will not affect the rights of the parties to claim damages or other relief in respect of breaches of any of its provisions.

5.18.7. Upon termination of this Agreement, for any reason whatsoever, all outstanding amounts owed by the CUSTOMER to the CONTRACTOR shall immediately become due and Payable and all services due at said date of termination of this Agreement, by the CONTRACTOR to CUSTOMER must be rendered in full.

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5.18.8. Neither party shall be liable to the other party for any direct, indirect, special or consequential damages of any nature or loss of profit or other special damages of any nature which either party may suffer as a result of the use of the Machines or any service provided.

5.19. Confidentiality

5.19.1. Each party acknowledges that all material and information which has or will come into the possession or knowledge of the other in connection with this Agreement or the performance of the obligations hereunder, may consist of confidential and proprietary information, which, if disclosed to third parties, might be damaging to the proprietor thereof.

5.19.2. Both parties therefor agree to hold such material and information in the strictest of confidence, not to make use thereof other than in the performance of the obligations of this Agreement, to release it only to EMPLOYEES requiring such information and not to release or disclose it to any other party.

5.19.3. Neither party will use the name of the other in publicity releases or advertising or for other promotional purposes, without securing the prior written approval of the other party.

5.19.4. The parties agree that the provisions of this clause will survive the termination of this Agreement.

5.20. Non-Variation

5.20.1. No amendment or other modification of this Agreement shall be valid or binding on a party hereto unless reduced to writing and executed by both parties hereto.

5.20.2. The parties agree that in the event of an amendment of, or addition to the Schedules attached to this Agreement, the **Official Representative** of the CUSTOMER or his duly authorised appointee on the one hand, and **Official Representative** of the CONTRACTOR or his duly authorised appointee on the other hand, will be authorised to make said amendments and/or additions.

5.20.3. The parties agree that an amendment of and/or addition to the Schedules attached to this Agreement, as described in above, will not imply an amendment of the Agreement and will not invalidate the terms and conditions of this Agreement.

5.21. Validity

5.21.1. If any provision of this Agreement is found or held to be invalid or unenforceable, the validity of all the other provisions hereof will not be affected thereby and the parties agree to meet and review the matter and if any valid and enforceable means is reasonably available to achieve the same object as the invalid or unenforceable provision, to adopt such means by way of variation of this Agreement.

5.22. Waiver

5.22.1. No waiver on the part of either party of any rights arising from breach of any provision of this Agreement will constitute a waiver of rights in respect of any subsequent breach of the same or any other provision.

5.23. Settlement of disputes

5.23.1. Should any dispute, disagreement or claim arise between the parties (called hereafter "the dispute") concerning this agreement, the parties shall try to resolve the dispute by negotiation. This entails that the one party invites the other in writing to a meeting and to attempt to resolve the dispute within 7 (seven) days from date of the written invitation.

5.23.2. If the dispute has not been resolved by such negotiation, the parties shall submit the dispute to AFSA (Arbitration Foundation of Southern Africa) administered mediation, upon the terms set by the AFSA Secretariat

5.23.3. Failing such a resolution, the dispute, if arbitral in law, shall be finally resolved in accordance with the Rules of the Arbitration Foundation of Southern Africa by an arbitrator or arbitrators appointed by the Foundation

5.23.4. The provisions of this clause:

- constitute an irrevocable consent by the parties to any proceedings in terms hereof and no party will be entitled to withdraw therefrom or claim at any such proceedings that it is not bound by such provisions;
- are severable from the rest of this Agreement and will remain in effect despite the termination of or invalidity for any reason of this Agreement.

5.24. Representations and warranties

5.24.1. The parties acknowledge that they have entered into this Agreement after making independent investigations and that neither party has made any representations or given any warranties other than as may be set out in this Agreement.

5.25. Co-operation

5.25.1. The parties undertake to co-operate and consult with one another in good faith with regard to the alleviation of any hardship which may be occasioned to either party as a result of unforeseen circumstances arising after date of execution of this Agreement; and supporting each other in the performance of all such actions and the taking of all such steps as may be open to them and necessary for the Maintenance of the import of this Agreement.

SECTION C

TECHNICAL SPECIFICATIONS

ITEM 1 : DIGITAL UROLOGICAL X-RAY ROOM WITHFLAT PANEL DETECTOR (UNIVERSITAS HOSPITAL)

1.1. Finances

CONDITION	**AMOUNT**
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

1.2. HARDWARE included UNDER THIS ITEM:

The equipment specified as *DIGITAL UROLOGICAL X-RAY ROOM WITH FLAT PANEL DETECTOR*, license number 1811/98 installed in the Department of Radiology at Universitas Hospital, Bloemfontein, comprising generator, imaging chain including monitor and image intensifier as well as other components as specified in the equipment manual.

1.3. SOFTWARE included UNDER THIS ITEM:

The Maintenance and Support of all software and firmware of the system as well as the required updates at no extra cost to the department during the duration of this contract

1.4 CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

1.5. The Service COVERS:

1.5.1 Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

1.5.2 All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

1.5.3 Additional procedures may be included after mutual agreement between both parties.

1.5.4 All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

1.5.5 All travel and labour for fault rectification during normal working hours.

1.6. All Parts are INCLUDED .

1.6.1 Remote service / overseas telephone support.

1.6.2. All overseas technical assistance costs.

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1.6.2 Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

1.7. Specific service level REQUIREMENTS:

The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

1.7.1 A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 2 : DIGITAL REMOTE CONTROLLED FLOUROSCOPIC C-ARM X-RAY UNIT (UNIVERSITAS HOSPITAL AND PELONOMI)

2.1. Finances

CONDITION	**AMOUNT**
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

2.2. Hardware included UNDER THIS ITEM:

The equipment specified as DIGITAL REMOTE CONTROLLED FLOUROSCOPIC C-ARM X-RAY UNIT:

- License number 1811/96 installed in the Department of Radiology at Universitas Hospital, Bloemfontein, comprising generator, imaging chain including monitor and image intensifier as well as other components as specified in the equipment manual.

2.3. Software included UNDER THIS ITEM:

2.3.1 The Maintenance and Support of all software and firmware of the system as well as the required updates at no extra cost to the department during the duration of this contract.

2.4. CONSUMABLES COVERED UNDER THIS ITEM:

2.4.1 All consumables as required by the routine maintenance as per supplier manual.

2.5. The Service COVERS:

2.5.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

2.5.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

2.5.3. Additional procedures may be included after mutual agreement between both parties.

2.5.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

2.5.5. All travel and labour for fault rectification during normal working hours.

2.6. All Parts are INCLUDED.

2.6.1. Remote service / overseas telephone support.

2.6.2. All overseas technical assistance costs.

2.6.3. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

2.7. Specific service level REQUIREMENTS:

2.7.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

2.7.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 3 : ELARA MAX DIGITAL MOBILE X-RAY UNIT (UNIVERSITAS HOSPITAL)

3.1. Finances

CONDITION	**AMOUNT**
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

3.2. Hardware included UNDER THIS ITEM:

The equipment specified as ELARA MAX DIGITAL MOBILE X-RAY UNIT, license number 1811/97 installed in the Department of Radiology at Universitas Hospital, Bloemfontein, comprising generator, imaging chain including generator tube as well as other components as specified in the equipment manual.

3.3. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

3.4. THE Service COVERS:

3.4.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

3.4.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

3.4.3. Additional procedures may be included after mutual agreement between both parties.

3.4.3. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

3.4.4. All travel and labour for fault rectification during normal working hours.

3.4.5. ALL PARTS ARE INCLUDED .

3.4.6. Remote service / overseas telephone support.

3.4.7. All overseas technical assistance costs.

3.4.8. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

3.5. Specific service level REQUIREMENTS:

3.5.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

3.5.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 4 ZHIEM FD 3D C ARM UNIT (UNIVERSITAS HOSPITAL)

4.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount:	
Foreign currency used for exchange rate:	
Exchange rate applied:	
Profit margin:	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

4.2.HARDWARE INCLUDED UNDER THIS ITEM:

The equipment specified as ZHIEM FD3 D C ARM , license number 1811/67installed in the Department of Radiology at Universitas Hospital, Bloemfontein, comprising generator, imaging chain including monitor and image intensifier as well as other components as specified in the equipment manual.

4.3.CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

4.4. The Service COVERS:

4.4.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

4.4.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

4.4.3. Additional procedures may be included after mutual agreement between both parties.

4.4.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

4.4.5. All travel and labour for fault rectification during normal working hours.

4.4.6. ALL PARTS ARE INCLUDED.

4.4.7. Remote
4.4.8. service / overseas telephone support.

4.4.9. All overseas technical assistance costs.

4.4.10. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

4.5. Specific service level REQUIREMENTS:

4.5.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

4.5.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours

ITEM 5 MICRONICA DIGITAL MOBILE C-ARM (UNIVERSITAS HOSPITAL)

5.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount:	
Foreign currency used for exchange rate:	
Exchange rate applied:	
Profit margin:	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

5.2. Hardware included UNDER THIS ITEM:

The equipment specified as Micronica Digital Mobile C ARM , license number 1811/95 installed in the Department of Radiology at Universitas Hospital, Bloemfontein, comprising generator, imaging chain including monitor and image intensifier as well as other components as specified in the equipment manual.

5.3. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

5.4. The Service COVERS:

5.4.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

5.4.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

5.4.3. Additional procedures may be included after mutual agreement between both parties.

5.4.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

5.4.5. All travel and labour for fault rectification during normal working hours.

5.4.6. ALL PARTS ARE INCLUDED.

5.4.7. Remote service / overseas telephone support.

5.4.8. All overseas technical assistance costs.

5.4.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

5.5. Specific service level REQUIREMENTS:

5.5.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

5.5.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 6 DIGITAL X-RAY MOBILE UNIT (SPARKLER) X 2 (UNIVERSITAS AND NATIONAL HOSPITAL)

6.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

6.2. Hardware included UNDER THIS ITEM:

The equipment specified as DIGITAL X-RAY MOBILE UNIT (SPARKLER) X 2, license numbers

1. 1811/67 installed in the Department of Radiology at Universitas Hospital, and
2. 653/64 installed at Universitas Annex Bloemfontein, comprising generator, imaging chain including generator and X-ray tube as well as other components as specified in the equipment manual.

CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

6.3. The Service COVERS:

6.3.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

6.3.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

6.3.3. Additional procedures may be included after mutual agreement between both parties.

6.3.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

6.3.5. All travel and labour for fault rectification during normal working hours.

6.3.6. ALL PARTS ARE INCLUDED.

6.3.7. Remote service / overseas telephone support.

6.3.8. All overseas technical assistance costs.

6.3.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

6.4. Specific service level REQUIREMENTS:

6.4.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

6.4.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 7 B-ROOM BUCKY UNIT (NATIONAL HOSPITAL)

7.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs

Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

7.2. Hardware included UNDER THIS ITEM:

The equipment specified as B-ROOM DIGITAL BUCKY UNIT license number 653/66 installed in the Department of Radiology at National District Hospital, Bloemfontein, comprising generator, imaging chain including Bucky unit and X-ray tube as well as other components as specified in the equipment manual.

7.3. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

7.4. The Service COVERS:

7.4.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

7.4.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

7.4.3. Additional procedures may be included after mutual agreement between both parties.

7.4.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

7.4.5. All travel and labour for fault rectification during normal working hours.

7.4.6. ALL PARTS ARE INCLUDED.

7.4.7. Remote service / overseas telephone support.

7.4.8. All overseas technical assistance costs.

7.4.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

7.5. Specific service level REQUIREMENTS:

7.5.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

7.5.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 8 DIGITAL X-RAY UNITS (PELONOMI AND NATIONAL HOSPITAL)

8.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	

UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

8.2. Hardware included UNDER THIS ITEM:

The equipment's specified DIGITAL X-RAY UNITS comprise:

- Stephanix license number 653/60 installed in the Department of Radiology at National District Hospital, Bloemfontein, comprising generator, imaging chain including Bucky unit and X-ray tube as well as other components as specified in the equipment manual.
- The equipment installed in the Department of Radiology at Pelonomi Hospital known as specified as ATS ARCO, Licence No:676/103, Bloemfontein, comprising the generator, imaging chain including monitor and image intensifier as well as other components as specified in the equipment manual.
- The equipment specified as ATS ARCO Licence No: 676/104 installed in the Department of Radiology at Pelonomi Hospital, Bloemfontein, comprising the generator, imaging chain including monitor and image intensifier as well as other components as specified in the equipment manual

8.3. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

8.4. The Service COVERS:

8.4.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

8.4.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

8.4.3. Additional procedures may be included after mutual agreement between both parties.

8.4.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

8.4.5. All travel and labour for fault rectification during normal working hours.

8.4.6. ALL PARTS ARE INCLUDED.

8.4.7. Remote service / overseas telephone support.

8.4.8. All overseas technical assistance costs.

8.4.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

8.5. Specific service level REQUIREMENTS:

8.5.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

8.5.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 9 P10 COLOUR DOPPLER ULTRASOUND MACHINE X 2 (NATIONAL HOSPITAL)

9.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

9.2. Hardware included UNDER THIS ITEM:

The equipments specified as P10 COLOUR DOPPLER ULTRASOUND MACHINE installed in the Department of Radiology in, National District Hospital, Bloemfontein as specified in the equipment manual. With serial numbers

1. JF 22020100-2204279 and
2. JF 22020100-2204279

9.3. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

9.4. THE SERVICE COVERS:

9.4.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

9.4.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

9.4.3. Additional procedures may be included after mutual agreement between both parties.

9.4.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

9.4.5. All travel and labour for fault rectification during normal working hours.

9.4.6. ALL PARTS ARE INCLUDED.

9.4.7. Remote service / overseas telephone support.

9.4.8. All overseas technical assistance costs.

9.4.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

9.5. Specific service level REQUIREMENTS:

9.5.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

9.5.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 10 ULTRASOUND UNITS X 5 (UNIVERSITAS, PELONOMI AND NATIONAL HOSPITAL)

10.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

10.2. Hardware included UNDER THIS ITEM:

The equipment specified:

- TOSHIBA APLIO installed in the Department of Radiology in, Universitas Annex Hospital, Bloemfontein as specified in the equipment manual. With serial numbers FDA15X5093

- Toshiba Aplio 300 Ultrasound Machine installed in the Department of Radiology at Pelonomi Hospital, Bloemfontein as specified in the equipment manual. With a , Serial No: N7C2032156
- Toshiba Aplio 300 Ultrasound Machine as specified in the equipment manual, with a Serial No: 23090015 installed in the Department of Radiology at Pelonomi Hospital,
- The equipment specified as Canon Aplio 400 Ultrasound Machine, Serial No: W7C20X201 installed in the Department of Radiology at Pelonomi Hospital, Bloemfontein
- The equipment specified as CANON CUS-X200G ULTRASOUND UNIT installed in the Department of Radiology in, National District Hospital, Bloemfontein as specified in the equipment manual. With serial number US2477

10.3. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

10.4. The Service COVERS:

10.4.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

10.4.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

10.4.3. Additional procedures may be included after mutual agreement between both parties.

10.4.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

10.4.5. All travel and labour for fault rectification during normal working hours.

10.4.6. ALL PARTS ARE INCLUDED.

10.4.7. Remote service / overseas telephone support.

10.4.8. All overseas technical assistance costs.

10.4.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

10.5. Specific service level REQUIREMENTS:

10.5.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

10.5.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 11 Magnetic Resonance Imaging Machine (PELONOMI HOSPITAL)

11.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

11.2. Hardware included UNDER THIS ITEM:

11.3. The equipment specified as Siemens Magnetom Aera, serial no: 16902 installed in the department of radiology at Pelonomi hospital, Bloemfontein, comprising the magnet, imaging chain including monitor and radiofrequency (rf) coils as well as other components as specified in the equipment manual.

11.4. SOFTware included UNDER THIS ITEM:

The Maintenance and Support of all software and firmware of the system as well as the required updates at no extra cost to the department during the duration of this contract

11.5. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

11.6. The Service COVERS:

11.6.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

11.6.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

11.6.3. Additional procedures may be included after mutual agreement between both parties.

11.6.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

11.6.5. All travel and labour for fault rectification during normal working hours.

11.6.6. ALL PARTS ARE INCLUDED.

11.6.7. Remote service / overseas telephone support.

11.6.8. All overseas technical assistance costs.

11.6.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

11.7. Specific service level REQUIREMENTS:

11.7.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

11.7.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 12 PACS/RIS ENTERPRISE SYSTEM (PELONOMI HOSPITAL)

12.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R_____ per hour
Labour for overtime Sunday and Public holidays	R_____ per hour

12.2. Hardware included UNDER THIS ITEM:

The equipment specified as Fuji PACS ENTERPRISE System installed in the Department of Radiology at Pelonomi Hospital, Bloemfontein, comprising communication networks, PACS archive and servers, and integrated display workstations (WS) as well as components as specified in the equipment manual

12.3. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

12.4. The Service COVERS:

12.4.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

12.4.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

12.4.3. Additional procedures may be included after mutual agreement between both parties.

12.4.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

12.4.5. All travel and labour for fault rectification during normal working hours.

12.4.6. ALL PARTS ARE INCLUDED .

12.4.7. Remote service / overseas telephone support.

12.4.8. All overseas technical assistance costs.

12.4.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

12.5. Specific service level REQUIREMENTS:

12.5.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

12.5.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 13 DIGITAL BUCKY UNITS X 2 (PELONOMI HOSPITAL):

13.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

13.2. Hardware included UNDER THIS ITEM: X 2

The equipment specified as:

- Siemens Axiom Aristos VX, Serial No: 2329, Licence No: 676/84 installed in the Department of Radiology at Pelonomi Hospital, Bloemfontein, comprising the generator, imaging chain including monitor as well as other components as specified in the equipment manual.
- The equipment specified as Siemens Axiom Aristos VX, Serial No: 1032, Licence No: 676/77 installed in the Department of Radiology at Pelonomi Hospital, Bloemfontein, comprising the generator, imaging chain including monitor as well as other components as specified in the equipment manual.

13.3. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

13.4. The Service COVERS:

13.4.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

13.4.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

13.4.3. Additional procedures may be included after mutual agreement between both parties.

13.4.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

13.4.5. All travel and labour for fault rectification during normal working hours.

13.4.6. ALL PARTS ARE INCLUDED.

13.4.7. Remote service / overseas telephone support.

13.4.8. All overseas technical assistance costs.

13.4.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

13.5. Specific service level REQUIREMENTS:

13.5.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

13.5.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 14 LODOX MACHINE AT TRAUMA RESUSCITATION (PELONOMI HOSPITAL):

14.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R_____ per hour

Labour for overtime Sunday and Public holidays	R _____ per hour

14.2. Hardware included UNDER THIS ITEM: X 2

The equipment specified as Lodox Statscan, Serial No: STN 035, Licence No: 676/85 installed in the Department of Radiology at Pelonomi Hospital, Bloemfontein, comprising the generator, imaging chain including monitor as well as other components as specified in the equipment manual

13.3. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

13.4. The Service COVERS:

13.4.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

13.4.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

13.4.3. Additional procedures may be included after mutual agreement between both parties.

13.4.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

13.4.5. All travel and labour for fault rectification during normal working hours.

13.4.6. ALL PARTS ARE INCLUDED.

13.4.7. Remote service / overseas telephone support.

13.4.8. All overseas technical assistance costs.

13.4.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

13.5. Specific service level REQUIREMENTS:

13.5.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

13.5.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 15 DEXA SCAN (PELONOMI HOSPITAL):

15.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	

Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

15.2. Hardware included UNDER THIS ITEM:

The equipment specified as Dexa scan, Serial No: STN 47752C, Licence No: 676/80 installed in the Department of Radiology at Pelonomi Hospital, Bloemfontein, comprising the generator, imaging chain including monitor as well as other components as specified in the equipment manual.
CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

15.3. The Service COVERS:

15.3.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

15.3.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

15.3.3. Additional procedures may be included after mutual agreement between both parties.

15.3.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

15.3.5. All travel and labour for fault rectification during normal working hours.

15.3.6. ALL PARTS ARE INCLUDED.

15.3.7. Remote service / overseas telephone support.

15.3.8. All overseas technical assistance costs.

15.3.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

15.4. Specific service level REQUIREMENTS:

15.4.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

15.4.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 16 times and material contract for several equipment (Mofumahadi Manapo HOSPITAL)

16.1. Finances

TIMES AND MATERIAL ONLY, SPARES ARE NOT INCLUDED

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

16.2. Hardware included UNDER THIS ITEM:

- The equipment specified as GE Optima 540 CT Scanner, license number 3997/21 installed in the Department of Casualty, Mofumahadi Manapo Hospital, Phuthaditjaba, comprising the parts as specified in the CT Scanner Manuals
- The equipment specified as GE Logiq Premium sonar installed in the Department of Radiology, Mofumahadi Manapo Hospital, Bloemfontein, comprising the parts as specified in the CT Scanner Manuals

16.3. Software INCLUDED UNDER THIS ITEM:

16.3.1. The SOFTWARE Service covers the software for both the GE CT Scanner, Workstations and the Sonar unit.

16.3.2. The Maintenance and Support of the Operating System

16.3.3. The standard GE medical processing software as currently in use on all the equipment

16.3.4. The Data Management System.

16.3.5. Networking Software and interfaces.

16.3.6. The cost of the software service is covered in total by this Agreement.

16.4. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

16.5. The HARDWARE Service COVERS:

16.5.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

16.5.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

16.5.3. Additional procedures may be included after mutual agreement between both parties.

16.5.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

16.5.5. All labour for fault rectification during normal working hours.

16.5.6. All travel costs, including overtime as well as weekends

16.5.7. All parts of all equipment listed under "hardware covered" above, which may fail due to normal wear and tear, INCLUDING ALL VACUUM ELEMENTS.

16.5.8. All parts not normally subjected to wear and tear, but that may become unstable due to other factors (e.g. computer components, network cabling, etc)

16.5.9. Remote service / overseas telephone support.

16.5.10. All overseas technical assistance costs.

16.5.11. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

16.6. THE SOFTWARE SERVICE COVERS:

16.6.1. The Software Maintenance Service covers the correction of any Software programme errors that may occur during the normal use and operation of the Software.

16.6.2. This service includes all updates released by the Manufacturer. Updates must be provided within 1 month after release in South Africa.

16.6.3. The cost of this service is covered in total by this Agreement.

16.6.4. The Application Consulting Services allow at no additional charge for the availability of an application consultant or programmer in order to fulfil the obligations as set out above.

16.6.5. Image quality assurance tests, including image calibration as pre handbook, performance scans and determination of CT number values.

16.7. Specific service level REQUIREMENTS:

16.7.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). Should this maximum clearance be exceeded, the Maintenance amount payable will be reduced by 1/20 of the monthly fee for each working day that the machine is not operable. This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

16.7.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

12.

ITEM 17 INTERMEDICAL COMPACT dm (Mofumahadi Manapo HOSPITAL)

17.1. Finances

TIMES AND MATERIAL ONLY, SPARES ARE NOT INCLUDED

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	

UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

17.2. Hardware included UNDER THIS ITEM:

The equipment specified as INTERMEDICAL COMPACT DM installed in the Department of Radiology, Mofumahadi Manapo Hospital, Phuthaditjaba, comprising the following as specified in the CT Scanner Manuals

17.3. Software INCLUDED UNDER THIS ITEM:

17.3.1. The SOFTWARE Service covers the software for both the GE CT Scanner and the Workstations.

17.3.2. The Maintenance and Support of the Operating System

17.3.3. The standard GE medical processing software as currently in use on all the equipment

17.3.4. The Data Management System.

17.3.5. Networking Software and interfaces.

17.3.6. The cost of the software service is covered in total by this Agreement.

17.4. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

17.5. The HARDWARE Service COVERS:

17.5.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

17.5.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

17.5.3. Additional procedures may be included after mutual agreement between both parties.

17.5.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

17.5.5. All labour for fault rectification during normal working hours.

17.5.6. All travel costs, including overtime as well as weekends

17.5.7. All parts of all equipment listed under "hardware covered" above, which may fail due to normal wear and tear, INCLUDING ALL VACUUM ELEMENTS.

17.5.8. All parts not normally subjected to wear and tear, but that may become unstable due to other factors (e.g. computer components, network cabling, etc)

17.5.9. Remote service / overseas telephone support.

17.5.10. All overseas technical assistance costs.

17.5.11. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

17.6. THE SOFTWARE SERVICE COVERS:

17.6.1. The Software Maintenance Service covers the correction of any Software programme errors that may occur during the normal use and operation of the Software.

17.6.2. This service includes all updates released by the Manufacturer. Updates must be provided within 1 month after release in South Africa.

17.6.3. The cost of this service is covered in total by this Agreement.

17.6.4. The Application Consulting Services allow at no additional charge for the availability of an application consultant or programmer in order to fulfil the obligations as set out above.

17.6.5. Image quality assurance tests, including image calibration as pre handbook, performance scans and determination of CT number values.

17.7. Specific service level REQUIREMENTS:

17.7.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). Should this maximum clearance be exceeded, the Maintenance amount payable will be reduced by 1/20 of the monthly fee for each working day that the machine is not operable. This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

17.7.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 18 Excellera Workstation (UNIVERSITAS HOSPITAL)

18.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

18.2. Hardware included UNDER THIS ITEM:

The equipment specified Excellera workstation installed at Adult Cardiology, Universitas Hospital, Bloemfontein, comprising the items as specified in the Manual of the equipment.

18.3. Software INCLUDED UNDER THIS ITEM:

18.3.1. the Maintenance and Support of the Operating System

18.3.2. the standard processing software as currently in use on all the equipment

18.3.3. Networking Software and interfaces where applicable.

18.4. CONSUMABLES COVERED UNDER THIS ITEM:

18.4.1. All consumables as required by the routine maintenance as per supplier manual.

18.5. The HARDWARE Service covers:

18.5.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

18.5.2. Additional procedures may be included after mutual agreement between both parties.

18.5.3. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

18.5.4. All labour for fault rectification during normal working hours.

18.5.5. All travel costs, including overtime as well as weekends

18.5.6. All parts of all equipment listed under "hardware covered" above, which may fail due to normal wear and tear, including but not restricted to all vacuum elements, X-ray tubes,, image intensifiers, etc.

18.5.7. All parts not normally subjected to wear and tear, but that may become unstable due to other factors (e.g. computer components, network cabling, etc)

18.5.8. Remote service / overseas telephone support.

18.5.9. All overseas technical assistance costs.

18.5.10. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

18.6. THE SOFTWARE SERVICE COVERS:

18.6.1. The Software Maintenance Service covers the correction of any Software programme errors that may occur during the normal use and operation of the Software.

18.6.2. This service includes all updates released by the Manufacturer. Updates must be provided within 1 month after release in South Africa

18.6.3. Consultant or programmer support in order to fulfil the obligations as set out above.

18.6.4. The cost of this service is covered in total by this Agreement.

18.7. Specific service level requirements:

18.7.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). Should this maximum clearance be exceeded, the Maintenance amount payable will be reduced by 1/20 of the monthly fee for each working day that the machine is not operable. This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

18.7.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 19 Acuson Edition Diagnostic Sonar machine (Mofumahadi Manapo HOSPITAL)

TIMES AND MATERIAL ONLY, SPARES ARE NOT INCLUDED

19.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R _____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

19.2. Hardware included UNDER THIS ITEM:

The equipment specified as Acuson Edition Diagnostic Sonar machine installed in the Department of Radiology, Mofumahadi Manapo Hospital, Phuthaditjaba, comprising the following as specified in the CT Scanner Manuals

19.3. Software INCLUDED UNDER THIS ITEM:

19.3.1. The SOFTWARE Service covers the software for both the GE CT Scanner and the Workstations.

19.3.2. The Maintenance and Support of the Operating System

19.3.3. The standard GE medical processing software as currently in use on all the equipment

19.3.4. The Data Management System.

19.3.5. Networking Software and interfaces.

19.3.6. The cost of the software service is covered in total by this Agreement.

19.4. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

19.5. The HARDWARE Service COVERS:

19.5.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

19.5.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

19.5.3. Additional procedures may be included after mutual agreement between both parties.

19.5.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

19.5.5. All labour for fault rectification during normal working hours.

19.5.6. All travel costs, including overtime as well as weekends

19.5.7. All parts of all equipment listed under "hardware covered" above, which may fail due to normal wear and tear, INCLUDING ALL VACUUM ELEMENTS.

19.5.8. All parts not normally subjected to wear and tear, but that may become unstable due to other factors (e.g. computer components, network cabling, etc)

19.5.9. Remote service / overseas telephone support.

19.5.10. All overseas technical assistance costs.

19.5.11. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

19.6. THE SOFTWARE SERVICE COVERS:

19.6.1. The Software Maintenance Service covers the correction of any Software programme errors that may occur during the normal use and operation of the Software.

19.6.2. This service includes all updates released by the Manufacturer. Updates must be provided within 1 month after release in South Africa.

19.6.3. The cost of this service is covered in total by this Agreement.

19.6.4. The Application Consulting Services allow at no additional charge for the availability of an application consultant or programmer in order to fulfil the obligations as set out above.

19.6.5. Image quality assurance tests, including image calibration as pre handbook, performance scans and determination of CT number values.

19.7. Specific service level REQUIREMENTS:

19.7.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). Should this maximum clearance be exceeded, the Maintenance amount payable will be reduced by 1/20 of the monthly fee for each working day that the machine is not operable. This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

19.7.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 20 acist contrast injector (Mofumahadi Manapo HOSPITAL)

TIMES AND MATERIAL ONLY, SPARES ARE NOT INCLUDED

20.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour

Labour for overtime Sunday and Public holidays	R _____ per hour

20.2. Hardware included UNDER THIS ITEM:

The equipment specified as ACIST CONTRAST INJECTOR installed in the Department of Radiology, Mofumahadi Manapo Hospital, Phuthaditjaba, comprising the following as specified in the CT Scanner Manuals

20.3. Software INCLUDED UNDER THIS ITEM:

20.3.1. The SOFTWARE Service covers the software for both the GE CT Scanner and the Workstations.

20.3.2. The Maintenance and Support of the Operating System

20.3.3. The standard GE medical processing software as currently in use on all the equipment

20.3.4. The Data Management System.

20.3.5. Networking Software and interfaces.

20.3.6. The cost of the software service is covered in total by this Agreement.

20.4. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

ITEM 21 HIGH PRESSUREB contrast injectors

TIMES AND MATERIAL ONLY, SPARES ARE NOT INCLUDED

21.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R _____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

21.2. Hardware included UNDER THIS ITEM: X 4

The equipment specified as HIGH PRESSURE CONTRAST INJECTORS installed in the Department of Radiology, Univeristas Hospital and Universitas Annex, Bloemfontein, comprising the following as specified in the CT Scanner manuals with the following serial numbers:

- C103105B529
- C10111C031
- 0214B503X
- CI1111C024

21.3. Software INCLUDED UNDER THIS ITEM:

21.3.1. The SOFTWARE Service covers the software for both the GE CT Scanner and the Workstations.

21.3.2. The Maintenance and Support of the Operating System

21.3.3. The standard GE medical processing software as currently in use on all the equipment

21.3.4. The Data Management System.

21.3.5. Networking Software and interfaces.

21.3.6. The cost of the software service is covered in total by this Agreement.

21.4. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

21.5. The HARDWARE Service COVERS:

21.5.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

21.5.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

21.5.3. Additional procedures may be included after mutual agreement between both parties.

21.5.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

21.5.5. All labour for fault rectification during normal working hours.

21.5.6. All travel costs, including overtime as well as weekends

21.5.7. All parts of all equipment listed under "hardware covered" above, which may fail due to normal wear and tear, INCLUDING ALL VACUUM ELEMENTS.

21.5.8. All parts not normally subjected to wear and tear, but that may become unstable due to other factors (e.g. computer components, network cabling, etc)

21.5.9. Remote service / overseas telephone support.

21.5.10. All overseas technical assistance costs.

21.5.11. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

21.6. THE SOFTWARE SERVICE COVERS:

21.6.1. The Software Maintenance Service covers the correction of any Software programme errors that may occur during the normal use and operation of the Software.

21.6.2. This service includes all updates released by the Manufacturer. Updates must be provided within 1 month after release in South Africa.

21.6.3. The cost of this service is covered in total by this Agreement.

21.6.4. The Application Consulting Services allow at no additional charge for the availability of an application consultant or programmer in order to fulfil the obligations as set out above.

21.6.5. Image quality assurance tests, including image calibration as pre handbook, performance scans and determination of CT number values.

21.7. Specific service level REQUIREMENTS:

21.7.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). Should this maximum clearance be exceeded, the Maintenance amount payable will be reduced by 1/20 of the monthly fee for each working day that the machine is not operable. This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

21.7.2. A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours.

ITEM 22 AGFA ENTERPRISE IMAGING PACS (DIHLABENG HOSPITAL)

22.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R_____ per hour
Labour for overtime Sunday and Public holidays	R_____ per hour

22.2. Hardware included UNDER THIS ITEM:

The equipment specified AGFA ENTERPRISE IMAGING PACS installed at Dihlabeng Hospital, Bloemfontein, comprising the items as specified in the Manual of the equipment.

22.3. Software INCLUDED UNDER THIS ITEM:

22.3.1. the Maintenance and Support of the Operating System

22.3.2. the standard processing software as currently in use on all the equipment

22.3.3. Networking Software and interfaces where applicable.

22.4. CONSUMABLES COVERED UNDER THIS ITEM:

22.4.1. All consumables as required by the routine maintenance as per supplier manual.

22.5. The HARDWARE Service covers:

22.5.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

22.5.2. Additional procedures may be included after mutual agreement between both parties.

22.5.3. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

22.5.4. All labour for fault rectification during normal working hours.

22.5.5. All travel costs, including overtime as well as weekends

22.5.6. All parts of all equipment listed under "hardware covered" above, which may fail due to normal wear and tear, including but not restricted to all vacuum elements, X-ray tubes,, image intensifiers, etc.

22.5.7. All parts not normally subjected to wear and tear, but that may become unstable due to other factors (e.g. computer components, network cabling, etc)

22.5.8. Remote service / overseas telephone support.

22.5.9. All overseas technical assistance costs.

22.5.10. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

22.6. THE SOFTWARE SERVICE COVERS:

22.6.1. The Software Maintenance Service covers the correction of any Software programme errors that may occur during the normal use and operation of the Software.

22.6.2. This service includes all updates released by the Manufacturer. Updates must be provided within 1 month after release in South Africa

22.6.3. Consultant or programmer support in order to fulfil the obligations as set out above.

22.6.4. The cost of this service is covered in total by this Agreement.

22.7. Specific service level requirements:

22.7.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). Should this maximum clearance be exceeded, the Maintenance amount payable will be reduced by 1/20 of the monthly fee for each working day that the machine is not operable. This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection will be within 4 working hours

ITEM 23 MULTISLICE CT MACHINE (PELONOMI HOSPITAL)

This item is currently on contract DOH (FS) 01/2017/2018 which expires on 01 April 2024 and shall therefore be covered from the expiration thereof

23.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R_____ per hour
Labour for overtime Sunday and Public holidays	R_____ per hour

23.2. Hardware included UNDER THIS ITEM:

The equipment specified as Siemens Somatom Definition Edge, Serial No: 84022, Licence No: 676/111 installed in the Department of Radiology at Pelonomi Hospital, Bloemfontein, comprising the generator, rotating x-ray tube, gantry, imaging chain including monitor as well as other components as specified in the equipment manual..

23.3. SOFTware included UNDER THIS ITEM:

23.3.1. The Maintenance and Support of all software and firmware of the system as well as the required updates at no extra cost to the department during the duration of this contract.

23.4. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

23.5. The Service COVERS:

23.5.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

23.5.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

23.5.3. Additional procedures may be included after mutual agreement between both parties.

23.5.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

23.5.5. All travel and labour for fault rectification during normal working hours.

23.5.6. ALL PARTS ARE INCLUDED .

23.5.7. Remote service / overseas telephone support.

23.5.8. All overseas technical assistance costs.

23.5.9. Inspection and reporting by the CONTRACTOR of all environmental conditions pertaining to the equipment. This includes factors like monitoring of the temperature, humidity, power surges, vibrations, etc. Failure to do so will invalidate any claims on this account.

23.6. Specific service level REQUIREMENTS:

23.6.1. The maximum time for any element being not operable will not exceed 4 working days (Saturdays, Sundays and public holidays therefore excluded). This excludes scheduled maintenance or scheduled downtime mutually agreed upon.

A response time of 2 hours of the call being made during normal working hours will be assured. Physical inspection

ITEM 24 DIGITAL REMOTE CONTROLLED FLOUROSCOPIC C-ARM X-RAY UNIT (PELONOMI HOSPITAL)

This item is currently on contract DOH (FS) 01/2017/2018 which expires on 01 April 2024 and shall therefore be covered from the expiration thereof.

24.1. Finances

CONDITION	AMOUNT
Firm monthly contract amount :	
Foreign currency used for exchange rate :	
Exchange rate applied :	
Profit margin :	
UNFORSEEN EXPENSES	
Labour per normal working hour or part thereof (including travel time):	R_____ per hour
Transport allowance per kilometre (return)*	AA tarrifs
Labour for overtime Monday to Saturday	R _____ per hour
Labour for overtime Sunday and Public holidays	R _____ per hour

24.2. Hardware included UNDER THIS ITEM:

The equipment specified as DIGITAL REMOTE CONTROLLED FLOUROSCOPIC C-ARM X-RAY UNIT licence No: 676/112 installed in the Department of Radiology at Pelonomi Hospital, Bloemfontein,, comprising generator, imaging chain including monitor and image intensifier as well as other components as specified in the equipment manual.

24.3. SOFTware included UNDER THIS ITEM:

24.3.1. The Maintenance and Support of all software and firmware of the system as well as the required updates at no extra cost to the department during the duration of this contract.

24.3.2. CONSUMABLES COVERED UNDER THIS ITEM:

All consumables as required by the routine maintenance as per supplier manual.

24.4. The Service COVERS:

24.4.1. Preventative maintenance including all running repairs, cleaning, adjusting and testing of the machines, independent of the make and model of parts in accordance with the service check list, as specified by the manufacturer.

24.4.2. All annual QA tests as required by Directorate Radiation Control to ensure conformation with the licensing requirements must be included.

24.4.3. Additional procedures may be included after mutual agreement between both parties.

24.4.4. All labour for the routine maintenance as per the supplier manual. Overtime or weekend rates will not be payable for routine maintenance.

24.4.5. All travel and labour for fault rectification during normal working hours.

24.4.6. ALL PARTS ARE INCLUDED .

24.4.7. Remote service / overseas telephone support.

24.4.8. All overseas technical assistance costs.