

MAKLUMAT SPESIFIKASI ITEM

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No Pelawaan	: UiTM/B1/PER/SHR/P/0625/0011
Butiran Tawaran	: CADANGAN MEMBEKAL, MENGHANTAR, MEMBAIKPULIH, MENYELENGGARA DAN MENGKALIBRASI MESIN-
Keterangan Item	: 1101030900001 : Perkhidmatan Penyelenggaraan / Baikpulih / Servis - Mesin, Peralatan dan
Nama Spesifikasi	: Non-comprehensive maintenance service agreement proposal for Siemens Ysio Max with syngo plaza
Kuantiti	: 2.000

Butiran Keperluan

1 SERVICE - YSIO MAX DDR MACHINE

I Principal Coverage Period (PCP)

A) Time during which preventive and/or Corrective Maintenance should be performed.

B) **2 Planned Preventive Maintenance per year**

II Response Time

A) Typical telephone / on site response

III Technical telephone support

A) Telephone support provided by the customer care centre regarding technical issues.

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Tawaran Syarikat

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Butiran Keperluan

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IV Preventive Maintenance

- A) Tracking and scheduling of required maintenance tasks
- B) Checking and recommending wear and tear parts that are to be replaced according to maintenance plan (parts to be separately quoted)
- C) Care measures
- D) Adjustments to factory specifications
- E) Verification of specified performance and functionality
- F) Documentation and detailed Protocol of system condition

V General Visual and Safety Checks

- A) Tracking and scheduling of required tests
- B) Mechanical safety checks (e.g mechanical movements)
- C) Electrical safety checks (e.g leakage currents, insulation)
- D) Reporting of findings and results

VI Quality Assurance

- A) Tracking and scheduling of required quality assurance tasks
- B) Check of measuring and image quality parameters
- C) Verification of specified quality parameters

Butiran Keperluan

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- D) Adjustments to factory quality specifications
- E) Documentation and detailed quality report of system condition

VII Updates

- A) Continuous system monitoring if updates are required
- B) Delivery of safety updates
- C) Delivery of recommended updates
- D) Documentation and detailed reporting of updating procedure

VIII Smart Remote Service (SRS)

- A) Efficient and comprehensive infrastructure for the complete spectrum of medical device-related remote services.
Permanent connection via VPN broadband required.

IX Corrective Maintenance

- A) Any labor required to rectify equipment malfunction including problem pre-clarification
- B) Labor for failure diagnosis and repair
- C) Adjustment and system check-up after repair
- D) Post repair safety check-up
- E) Offer for necessary parts which are not covered by the service plan
- F) Documentation and detailed reporting of corrective maintenance activities

Butiran Keperluan

X Expertise Certificate Quality Control for Ysio Max Direct Digital Radiography

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Tawaran Syarikat

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2 SERVICE - SYNGO PLAZA

I Hardware Maintenance (General PC)

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A) Secure all cable connection (Ensure that all devices are securely placed on the table)

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B) Fans check proper operation and direction on the airflow (check proper operation and correct direction of the air flow)

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C) Check if cables are squeezed or broken (Check that the cables are neither squeezed nor broken, if they are they must be replaced)

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D) Check all external cable connection (check that all cables are properly connected)

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E) Ensure that the plugs are free of dust.

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F) Safe cable lay (check that all cables are placed in a way that no one will trip over them.)

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G) Keyboard-cleaning (Use household pads or disinfectant wipes to clean the keyboard of dust an residue.)

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H) Keyboard-cleaning.

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I) Monitoring Cleaning (Use household pads to clean the dust from the screen and housing of every monitor)

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II Software Maintenance

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A) Check the monitor visual performance

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B) Check the monitor with a standard SMPTE Image that the 5% and 95% step can be seen on the monitor.

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C) Check SpeechMike status (Check function)

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Butiran Keperluan

D) Perform Disk clean up and Defragmentation.

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Tawaran Syarikat