



**REPUBLIC OF KENYA  
MINISTRY OF HEALTH**

**PROCUREMENT OF: SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING,  
TESTING AND TRAINING, ON USE AND MAINTENANCE OF BIOMEDICAL  
EQUIPMENT**

**OCBI/LCB No: MOH/EAKIP/ICB/001/2021-2022  
Project: EAST AFRICA'S CENTERS OF EXCELLENCE FOR SKILLS  
AND TERTIARY EDUCATION IN BIOMEDICAL SCIENCES  
Purchaser: MINISTRY OF HEALTH  
Country: KENYA  
Issued on: 19TH APRIL, 2022**

**TENDER CLARIFICATIONS**

**CLARIFICATION 1:**

**ITB 19.1 Bid Security**

Kindly confirm that this bond will be accepted in the equivalent amount in a freely convertible currency like Euro or US Dollar.

**RESPONSE**

**Refer to ITB 19.1 in the Bid data sheet (BDS).**

**CLARIFICATION 2:**

Kindly confirm that in conformity with point 17.3 of the Conditions of contract, the purchaser will provide exemption from Customs Duty and Import/sales taxes (VAT, etc.) and the Supplier will be responsible only for the costs associated with Customs Clearance.

**RESPONSE**

**The project is exempt of all duties and taxes.**

**CLARIFICATION 3:**

As per ITB 7.1 of Tender document we seek tender clarification as follows:

Tender Reference	Tender Specification	Requested Clarification Request	CLARIFICATION BY MOH
<b>LOT 1-1 MAGNETIC RESONANCE IMAGING (MRI) 1.5 T Complete with injector pump.</b>			
Technical specifications - <b>MAGNET SYSTEM</b>	1. Should state the magnet length preferred Ultrashort 1.4 M	To allow all vendors to participate in this tender the Ultrashort should be at least 1.8M	<b>The preferred magnet length is 1.4M.</b>
Technical specifications - <b>RF SYSTEM</b>	1. System should be fully digital with transmit power of at least 18 Kw	To allow all vendors to participate on the tender the RF system transmit power should be at least 15 Kw	<b>The required RF system should be approximately 18Kw.</b>
Technical specifications - <b>RF Coils (How many coils are part)</b>	7. Phased Array Body coil, capable of doing abdomen, pelvic, MRCP and peripheral imaging. It	For system you have requested that is 70 cm bore size , head and neck should be at least 20 elements	<b>The required MRI is largely for abdomen and pelvic examinations as a minimum.</b>

	should have at least 12 elements and 45 cm FOV should be achievable.		
Technical specifications - <b>RF Coils (How many coils are part)</b>	8. Flexible Coil - Large for imaging of large regions such as shoulder, hip and knee etc. 9. Flexible Coil - small for imaging of small regions such as shoulders, wrist, elbow and ankle 15. Bilateral Breast Coil, specify type and channel	8. For the system you have requested 70 cm bore size head and neck should be at least 12 elements 9. The element is not specific, we advise you at least 16 elements 15. The element it is not specific, it should be at least 8 element	<b>The required MRI is largely for abdomen and pelvic examinations as a minimum.</b>
Technical Specifications- <b>Host Computer /Main Console and Image Processor (Consideration for RIS and PACS)</b>	1. Computer system should be latest in the industry, fast and efficient. It should have at least 16GB RAM.	Our experience shows that 16GB RAM will not function efficiently so it is best to use at least 64 GB RAM	<b>16GB RAM is the minimum.</b>
Technical Specifications- <b>Host Computer /Main Console and Image Processor (Consideration for RIS and PACS)</b>	4. The reconstruction speed should be at least 800 images per sec or more for a full FOV 256 matrix and the image processor should have high RAM capacity of at least 16 GB for faster processing for advanced applications	From our experience 800 image per sec is not sufficient, this should be at least 40,000 image per sec	<b>The specs stated are minimum.</b>

<p>Technical specifications- <b>Workstation and documentation</b></p>	<p>7. Processing of Real Time BOLD imaging data sets for color overlay of functional and anatomic data, if not available on the console should be quoted here. It should be possible to have Real Time BOLD image processing for the complete brain.</p>	<p>This specification is misplaced because Real time FMRI should be performed on 3 T MRI.</p>	<p><b>The specs will be deleted.</b></p>
<p><b>LOT 1-8 DIGITAL X-RAY SYSTEM WITH FLOUROSCOPY</b></p>			
	<p>For X-ray with fluoroscopy:</p>	<p>Fluoroscopy system is floor mounted yet the specifications are for a ceiling mounted and for a general x-ray system.</p>	<p>Please indicate that in the responses to the specifications with a justification.</p>
<p><b>LOT-1-6 FULLY LOADED 256 CT SCANNER COMPLETE WITH INJECTOR PUMP</b></p>			
<p>Technical specifications- <b>GANTRY</b></p>	<p>4. At least 40 mm detector with 256 or more acquisitions should be available. The system should be in position to perform 256 acquisition Slices/ Rotation for general, cardiac/vascular applications. (Specify the submillimeter slice thickness 0.3 mm) pending confirmation</p>	<p>Submillimeter slice thickness of 0.3mm is manufacturer specific and should be changed to at least a slice thickness 0.625mm.</p>	<p><b>The submillimeter should be approximately 0.3mm.</b></p>

**CLARIFICATION 4:**

1. LOT 2 Item 1. Bedhead Units (4 No.13A socket outlets, Medical Gases- oxygen, Vacuum, (Examination lights)

The tender document reads as follows.

“LOT 2- 1 Bedhead Unit Units (BHU) (O<sub>2</sub>, MA, VAC, N<sub>2</sub>O in different and respective rooms as listed.”

However, there are no listed rooms. There appears to be missing information on the quantities of services in each of the items for Lot 2, namely, the amount of medical gas outlets, and electrical sockets, for example,

Without the quantities of length of the Bed head trunking, or medical gas outlets, electrical sockets, nurse call cut outlets it is difficult to come up with an offer.

**RESPONSE**

**LOT 2 has been canceled from the list.**

**CLARIFICATION 5:**

Further, we are requesting 7 days' extension of the tender closing date as we wait for your response.

**RESPONSE**

**The tender closing date is 2<sup>nd</sup> June 2022 as stated in the advert, and there will be no extension**

**CLARIFICATION 6:**

No manufacturer can provide a single platform to run all the assays. They are requesting to quote three different platforms.

**RESPONSE**

	<b>OBSERVATION MADE</b>	<b>CLIENT CLARIFICATION</b>
	<p>This is to let you know that the assays as they appear in the tender, no manufacturer can provide a single platform to run all the assays. We are therefore requesting to quote three different platforms that will do all the assays requested in the tender as shown below.</p> <p>PLATFORM A.....</p> <p>PLATFORM B.....</p> <p>PLATFORM C.....</p>	<p>The client requires a workflow that provides a seamless end-to-end solution. Therefore, bidders should offer a solution that is in line with the client's requirements</p>

**CLARIFICATION 7:**

For Lot 2, with regard to the Pendant, on all the drawings it says 'ceiling to slab dimension to be confirmed'. We really need to know if the ceiling height is high enough for a standard pendant or if it is a low ceiling. Otherwise, we would have to assume that it is a 'normal' ceiling height. What are the dimensions?

**RESPONSE**

**The height from the floor to the ceiling is 3.9M and slab to slab is 4.95M.**

**CLARIFICATION 8:**

What is the quantity needed for the Microtome?

**RESPONSE**

**The quantity required is one (1).**

**CLARIFICATION 9:**

LOT 5-3 Clarify if whether its capillary electrophoresis unit or gel electrophoresis unit?

**RESPONSE**

**In protein electrophoretic machine the required is the capillary electrophoresis unit not the gel electrophoresis unit.**

**CLARIFICATION 10:**

LOT 5- (13,14,15,16,17,18) For T100 compact thermocycler, is it the thermocycler to be supplied or a similar model?

**RESPONSE**

To supply to the equivalent.

**CLARIFICATION 11:**

LOT 3 (3-17) Histopathology workflow ITEM 7- Hybrid system processor the quantity has not been given and has not been listed under item in LOT 7.

**RESPONSE**

**The hybrid system processor quantity is zero thus not listed.**

**CLARIFICATION 12:**

ITB 14.6

i) Prices shall be quoted for each lot (contract) item by item and shall correspond at least to a One Hundred [100%] percent of the items specified for each lot (contract).

ii) Prices quoted for each item of a lot shall correspond at least to One Hundred [100%] percent of the quantities specified for the respective item of a lot.

The lots in the bid comprise of different products, some which are not within our portfolio hence restricting us from participating in the process.  
We kindly request if this can be reviewed and prices quoted for each item and **NOT** Lot.

**RESPONSE**

**The bids are in LOTS which will require bidding for 100% of the items in the LOT. Refer to ITB 14.6 in the Bid Data Sheet (BDS)**

**CLARIFICATION 13:**

LOT 5-7, Kindly provide us with BOQs and the room size for the cold room and also clarify if there will be need for shelving and the sizes.

**RESPONSE**

**The Coldroom is to be supplied and installed as per the specifications below.**

**LOT 5-7 Cold Room**

Item Code No.	Department	Section	Item Description
LOT 5-7	Diagnostic Laboratories	Clinical Chemistry and Immunology	Cold Room
1. General Description			
Cooler			
Clause	Description	Sub clause	Technical Particulars
1.	<b>Description of Function and capacity</b>	1.1.	Walk-in Cold rooms are required to store for a long-term duration of a large quantity of reagents at a temperature between +2 deg to +8 deg C.
		1.2.	<b>Typical gross internal volume should be 15 cum</b>
2.	<b>Operational Requirements</b>	2.1.	To be constructed of prefabricated, modular complete with floor and ceiling panels, mounted on a flat, solid concrete base.
		2.2.	The cold room should be equipped with two completely independent refrigeration systems. One of these will remain as standby.
		2.3.	Each refrigeration system must be provided with it respective separate:

Item Code No.		Department	Section	Item Description
LOT 5-7		Diagnostic Laboratories	Clinical Chemistry and Immunology	Cold Room
			a) condensing unit, b) evaporator unit, c) refrigeration unit, d) electronic controls, e) pipe work and f) other necessary control instrumentation, to ensure proper operation of each respective Refrigeration system.	
		2.4.	Provide additional control which permits simultaneous operation of both refrigeration systems in case of emergency.	
		2.5.	There should be manual & automatic switchover to the standby system by thermostatic or electrical control.	
		2.6.	There should be programmable automatic operational duty cycle for the switch over to the standby refrigeration system.	
		2.7.	Depending upon the internal room layout and the room location, refrigeration units may be one of the following types: <ul style="list-style-type: none"> <li>• Wall-mounted with the condenser unit discharging inside the building that houses the cold room (monobloc system);</li> <li>• Wall-mounted with weatherproof condenser units located externally as close as possible to the evaporator units (weatherproof split system);</li> <li>• Wall-mounted with condenser units located in a separate ventilated enclosure mounted as close as possible to the evaporator units (split system).</li> </ul>	
<b>3. Technical Specifications</b>				
3.1.	<b>Internal Temperature:</b>	3.1.1.	+2 deg to +8 deg C adjustable (i) during 43 deg C continuous ambient (ii) 32 deg continuous ambient (iii)45/05 deg C day/night cycling temperatures	
3.2.	<b>Panels:</b>	3.2.1.	wall and roof panel skins can be made from stainless steel of Grade 304	
		3.2.2.	Outer and inner Panels:	



Item Code No.	Department	Section	Item Description
LOT 5-7	Diagnostic Laboratories	Clinical Chemistry and Immunology	Cold Room
			Powder coated, made of galvanized steel panels, double wall having minimum thickness 22 SWG each.
		3.2.3.	Panels must be fully insulated and without internal structural members or stiffeners between the skins.
		3.2.4.	Tongued and grooved joints between panels must be designed to minimize cold bridging.
		3.2.5.	Gaskets must be resistant to damage from oil, fats, water, and detergents.
		3.2.6.	After assembly, all joints must be mastic sealed on the interior side to ensure air-tightness.
		3.2.7.	Roof panels with an overall length of 6 metres or less must be self-supporting.
		3.2.8.	Modular panel-Easily assembled and dissembled.
		3.2.9.	Double action cam-lock assembly/panel interlocking, for perfect seal.
		3.2.10.	No screws or panel cover strips.
		3.2.11.	Have airtight seals between condensing unit and wall.
		3.2.12.	Have airtight seals around all pipe and cable penetrations through wall and/or roof panels.
3.3.	<b>Insulation</b>	3.3.1.	CFC-Free Urethane foam or extruded polystyrene foam core bonded sandwiched between two galvanized steel sheets.
		3.3.2.	Minimum thickness: 100 mm
		3.3.3.	Density: not less than 40 kg/m <sup>3</sup>
		3.3.4.	Thermal conductivity of 0.17 w/m2k or better for hot zone climate.
		3.3.5.	Thermal insulation foaming agents: Any gas complying with limitations and deadlines set by the Montreal Protocol on the elimination of ozone-depleting chemicals.
3.4.	<b>Flooring:</b>	3.4.1.	Base - 1st layer: 75 mm thick cement concrete (dimensions suitable to the size of cold room);
		3.4.2.	2 <sup>nd</sup> layer of specified insulation as specified in para 3.3 - Extruded polystyrene slabs laid with the joints staggered to achieve a 'U' value of 0.17 W/m.K or better. - 250-micron polythene vapor barrier.

Item Code No.	Department	Section	Item Description
LOT 5-7	Diagnostic Laboratories	Clinical Chemistry and Immunology	Cold Room
			- Reinforced granolithic concrete topping trowel led smooth.
		3.4.3.	3rd layer of 6mm (minimum) non-slip finish Aluminium checker plate.
		3.4.4.	The floor should be capable to support load of 1500 kg/m <sup>2</sup> .
		3.4.5.	Concrete floors must be designed and constructed to allow Shallow ramped access entry to the cold room or freezer room.
3.5.	<b>Door</b>	3.5.1.	The door should have: (i) Heavy duty lock - lockable with 100% fail-safe provision for opening from inside. (ii) The door should be self-closing type
		3.5.2.	Plastic curtains on the doorway.
		3.5.3.	Door should be flush type with kick plate at bottom and fitted with door closer.
		3.5.4.	Examination Window (View port).
		3.5.5.	Seal closer mechanism which cushions the closing Movement of the door, shuts the door silently and keeps it seal-closed preventing loss of cooling.
		3.5.6.	An incandescent vapour-proof light mounted on the interior of the vaccine chamber.
		3.5.7.	Dimensions: 34" to 40" (W) x72" to 80" (H).
		3.5.8.	Additional alarm switch to be fitted inside the cold room close to the door latch.
3.6.	<b>Lighting</b>	3.6.1.	Internal ceiling-mounted low energy fluorescent or LED luminaries with an external switch with pilot light.
		3.6.2.	The external light and light switch must be fixed to the wall of the cold room enclosure near to the entrance door.
		3.6.3.	The minimum illumination level on the vertical face of the lowest shelves must be 150 lux.
		3.6.4.	The lighting should be evenly distributed inside the cold room.
3.7.	<b>Refrigeration System:</b>	3.7.1.	Dual Refrigeration system (100% standby)
		3.7.2.	The refrigeration system should have 3.5 to 4 KW compressor for 15 cum Walk-in-cooler.

Item Code No.	Department	Section	Item Description
LOT 5-7	Diagnostic Laboratories	Clinical Chemistry and Immunology	Cold Room
		<p>3.7.3. Cooled refrigeration units, preferably Mono-block type</p> <p>3.7.4. Automating defrosting (electric or hot gas)</p> <p>3.7.5. CFC-free refrigerant.</p> <p>3.7.6. Tropicalized units suitable for ambient temperature up to 45 deg C.</p> <p>3.7.7. In case of a split system, the condensing Unit should be mounted in a weather proof enclosure with proper canopy so as to get protection from rain and hard weather and prevent any vandalism or injury to people upon accidental access.</p> <p>3.7.8. Condensing unit (s) to comprise compressor with:</p> <ul style="list-style-type: none"> <li>a) Forced air condenser,</li> <li>b) Oil level glass,</li> <li>c) Oil separator,</li> <li>d) liquid receiver to carry full charge,</li> <li>e) Filter/dryer with flare connections,</li> <li>f) Isolating stop valves.</li> <li>g) Fixed high and low pressure dial gauges.</li> <li>h) Fitted with high and low pressure cut-outs,</li> <li>i) Time-operated electric defrost control</li> <li>j) It should have run hour meter.</li> <li>k) Where cold climate freeze prevention is specified provide a low temperature protection system to prevent the temperature of the cold room dropping below +20C under low ambient conditions.</li> </ul>	
3.8.	<b>Evaporator:</b>	<p>3.8.1. Evaporators to be forced air, wall or - ceiling-mounted units with a condenser unit discharging inside the building that houses the cold room.</p> <p>3.8.2. There must be a timer operated electric defrosting system and a condensate drip tray and drain connection.</p> <p>3.8.3. Size and position the evaporator units so that the plume of discharged air at a temperature below +2°C does not reach areas where vaccine is stored. If necessary provide a removable mesh cage or deflectorshield around the evaporator so as to maintain the safe storage zone.</p>	

Item Code No.	Department	Section	Item Description
LOT 5-7	Diagnostic Laboratories	Clinical Chemistry and Immunology	Cold Room
<b>4. Temperature Control, monitoring &amp; Recording:</b>			
4.1.	<b>Temperature Control</b>	4.1.1.	Room temperature must be controlled by a thermostat within the tolerances specified.
		4.1.2.	The thermostat must be calibrated to ITS-90 and be accurate to $\pm 0.5^{\circ}\text{C}$ or better.
		4.1.3.	All parts of the room designated for vaccine storage must remain between $2^{\circ}\text{C}$ to $8^{\circ}\text{C}$ when measured under any loading condition between empty and full and over the full ambient temperature range of the required temperature zone.
		4.1.4.	The control supply relay carrying the compressor running current should be rated twice the running current or provide additional contactor to be provided in the control circuit to sustain the running current, without causing overheating of the control boards.
4.2.	<b>Temperature Monitoring and recording</b>	4.2.1.	Provide a digital temperature recording system with display controlling indicating logging facility: for example: A programmable electronic temperature and event data logger system with minimum 10,000 data storage capacity, auto-dialler complying with PQS E006/TR03 linked to the alarm system.
		4.2.2.	Wall mounted seven days graphic temperature recorder not using thermal paper.
		4.2.3.	Provide a backup gas or vapour pressure dial thermometer complying with PQS E006/TH02, mounted on the wall of the cold room in an accessible position.
4.3.	<b>Alarm &amp; Buzzer</b>	4.3.1.	Provide a mains-operated audible and visible loud alarm with battery backup and automatic recharge, which is triggered in the event of mains failure or when the cold room temperatures are outside set limits.
		4.3.2.	In case of a triggered event, the acoustic alarm unit must comply as per specification WHO/PQS/E06/AL01-01 or with E006/TR03
		4.3.3.	Alarm sounders are to be located adjacent to the cold room.
		4.3.4.	

Item Code No.	Department	Section	Item Description
LOT 5-7	Diagnostic Laboratories	Clinical Chemistry and Immunology	Cold Room
			<p>Buzzer system: Visual indicator along with buzzer alarm system should be provided to alert the user in the following events:</p> <ul style="list-style-type: none"> <li>a) Power failure alarm</li> <li>b) High pressure (dirty condenser) alarm</li> <li>c) Open door alarm</li> <li>d) Probe failure alarm</li> </ul>
5.	<b>Storage Condition</b>	4.3.5.	It should have back-up battery for control its panel
6.	<b>Shelves</b>	5.1.	Storage conditions to be maintained at + 5 deg C $\pm$ 3 deg C continuously, control by thermostat on each cold room.
6.		6.1.	Cold room(s) to be fitted with locally made/manufactured, running height adjustable perforated shelves (slotted shelves will be preferred)
7.	<b>Environmental factors</b>	6.2.	600 mm wide at 600 mm spacing;
8.	<b>Installation:</b>	6.3.	Four shelves above the ground all around the wall and intermediate shelves should be placed suitably.
		6.4.	The total area covered by shelves should be at least 42% of the ground area.
		6.5.	There should be enough distance in between two intermediate racks, to facilitate the movement of men and material.
		6.6.	The final drawing of the room with shelves will have to be got approved from the authorities after placement of NOA.
		6.7.	The material of the shelves should be non-corrosive 304 grade stainless steel to take load of at least 0.075kg/cm <sup>2</sup> .
		6.8.	The top face of the lowest shelf must be mounted 200 mm above the floor.
		6.9.	Shelving must be washable.
		7.1.	The unit shall be capable of operating continuously in ambient temperature of 5 to 45°C and relative humidity of 95%
		8.1.	Complete installation, testing and commissioning is to be done by the supplier inclusive of:

Item Code No.	Department	Section	Item Description
LOT 5-7	Diagnostic Laboratories	Clinical Chemistry and Immunology	Cold Room
			a) Installation of stabilizer, b) Drainage system c) Assembly of the panels d) Refrigerator units, e) Data logger f) Adequate smoke evacuation system, Generator as per CPCB. g) All other related work required for installation as per WHO PQS and guidelines. h) Separate earthing must be provided respectively for Genset and WIC The installation and commissioning should be done by supplier
9.	<b>Power Supply</b>	9.1.	Power input: 220-240V/ 50 Hz AC Single phase or 380-400V AC 50 Hz, three phases.
		9.2.	Fitted with BS fittings and sockets.
		9.3.	Suitable automatic voltage regulator/stabilizer meeting IS 9815, IEC 60335-1 & IEC 60364-1 specifications should be supplied.
		9.4.	Voltage regulator should have capacity to take load of both refrigeration units (main as well as standby).
10.	<b>Standards, Safety and Training</b>	10.1.	Electrical and refrigeration components and the panels should have:
		10.2.	National or international approvals like UL, IEC 60335 -1 2006
		10.3.	Safety of household & similar electrical appliances. / IEC 60364-1,/ ISO 20282-1:2006
		10.4.	Ease of operation of everyday products, / Electrical safety rating: meet IEC <b>60335</b> -1, IEC 60364-1- Voltage, frequency & phasing: single phase, three-phase - voltage stabilizers and surge protections.
		10.5.	All operational and maintenance training by trained personal of manufacturer to the end users after successful installation and commissioning.
11.	<b>Warrantee:</b>	11.1.	<b>Provide Warranty for at least 2 years</b> and Comprehensive Maintenance Contract for 5 years, ensure provision of consumables including spares and accessories within the warranty period excluding batteries (warranty as per

Item Code No.	Department	Section	Item Description
LOT 5-7	Diagnostic Laboratories	Clinical Chemistry and Immunology	Cold Room
			manufacture norm, minimum of two years) and diesel for DG set.
		11.2.	Provide commitment and quote for Comprehensive Maintenance Contract (CMC) for 5 years after the 5 years
		11.3.	Guarantee for availability of spares for 10 years after warrantee.
12.	<b>After Sales Service:</b>	12.1.	Should have local / regional authorized service facility.
		12.2.	The service provider should have the necessary equipment and spares recommended by the manufacturer to carry out preventive maintenance and repair as per guidelines provided in the service/maintenance manual.
13.	<b>On-site maintenance:</b>	13.1.	All minor repairs should be attended to and completed within 24 hours of the intimation.
		13.2.	Any major break down (e.g. compressor failure, gas leakage, control paned burn-out) must be attended to and put back into functional condition within seven days following first intimation.
		13.3.	If both refrigeration system have failed, at least one refrigeration system must be repaired or replaced within 24 hrs.
14.	<b>Documentation Certification and Manuals</b>	14.1.	Test certificate of inspection should be submitted at the time of prototype inspection along with: a) Cool down time, b) Running test, as per WHO quality Assurance Protocol WHO/PQS/E001/CR-FR01- VP2 of any capacity from an independent laboratory approved /recognized by WHO/UNICEF/National Accreditation board/ILAC/STQC lab is essential, should be submitted at the time of prototype inspection.
		14.2.	Separate Certificate of inspection for tendered item from an independent laboratory approved/recognized by WHO/UNICEF/National Accreditation Board/ILAC/ STQC Labs or third-party inspection agency is essential and is required to be submitted at the time of delivery.
		14.3.	List of important spare parts, and accessories with their part number and costing.

Item Code No.		Department	Section	Item Description
LOT 5-7		Diagnostic Laboratories	Clinical Chemistry and Immunology	Cold Room
15.	<b>Installation instructions:</b>	15.1.	Provide a comprehensive, illustrated (including all wiring diagrams) with step-by-step installation manual suitable for use by the installer, covering the unpacking, assembly, testing and commissioning of all the system components, including safe working procedures to be observed.	
		15.2.	The manual must be supplied in triplicate - one copy for the employer, one for the installer and one for the maintenance contractor.	
16.	<b>Service instructions:</b>	16.1.	Provide a comprehensive, illustrated service and workshop manual, suitable for use by the maintenance contractor, covering all the system components, including safe working procedures to be observed.	
		16.2.	The manual must be supplied in duplicate - one copy for the employer and one for the maintenance contractor.	
17.	<b>User instructions:</b>	17.1.	Provide a comprehensive, illustrated maintenance manual suitable for the user and covering all aspects of safe operation and routine non-specialist maintenance of the cold room.	
		17.2.	The manual must be supplied in duplicate - one copy for the employer and one for the maintenance contractor.	
		17.3.	Logbook with instruction for daily, weekly, monthly, and quarterly maintenance checklist.	
18.	<b>Post commissioning certifications:</b>	18.1.	Test certificate of inspection for all test, as per WHO quality Assurance Protocol WHO/PQS/E001/CR-FR01-VP2 of installed cold room from an independent laboratory approved /recognized by WHO/UNICEF/National Accreditation board/ILAC/STQC lab or third-party inspection agency after installation and commissioning of cold room to be submitted along with Final Acceptance Certificate.	

**CLARIFICATION 14:**

Incoterm- Please specify the incoterm the bidders to offer

**RESPONSE**

**Refer to ITB 14.8 in the Bid Data Sheet(BDS)**



**CLARIFICATION 15:**

Delivery time

It is stated in the tender document that you want bidders to deliver between 1 and 3 months. The products you request are usually produced just in time and on demand. For this reason and due to the consequences of the global Covid-19 pandemic, the lack of raw material and the difficulties that the transport sector is facing, we kindly ask you to extend the requested delivery time up to 6 months.

**RESPONSE**

**The delivery time remains as stated in the bid document.**

**CLARIFICATION 16:**

Please specify warranty period for LOT 2

**RESPONSE**

**LOT 2 has been cancelled from the list.**

**CLARIFICATION 17:**

List of Goods and Delivery Schedule – P.103 of the tender document  
Please explain the quantities mentioned in the list. Please note that in the column “physical unit” there are also numbers mentioned. Please explain.

**RESPONSE**

**The number of items in the LOTs is as listed but the total quantities are the physical units.**