

COMPREHENSIVE MAINTENANCE AND SERVICES FOR THREE UNITS OF WATERS SYSTEMS

SPECIFICATIONS

(A) GENERAL SPECIFICATIONS

1. SCOPE OF TENDER

This Tender calls for the comprehensive maintenance and services for three units of Waters Systems at PUB Water Quality Office at 82 Toh Guan Road East, Singapore 608576.

2. INSURANCES AND CLAIMS PROCEDURE

- a) The Contractor shall note that the Board has made special arrangements under the Contract for the following insurances:
 - i. Contractor's All Risks including Third Party Insurance; and
 - ii. Work Injury Compensation Insurance
- b) In the event of any claims, the Contractor shall comply with the Claims Procedure for Contractors' All Risks and Work Injury Compensation Insurances included in Supplement 1.

3. CONTRACT PERIOD

The Contract period is 24 months from the date of commencement as stipulated in the Letter of Acceptance.

4. BILLING AND PAYMENT

The payment for preventive maintenance and other services as required in the Technical Specifications shall only be paid bi-annually. The Contractor shall submit together with his claims, equipment performance assessment report and any other service report generated during this period. Pro-rated payment shall be made according to the price tendered in the Schedule of Prices.

5. DEVIATIONS

The Technical Specifications shall be strictly complied with and any deviations shall be clearly stated by the Tenderer. Absence of comment in the Tenderer's submission shall be deemed as compliance with the requirements of the Technical Specifications.

6. LIQUIDATED DAMAGES

The Contractor shall respond within the required time stated in Technical Specifications, and complete the repair service or preventive maintenance to the

satisfaction of the Board within 15 working days. Liquidated damages will be imposed if the Contractor fails to do so. Liquidated damages will be imposed from the date of the scheduled responded or completed date, whichever is applicable, till the date of actual work completion (inclusive of Sundays and Public Holidays). The rate of liquidated damage is Singapore Dollar S\$100 for every affected instrument system per day.

(B) TECHNICAL SPECIFICATIONS

1. SCOPE OF WORK

This tender calls for comprehensive maintenance and services for three (3) units of Waters Systems as listed in Table 1.

Table 1. The list of Waters instrument systems (software included)

System	Model No	Serial Number	PUB Asset Number
Waters QUATTRO Micro GC-MS/MS System	G2614A	CN70743076	109010000170
	G6890N	CN10705067	
	G2913A	CN84553423	
	QMGC	RAB197	
Waters UPLC-QUATTRO Premier XE System	Acquity BSM	1060PB388M	109010000052
	Acquity SM	C07UPS594M	
	Acquity TUV	L08UPT594M	
	QPXE	VAB857	
Waters UPLC-QTOF System	Xevo G2-QTOF	YDA 355	105530000025
	Acquity BSM	L13BUR815M	
	Acquity CH-A	B14CHA406G	
	Acquity SM	A14USM416G	

2. REQUIREMENTS

2.1 Preventive Maintenance (PM)

2.1.1 The Contractor shall perform two (2) scheduled preventive maintenance (PM) services for each instrument listed in Table 1 on yearly base during the 24 month Contract Period.

2.1.2 Upon completion of each PM, a Service Report shall be submitted for PUB laboratory's verification.

2.2 Breakdown Repair Services

2.2.1 The Contractor shall perform all repair services and attend all phone, fax or/and email enquiries from the Board on issues concerning the Waters Systems both hardware and software during the contract period.

- 2.2.2 The Contractor shall respond to service calls within 1 working day.
- 2.2.3 Upon completion of each repair service, a service report shall be submitted within 2 working days.

2.3 Bi-annually Equipment Performance Review

- 2.3.1 The Contractor shall conduct two (2) scheduled bi-annually system review and submit performance report for the serviced equipment during the contract period.
- 2.3.2 The bi-annually Review dates shall be decided by the Officers in Charge / End users from PUB.

2.4 Cost for Parts and Labour

- 2.4.1 The Contractor shall include in his tender sum for all the cost of transportations, labour and equipment parts and consumables when PM and repair services are rendered in the Contract Period.
- 2.4.2 The cost of maintenance & repair service of Waters software for each instrument listed in Table 1 will also be included in the tender sum priced by the Tenderer.

2.5 Contract Period and Estimated Dates of Letter of Acceptance

The Contract period is **24 months** from the date of commencement as stipulated in the Letter of Acceptance.