

Chemistry and Toxicology Unit

Pvm/Datum/Date

Dnro/Dnr/DNo

6.2.2017

Evira/854/0071/2017

Appendix 1**The requirements for service providers:**1. Experience

Service provider must be able to demonstrate experience of similar contracts to the one said in the Request for Information. All references must include information about the client and contact persons as well as a brief description of the project.

Service provider is requested to provide no less than two (2) references, which cannot be older than three years beginning from 1st Jan 2014.

2. Service organization

Service provider must describe its service organization.

Service provider must provide the service in Finnish or English (preferably in Finnish).

Service provider must be available to provide telephone and email technical support during normal business hours.

Service engineers should be educated and certified by the equipment manufacturer (and education/certification should cover all the instruments).

3. Maintenance services

Service provider agrees that the maintenance services will be provided at Evira locations in Finland

- Evira, Mustialankatu 3, 00790 Helsinki, Finland

4. Preventive yearly maintenance services

Service provider must provide preventive yearly maintenance services for instruments listed in Appendix 2 as described in the RFI.

Preventive, yearly (or every second year performed) maintenance must include replacement of normal wear and maintenance parts. Yearly maintenance of the whole instrument entity (e.g. UPLC and MS parts of the same instrumentation) must be executed at the same time.

In the preventive maintenance manufacturer's original service kits, original spare parts and service protocols must be used. Service provider can also use cleaned spare parts, if they are tested by original manufacturer. Yearly maintenance should also include updates of firmware versions if necessary/available as well software upgrades/updates.



Service provider must submit information about the different maintenance services with prices per 12 months available for those instruments listed in Appendix 2, which the Service provider will provide. The information must also include details of how the availability of maintenance services and parts is ensured and specify the maintenance response time (response time by e-mail and service on site at Evira).

All terms included in the Request for Information should be regarded in the prices. The prices must include travel and accommodation costs.

5. Repair Services

Service provider must be able to provide on-site repair service of non-functioning instrument. Service provider sets the prices and the response times for the repair service.

6. Spare parts

Service provider must provide a list of spare parts including prices and delivery time. Service provider can use cleaned spare parts, if they are tested by original manufacturer.

7. Prices and payment terms

Prices shall be given in Euros (€), exclusive of value added tax (VAT 0 %). All the terms included in the Request for Information should be regarded in the prices.

Evira handles invoices only as e-invoices, so all the invoices must be sent electronically.

The invoice shall be due for payment twentyone (21) days from the arrival of an acceptable invoice.

Evira must not be expected to pay any fees associated with invoicing or any other similar administrative surcharges.