



Terms of Reference /Technical Specification Clauses

Code: QUAL-FOR-022

Edition: 01

Implementation date: 24/10/2023

Item Name: Standard Requirements for Equipment Maintenance

I. Objective:

To contract a **qualified medical equipment maintenance company** to ensure the optimal functionality, safety, and compliance of all medical devices and systems used in LRC BTS through scheduled preventive maintenance, timely corrective actions, and technical support in accordance with relevant regulatory standards.

II. Specifications:

1. Maintenance Services

The maintenance company agrees to provide the following Maintenance Services in respect of the list of Equipment available in BTS Branches. (**Annex1**)

1.1 Preventive Maintenance

- 1.1.1 The maintenance company's engineers shall conduct regular visits to the Lebanese Red Cross (LRC) Blood Transfusion Centers across 13 branches. During these visits, they shall inspect the condition and test the functionality of all equipment, performing any necessary adjustments or repairs to ensure the equipment remains in good working order and is safe for use.
- 1.1.2 All preventive maintenance services shall strictly adhere to the procedures and safety tests outlined in the manufacturer's service manuals.
- 1.1.3 Preventive Maintenance activities must comply with established maintenance procedures and relevant safety standards at all times.
- 1.1.4 LRC will provide the company with the most recent list of Blood Transfusion Services (BTS) equipment at the beginning of the contract.
- 1.1.5 Preventive Maintenance shall be implemented as follows:

- **Annual PM Schedule:** A yearly Preventive Maintenance schedule shall be prepared by the maintenance company and submitted to LRC BTS at the beginning of the contract period to be approved.
- Detailed checklists specifying the components and functions to be checked for each type of equipment shall be used. These checklist templates must be submitted to and approved by LRC BTS before implementation.
- The maintenance company must promptly notify the Lebanese Red Cross if it is unable to perform scheduled preventive maintenance on the dates specified in the Schedule.
- **Use of Calibrated Tools:** All Preventive Maintenance activities must be carried out using calibrated tools. The maintenance company shall ensure that only properly calibrated



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instruments are used at all times and shall provide valid calibration certificates upon each renewal or when requested by LRC.

- Equipment **Tagging**: Following each PM visit, the maintenance company shall affix a tag to the serviced equipment. The tag must clearly indicate:

1. Name of the maintenance company
2. Name of the LRC BTS branch
3. Equipment item name, brand, and model
4. Date of current PM and Scheduled date of the next preventive maintenance
5. Name of the engineer who performed the PM
6. The date of the current PM and the scheduled date of the next PM.

1.2 Corrective Maintenance

- 1.2.1 Upon receipt of a written notification from a designated representative of the LRC BTS, the maintenance company shall assign an engineer to the relevant branch to carry out the necessary repairs, adjustments, and/or part replacements required restoring the equipment to proper operational condition.
- 1.2.2 To facilitate this, the maintenance company shall provide LRC BTS with a 24-hour contact number for submitting corrective maintenance requests at any time, along with the contact details of a designated engineer available for emergencies.
- 1.2.3 Upon receiving a corrective maintenance request, the maintenance company commits to assigning a qualified biomedical engineer to the relevant LRC BTS branch. Repairs or replacements shall be completed within two (2) working days of the request, depending on the criticality of the equipment.

The following are classified as **critical equipment**:

- Refrigerator
- Freezer
- Precision balance
- Plasma extractor
- Sealer
- Blood bank centrifuge
- Bench top centrifuge
- Semi automated Pipette

- 1.2.4 Any delays in the repair or replacement process must be formally reported and justified in writing to LRC BTS



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- 1.2.5 The maintenance company shall notify LRC BTS in advance of any equipment part or component that requires replacement.
- 1.2.6 Only **original manufacturer parts** may be used for any replacements. Any components or spare parts that are chargeable to LRC must be documented in a detailed service report. This report shall include the part name, reference number, quantity, and justification for replacement. All replaced parts must be returned to LRC BTS. Financial approval shall be approved before any repair.

2. Details of each equipment maintenance

2.1 **Corrective Maintenance (CM) Reports:** For each CM intervention, a detailed service report shall be submitted to the LRC Spears Headquarters **within one week of the service date, and must include the following details:**

- A description of the reported problem
- Details of the repair performed, if completed during the same visit.
- If not, additional service reports shall be submitted until problem is solved and machine is fully functional
- A list of any spare parts required
- Notes on any required follow-up, if the issue could not be fully resolved during the initial visit.

2.2 Each **Preventive Maintenance (PM)** visit shall be followed by:

- **Service Reports and PM Checklists:** After each PM visit, the maintenance company shall submit a service report confirming the completion of the maintenance, along with the completed PM checklist, to the LRC BTS Headquarters. These documents must be submitted no later **than one week after the completion of each PM visit.**

3. Equipment Traceability and Record Management

The maintenance company shall implement a robust system to ensure full traceability of each piece of equipment serviced, enhancing accountability and supporting effective asset management.

This system must include:

- **Unique Identification:** Each equipment item shall be assigned a unique identifier (example, SN and model for each equipment).
- **Centralized Database:** A centralized database shall be maintained, linking each unique identifier to detailed records of the equipment's specifications, maintenance history, calibration data, and any other relevant information.



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- **Access and Retrieval:** The maintenance company shall ensure that the equipment history can be easily accessed and retrieved at any time upon request from LRC BTS, facilitating efficient tracking and reporting. An annual **Equipment History Report:** At the end of each year, the maintenance company shall provide a full maintenance history report for all serviced equipment.
- **Integration with Maintenance Activities:** The traceability system shall be integrated with all maintenance activities, ensuring that each service event is accurately recorded and associated with the corresponding equipment.

4. Qualification Requirements

4.1 **Company Qualifications**

- The maintenance company shall have a minimum of **three years of proven experience** in medical equipment maintenance, specifically for blood transfusion equipment.
- The company shall demonstrate previous experience maintaining similar equipment by providing:
 - Documentation of current service contracts with medical facilities, preferably including blood transfusion services.
- The company must possess authorization letters from the original equipment manufacturers for the major equipment brands used in the LRC BTS facilities, certifying their capability to service these specific models.

4.2 Technical Staff Qualifications

4.2.1 The biomedical engineers assigned to LRC BTS shall have:

- Bachelor's degree in biomedical engineering or equivalent technical qualification.
- Minimum three years of hands-on experience in medical equipment maintenance.
- Specific training certificates for blood bank equipment maintenance.
- Valid certification from equipment manufacturers for most of BTS critical equipment.

4.2.2 The company shall provide:

- CVs of all technical staff who will be servicing LRC BTS equipment
- Copies of relevant certifications and training records
- Documentation of ongoing professional development and training programs

4.2.3 At least one senior biomedical engineer with a minimum of five years of experience shall supervise all maintenance operations and be available for consultation on complex technical issues.



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4.2.4 The company shall maintain a minimum staff-to-equipment ratio that ensures adequate coverage for both routine and emergency service needs across all 13 LRC BTS branches.

III. Supplier Evaluation and yearly performance

- The company must complete and submit the official LRC BTS Supplier Qualification Form prior to the opening of the tender. This form constitutes a mandatory pre-qualification requirement.
- The LRC BTS will conduct a formal annual performance evaluation of the maintenance company to assess service quality and contract compliance. This evaluation will measure key performance indicators including preventive maintenance schedule adherence, response times for corrective maintenance, equipment uptime rates, quality of documentation, and technical competency of service personnel.
- Based on this evaluation, LRC BTS will determine whether to renew the contract for subsequent periods.
- The maintenance company must achieve a minimum satisfaction score of 80% to qualify for contract renewal.
- Poor performance may result in implementation of a mandatory improvement plan or contract termination as per the terms and conditions specified in the agreement.

IV. Documents to be delivered:

1. **Completed LRC BTS Supplier Qualification Form:** The official form must be fully completed, signed, and stamped.
2. **Company Registration Documents:** Valid business registration certificate and commercial record in Lebanon.
3. **Proof of Experience:**
 - Minimum of three years of proven experience in medical equipment maintenance, specifically for blood transfusion equipment.
4. **Technical Certifications:**
 - Proof of technical staff certifications and qualifications
5. **Technical Proposal:** (to be approved by BTS)
 - Detailed methodology for preventive and corrective maintenance services
 - Proposed annual maintenance schedule template
 - PM Checklist specific for each equipment
 - Equipment tagging and traceability system description



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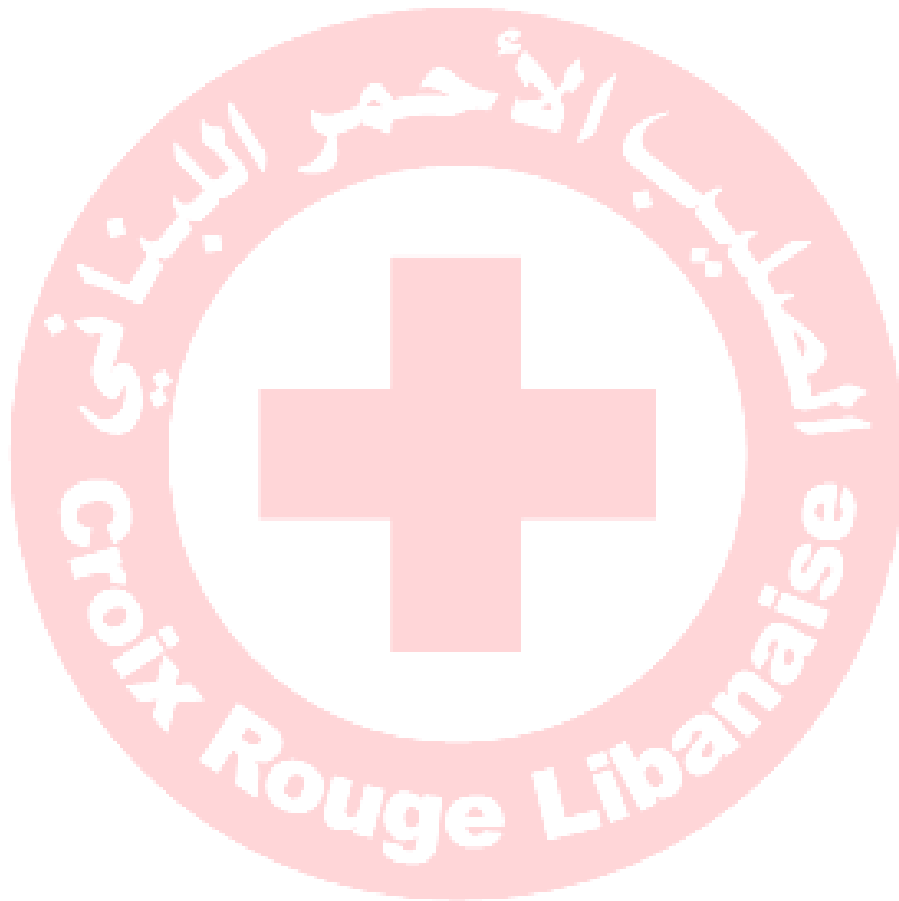
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- Sample service reports and checklists
- List of calibrated tools with valid calibration certificates

6. Staff Qualifications:

- CVs of key technical personnel who will be assigned to this contract.
- Training certificates for biomedical engineers.
- Organizational chart showing the structure of the service team.





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Annex 1: List of Equipment

Halba BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Beko	-	14-100598-11
Refrigerator	Frimed	AF70E	FF1118FMK0617
Refrigerator	Frimed	AF70E	FF1107FMK0617
Freezer	Frimed	CV6	C00248FMK0116
Freezer	Thermo	ULT1340-9-V40	O01S-237470-OS
Centrifuge	Thermo	Cryofuge 5500i	42153802
Centrifuge	Thermo	Megafuge 8	721119021501
Sealer	SARSTEDT	MS250	255139
Plasma Extractor	-	-	HALBA 1
Plasma Extractor	-	-	HALBA 2
Plasma Extractor	Insignia	PE-20X	Halba1
Precision balance	Radwag	WTB Balance	426987/11

Tripoli BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Concord	VNF2007	001-0033-01102013
Refrigerator	Frimed	AF70V	FF0637FMK0714
Refrigerator	Frimed	AF70E	FF1106FMK0617
Refrigerator	Frimed	AF70E	FF0241FMK0116
Freezer	Thermo	Forma 8626 Plasma Freezer	506262-46
Freezer	Thermo	Revco DxF 8814 Plasma Freezer	829455-22
Freezer	Frimed	CV6	C00251FMK0116
Blood Bank Centrifuge	Thermo	Cryofuge 5500i	42288795
Blood Bank Centrifuge	Thermo	Cryofuge 5500i	42833131
Centrifuge	Thermo	Medilite 12PLS	R11W-434662-RW Tripoli
Centrifuge	Thermo	Megafuge 8	721119021905
Sealer	SARSTEDT	MS250	255083
Sealer	Sureseal	SE250	25260002
Plasma Extractor	Insignia	PE-20X	Tripoli 1
Plasma Extractor	Insignia	PE-20X	Tripoli 2



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Plasma Extractor	FENWAL	4R4414	21817 Tripoli
Plasma Extractor	-	-	Tripoli 1
Fenwal Shaker	FENWAL	VRN200	2784932 Tripoli
Precision Balance	AND	SK-5000	H7073894 Tripoli

Jbeil BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Concord	ZNF2007- Type S	001035011020B
Refrigerator	Frimed	AF70E	FF1109FMK0617-Jbeil
Plasma Freezer	Thermo	ULT1340-9-V40	0128365301090625 Jbeil
Balance Shaker	Freseius Kabi	Compoguard	0CHA6934
Centrifuge	Thermo	Megafuge 8	721119043007
Sealer	SARSTEDT	MS250	255162 Jbeil
Plasma Extractor	Delcon	-	Jbeil 3
Plasma Extractor	Insignia	PE-20X	Jbeil 1

Jounieh BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Frimed	AF70E	FF0243FMK0116
Refrigerator	Frimed	AF70E	FF1112FMK0617
Refrigerator	Beko	-	14-100628-11
Refrigerator	Frimed	AF70E	FF1117FMK0617
Freezer	Frimed	CL60B	CO1342FMK1214
Freezer	Forma	8545	89668-32 Jounieh
Blood Bank Centrifuge	Thermo	Cryofuge 5500i	41851992 Jounieh
Centrifuge	Thermo	Medilite 12PLS	T15U-424987-TU
Centrifuge	Gemmy industry corp	PLC-036H	1414600
Sealer	SureSeal	SE250	2528222
Plasma Extractor	Insignia	PE-20X	Jounieh1
Plasma Extractor	Insignia	PE-20X	Jounieh2
Precision Balance	AND	SK-5000	H7073873



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Antelias BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Frimed	AF70E	FF1113FMK0617
Refrigerator	Frimed	FS30V	FF0683FMK1109
Refrigerator	Frimed	AF70V	FF0638FMK0714
Refrigerator	Thermo	TSX2304BV	1132615601210504
Refrigerator	Thermo	TSX2304BV	1132553701210428
Freezer	Thermo	TSX2330LV	1132423701210325
Freezer	Thermo	TSX2330LV	1132253501210222
Freezer	frimed	CV6	CO0246FMK0116
Freezer	frimed	CV6	CO0249FMK0116
Freezer	frimed	CV6	CO0508FMK0317
Freezer	frimed	CV6	C00250FMK0116
Freezer	Thermo	TSX2330LV	1132647601210514
Freezer	Thermo	TSX5030LV	1141571601211120
Blast Plasma Freezer	Angelantoni Life Science	Plasma Frost	LS21534
Waste Refrigerator	Concord	-	003-020-231020B
Waste Refrigerator	Beko	140220X	141005821101
Waste Refrigerator	Beko	140220X	141005681101
Blood bank Centrifuge	Thermo	Cryofuge 5500i	42518096
Blood bank Centrifuge	Thermo	Cryofuge 5500i	42644307
Sealer	LMB	Sealmatic M	SL4170937
Plasma Extractor	FENWAL	4R4414	T24042 ANTELIAS
Plasma Extractor	Insignia	PE-20X	Antelias 1
Precision Balance	AND	SK 5000	H7073893
Bench Top Centrifuge	Thermo	Megafuge	43118026
Bench Top Centrifuge	Thermo	Megafuge	43123935

Spears BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Frimed	AF70E	FF1114FMK0614
Refrigerator	Frimed	AF70E	FF1115FMK0617
Refrigerator	Queue	QBR2304U12	216D193726ZD
Refrigerator	Thermo	-	1132491801210413
Refrigerator	Frimed	AF70E	FF1563FMK1116



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Refrigerator	Frimed	AF70V	FF0636FMK0714
Refrigerator	Frimed	AF70E	FF0240FMK0116
Refrigerator	Frimed	AF70E	FF1108FMK0617
Refrigerator	Beko	-	14-100558-11
Freezer	Thermo	FFPF2330V	114776301181214
Freezer	Forma	8545	86776-5
Freezer	Frimed	CV6	CO0252FMK0116
Blood bank centrifuge	Thermo	Cryofuge 5500i	42022601
Blood bank centrifuge	Thermo	Cryofuge 5500i	42288794
Elisa Reader	AMP	Platos W96	64001712P
Elisa Washer	AMP	Platos R II	461904001
Centrifuge	Thermo	Megafuge 8	721119022007
Microscope	OLYMPUS	CH30RF200	7K07456
Sealer	Sureseal	SE250	25260573
Sealer	LMP	Sealmatic M	SL4170937
Plasma Extractor	FENWAL	4R4414	23977
Plasma Extractor	FENWAL	BM-1	686
Plasma Extractor	Insignia	PE-20X	Spears 1
Precision Balance	AND	SK-5000	H7073851
Shaker	-	PMS-1000	B07119030
Vortex	Thermo	Vortex	CCCT82012115

Beiteddine BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Beko	-	14-100615-11
Refrigerator	Frimed	AF70E	FF1561FMK1116
Refrigerator	Frimed	AF70V	FF0635FMK0714
Freezer	Forma	8545	88484-17
Freezer	Frimed	CV6	CO1564FMK1116
Blood bank centrifuge	Thermo	Cryofuge 5500i	42506093
Centrifuge	Thermo	Meditile 12PLS	Z27R-652465-NS
Sealer	Teruflex	Tube Sealer ACS-152	8806074
Sealer	SARSTEDT	MS250	255067
Plasma Extractor	FENWAL	4R4414	927
Plasma Extractor	Insignia	PE-20X	CHOUF 1
Shaker	Grant-Bio	PMS-1000	BO7 11 90337



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Shaker	Gemmy industry corp	VRN200	9313262
Precision Balance	AND	EK-1200A	C0285237

Saida BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Beko	-	14-100601-11
Refrigerator	Frimed	FS30V	FF040FMK0413
Refrigerator	Frimed	AF70E	FF0242FMK0116
Refrigerator	Frimed	FS30V	FF4177FM1208
Freezer	Thermo	-	114807201190115
Freezer	Frimed	CL60B	CO1343FMK1214
Blood Bank Centrifuge	Thermo	Cryofuge 5500i	42350906
Heraeus Megafuge 8 Benchtop	Thermo	Megafuge 8	721119021902
Sealer	Sarstedt	MS250	255089
Sealer	Sureseal	SE250	25260569
Plasma Extractor	Insignia	-	SAIDA 1
Plasma Extractor	Insignia	-	SAIDA 2
Precision Balance	Camry	-	EK3130

Tyr BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Armobel	LC 298	Tyr 1
Refrigerator	Frimed	FS30V	FF0040FMK0111
Refrigerator	Frimed	AF70E	FF1110FMK0617
Refrigerator	Frimed	AF70E	FF0244FMK0116
Freezer	Frimed	CV6	CO0247FMK0116
Freezer	Thermo	ULT1340-9-V41	0129938401110712
Blood Bank Centrifuge	Thermo	Cryofuge 5500i	42498233
Sealer	SARSTEDT	MS250	255215
Plasma Extractor	Insignia	Insignia	Tyr 1
Plasma Extractor	Insignia	-	Tyr 2
Precision balance	Radwag	WTB Balance	407605/13
Centrifuge	Thermo	Megafuge 8	721119021411



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Nabatieh BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Frigidaire	FKG371	55012065 Nabatieh
Refrigerator	Frimed	AF70e	FF1116FMK0617
Refrigerator	Frimed	FS15E	FF0353FMK0413
Freezer	Frimed	CV6	CO0509FMK0317
Blood bank refrigerated centrifuge	Thermo	Cryofuge 5500	41972292
Sealer	Teruflex	ACS152	9708008
Fenwel Baxter Plasma Extractor	FENWAL	4R4414	22624
Plasma Extractor	Insignia	PE-20X	Nabatieh 1
Precision Balance	AND	SK-5000	H7074187
Bench Top Cnetrifuge	Thermo	Medilite	4590286
Bench Top Cnetrifuge	Gemmy Industry	PLC 036H	1414601

Rashaya BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Frimed	FS15E	FF0253FMK0412
Refrigerator	Beko	-	14-100620-11
Refrigerator	Frimed	AF70E	FF1562FMK1116
Freezer	Frimed	CV6	CO1565FMK1116
Freezer	Frimed	CV6	CO1339FMK0415
Blood bank Centrifuge	Thermo	Cryofuge 5500i	42022602
Centrifuge	Thermo	Labofuge 200	41815087
Centrifuge	Thermo	Mefafuge	72119043008
Sealer	centron	SE260	2620447
Sealer	centron	SE260	2620446
Plasma extractor	Insignia	PE-20X	RASHAYA 1
Plasma extractor	Insignia	PE-20X	RASHAYA 2
Balance	Labomiz	MEB0-21	200804003

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Description	Brand	Product Model	Serial Number
Refrigerator	Beko	-	14-100606-11
Refrigerator	Helmer	HHB125	0965384
Refrigerator	Frimed	AF70E	FF1111FMK0617
Refrigerator	Thermo	TSX-2304BV	1143577801230525
Freezer	Forma	8545	87448-8 ZAHLE
Freezer	Thermo	TSX5030LV	1141571601211120-double door
Freezer	Thermo	TSX2330LV	1132647301210512
Blood bank Centrifuge	Thermo	Cryofuge 5500i	41993298
Blood bank Centrifuge	Thermo	Cryofuge 5500i	42634433
Centrifuge	Thermo	Megafuge 8	721119021504
Sealer	SARSTEDT	MS250	255088
Plasma Extractor	INSIGNIA	PE-20X	ZAHLE1
Plasma Extractor	Teruflex	ACS-201	860106
Plasma Extractor			to check
Precision Balance	Radwag	WTB Balance	263777 /09

Gemmayze BTS

Description	Brand	Product Model	Serial Number
Refrigerator	Thermo	TSX2304BV	1132551101210421
Sealer	Fenwal	FDR4360	7525
Bench Top Centrifuge	Gemmy Industry Corp	PLC-036H	1414604
Plasma Extractor	Fenwal	4R4414	T22636



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List of BTS Branches- Locations and contact numbers.

الهاتف Phone	العنوان Address	المركز BTS
01/372802-3-4-5 79/303606	شارع سبيرز Spears Street	سبيرز Spears
01/444102 79/303605	شارع الجيتزة الرئيسي، قرب مخفر الذرك، الطابق الثاني Gemmayzeh main street, near the Police Station, Second floor	الجيتزة Gemmayzeh
04/524164 79/303607	الزابية، شارع رقم 26، يساراً من سوبرماركت "شاركوتيه عون" "Le charcutier" Rabieh, Street No. 26, turning left from supermarket "Le Charcutier Aoun"	أنطلياس Antelias
09/930342 79/303608	قرب قصر العدل ومركز الذرك في جونيه Near the Palace of Justice and the "Gendarmerie" Station in Jounieh	جونيه Jounieh
09/945220 79/303609	ساحة جبيل، شارع مار يوسف، رقم 13 (بعد سوبر ماركت جبيل ومدرسة مار يوسف) Byblos Square, St. Joseph Street, No. 13 (After Supermarket Jbeil and St. Joseph School)	جبيل Jbeil
06/601429 79/303610	شارع رياض الصلح، قرب معرض "رشيد كرامي"، بنبة "سليمان ودمعة"، الطابق الثاني Riad Solh Street, near "Rashid Karami" Gallery, "Sleiman and Damaa" building, Second floor	طرابلس Tripoli
06/695370 79/303611	مفرق الشيخ محمد قرب مستشفى رخل في حلبا Sheikh Mohammed Turning, near "Rahal" hospital in Halba	حلبا Halba
07/752141 79/303614	شارع مصطفى سعد - طريق الحسبة - قرب بنك عودة - بناية مشروع محمد السعودي - طر الأول Road Mustafa Saad, Al Hesbe, near Bank Audi, Mohamad Al saoudi Building, 1st Floor	صيدا Saida
07/768687 79/303616	مدخل النبطية، مفرق قصر العدل، حي الجزائر Entrance of Nabatiyeh, Turning Palace of Justice, Neighborhood Algeria	النبطية Nabatiyeh
07/351370 79/303615	منطقة الشواكير، شارع الكورنيش البحري الجنوبي، قبالة مدخل الخيم البحرية، الطابق الأرضي Achawakir area, Southern Corniche Marine Street, opposite of the entrance to the Navy tents, Ground floor	صور Tyre
08/804930 79/303612	بوليفار زحلة يميناً، شارع "البرازيل" (قبالة الحديقة العامة وأوتيل "القادري") Zahle Boulevard, to the right, Brazil Street (Facing the park and "Al Qadri" Hotel)	زحلة Zahle
79/303613	السمكانية، قبالة مستشفى "الرفان"، مفرق مدرسة "الاسيم" Asamkaniyeh, Facing "Al Arfan" Hospital, Turning "Lacime" School	الشوف Chouf
08/595789 79/303620	راشيا الوادي، شارع البيادر - مقابل عيادة د. غطاس مهنا Rashaya Al Wadi - Bayader Street- Facing Dr. Ghattas Mouhanna's Clinic.	راشيا Rashaya

Prepared by: Shirine Karaki

Approved by: Dr. Rita Feghali