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| **参数要求**   1. **汤山YS-CS-330FDS II包药机维保**      |  |  |  |  |  | | --- | --- | --- | --- | --- | | 序号 | 服务要求 | | | | | 一 | 项目名称：**汤山YS-CS-330FDS II包药机维保** | | | | | 1 | 包药机型号 | **汤山YS-CS-330FDS II** | 数量 | **1套** | | 2 | 保修范围：整机保修服务，包括定期保养和故障维修。 | | | | | 二 | 合同签订及货款支付 | | | | | 2.1 | 合同期：自合同签订起一年 | | | | | 2.2 | 付款方式：签订合同后甲方向乙方支付50%的合同款，维保项目完成后3个月内支付剩余50%的合同款。 | | | | | 三 | 参数要求 | | | | | 3.1 | 服务供应商应确保用户的设备正常运行，设备的功能和技术指标达到投标文件和国家相关标准。合同期内，应设备本身缺陷造成各种故障应有服务供应商免费提供技术服务、维修及所需零部件：任何零部件，出现故障或性能无法达到要求，维修方式为更换新部件，用户无需额外支付任何费用。 | | | | | 3.2 | 维修所需的相关辅助设备和材料均由服务供应商提供，并具备相关维修保养专用工具、设备及装置。 | | | | | 3.3 | 质量保证提供的配件应为原厂配件，满足设备运行要求，不给设备带来潜在危害。 | | | | | 3.4 | 所有服务工程必须经厂家的维修培训，提供相关服务资格的人员培训合格证明。 | | | | | 3.5 | 服务供应商提供24小时技术电话支持（24小时\*365天）服务。提供技术服务电话。 | | | | | 3.6 | 响应时间：在收到院方拨打电话后4小时内响应，工程师24小时内到现场。 | | | | | 3.7 | 服务供应商免费提供设备的软件安全升级，免费提供设备的系统软件升级补丁和技术支持，以提高设备的安全性和性能。 | | | | | 3.8 | 维护保养：提供维护保养项目清单，按清单定期开展保养维护并提供维护保养报告，每年更换一次干燥剂。 | | | | | 3.9 | 服务提供商维修前应将用户相关数据等备份，维修结束后恢复原状。 | | | | | 3.10 | 合同期内，设备开机率≥95%，停机天数每超出1天，服务供应商免费延长维保时间5天。 | | | | | | | | | |
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