



Maintenance Service Agreement

For the

Various Laboratory Equipment

Between

FEMIMAT CONCEPT LTD

And

**CENTRE OF EXCELLENCE IN AGRICULTURAL DEVELOPMENT AND
SUSTAINABLE ENVIROMENT. (CEADESE) FUNNAB ABEOKUTA**

Dated: March, 2019

“The bitterness of poor quality remains long after the sweetness of low price is forgotten”

1. MAINTENANCE SERVICE AGREEMENT

1.1 Statement of Intent

The aim of this agreement is to provide a basis for close co-operation between *Femimat Concept Ltd* and **CEADESE, FUNNAB ABEOKUTA** for the Lab equipment maintenance services to be provided by *Femimat Concept Ltd* thereby ensuring a timely and efficient support service is available to **CEADESE, FUNNAB ABEOKUTA**. The objectives of this agreement are detailed in Section 1.2.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

1.2 Objectives of the maintenance Service Agreement

- * To create a conducive environment for a co-operative relationship between *Femimat Concept Ltd* and **CEADESE, FUNNAB ABEOKUTA** in ensuring effective support of the end users of the various equipment listed.
- * To document the responsibilities of all parties taking part in the Agreement.
- * To ensure that **CEADESE, FUNNAB ABEOKUTA** achieves the provision of a high quality of service for end users with the full support of *Femimat Concept Ltd*
 - * To define the commencement of the agreement, its initial term and the provision for reviews
- * To define in detail the services to be delivered by *Femimat Concept Ltd* and the level of services which should be expected by **CEADESE, FUNNAB ABEOKUTA** hereby reducing the risk of misunderstandings
 - * To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above

1.3 Period of Agreement

This agreement will commence on the date specified in the **Official Order** following the acceptance by both parties and will continue until terminated.

1.4 Review Procedure

This agreement will be reviewed at a mutually agreed date, by *Femimat Concept Ltd* and **CEADESE, FUNNAB ABEOKUTA**. The review will cover services provided, service levels and procedures. Both signatories must approve changes to this agreement.

1.5 Representatives

Femimat Concept Ltd and **CEADESE, FUNNAB ABEOKUTA**

Nominate the following representatives responsible for the monitoring and maintenance of the service agreement:

For *Femimat Concept Ltd*: Mr. **Aina Olukayode**

CEADESE, FUNNAB ABEOKUTA: Mr. **Olopade. The Lab manager**

"The bitterness of poor quality remains long after the sweetness of low price is forgotten"



1.6 Reference Documents

The following documents will serve as a basis for the policies and procedures of *Femimat Concept Ltd*. They will also define the support levels required and prioritisation of faults by *Femimat Concept Ltd*. Copies of these documents will be made available to the **CEADESE, FUNNAB ABEOKUTA** as they become available to ensure compliance with Agency standards.

1.7 Service Level Monitoring

The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided to customers and support areas on the service provided.

Service factors must be meaningful, measurable and monitored constantly. Actual levels of service are to be compared with agreed target levels on a regular basis by *Femimat Concept Ltd* and **CEADESE, FUNNAB ABEOKUTA**. In the event of a discrepancy between actual and targeted service levels both *Femimat Concept Ltd* **CEADESE, FUNNAB ABEOKUTA** are expected to identify and resolve the reason(s) for any discrepancies. Service level monitoring will be performed by **CEADESE, FUNNAB ABEOKUTA**. Reports will be produced as and when required and forwarded to *Femimat Concept Ltd*.

Service level monitoring and reporting is performed on response times for faults, as specified in Section 3.4 of this agreement.

1.8 Complaints

All complaints relating to the operation of the help service, including:

Expected level of support

Actual support offered and delivered

Personnel responsible for providing or administering support

Any other issue relating to this document or the relationship between **CEADESE, FUNNAB ABEOKUTA** and *Femimat Concept Ltd* received by either party will be forwarded in writing and distributed concurrently to the signatories of this document. The intent is to ensure thorough, timely and open resolution of all such problems.

“The bitterness of poor quality remains long after the sweetness of low price is forgotten”

Agency Name Responsibilities

2.1 Functional Overview

To provide a service for the registration, referral and resolution of all Lab equipment related faults and queries (supported products only) encountered by end users throughout. This includes the following specific responsibilities:

- Provision of a Help Desk or similar facility
- Extracting information from end users as per information specified list of questions (detailed in section 4)
- Timely referral of faults to *Femimat Concept Ltd* as per method detailed in section 4
- Fault resolution monitoring, and production and distribution of Service Level Monitoring reports as and when required

2.2 Hours of Operation

The *Femimat Concept Ltd* Help/Support Service will operate daily from 9 am to 5pm except on public holidays where alternative arrangements will be made and publicised.

2.3 Response Times

Table 2.3 shows the priority assigned to faults according to the perceived importance of the reported situation. The priority assignment is to refer to the initial telephone response to the client as per Section 2.4 of this document. The support level refers to the *Femimat Concept Ltd* guide for support available as illustrated in Section 2.5 of this document.

Table 2.3 - Response Priority

Support Level	Critical	Critical	Non-Critical	Non-Critical	Request For Service
	Fatal	Impaired	Fatal	Impaired	
High	A	B	B	C	R
Medium	A	B	C	C	R
Low	B or C	C or D	C or D	D	R

- Fatal - Total system inoperability.
- Impaired - Partial system inoperability.
- Critical - Unable to perform core functions.
- Non- Critical - Able to perform limited core functions.

“The bitterness of poor quality remains long after the sweetness of low price is forgotten”

2.4 Priority Level Response Times

Table 2.4 shows the required initial telephone response times for the individual priority ratings. All times indicated represent telephone response time during specified working hours of 9am to 5 pm Monday to Friday, unless otherwise indicated in this document, or otherwise agreed upon by *Femimat Concept Ltd* and **CEADESE, FUNNAB ABEOKUTA**

The indicated telephone response time represents the maximum delay between a fault/request being reported to *Femimat Concept Ltd* and **CEADESE, FUNNAB ABEOKUTA** Representative contacting *Femimat Concept Ltd* by telephone. The purpose of this telephone contact is to notify the client of the receipt of the fault/request from **CEADESE, FUNNAB ABEOKUTA** and provide **CEADESE, FUNNAB ABEOKUTA** with details of the proposed action to be taken in respect of the particular fault/request.

Escalated faults/requests will require telephone response to the **CEADESE, FUNNAB ABEOKUTA** by *Femimat Concept Ltd* in the same manner as for referred faults.

Table 2.4 - Priority Level Response Times

Priority Level	Response Time
A	48 hours
B	72 hours
C	72 hours
D	48 hours
R	72 hours

“The bitterness of poor quality remains long after the sweetness of low price is forgotten”



Company Name Responsibilities

3.1 Functional Overview

Femimat Concept Ltd is to provide maintenance service and support **CEADESE, FUNNAB ABEOKUTA** for the various Lab equipment and its peripheral,

3.2 Hours of Operation

A *Femimat Concept Ltd* representative will be available to provide support functions between the hours of 9am and 5 pm Monday to Friday, public holidays excepted, unless alternative arrangements have been agreed to by *both parties*.

3.3 Response Times

Femimat Concept Ltd will accept the priority assigned to a fault by **CEADESE, FUNNAB ABEOKUTA** as per Fault Matrix in 2.3 and Priority Assignment criteria in 4.1.

3.4 Service Level Targets

Femimat Concept Ltd will respond within the time specified by the priority allocation. **CEADESE, FUNNAB ABEOKUTA** will issue reports as and when required to the *Femimat Concept Ltd* unit manager for the purpose of gauging *Femimat Concept Ltd* performance.

"The bitterness of poor quality remains long after the sweetness of low price is forgotten"

4. Supported Products

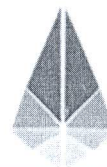
LIST OF LABORATORY EQUIPMENT FOR MAINTENANCE CONTRACT AGREEMENT.

S/N	ITEM DESCRIPTION	QTY
1	Digital CP 40 II Cone penetrometer. CP 40 II (Digital)	1
2	Hydrometer Analysis set H-4263A, it support the following standard; AASHTO 788. It includes; hydrometer jar bath, soil hydrometer A, soil hydrometer B, dispersion mixer, hydrometer jars, sodium hexametaphosphate and sodium hexametaphosphate container	2
3	Speedy 2000 Moisture Tester F-L2000D. Protimeter F-L2000D Large Speedy Soil Moisture Meter, 20 Gram Sample 20% mc. It includes; <ul style="list-style-type: none"> • Electronic balance • Measuring scoop • 2-steel sample pulverizing balls • Cleaning brush and cloth 	1
4	Electronic Scale	1
5	Soil Thermometer Luster Leaf 1618 Rapitest Soil Thermometer	1
6	Soil Colour Chart GEO801	2
7	Air pollution / Quality measurement devices	6
8	Vaccum Oven	1
9	GHGs measurement devices	1
10	Ocular Camera	1
11	Depth Gage Dial Depth Gage Series 527-with Fine Adjustment	1
12	Staff Gauge USGS Style A Staff Gauges	1
13	Hygrometer Measuring range 10 – 95% BT-004 Model	1
14	Electric air humidity and temperature remote transmitter HTM 330 Series	1
15	Computer Assisted Semen Analyzer (CASA) Being able to objectively display and primary motion. Sperm' average speed of curvilineat	1

"The bitterness of poor quality remains long after the sweetness of low price is forgotten"



	motion, point-to-point speed, route motion, Velocity distribution of the sperms. Detecting total number of the sperms and motile sperms, Percentage of sperm' density, Fraction surviving of sperms, Side-sway amplitude of sperms, Sperms' oscillation and forwardness, Sperms' linear quality, Whipping frequency of sperms' motion, sperms' average parallel-motion angle, Percentage of deformity, Detecting dilution degree and viscosity, motion path graph of sperms, mark out the direction of sperm motion, diagnose and process pathlogic images, Colour and PH value.	
16	Liquid Nitrogen Tank 100L of Liquid for cryogenic storage of both semen and embryos	1
17	Oven Quincy Hydraulic Gravity Convection	1
18	Laboratory mill Rotor mills size reduction principle-impact shearing 50Hz, (60Hz) 8 tooth rotor, 1300w. 38kg weight	1
19	Texture Analyser TA -XT12i (Stable Micro Systems, Vienna Court, Surrey, U.K with Tecture Expert Software version VI. 14(REPLACED WITH MODEL TA-XT)	1
20	Meat mincing machine (Stainless Steel) Waring MG 105. 500 watts capacity	1
21	Colorimeter Minolta CR -300, Japan Complete with calculator DP-400	1
22	Food Processor with accessories <ul style="list-style-type: none"> • Roto food cutter- AT948A • Multi food grinder- AT950A • Grain Mill- AT941A • Citrus Juicer- AT312 • Food processing attachment- AT640 	1
23	Digital pH Meter Mettler Toledo Delta 320, Shanghai, China	2
24	Gas cooker 4 Burners and Gas Cylinder	1
25	Roasting machine	1
26	Refrigerator 190 to 200 Litres	1
27	Laboratory hot air oven	1
28	Electric Grill	1
29	Laboratory Sieve	1 set
30	Moisture can	100 pcs



31	Desiccators	2
32	Rolling pins	3 pcs
33	ELIZA Plate Reader Complete with washers Printer Multiscan series microplate reader, with photodetector wavelenght 200-1000cm optional system: Filter/Monochromator Plate Format: 96/384 well plate Light source: Quartz-halogen lamp	1
34	Masterbuilt 30'' Electric smoker with window	1
35	Masterbuilt Smoker sausage Hanger	1
36	Lacto-Scan Milktronic-Ultrasonic Milk Analyzer. Includes the following; <ul style="list-style-type: none"> • Alkaline and acid cleaning powder • Ultrasonic sensor • External printer • Milk data collection profrem • pH measurement function • pH probe • Conductivity measurement • Embedded accumulator with charger • Measuring high fat sample cream • External keypad • USB Flash drive • Buffer solutions 	1
37	Digital Viscometer (Brookfield) Model DV-II	1
38	W-201B Thermostatic Digital Water Bath	1
39	ICC-GASTROVAC: INFUSION VACUUM COOKING • Cooking, frying and impregnating flavour under vacuum. • Probe connects the base of the vacuum cooking pot to a microprocessor, enabling precise temperature control. • The temperature is displayed on an LCD screen. Frying basket lift system that prevents food from being impregnated by oil. Timer/Pressure control gauge/Vacuum breaker control/ separate heat and vacuum sources. Dimensions: 40 x 26 x d46 cm Weight: 11kg Pot capacity: 10.5 Lt Vacuum level: 90% Operating temperature: to 100°C Material: AISI 304 stainless steel Heat source output: 2000 W Voltage: 220 V/ 50 Hz	1
40	Chlorophyll meter Model: SPAD 502 PLUS CHLOROPHYLL METER Optica	



	Light Source: 2 LEDs Receptor: Silicon Photodiode Power Source: 2 AA alkaline batteries (1.5V) Repeatability: Within ± 0.3 SPAD unit SPAD Value: Index of relative chlorophyll content; -9.9 to 199.9	
41	Vortexing machine. Model: VWR Vortex Genie 2 3 inch Platform (shown) and Pop-Off Cup Speed (RPM) 600-3200 (2700 for 50Hz models) Dimensions (base) (D x W x H) 165 x 122 x 165mm (6.5 x 4.8 x 6.5in) Weight 4 Kg (8.8 lb) Warranty 2-year manufacturer warranty Markings ETL listed / CE	2
42	Shakers (4 units) Model: Incu-Shaker mini Benchmark Scientific, H1000-M measuring range 5 to 60 °C temperature limit 30 to 300 rpm speed 4 to 65 °C temperature overall W x L x H 11 in. (28 cm) x 15.7 in. (40 cm) x 10.8 in. (27 cm) platform L x W 9.5 in. (24.5 cm) x 11.5 in. (29 cm)	1
43	Complete electrophoresis unit- 1.Horizontal (DNA) 2 Vertical (mini-) <ul style="list-style-type: none"> • Tank with cooling base and lid with power leads and connectors Power pack. . • Mini protein analysis unit. • Ten blanking stoppers • Extraction platform • Casting base unit • Four notched glass plates • Four plain glass plates • Gel running module • Two 1.5 mm combs (sample slot + reference well) • Two 1.5 mm spacer sets • One pack of spacer aligner 	1
44	Seed Germinator. Model: G1000 <ul style="list-style-type: none"> • Internal dimensions (mm) w x d x h: 970 x 750 x 1.400 • External dimensions (mm) w x d x h: 1.980 x 850 x 1.970 • Growth area (m²): 0,7 m² • Lighting module 1 growth height (m): 1,4 • Lighting modules 2, 3 & 4 growth height (m): 1.7 	1
45	Growth Chambers. Model: Fitotron SGC 120 • Growth area up to 3.4m ² • Available with up to 5 shelves • Shelves can easily be added or removed by the user • Individually controllable shelf lighting • Max. growth height 1275mm • Optional humidity up to 80%rh. Includes lamps and lamps tray.	1
46	HOTPLATE STIRRER Model: SB162-3 15Lt Capacity, Maximum Plate temperature of 325o C, Aluminium plate, Analogue control, 3 position.	2
47	WATER DISTILLER Model: 701705 Horizontal borosilicate glass boiler fitted with a 3KW chromium-plated heater. Able to distill up to 4lt/hr. Has a high efficiency coil condenser for cool distillate. Astrong metal stand for bench or null mounting. Size: 19 1/2x171/2x6, 220 Voltage.	1

Agency Name Question List:

Name: *Femimat Concept Ltd*

Address of Femimat Concept Ltd: *N0 3, Oduyemi St, Anifowoshe, Ikeja Lagos.*

Tel. & E mail of Femimat Concept Ltd: 08072220888, 08059001166, 08057753635

E-mail: *femimat@femimat.net*

Femimat Concept Ltd contact person name: Mr. Aina Olukayode

Tel contact of Femimat Concept Ltd: 07058413832

Priority Assignment Criteria:

As assigned by the *Agency Name* fault matrix in section 2.3 of this document. This response time is to indicate the initial telephone response by *Femimat Concept Ltd*, as described in Section 2.4 of this document, to the client as detailed on the *Fault Report Form*.

Method of Fault Referral:

E mail transmission of *Fault Report Form* by staff of **CEADESE, FUNNAB ABEOKUTA** to *Femimat Concept Ltd*. Or by Telephone contact.

Method of Return of Resolved Faults:

Immediately following actual resolution of each individual fault request a *Femimat Concept Ltd* representative will notify **CEADESE, FUNNAB ABEOKUTA** by telephone of the completion of the fault/request. Within 48 hours of resolution *Femimat Concept Ltd* will provide **CEADESE, FUNNAB ABEOKUTA** with complete details of resolution, date and time of completion and estimated time taken in the actual resolution.

Other (Details):

CEADESE, FUNNAB ABEOKUTA will forward a weekly report of all outstanding faults (as determined by the **CEADESE, FUNNAB ABEOKUTA** (fault log database) to **CEADESE, FUNNAB ABEOKUTA**

Femimat Concept Ltd will notate each outstanding fault with details of current status and return the report to **CEADESE, FUNNAB ABEOKUTA** within 24 hours of receipt of the report.



Required Spare parts and Consumables that needs to be purchased.

For the maintenance agreement to be meaningful and to reduce down time, the basic spare parts and consumables that would needs to be purchased because they are not available locally will be communicated to the management after signing of the maintenance contract. Items like filters, slow blow fuses etc.

The maintenance agreement shall come into force after both parties had signed the agreement.

The contract shall be for duration of one year renewable before the expiry of one-year tenure.

The cost shall be: **N5,000,000.00. (Five Million naira only per annum)** and shall include the following;

- Regular servicing and maintenance quarterly per annum
- Replacement of faulty part(s). But does not include cost of the spare parts.
- Cost of the spare part(s) when required shall be paid for by the **CEADESE, FUNNAB ABEOKUTA**
- Cost of Maintenance agreement above does not include spare parts purchase when required.
- Either of the party has the right to terminate the agreement with one month notice in advance.

Thank you


.....
Femimat Concept Ltd

.....
For and on behalf of **CEADESE,
FUNNAB ABEOKUTA**

HEAD OFFICE:
N5B/1906, Winteck Close, Off Iwo Road,
U.I. P.O. Box 9562, Ibadan, Nigeria.
Tel: 0803 551 7087, 0803 522 0386
E-mail: sales@winteck.com.ng. Info@winteck.com.ng.
www.winteck.com.ng



WINTECK
(NIGERIA) LIMITED

Science, Medical, Engineering Equipment
Supplies, Laboratory Furniture
and Installation

26th January, 2019

**The Director
African Centre of Excellence in Agricultural
Development & sustainable Environment (CEADESE)
Federal university of Agriculture,
Abeokuta – Ogun State**

Dear Sir,

**RE XRD COVERED BY AWARD LETTER FUNAAB/CEADESE/WHL/PL.9 OF
03/08/18
TRAINING AFTER INSTALLATION**

As agreed at the meeting preceding the award, the manufacturer of the XRD supplied, Messrs Angstrom Advanced Inc, has agreed to send their Engineer in the third week of March for training on the machine.

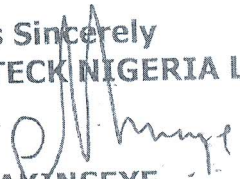
However, we are to remit to the Company a sum of \$10,000 for this purpose.

We are currently looking at Monday 25th of March for commencement of this exercise.

It is on this note that we implore you to expedite action on the payment of the 45% you currently approved for us.

Thanking you for patronage.

**Yours Sincerely
WINTECK NIGERIA LIMITED**


**F. B. AKINSEYE
Executive Director
08035220386**