



361A Old Finch Ave.
Toronto, ON M1B 5K7
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Joe Torzsok

Chief Executive Officer
John Tracogna

Chief Operating Officer
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2013-08-16

**REQUEST FOR QUOTATION
SUPPLY, DELIVER AND INSTALLATION ONE (1) NEW PORTABLE
DIGITAL RADIOGRAPHY (DR) IMAGING SYSTEM
RFQ 33 (2013-08)**

The Toronto Zoo invites you to submit a quote to supply, deliver and install one (1) new Portable Digital Radiography (DR) Imaging System to allow the diagnostic imaging and reproductive assessment of animals of all sizes. Delivery FOB to the Toronto Zoo, 316A Old Finch Ave, Toronto, ON MIB 5K7, Attention: Wildlife Animal Health Centre.

The Request for Quotation (RFQ) package includes Instructions, Terms & Conditions, Specifications, and Forms. Quoted prices shall remain in effect for a period of ninety (90) days from the Quotation due date.

Due Date: Your quotation must be completed, and received by the Supervisor, Purchasing & Supply, Toronto Zoo, Administrative-Support Centre, 361A Old Finch Ave., Toronto, Ontario, M1B 5K7 by:

Thursday, 2013-08-29, 1200 hours (noon, local time)

The Board of Management of the Toronto Zoo reserves the right to reject any or all quotes or to accept any quote, should it deem such an action to be in its interests.

If you have any queries regarding this request for quote, please contact Peter Vasilopoulos, Supervisor of Purchasing & Supply at (416) 392-5916. If you have any technical queries regarding this request for quote, please contact Dr. Chris Dutton, Veterinarian at (416) 392-5976.

Yours truly,

Paul K. Whittam
Manager, Financial Services

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INSTRUCTIONS

1. Ensure that you have received all **seventeen (17) pages** of the RFQ package.
2. Complete ALL FORMS in section 4.0 and return by due date and time received on or before **Thursday, 2013-08-29, by 1200 hours (noon)** or your Quotation will not be considered. Include signed copies of any addenda with your quotation package.
3. Quotations must not be submitted by facsimile, email or any other electronic format.
4. Show itemized cost of HST if applicable.
5. Toronto Zoo reserves the right to award in whole or in part on the basis of the bids received, Lump Sum Price or Breakdown Price
6. All Prices submitted shall be quoted in Canadian currency.
7. Use the attached submission label, when you submit your response in a sealed envelope or package and deliver to the Toronto Zoo.
8. Quotation prices shall remain in effect for a period of ninety (90) days from the Quotation due date.
9. Include product information, samples, and pictures, as necessary.
10. Provide references of at least three (3) clients for whom your company has provided similar equipment.
11. If applicable, suggested alternative products are acceptable, however all such products must be quoted separately and should not replace the Toronto Zoo requested product, work or service.
12. It is the responsibility of the Bidder to understand all aspects of the RFQ and to obtain clarification if necessary before submitting their quotation.
13. In reviewing the quotations and awarding of the quotation, the Toronto Zoo will consider the quotation prices and may consider but is not limited to the following:
 - Overall value of the quotation represents to the Toronto Zoo based on quality, service price and delivery schedule
 - Conformance to specifications
 - Field testing, if requested
 - Warranties offered
 - Total cost implications
 - Parts and service availability
 - Delivery time/schedule/ lead time for the supply and delivery
 - Payment terms
 - Value added offerings
14. For any questions concerning the contract terms and conditions of this RFQ, please contact:

Peter Vasilopoulos
Supervisor, Purchasing & Supply
Tel: 416-392-5916
Fax: 416-392-6711
E-mail: pvasilopoulos@torontozoo.ca

For any technical queries concerning the specifications of this RFQ, please contact:

Dr. Chris Dutton
Veterinarian,
Tel: 416 -392-5976
E-mail: cdutton@torontozoo.ca

2.0 TERMS AND CONDITIONS

- 2.1 Definitions:** Wherever used in the Request for Quotation the word “**Board**” means the Board of Management of the Toronto Zoo and the word “**Vendor**” or “**Contractor**” means the person or persons or Corporation to whom the purchase order is issued.
- 2.2 Vendor Assurance:** Unless otherwise stated, the goods, material, articles, equipment, work or services, specified or called for in or under this Quotation, shall be delivered or completely performed, as the case may be, by the Vendor as soon as possible and in any event within the period set out herein as the guaranteed period of delivery or completion.
- 2.3 Country of Origin:** Wherever possible, the goods, services, materials, articles or equipment, specified or called for in or under this Quotation, shall be of Canadian origin and manufacture.
- 2.4 Delivery:** The prices stated in this Quotation cover the services, material, articles or equipment referred to herein, being delivered F.O.B. destination, freight, express, duty and all other charges prepaid, unless otherwise indicated herein. A detailed delivery ticket or piece tally, showing the exact quantity of goods, material, articles or equipment shall accompany each deliver. A receiver’s receipt shall not bind the Board to accept the goods, material, articles or equipment covered thereby, or the particulars of the delivery ticket or piece tally therefore. The Vendor shall not be entitled to any interest upon any bill due to delay in its approval by the CEO of the Toronto Zoo or his designate.
- 2.5 Invoicing:** Unless otherwise indicated herein, the prices stated are payable in Canadian Funds at the head office of the Board. Any Goods and Services Tax applicable shall be shown as a separate item. The Vendor’s GST registration number must be indicated on the invoice.

The Vendor shall clearly show any special charges such as packaging and freight, where applicable, as separate items on the invoice.

Payments to non-resident Vendors may be subject to withholding taxes under the Income Tax Act (Canada). Unless a non-resident Vendor provides the Board with a letter from Revenue Canada, Taxation waiving the withholding requirements, the Board will withhold the taxes it determines are required under the Income Tax Act (Canada).

- 2.6 Notice of Delivery:** The Vendor shall notify the Purchasing Agent of the Board at the address given for the mailing of invoices, in writing as soon as possible of the details of the shipment of the goods, materials, articles or equipment.
- 2.7 Right to Cancel:** The Board shall have the right to cancel at any time this Quotation or any contract or any part of any contract resulting from this Quotation in respect of the goods, material, articles, equipment, work or services set out in this Quotation or any such contract or part of such contract, not delivered or performed at the time of such cancellation, and the Board will not be responsible to make any payments in respect of any such goods, materials, articles, equipment, work or services and shall not incur any liability whatsoever in respect thereto.

In the event that the Vendor fails or neglects by any act or omission to comply with any of the conditions set out herein, this Quotation or any contract resulting from this Quotation may be unconditionally cancelled by the Board without notice to the Vendor.

- 2.8 Official Agreement:** No verbal arrangement or agreement, relating to the goods, material, articles, equipment, work or services, specified or called for under this Quotation, will be considered binding, and every notice advice or other communication pertaining thereto, must be in writing and signed by a duly authorized person.
- 2.9 Worker's Rights:** The Vendor shall comply with the conditions of the Board relating to Worker's Rights, a copy of which is available on application to the Manager, Fair Wage and Labour Trades Office, City of Toronto, 18th Floor, West Tower, City Hall, Toronto, Ontario, M5H 2N2 or by phone at 416-392-7300.
- 2.10 Indemnity:** The Vendor shall at all times well and truly save, defend, keep harmless and fully indemnify the Board, the City of Toronto, Toronto Region and Conservation Authority and their servants, employees, officers or agents, hereinafter called the "Indemnities", from and against all actions, suits, claims, demands, losses, costs, charges, damages, and expenses, brought or made against or incurred by the Indemnities, its or their servants, officers, employees, agents or invitees in any way relating, directly or indirectly, to goods, material, articles or equipment supplied or to be supplied, or to the supplying of goods or services, pursuant to this Quotation, or any other claim, action, suit, demand, loss, cost, charge, damage or expense relating to copyright, trademark or patent with regard directly or indirectly with any such goods, services, material, articles or equipment or the supply or performance thereof.
- 2.11 Liability for Acts of Vendor Employees, Contractors or Agents:** The Vendor acknowledges responsibility and accepts liability for the acts of any of its employees, contractors and agents while on Toronto Zoo property. The Toronto Zoo reserves the right to request background checks for any individual providing the services requested on behalf of the Vendor.
- 2.12 Guaranty of Quotation:** All goods, material, articles, equipment, work or services, specified or called for in or under this Quotation, shall be supplied or performed at the price or process and on the basis set forth or referred to in and in accordance with the Offer and this Quotation. The basis on which this Quotation is given shall include any specifications, plans, price schedules, samples, addenda or other details pertaining thereto, or provided in connection therewith.
- 2.13 Right of Notice:** Any notice that the Board may be require or desire to give to the Vendor shall for all purposes to be deemed to have been sufficiently and properly given and afforded by registered mail addressed to the Vendor at the address shown for the Vendor on this form and shall therefore be presumed to have been received by the Vendor on the third day following such registration.
- 2.14 Formal Contract:** The Vendor may be required and shall, if requested by the solicitor for the Board so to do, to execute and enter into a formal contract that is satisfactory to the solicitor for the Board, in order to document the contract resulting from this Quotation and to embody indemnity and related provisions that in the opinion of such solicitor are required to protect the Board.
- 2.15 Education Institute Status:** The Toronto Zoo is a registered educational institute and accordingly may be eligible for preferred pricing which should be reflected in the Tender as submitted
- 2.16 Charity Status:** The Toronto Zoo is a registered charitable organization (registration #BN 119216398RR0001) and accordingly may be eligible for preferred pricing which should be reflected in the Quotation as submitted.
- 2.17 Performance Evaluation:** The Contractor's performance will be evaluated by the Chief Executive Officer and/or Chief Executive Officer's Representative during the Contract and at the end of the

Contract. In the event that the Contractor’s performance is considered unsatisfactory by the Chief Executive Officer and/or Chief Executive Officer’s Representative, the Contractor and/or its affiliates may become ineligible from bidding on future contracts issued by the Board.

2.18 Governing Law

This RFQ and any Quotation submitted in response to it and the process contemplated by this RFQ including any ensuing Agreement shall be governed by the laws of the Province of Ontario. Any dispute arising out of this RFQ or this RFQ process will be determined by a court of competent jurisdiction in the Province of Ontario

3.0 GENERAL REQUIREMENTS

3.0.1 The listing below of equipment, software and features is a brief, not necessarily inclusive, outline of equipment, software and features to be furnished and installed. It is intended to be a guideline, rather than a complete itemization.

3.0.2 It is realized that each Vendor’s product line may differ from these specifications. As such, each Vendor is free to propose a variance from this specification. It is required, however, that whenever a variance from these specifications occurs, the proposed item meets or exceeds the specified characteristics or level of performance.

3.0.3 Installation and maintenance of the Portable Digital Radiography (DR) Imaging System shall be performed by an established service department with factory trained field service technicians who are experience with the proposed equipment. Onsite response to service calls by factory trained service technicians within twenty-four (24) hours is a strong requirement.

3.0.4 The proposed unit shall conform to all relevant international, national and local standards and requirements of medical device regulatory agencies.

3.0.5 The Vendor shall identify the appropriate power requirements for the proposed equipment, in such manner that they conform to the power delivery characteristics of Canada, specifically Ontario.

3.0.6 The work shall commence once the project has been awarded and a Purchase Order issued. Supply, delivery and installation must be completed by **Wednesday, 2013-09-25 or earlier**.

3.1 PRODUCT SPECIFICATIONS

The Toronto Zoo requires a vendor to supply, deliver, and install (1) new Portable Digital Radiography (DR) Imaging System, delivered to the Toronto Zoo, 316A Old Finch Ave, Toronto, ON for use at the Wildlife Animal Health Centre.

SPECIFICATIONS		
General Requirements	Yes/No	Responses/notes including if item is standard or optional
X-ray receptor		
○ 14” x 17” or larger digital sensor plate		
○ Cesium Iodide (Csl) scintillator		
○ Maximum pixel pitch (not horizontal) of 125 microns		

○ Minimum 12 bit greyscale image depth (4096 shades of grey)		
○ Rugged water and shock-proof casing / tunnel		
○ Wireless connection to control console preferred (IEEE 802.11n)		
○ Lightweight, i.e., less than 10 lbs.		
○ Battery performance (if wireless) – a minimum of 100 images before recharging required		
Image receiver – a portable control console that should include:		
○ ≥ 17" (preferred) or 15" high resolution monitor (touch screen preferred)		
○ Built-in or USB keyboard		
○ Built-in or USB wireless mouse		
○ On-board image storage for >1,000 DR images		
○ X-ray synchronization interface for one portable generator (minXray HF100+) and, ideally, one gantry / floor model generator including installation		
○ Acquisition time < 10 sec		
○ Cycle Time < 30 sec		
○ Auto exposure and / or ability to fix modality settings		
○ DICOM connectivity		
○ CD / DVD compliant		
○ Rugged water and dust resistant case designed for outdoor use		
Digital Radiography Support and Image Storage:		
○ Image storage system – PACS or equivalent, and system requirements		
○ Auto exposure index		
○ Automatic border masking		
○ Pre-configured version of DICOM viewing		

software for multi-modality viewing, including ultrasound, MR, CT, NM and digital endoscopy		
○ DICOM c-store (DICOM SEND) verified		
○ Image stitching software		
○ Scripting software for automation of routine examinations		
○ Provide policy on notification of hardware and software updates on this equipment/system through its life expectancy		
Total weight of entire Portable Digital x-Ray (x-ray receptor and image receiver)		/kg

3.2 VALUE ADDED COMPONENTS

The Toronto Zoo will consider value added components that have not been specifically identified in the Request for Quotation. All value added components will be listed separately with their value shown for the consideration by the Toronto Zoo in the proposed acquisition in this request.

3.3 TESTING

The Toronto Zoo may wish to examine equipment contained in the quotation. If so, the Vendor may be requested to provide such equipment, free of charge for evaluation where it is practical.

3.4 WARRANTIES

The Vendor warrants goods or equipment supplied and work and or service performed under this contract will conform to the specifications herein and are merchantable and fit for the purpose for which they are ordinarily employed.

The Vendor shall be liable for all damages to the Toronto Zoo incurred as a result of any defect or breach of warranty in any in any item covered off by this Contract or Purchase order issued.

Detailed warranty statement for all components, equipment and labour. The Vendor’s warranty shall extend for no less than a period of twelve (12) months after the goods, equipment, or services delivered and accepted by the Toronto Zoo.

4.0 SUBMISSION FORMS:

I/we, hereby, submit the Quotation and will comply with all terms, conditions, specifications and drawings (when provided) as set out within the Board’s Quotation.

COMPANY INFORMATION	
Company Name:	
Contact Name:	Title:
Signature:	Date:
Address:	
Telephone #:	Fax #:
Email:	Web Site:
GST #:	

This form must be completed, properly signed and received on or before the date and time specified or your Quotation will not be considered. Quotation prices shall remain in effect for a period of ninety (90) days from the Quotation due date.

The Board of Management of the Toronto Zoo reserves the right to reject any or all Quotations or to accept any Quotation, should it deem such action to be in its interests.

By signing and submitting this FORM, you are agreeing to the release of your quotation information, as deemed necessary by the Board, in order to conduct business associated with this quotation or project.

4.1 QUOTATION EQUIPMENT PRICING

Qty	Description	Make/Model/Part #	Price
	Required Equipment:		
1	Supply, delivery and install one (1) Portable Digital Radiography (DR) Imaging System		\$
	HST		\$
	TOTAL		\$
			Responses/notes
	First year sold		
	Equipment life span projection (years)		
	Medical Device License #(s)		
	CSA certification, specify standard no		
	Warranty, minimum twelve (12) months		
	Service manual		
	Other components/accessories not included in above systems but available as options (List components below):		
			\$
			\$
			\$
			\$

COMMITMENT TO DELIVER AND INSTALLATION	YES / NO
Please confirm that you are able to have the equipment installed and ready to use by Wednesday 2013-09-25	

DISCOUNT	Discount	Days
Discount allowed for prompt payment and period within which invoice must be paid to qualify.	%	

Name of Firm:	
Signature of Signing Officer(s)	

SUBMISSION LABEL

This address label should be printed and affixed to the front of your sealed tender, quotation and proposal envelope/package submission. Toronto Zoo will not be held responsible for envelopes and packages that are not properly labelled or submitted to an address other than the one listed on this label.

Vendor Name _____

**RFQ 33 (2013-08) - SUPPLY, DELIVER AND INSTALL ONE (1) NEW PORTABLE
DIGITAL RADIOGRAPHY (DR) IMAGING SYSTEM**

Closing: Thursday, 2013-08-29, 12:00 (Noon) local time

TO BE RETURNED TO

**TORONTO ZOO
C/O SUPERVISOR, PURCHASING & SUPPLY
ADMINISTRATIVE SUPPORT CENTRE
361A OLD FINCH AVE.
TORONTO, ONTARIO
M1B 5K7**

NOTICE OF NO BID

INSTRUCTIONS:

It is important to the Toronto Zoo to receive a reply from all invited bidders. If you are unable, or do not wish to submit a bid, please complete the following portions of this form. State your reason for not bidding by checking the applicable box(es) or by explaining briefly in the space provided. It is not necessary to return any other Request for Proposal/Quotation/Tender documents or forms. Please just return this completed form by fax or by mail prior to the official closing date. Purchasing and Supply Fax Number: (416) 392-6711.

A Proposal/Quotation/Tender is not submitted for the following reason(s):	
<input type="checkbox"/> Project/quantity too large.	<input type="checkbox"/> Project/quantity too small.
<input type="checkbox"/> We do not offer services or commodities to these requirements	<input type="checkbox"/> Cannot meet delivery or completion requirement
<input type="checkbox"/> We do not offer this service or commodity.	<input type="checkbox"/> Agreements with other company do not permit us to sell directly.
<input type="checkbox"/> Cannot handle due to present commitments.	<input type="checkbox"/> Licensing restrictions
<input type="checkbox"/> Unable to bid competitively.	<input type="checkbox"/> We do not wish to bid on this service or commodity in the future.
<input type="checkbox"/> Insufficient information to prepare quote/proposal/tender	<input type="checkbox"/> Specifications are not sufficiently defined
<input type="checkbox"/> We are unable to meet bonding or insurance requirements.	

<u>Other reasons or additional comments (please explain):</u>

Company Name:	
Address	
Contact Person:	
Signature of Company Representative:	
Date:	
Phone Number:	
Email address	
Fax Number:	

APPENDIX A - REFERENCE FORM

Provide the names of three (3) client reference, noting contact person and telephone number for each that illustrate your company/organization’s ability to supply and deliver the goods and/or services required by the Toronto Zoo that are subject to this RFQ.				
Contact Name	Company name	Contact Telephone	Brief Description of goods/services provided	Value of Contract

By submitting this information, I/We hereby authorize the Toronto Zoo for this RFQ to contact the above listed individuals and companies to verify the information contained in my/our Proposal and to ask whatever questions the Toronto Zoo deems necessary to determine my/our suitability as a Bidder. The information obtained in these additional reference checks will be included in the evaluation of the RFQ submission

APPENDIX B SERVICE SPECIFICATIONS

1.0 Service Contracts and Training

Please provide details on any service agreement at the time of the equipment purchase, which will be effective after the expiration of the original warranty. Please provide details or a copy of your service contract

- 1.1 If your company is the successful supplier of these units, what is the minimum length of a service contract for which a commitment is required by Toronto Zoo? _____Year(s).
- 1.2 Provide complete details regarding factory level training for one (1) Toronto Zoo staff on the unit quoted:

Course Title	Length	Location
_____	_____ days	_____
_____	_____ days	_____
_____	_____ days	_____

- 1.3 The vendor will provide on site, at a mutually agreed time prior to the equipment being put into service, appropriate training, in the operation and light maintenance of the users and Clinical staff. Factory service training specific to the quoted equipment at a level equal to that provided to the vendor's service personnel.
- Yes No
- 1.4 Training will occur during the warranty period, and within one year from acceptance date. If training is not completed before the warranty expires due to vendor delays, the vendor must extend the warranty period until the training is complete.
- Yes No

2.0 Service Manuals

- 2.1 Before the final payment is made, the vendor will supply, in English, the following information:
- Operator's manuals (Qty 2)
 - Technical Manuals (Qty 1), containing:
 - Adjustment and calibration procedures
 - Complete theory of operation

- Diagnostic and troubleshooting guides including schematics and circuit descriptions
- Parts lists
- Maintenance and preventative maintenance procedures

- 2.2 Technical information must be at the same technical level as the documents you supply to your own service personnel, including those designated as advanced or proprietary material. If schematics are supplied to your own service personnel, they must be supplied to Toronto Zoo personnel. All documentation must be original copies and legible or provided in digital format (i.e., CD).
- 2.3 The Vendor will supply service notes, field modifications and manual updates at no cost, throughout the life of the equipment.
- Yes No

3.0 Vendor Service Details

3.1 How long has this equipment been on the market, specify in months or years:

3.2 Will an upgrade be required/available in the foreseeable future:

- Yes No

If yes, explain: _____

3.3 The name and location of the nearest fully staffed service office is:

3.4 Does your company have factory-trained service staff for all components within the quoted system at this service office location?

- Yes No

If no, where: _____

3.5 The location and telephone number of the nearest fully stocked parts depot is:

State your guaranteed delivery time for replacement parts. Please provide telephone number for parts ordering and operational details.

Guaranteed delivery time: _____hrs.
 Parts order telephone #: _____
 hours of operation: _____

3.6 Do you have a service contract for this equipment, following expiration of original warranty?
 Yes No

a) Current annual cost _____
 b) What is the point of origin of service? _____

3.7 Do you have a loaner program within Canada in the event the equipment requires extensive service work?
 Yes No

3.8 State what the current hourly charge is to service this equipment regardless of contractual arrangements. \$_____ Per hour

3.9 State what your guaranteed response time, minimum 48 hrs, will be for any given service call by:

a) Phone Response _____hrs.
 b) On Site Arrival _____hrs.

3.10 The proposed equipment will be fully supported by service and parts for no less than _____years.

4.0 Service Software And Service Tools

4.1 Please list all service software, both standard and proprietary, that is required to perform full service duties on the quoted unit. Indicate if there is an additional charge for this software and if so, provide cost details.

Software	Included	Cost	Term
a) _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	\$ _____	<input type="checkbox"/> Annual <input type="checkbox"/> Lifetime
b) _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	\$ _____	<input type="checkbox"/> Annual <input type="checkbox"/> Lifetime
c) _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	\$ _____	<input type="checkbox"/> Annual <input type="checkbox"/> Lifetime
d) _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	\$ _____	<input type="checkbox"/> Annual <input type="checkbox"/> Lifetime

4.2 Service software updates will be provided at no extra cost to the Toronto Zoo for the lifetime of the equipment.

- Yes No

4.3 Please list all specialized service tools that are required to perform full service duties on the quoted equipment (i.e. - calibration, alignment devices, cables etc.). Indicate if there is an additional charge for this equipment and if so, provide cost details.

Service Tools	Included	Cost
a) _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	\$ _____
b) _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	\$ _____
c) _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	\$ _____

The vendor will give the Toronto Zoo full access, on site, to all diagnostic software (including software designated as proprietary or advanced by the vendor) at a level equal to that used by the vendor’s service personnel, including all technical supporting documentation.

Yes No

5.0 Installation and Warranty

5.1 Acceptance and hand-over documents must be provided to verify the unit meets its specified safety and performance requirements.

- Upon receipt of equipment, Vendor’s personnel will set up the equipment according to the manufacturer’s specifications
- Acceptance and commencement of warranty period are considered to be the day of first clinical use.
- In the event of problems that are unresolved at the expiry of the warranty period, the warranty, as it pertains to those specific problems, will be extended until they are all resolved.

5.2 Are there supplies necessary for the utilization of this equipment.

• Yes No

If yes, explain: _____

5.3 State the length of warranty, minimum twelve (12) months or one year: _____ years.

5.4 Are all parts and labour included with this warranty?

Yes No

Exclusions: _____

5.5 This equipment shall be warranted to perform safely and continually in accordance with all technical and performance specifications herein, including all representations in brochures, literature and correspondence included with your quotation.

Yes No

If no, explain: _____