



REQUEST FOR EXPRESSION OF INTEREST (EOI)

This notice is placed by UNECA. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of UNECA. You are therefore requested to direct all queries regarding this EOI to UNECA using the fax number or e-mail address provided below.

Title of the EOI:

RE: MAINTENANCE AND REPAIR SERVICES for HP DIGITAL PRESS 5600

Date of this EOI: 4 July 2022**Closing Date for Receipt of EOI:** 13 July 2022**EOI Number:** EOIUNECA19907**Beneficiary Country/Territory:** Ethiopia**Commodity/Service category:** Office Equipment & Supplies**Address EOI response by fax or e-mail to the Attention of:** Rahel Tarekegne**Fax Number:** n/a**E-mail Address:** shiferaw3@un.org**UNSPSC Code:** 81101707, 72151800, 72154501, 82121905, 45101600

DESCRIPTION OF REQUIREMENTS

I. Background

UNECA purchased an HP Indigo 5600 Digital press to introduce print on demand (PoD) in line with its ISO14001:2015 policy. The HP Indigo 5600 Digital Press delivers high-quality prints with the widest color capabilities and substrate versatility. With unique digital printing technologies, color, and ink coverage capacity, HP digital printing solutions routinely match and, at times, exceed the quality of traditional offset printing. The digitalization of print has affected virtually every area of the printing world, resulting in incredible opportunities for print service providers (PSPs) and label and packaging converters.

UNECA wishes to engage a service provider to undertake preventive and repair maintenance for a period of 5 years.

II. Objective



- Increase productivity and safety levels
- Reduce the cost of maintenance
- Reduce equipment downtime
- Promote asset health and ensure sustainability
- To ensure the proper functioning and safety of the assets
- Optimize the entire maintenance cycle and gain greater control of all processes.
- Offers Outstanding Output. Highly accurate color matching, white ink, and fast turnaround
- Offers important benefits both economic and environmental.
- Reduce wastage, highly minimize the usage of chemicals, and store printed documents.

III. Scope of Work

i. Preventive maintenance

- Carry out scheduled maintenance once a year by a qualified technician (approved by HP) to ensure that the press is running in good order. (Dates and times of scheduled maintenance is to be agreed in the future.)
- The contractor shall perform the UN comprehensive service maintenance inclusive of parts and labour for HP Indigo 5600 to make the equipment functional through the contract period and operating software upgrade/update with a 24-hour response time limit after the call.
- The contractor shall access the HP indigo 5600 remotely via HP remote application to monitor, collect data, diagnose and/or remotely control preventive maintenance that includes monitoring software upgrades and software performance of the equipment and peripheral equipment and correcting errors.
- This preventive maintenance also includes major maintenance by the contractor at the compilation of every 8 million impressions/clicks or as required.

ii. Corrective maintenance

- Carry out repairs to equipment failures and restore the equipment to its initial functional status.
- Supply and replace all necessary spare parts to keep the press running all the time.
(Please find the attached catalogue for the spare parts list)

iii. Software Update

- Update the ECA Print shop when there is a new development in the technology and upgrade the press software as necessary.

iv. Training

- The service contractor should provide training when there is an upgrade of press software as and when required by HP and whenever there is a new development introduced in digital press technology for HP Indigo digital press 5600.
- Provide basic training on operating and maintenance of the machine for the press operators to improve their skills either on-site or overseas. This refreshment course is given to a minimum of two staff by a certified and qualified engineer from HP.
- The training can be once a year depending on the mechanical, electrical, and software updates on the machine.
- Areas the training should cover operational and basic maintenance of the machine.

v. Response Time

- Provide Remote Diagnostic support within 6 hours after a service call and 48 hours for on-site repairs if the remote diagnostic invention does not sort the breakdown.

For further detail, please refer to the attached ToR.



SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

Vendors interested in participating in the planned solicitation process should submit the Vendor Response Form of this EOI electronically (through the link available on the next page) before the closing date set forth above.



VENDOR RESPONSE

NOTICE

- Companies can only participate in solicitations of the UN Secretariat after completing their registration (free of charge) at the United Nations Global Marketplace (www.ungm.org).
- As you express interest in the planned solicitation by submitting this response form, please verify that your company is registered under its **full legal** name on the United Nations Global Marketplace (www.ungm.org) and that your application has been submitted to the **UN Secretariat**.
- While companies can participate in solicitations after completion of registration at Basic Level, we strongly recommend all companies to register at least at **Level 1** under the United Nations Secretariat prior to participating in any solicitations.

PLEASE NOTE: You should express your interest to this EOI electronically at:
<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=EOIUNECA19907>

In case you have difficulties submitting your interest electronically, please contact shiferaw3@un.org directly for instructions.



EOI INSTRUCTIONS

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
 - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>), or
 - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>. Vendors must complete the registration process prior to the closing date of the REOI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the REOI are not considered eligible to participate in solicitations of the UN Secretariat. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) EOI Process

Vendors interested in participating in the planned solicitation process should forward their expression of interest (EOI) to UNECA (UNECA) by the closing date set forth in this EOI. *Due to the high volume of communications UNECA is not in a position to issue confirmation of receipt of EOIs.*

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This EOI is issued subject to the conditions contained in the EOI introductory page available at <https://www.un.org/Depts/ptd/eoi>.



TERMS OF REFERENCE

HP DIGITAL PRESS FOR MAINTENANCE AND REPAIR SERVICES

I. Background

UNECA purchased an HP Indigo 5600 Digital press to introduce print on demand (PoD) in line with its ISO14001:2015 policy. The HP Indigo 5600 Digital Press delivers high-quality prints with the widest color capabilities and substrate versatility. With unique digital printing technologies, color, and ink coverage capacity, HP digital printing solutions routinely match and, at times, exceed the quality of traditional offset printing. The digitalization of print has affected virtually every area of the printing world, resulting in incredible opportunities for print service providers (PSPs) and label and packaging converters. UNECA wishes to engage a service provider to undertake preventive and repair maintenance for a period of 5 years.

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- Carry out repairs to equipment failures and restore the equipment to its initial functional status.
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iv. Training

- The service contractor should provide training when there is an upgrade of press software as and when required by HP and whenever there is a new development introduced in digital press technology for HP Indigo digital press 5600.
- Provide basic training on operating and maintenance of the machine for the press operators to improve their skills either on-site or overseas. This refreshment course is given to a minimum of two staff by a certified and qualified engineer from HP.
- The training can be once a year depending on the mechanical, electrical, and software updates on the machine.
- Areas the training should cover operational and basic maintenance of the machine.

v. Response Time

- Provide Remote Diagnostic support within 6 hours after a service call and 48 hours for on-site repairs if the remote diagnostic invention does not sort the breakdown.

IV. Expected Outcome

- Less equipment downtime.
- Fewer interruptions to critical operations.
- Longer asset life: Making sure the digital press runs according to guidelines will help improve the lifespan of the digital press and failing parts reduce the life of equipment, resulting in expensive repair or replacement.
- Improved efficiency of digital press operations
- Fewer costly repairs and downtimes associated with unexpected equipment failure
- Reduced health and safety risks
- Reduced Energy Consumption: This can have an environmental benefit since poorly maintained electrical assets tend to use more energy than those that are functioning correctly.

V. Desired Qualification, Specialized Knowledge, or Experience

i. Institutional classification

- The contractor should be certified by HP to provide HP authorized repair and preventive maintenance services for HP Indigo 5600 Digital press, in accordance with the certifications of their technicians, to include first-call handling, remote resolution, and final on-site remedial repair or replacement.
- The contractor should assign well-qualified technical personnel who would also have the capability to communicate with the staff easily (Proof required).

ii. Key experts

- Technicians who are certified by HP to repair and maintain the press and have a minimum of five years of experience in maintenance of HP digital press. (Proof required)
- Should be an HP-approved technician/engineer who has 5years of experience on HP Indigo Digital Press. (Proof required)

VI. Details of how work must be delivered

- The contractor through its HP authorized engineer or authorized subcontractor will either provide support remotely or travel to deliver support on-site.
- Comprehensive service and maintenance inclusive of parts and labour
- A 6-hour responsive time after service calls for remote diagnosis and 48 hours response on-site from the request call.
- Before to onsite response, the contractor may initiate a remote problem solution utilizing available diagnosis, software utilities, or other means of remote support.
- Upgrade press software as and when required by HP and keep ECA print shop updated whenever there is a new development in digital press technology.
- Supply and replace all necessary spare parts to keep the digital press functional (kindly provide a list of such items to accompany this service)
- Repair of HP Indigo 5600 digital press whenever there is a breakdown and keep it in functional order as per the specifications of the digital press.
- Carry out once a year (1) all preventive maintenance services by a certified and qualified engineer from HP once a year. (2) training when there is an upgrade of press software as and when required by HP and whenever there is a new development introduced in digital press technology for HP Indigo digital press 5600.
- The bidder shall provide the replacement parts listed in the HP indigo Chanel partner preventive maintenance parts applicable to HP indigo 5600.
- When a preventive maintenance replacement part is required for maintenance of HP indigo 5600 according to HP instruction the contractor will ship such replacement parts up on UNECA request at no additional cost.
- The Incoterm used for delivery of parts is Delivered Duty Unpaid (DDU) Addis Ababa Airport basis, UNECA will be responsible for the customs clearance and related costs after.

VII. Official travel involved

All travel expenses including DSA should be covered by the contractor.

VIII. Indicators for the Evaluation of contractor's performance during the contract

S. N	KPIs Indicator	Metric	Means of verification
1	Timely completion of the deliverables	Timelines indicated in the TOR (one year)	Regular updates on the progress of deliverables
2	Safe shipment and storage with no spillage and breakage	Zero incidents of spillage and breakage because of packaging	Number of incidents of spillage or breakage

3	Timely upgrade/update operating software	With a 24-hour response time limit after the call.	Regular updates on the progress of deliverables
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IX. Technical Evaluation Criteria.

a) Mandatory Criteria

S. N	Selection Criteria.	Examples of documentary evidence	Type of Evaluation
1	Contractor must be ISO 1400-2015 certified weight.	ISO 1400-2015 Certification	Pass/Fail
2	The contractor must be an approved HP Partner	Agency Certification, approval by HP	Pass/Fail
3	Ridged packing to avoid spillage /contamination during shipment and storage.	Description of packaging, company policy/standard on packaging	Pass/Fail

b) Weighted Criteria

S.N	Description of Criteria	Detailed Technical information/documents to be submitted
1	Technicians who are certified by HP to repair and maintain the press and have minimum of five years of experience in maintenance of HP digital press	Valid Certification, CV
2	The contractor should provide the supply of spare parts and labour free of charge, for major maintenance and upgrade press software as and when required	Provide a confirmation/guarantee with their proposal
3	Contractor has 5years of experience in carrying out repairs and maintenance of HP Digital Press.	Brief description of similar projects/scope performed in the last five years Reference letters as proof of successful performance

Inventory List for HP Indigo 5600 (spare Kit)

Highlight items to reorder?

HP Part No.	Manufacture part No.	Description	Quantity in Stock	Reorder Level	Reorder Time in Days	Quantity in Reorder	Discontinued?
0100-2332	0100-2332	VALVE 3/8-IN-BSPP 1.17-IN-LG ROHS	1	1	60	2	
0515-5107	BN 1067 M4X16	SCREW-MACH-SOLT-FLAT M4X16mm LG	3	1	60	4	
0960-2311	K478	PUMP PM /GAST K478	1	1	60	2	
1460-2727	C0600-067-2500-M	SPRING-CPRSN 6-IN-OD 2. 5-1	2	1	60	2	
1500-1099	1500-1099	BELT-DR 9-MM-WD 2.4-MM-T	1	1	60	2	
2110-1118	2110-1118	FUHLR-FUHR-W-FU 3.5A	3	1	60	2	
3140-1099	STP-42D2049-01	MOTOR-STEPPER WITH CONNE CTO	1	1	60	2	
3140-1103	STP-58D5005-02	MOTOR-STEPPER MOTOR ASSY ROH	1	1	60	2	
3140-1116	1625090	BRUSH-HOLDER CAP M10X1.0 14MM-OD	0	1	60	2	
5188-2020	5188-2020	FILTER ELEMENT FOR UC 140	0	1	60	2	
5188-6516	STP58D-4004-02G	STEPPER MOTOR WIRED ROHS	0	1	60	2	
5188-8175	9591929	FEERED FH SHEET SEPERATOR R	0	1	60	2	
5188-8208	9137030	STACKER CLUTCH L-EC30LL	0	1	60	2	
5188-8578	9591325	STACKER SENSORS AND SWIT CHE-	0	1	60	2	
5189-5465	9139212	STACKER BASE REFLECTION STIC	0	1	60	2	
CA240-17640	CA240-17640	PULLEY, 28TTH,9MM W,3 MM	0	1	60	2	
CA240-18300	CA240-18300	PIN CONTACT	0	1	60	2	
CA240-33321	CA240-33321	SPRING COMP DO=6.8 L=36.8 W0.8	0	1	60	2	
CA240-63850	CA240-63850	BELLOWS 62MM - 60 SHORE-A	0	1	60	2	
CA240-94310	CA240-94310	EXT.SPR.EXIT ROLLER	0	1	60	2	
CA244-01012	CA244-01012	DRAIN PUMP ASSY	0	1	60	2	
CA244-02460	STP-58D5008	MOTOR,ASSY,LP1	0	1	60	2	
CA244-02551	CA244-02551	IDLER, TIMING,BELT	0	1	60	2	
CA245-04202	CA245-04202	SHAFT CAM 1-5 ASSY BID I NTE	0	1	60	2	
CA245-07251	CA245-07251	IMP BRAKE- GEAR 19 ASSY	0	1	60	2	
CA245-08081	CA245-08081	SENSOR, IR REFLECTIVE, 2 95	0	1	60	2	
CA245-09324	CA245-09324	STOP STATION ASSY	0	1	60	2	
CA245-20253	CA245-20253	GRIPPERSHAFT ASSY LIGHT	1	1	60	2	
CA245-00072	CA245-00072	OUTLET ITM HOOD SUCTION	1	1	60	2	
CA245-02702	CA245-02702	MODULE SCU	1	1	60	2	
CA255-00161	CA255-00161	MODULE BDU(BID DRIVE UNIT)	1	1	60	2	
CA261-00710	CA261-00710	CABLE ASSY W71 - CLEAN STAT	1	1	60	2	
CA261-00950	CA261-00950	CABLE ASSY W95 - SCU 2 TOC	1	1	60	2	
CA290-01480	CA290-01480	S/P BELTS DUPLEX CONVEYOR	1	1	60	2	
CA290-02941	CA290-02941	REPLACING. ITMBEARING REAR	1	1	60	2	
CA290-02951	CA290-02951	REPLACING.ITM BEARING FRONT	1	1	60	2	
CA297-00312	CA297-00312	SP ADAPTER ASSY F.I.BID INT	1	1	60	2	
CA297-00810	CA297-00810	SP PIPE ID2' 12.46FT P.ESTE	1	1	60	2	
CA297-00870	CA297-00870	SP PIPE ID4' 1.5FT ALUMINUM P.E	1	1	60	2	
CA397-00730	EE-SX4009-P10	SP,PHOTO SENSOR	1	1	60	2	
CA397-01120	CA397-01120	SP,FEEDER AIR-RELEASE SERVO	1	1	60	2	
CA397-01380	CA397-01380	SP,FEEDER BRIDGE BELTS X4	1	1	60	2	
CA397-01750	CA397-01750	SP,INJECTED. PULLEY Z18.WITH	1	1	60	2	
CA397-01970	CA397-01970	SP,FEEDER BRIDGE VACUM BELT 5X	0	1	60	2	
CA397-02650	CA397-02650	SP FLIPPING WHEEL	1	1	60	2	
CA397-03900	CA397-03900	BELT 420,STACKER	1	1	60	2	
CA397-03990	CA397-03990	STACKER BELT-DRIVE 9MM-W 3MM	1	1	60	2	
CA397-04010	CA397-04010	STACKER BELT-DRIVE 9MM-W 3MM	1	1	60	2	
CA397-04020	CA397-04020	STACKER BELT-HTD 9MM-WD 3MM-PITC	1	1	60	2	
CT240-90160	CT240-90160	PUMP DRIVE	1	1	60	2	
CT245-00136	CT245-00136	SCOROTRON UNIT	1	1	60	2	
CT245-01202	CT245-01202	3-WAY VALVE ASSEMBLY	1	1	60	2	
CT245-06673	CT245-06673	ENDCAP SCOROTRON FRONT	1	1	60	2	
CT245-15772	CT245-15772	PLATE MOTOR	1	1	60	2	
CT245-20212	CT245-20212	SUBASSY, PCN AND DSC (55 00)	1	1	60	2	
CT245-28471	CT245-28471	C.S WETTING AND BEARING ASSY.	1	1	60	2	
CT245-34251	CT245-34251	HOUSING CONTACT ASSY.	1	1	60	2	

▶ CT245-34431	CT245-34431	ENDCAP REAR SP	1	1	60	2
▶ CT245-02671	CT245-02671	DCI MODULE	1	1	60	2
▶ CT297-00150	CT297-00150	EXIT ROLLER1 ASSY	1	1	60	2
▶ CT344-27940	CT344-27940	MOTOR ASSY, MULTIPICK, FEED	1	1	60	2
▶ CT345-48060	CT345-48060	LATCH VPP, ASSY	1	1	60	2
▶ CT345-05170	CT345-05170	LEAK VALVE, VACUUM MODULE L	1	1	60	2
▶ CT397-02830	CT397-02830	STACKER CLUTCH REPLACEMENT NT	1	1	60	2
▶ CT397-02860	CT397-02860	FEEDER POWER SUPPLY AND FIT	1	1	60	2
▶ CT297-02960	CT297-02960	SP,FEEDER OPTIC NEW SEN	1	1	60	2
▶ CU150-01236	CU150-01236	BELT HTD 9MM-WD 3MM-PITCH 115-TEETH	1	1	60	2
▶ CU150-01237	CU150-01237	BELT HTD 9MM-WD 3MM-PITCH 128-TEETH	1	1	60	2
▶ EAS-1027-52	EAS-1027-52	LEVEL SWITCH LONG WIRE	1	1	60	2
▶ EAS-2082-52	EAS-2082-52	SENSOR TEMP. IR WIRED	1	1	60	2
▶ IN0071	EAS-2151-52	SENSOR OPTOCOUPLER ASSY TYPE 1	1	1	60	2
MBA-0406-12	BN120604006	SCREW ALLEN M4X6 LOW HEAD ROHS	10	1	60	2
MBL-1014-01	225-3M-09	BELT TIMING L=225MM B=9 HTD 3M ROHS	2	1	60	2
MBL-1015-02	RT312-3M-09	BELT TIMING HTD3 9MM-312 ROHS	2	1	60	2
▶ MBL-1047-01	3MR-684-09	BELT TIMING 3MM PITCH 9MM 684MM L ROH	1	1	60	2
▶ MCL-0312-01	MJT-30K-RD-12X12	COUPLING FLEXIBLE 12X12 KEY 4-RED ROHS	1	1	60	2
MCM-2014-01	17090025002	CLAMP TUBE 23-25 ROHS	5	4	60	2
▶ MPJ-1736-01	MPJ-1736-01	CAM BID INTERFACE	1	1	60	2
▶ MPJ-1867-31	STP-58D5008-01	MOTOR ASSY,DUPLEX CONVEYOR	1	1	60	2
▶ MPK-0132-02	MPK-0132-02	PACK. PALLET+BOX STRENGTHENED 3W 805LX	1	1	60	2
▶ MPT-0997-01	MPT-0997-01	GEAR 14-MAIN DRIVE	1	1	60	2
▶ MPT-5637-51	MPT-5637-51	CONNECTOR FOR CHILLER	1	1	60	2
▶ MPT-7985-01	MPT-7985-01	EXT.SPRING IMP. DRUM	2	1	60	2
▶ MRA-1512-04	MRA-1512-04	SPRING OD=15.24 D1.7 LO=76.2 L1=41.3 YELLO	1	1	60	2
▶ MRG-1100-01	MRG-1100-01	GAS SPRING 100MMX100N_TOT	1	1	60	2
▶ MRO-0116-02	7012-0023	O-RING ID=15.6 W=1.78 VITRON ROHS	10	1	60	2
▶ IN0087	Item 87	Desc 87	0	0	0	0