



**Development Commissioner Handlooms (DCH)  
Ministry of Textiles, Govt. of India  
Udyog Bhavan, New Delhi**

**CORRIGENDUM 1**

With reference to tender published on 23<sup>rd</sup> February 2018, by National Handloom Development Corporation Ltd (NHDC), on behalf of O/o Development Commissioner (Handlooms) for selection of agency for providing '**Comprehensive Facility Management Services in Deendayal Hastkala Sankul (Trade Centre & Museum), Varanasi**', and response to pre-bid meeting queries (held on 09<sup>th</sup> March 2018) please note that:

1. **Proposal Submission (Online) End Date and Time is changed to 3<sup>rd</sup> April 2018 at 1500 hrs (03:00 PM),**
2. Technical Proposal will now be opened on 4<sup>th</sup> April 2018 at 1600 hrs (04:00 PM),
3. As per point no. 6 of term sheet in RFP, original EMD (hard copy) shall be submitted in the Office of Development Commissioner (Handicrafts), Ministry of Textiles, West Block No: 7, R K Puram, Sector 1, New Delhi – 110066, at-least 24 hours before Technical Proposal opening (in addition to uploading scanned copy of EMD before proposal submission end date), and
4. In context of AMCs to be procured by the Authority as described in the RFP and point number 21 of response to pre-bid meeting queries, provisional details are provided in the following pages of this Corrigendum.

**NAME OF WORK:** - Annual maintenance contract of 04 no. Cummins powered Diesel Genset model KTA 50 G98 & KTAA 19 G 10, ESN 25415837, 25415798, 25415838 & 25414467 for a period of 05 year at **TFC-Varanasi** by **Jakson Enterprises Pvt Ltd (JEPL)**.

### **TERMS AND CONDITIONS**

1. **SCOPE OF WORK:** The work i.e. AMC shall include preventive/schedule maintenance on each Genset and breakdown repairing (in frame limited scope) of the Cummins make engine in order to ensure its trouble free operation for a period of 1 year (considering 600 hours running). Details of the AMC are as below:
  - i) **Service Visits:** Preventive maintenance shall be conducted @ every 300 running hours/6 months (whichever occurs earlier) on engine on schedule basis by way of thorough check-up and repairs on each Genset between B & C checks.
  - ii) **Visit dates:** will be decided in consultation with the Sea TV representative.
  - iii) **B/C Checks:-** JEPL shall conduct 'B' & 'C' maintenance check as below:
    1. Repetition of 'A' Maintenance check.
    2. Change of engine oil.
    3. Change of lube oil filter.
    4. Check of coolant value.
    5. Check visually of lube oil.
    6. Belt adjustment.
    7. Check of Air cleaner connection & filter. Replace in C Check.
    8. Check tappets (C Check).
    9. Check of foundation bolts, coupling, alternator etc.
    10. Record all oil pressures.
    11. Check of engine performance & sound.
    12. Replace Air cleaner elements on alternate B Checks.
    13. Descaling/cleaning of Radiator once a year. Regular maintenance to be done by Operator.
    14. JEPL shall provide B & C check kits, Air cleaner elements, lube oil, coolant etc.( list of items will be shared later), any spares beyond the contract, will be procured by TFC from JEPL:

**iv) B & C Check:** - As per maintenance procedure of manufacturer, Spares will be supplied by JEPL under contract. Any other spares reqd. will be supplied on the standard rates with applicable taxes

**v) Other spares:** as per requirement, can be supplied by JEPL if required during AMC at standard rates with applicable taxes. Prior approval shall be taken from TFC Varanasi for replacement of item/items other than above.

**vi) Breakdown Visits:** Breakdowns occurring in the Genset engine in the intermediate period between the maintenances, visits shall be attended on urgency basis.

**vii) Response Time:** JEPL service engineer shall reach at site within shortest possible time but not later than 4 hours (in working hours else max 24 hrs.) of receiving information through telephone/fax/email/mail from Customer.

**viii) No. Of Visits:** Visit will be maximum for 7 hrs. in a day, beyond that 2 visits will be counted. Encase, job requires 2 Service engineers, 2 visits will be counted. However, JEPL will provide 2 preventive & maximum 8 breakdown visits on each Genset. Sea TV will pay for additional visit as per Price Table.

**ix) Special tools:** required during maintenance of the engine shall be provided by JEPL. Only those tools that are available with Sea TV will be provided to the JEPL.

**x) Repair of engine/components:** However, Repairing of any components/engine will be carried out at our service centre and labour charges along with spares will be charged additional.

**Spares:** All spares has to be procured through JEPL by Sea TV.

**ADDITIONAL B/C CHECK KIT COST EXTRA ON PRO RATA BASIS**

### **3. MODE OF PAYMENT**

- a) Payment shall be made in advance for one year while signing the contract.
- b) All travelling and boarding expenses of service engineers/firm's representative shall be borne by JEPL.
- c) No lodging, travelling will be borne by Sea TV.

### **4. TERMINATION OF THE CONTRACT**

Any party can terminate the contract by giving 30 days prior notice in writing.

- 5. ARBITRATION:** Any dispute or difference arising out of or in connection with the agreement or any rights or liability under the agreement and / or rights or liability arising on termination of this agreement shall be referred to the mutually agreed Arbitrator. The arbitration should be held at NOIDA in accordance with the provisions of Arbitration & Conciliation Act, 1996 or a statutory modification/s thereof.

For, Jakson Enterprises (P) Ltd

For, TFC-Varanasi

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**MAINTENANCE CONTRACT TYPE - DIAMOND**

**FOR MAINTENANCE OF ELEVATORS / ESCALATORS AT CUSTOMER SITE**

FIRST PARTY (herein after referred to as IMEC) is engaged in the business of selling and providing services in relation to installing and maintaining of Elevators and Escalators at the Customer's site.

SECOND PARTY (herein after referred to as CUSTOMER) desires to avail the services of IMEC for the Maintenance of the Elevators / Escalators (hereinafter referred to as Equipment) at the Customer's site.

Hereinafter both IMEC and the CUSTOMER are collectively referred to as "the Parties" and individually as "the Party".

NOW THESE PRESENTS witnesseth and the Parties to this Contract hereby agree to the following terms and conditions:

**1. MAINTENANCE SERVICES**

**1.1 Deployment of Technical personnel**

1.1(a) IMEC shall deploy technically trained, skilled, qualified personnel to inspect, service, repair, replace and maintain the equipment.

1.1(b) The persons so deployed shall exercise all reasonable care and due diligence to maintain the equipment in a proper and safe operating condition.

**1.2 Planned Maintenance**

1.2(a) IMEC shall in accordance with the terms hereof, regularly examine, lubricate and adjust the equipment and carry out the planned maintenance in a systematic and controlled manner using its developed techniques and expertise. The frequency of examination will depend on the type of equipment and its location.

**1.3 Repairs and replacement**

1.3(a) IMEC shall replace all wire ropes as often as in its judgement is necessary to maintain an adequate factor of safety to equalize the tension on all hoisting ropes, repair or replace conductor cables and hoistway & machine room elevator wiring.

1.3(b) IMEC shall provide suitable lubricants compound to our rigid specifications.

1.3(c) In performing the services under this contract, IMEC will replace (identical or equivalent item) or at its option any component of the equipment rendered defective due to normal wear and tear and arising out of ordinary and reasonable use of the equipment.

1.3(d) IMEC shall replace the defective components on an exchange basis under which the replaced parts become the property of IMEC.

1.3(e) IMEC shall examine, lubricate, adjust and if conditions warrant, repair or replace all necessary equipment furnished and installed by us except for items stated in clause 1.5.

**1.4 Inclusions**

1.4(a) IMEC shall in accordance with the terms hereof agree to repair or replace, if required in the best judgement of IMEC the following parts:

- i. Machine, worm gear, thrust bearings, drive sheave, drive sheave bearings, brake and its components;
- ii. Motor, motor generator, motor windings, rotating elements, commutator, brushes, brush holders, bearings, coils, magnet frames and other mechanical parts;
- iii. Controller, cams, relays, PCBs, transformers and mechanical & electrical driving equipment;
- iv. Governor and its components;
- v. Car and hall buttons, car and hall position indicators, hall lanterns, car direction indicators and all other car and landing signal fixtures as installed by IMEC;
- vi. Deflector or secondary sheave, bearings, buffers, top and bottom limit switches, compensating chain assembly, car counterweight and counterweight shoes including rollers or gibbs;
- vii. Interlocks on hoistway door, hoistway door hangers, door gibbs, door operator, car door hanger, car door contact, safety shoe, MBS, load weighing equipment and car safety mechanism.
- viii. Escalators - escalator step comb, safety switches, drive chain, hand rail chain, drive roller, pressure rollers, step roller, step axle, motor belt and demarcation cleat.

**1.5 Exclusions**

1.5(a) IMEC shall assume no responsibility for the following items used for the equipment and which are excluded from the scope of this contract.

- i. Elevators – Car enclosure (including car door, car panels, car fixtures, door panels, hung ceilings, handrails, mirrors and flooring), hoist way enclosure, hoistway fixtures, hoistway doors, door frames, sills, sill angles, batteries, cabin lighting, intercom, emergency light, LCD/LED Screen in Car, MELEYE, MELEYE wiring and related accessories, any public announcement systems, security systems and external wiring from elevator shaft to control room and other places.
- ii. It is hereby specifically agreed that IMEC would not be liable in any way whatsoever to replace or repair free of charge, under this contract, any damage caused to all or part of the elevator as a consequence of a faulty electrical system, fire, water seepage flooding etc. In such event all repairs and replacements as may be necessitated, would be carried out at the cost and expense of the customer.
- iii. Escalators – Escalator outer sheeting, balustrade, handrail, handrail light, demarcation light, comb light, glass, step, landing plate, inner deck, outer deck, skirt panels and auto start.

**1.6 Normal working hours**

1.6(a) IMEC shall render maintenance services only during the normal working hours.

1.6(b) IMEC shall send its technical personnel at regular intervals and as frequently as the Company thinks necessary having regard to the age, nature and condition of the equipment to inspect and service the equipment. However, such visits by the technical personnel for maintenance services shall not exceed twelve (12) times per annum.

1.6(c) Where any maintenance services rendered by IMEC technical personnel outside the normal working hours, then such services will be charged separately by IMEC on the Customer as overtime

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premium hours. The payment for these services will have to be paid by the Customer immediately on submission of invoice.

1.6(d) For the purpose of this clause, services rendered during normal working hours shall mean that all works and services that are to be performed only between 09:00 a.m. and 06:00 p.m. from Monday to Saturday excluding local public holidays.

### **1.7 Safety tests**

1.7(a) IMEC shall send its technical personnel to examine all safety devices and governors and conduct customary annual safety test.

## **2. PRICING & PERIOD**

### **2.1 Service fee**

2.1(a) In consideration of the Maintenance Services that IMEC agrees to render as above, the Customer hereby agrees to pay to IMEC the price as specified in the Maintenance Contract wherein the details of the equipment and the contract period were also stated.

2.1(b) The Maintenance Contract forms an integral part of this Contract and is legally binding.

### **2.2 Taxes & Duties**

2.2(a) The price as mentioned in the Agreement is exclusive of all GST, Taxes and Levies as applicable and these shall be charged extra at the rates prevailing at the time of billing.

### **2.3 Tenor**

2.3(a) This Contract is valid for a period of one (1) year from the date of its execution and subject to renewal on yearly basis upon mutual consent by the Parties.

### **2.4 Price adjustment**

2.4(a) The price fixed as per this Contract will be firm for a contracted period of one (1) year and subject to revision every following year consequent to its renewal.

### **2.5 Extended tenor**

2.5(a) The Parties to this Contract hereby agree that this Contract would still remain in force for a further period of thirty (30) days from the date of expiry of its validity period of one (1) year.

2.5(b) The Parties further agree, within thirty (30) days from the expiry of this Contract, to renew the same on mutually agreed terms for a further period of one (1) year. If renewal by the Parties was not done within thirty (30) days from the expiry of the Contract, then this Contract would be null and void from the expiry of the said thirty (30) days.

2.5(c) In the event of non-renewal of this Contract, the Customer hereby agrees to pay the charges for the services rendered by IMEC during the said thirty (30) days period.

## **3. PAYMENT TERMS**

3.1(a) Terms of payment shall be as specified in the Maintenance Contract, which is an integral part of this Contract.

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3.1(b) Upon receipt of invoice by the Customer from IMEC, the Customer shall have to pay the invoice value within seven (7) working days from the receipt thereof.

3.1(c) If the Customer fails to pay the invoice amount payable hereunder when due and payable in accordance with this agreed payment terms, the Customer agrees to pay the delayed payment along with interest @1.5% per month from the date of due till the date of payment.

3.1(d) IMEC shall also have the right, without prejudice to other remedies, to suspend immediately the provision of the Maintenance Services including call back services until the payments due to IMEC (with interest) have been paid in full.

#### **4. CUSTOMER'S OBLIGATIONS**

##### **4.1 Safety**

4.1(a) The Customer shall ensure and provide to technical personnel of IMEC a safe working condition and areas associated therewith is free from danger of falling objects; of ungrounded electrical wires and of tripping hazards, etc.

4.1(b) IMEC reserves the right to suspend this Contract if it is of the opinion that the Customer does not provide adequate safety to the personnel of IMEC, who is exposed to hazardous working environment at the site.

##### **4.2 Statutory Compliance**

4.2(a) The Customer shall obtain all necessary and periodic inspection reports, approvals as and when required from the Electrical / Lift Inspectorate or from any other Authorities.

4.2(b) The Customer shall comply with all Rules, Regulations and the Orders of Government agencies, if applicable, for the maintenance and operation of the equipment.

4.2(c) All expenses incurred for obtaining the approvals/reports and for compliance with Statutes will be borne by the Customer.

##### **4.3 Power Supply**

4.3(a) The Customer shall provide the Machine Room with adequate lighting, cooling, moisture control and/or ventilation as may be required in the judgment of IMEC.

4.3(b) The Customer shall provide to the technical personnel of IMEC the required working conditions suitable to carry out the maintenance activities.

4.3(c) The Customer shall supply suitably rated voltage stabilizer in the lift machine room for each elevator to accommodate voltage fluctuations beyond +5% or -10% of the equipment rated voltage as may be required in the judgment of IMEC.

##### **4.4 Accessibility**

4.4(a) The Customer shall give free and safe access to the equipment, landings, lobbies and machine room associated therewith and all areas mentioned herein by the personnel of IMEC.

4.4(b) The Customer shall keep all machine rooms and pit areas free from water, stored materials and rubbish/debris.



#### **4.5 Preventing third party to make repairs & access**

4.5(a) The Customer shall not direct or permit the repair, alteration, replacement, adjustment or any interference with any of the equipment or any part thereof by any person or organization other than the personnel of IMEC without prior written consent from IMEC.

4.5(b) The Customer shall prevent any person other than the authorized personnel of IMEC from any areas enclosing mechanical or electrical equipment. These areas will be solely for their access for maintenance related purposes.

#### **4.6 Negligence or misuse of the equipment**

4.6(a) Renewals or repairs necessitated by reason of negligence or misuse of the equipment or any other cause beyond IMEC control except ordinary wear and tear shall be under Customer scope.

### **5. GENERAL**

#### **5.1 Call Back Service (Break down service)**

5.1(a) IMEC agrees to provide emergency Call Back Service at no extra charge under this Contract. This Call Back Service will be available 24 hours on all working days as well as holidays for elevators located in cities where IMEC has a Service Centre.

#### **5.2 Customer Care Centre**

5.2(a) IMEC Customer Care Centre is a 24/7 helpdesk for reporting technical failures and faults in the equipment or for requests of other assistance on site.

5.2(b) IMEC Customer Care Centre can be easily accessed through all India Toll Free No.1800-102-2211

#### **5.3 Shut down for maintenance activities**

5.3(a) IMEC, in the course of discharging its duties such as inspection or repair with respect to the location may shutdown the unit/s concerned as may be necessary to do so.

#### **5.4 Malfunctioning**

5.4(a) If any unit is malfunctioning (a failure to function normally), then the Customer hereby agrees to authorize IMEC to remove the unit for repairs in order to bring the said unit to a safe operating condition.

5.4(b) The Customer hereby agrees that till IMEC makes the unit available in a safe operating condition, the services rendered by the unit will be kept suspended till such time.

5.4(c) The Customer further agrees that during the service suspension period of the unit, IMEC will not be held responsible for any consequential business loss or damages/incidents occurred during such intervals.

#### **5.5 Control and Possession of equipment**

5.5(a) The parties to this Contract agree that all the control and possession of the equipment vests with the Customer exclusively and IMEC do not assume or accept possession for management of any part of the equipment.

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## **5.6 Insurance & Employees welfare**

5.6(a) IMEC hereby confirms that the employees deployed in the site for maintenance activities under this Contract are covered under the provisions of ESI Act or under the Workmen's Compensation Act or the Company's Group Personal Accident Insurance Scheme as the case may be. This implies that IMEC is committed to the welfare of its employees.

## **6. DISCHARGED LIABILITY**

6.1 IMEC shall not be held liable and shall be exempted from compensation liability in either of the following cases;

- a) Any damage to any parts owned by, possessed exclusively by, or managed under the responsibility of the Customer.
- b) Any damage caused by an act of the Customer or of by any third party to the equipment, such as moving, removing, upgrading or adjusting of the equipment.
- c) Any damage caused with an intention or negligence of the Customer or by any third party or an account of any reasons not attributable to IMEC.
- d) Any delay or failure of performance of any provisions of this Contract, due to force majeure, including but not limited to acts of Government, strikes, lock-outs, fire explosion, theft, floods, riots, civil commotion, war, malicious act or acts of God, seepage of rain water into the equipment located in the Machine Room/hoist way, etc. whatsoever.
- e) Any damage suffered by the Customer or the third party due to unexpected taking leave of absence from work or temporarily closing of business operations, trading losses or lost earnings.

## **7. TERMINATION OF CONTRACT**

7.1 IMEC shall be entitled to terminate this Contract under the following circumstances;

- i) Where the legal and beneficial ownership of the building has changed.
- ii) Where the Customer fails to pay the amount under this contract within sixty (60) days from the date of receipt of invoice.
- iii) If in the opinion of IMEC, the equipment is tampered by any third party or has been subjected to improper use.
- iv) If IMEC is prevented from performing any obligation under this contract by any cause outside its control.
- v) If Customer is unable to pay the debts or declared insolvent, IMEC reserves the right to terminate by charging the Customer a termination fee equal to 35% of the amount payable by the Customer for the remaining term of the Contract. The Customer hereby agrees to pay such termination fee to IMEC for the loss suffered as a result of termination without any delay or demur.

7.2 The Customer shall be entitled to terminate this Contract by giving (sixty) 60 days notice in writing to

IMEC in either of the following events;

- i) Where the building is vacated

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ii) Where the Customer furnishes the proof that there has been a change in the legal beneficial ownership of the building.

## **8. EARLY TERMINATION**

This Contract binds the parties for the agreed duration period. If the Customer terminates this Contract before the expiry date and without material breach of contract by IMEC, the Customer shall pay to IMEC an indemnification of 50% of the amount to be invoiced for the remaining services until the expiry date. Such indemnification is calculated based upon the invoice, taking into account the discounts granted to the Customer for duration of the Contract.

## **9. ASSIGNMENT**

9.1 Neither party may, without written consent of the other party, assign to any third party, or have any third party to succeed to, any rights or obligations provided for in this contract.

## **10. AMENDMENT**

10.1 The Parties shall mutually agree to amend this Contract by way of executing a Supplemental Agreement to this main Contract by affixing their seal and signature thereunder.

10.2 The Supplemental Agreement executed pursuant to this Contract shall form an integral part of this Contract.

## **11. CONFIDENTIALITY**

11.1(a) Neither party shall disclose or communicate to any third party any confidential information of the other party, which has come to be known in connection with this Contract.

11.1(b) The obligation of confidential information as set forth in this clause shall survive any termination, cancellation or expiration of this Contract.

11.1(c) In the event that confidential information is disclosed to any third party for a reason attributable to either party and the other party suffers damages as a result of such disclosure, then the disclosing party shall compensate the other party for such damages as required by laws and regulations.

## **12. ANTI-BRIBERY AND ANTI-CORRUPTION**

12.1(a) Each Party represents and warrants that it has not and will not directly or indirectly pay, offer, give or promise to pay or authorize the payment of, any portion of the compensation or reimbursements received hereunder or any other monies or other things of value to an officer or employee of a government of any department, agency, or instrumentality thereof, an officer of employee of a public international organization; any person acting in an official capacity for or on behalf of any government or department, agency, or instrumentality or public international organization; any political party or official thereof; any candidate for political office; or any other person, individual or entity at the suggestion, request or direction or for the benefit of any of the above-described persons and entities, or engage in acts or transactions otherwise in violation of any applicable anti-bribery legislation, including but not limited to anti-bribery laws of the geographic area where the goods are to be delivered or services provided including the Indian Prevention of Corruption Act, 1988 (Indian Anti Bribery Law) as well as the Foreign Corrupt Practices Act of the United States, as amended from time to time (the "FCPA").

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12.1(b) Each Party hereby covenants and agrees that it and its employees and authorized agents, will comply with the obligations set out in this Section and Indian Anti Bribery Law/ FCPA and acknowledges that the other Party's entering into this Contract is conditioned upon such representation and warranty.

12.1(c) Any action by a Party or its agents determined in good faith by the other Party to be in contravention of this Section shall result in termination of this Contract and any other business relationship between the Parties.

### **13. ARBITRATION**

13.1 In case of disputes or differences arising between the parties touching the meaning, construction, interpretation, breach or fulfilment or non-fulfilment of the terms of these presents or any clause or condition thereof, the same shall be referred to the decision of an arbitrator in accordance with the provisions of Arbitration and Conciliation Act 1996. An arbitrator for the purpose shall be appointed by the parties upon mutual consent.

### **14. JURISDICTION**

14.1 This Contract shall be deemed to be concluded at Chennai, India as the Registered Office of IMEC is situated at Chennai. Only Courts in Chennai shall have jurisdiction in the event of any dispute arises between the Parties whatsoever.

15. This proposal when accepted by the Customer and approved by IMEC's authorized official shall constitute a contract between the parties and all prior representation or agreements not incorporated herein are superseded.

IN WITNESS WHEREOF the parties hereto have at Chennai affixed their signature the day and the year first above written.

#### **ACCEPTED**

For and on behalf of the Customer

For Mitsubishi Elevator India Private Limited

(CUSTOMER)

(MEIPL)

#### **APPROVED BY**

For Mitsubishi Elevator India Private Limited

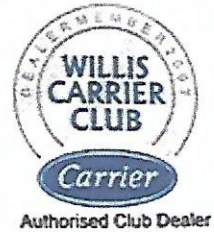
(AUTHORISED OFFICIAL)

Witnesses:

1.

2.

To  
**TFC WORKS**  
**VARANASI**  
**NBCC ( INDIA ) LTD**



Dear sir,

Please find the scope of work of Low side and High side (Chiller side) here below.

**Scope of work for Maintenance and breakdown:**

**Low Side Work:**

1. To check & tighten all nuts & bolts.
2. To check & adjust the belt tension and pulley of the AHU blower unit.
3. To clean the AHU blower.
4. To check & adjust all the control settings.
5. To check the bearing temperature of motor/ pump motor/ AHU motor. If found any abnormality in the bearing of the above equipment the same shall be replaced.
6. To check the tightness all termination of electrical equipments. Any component found defective and beyond repairable shall be replaced.
7. To check of all glands and seal of pumps.
8. To check the control wiring.
9. To check motors winding and rewinding if burnt out.
10. To clean the air filters & cooling coils of the AHUs.
11. To check proper working of all the meter gauges. Replacement of the same if found defective
12. To check the proper functioning of the electrical parts like contactors, overload relay & display units. Cleaning of the contractor with CRC.
13. To clean the over head make up water tank.
14. Greasing & cleaning of the pump motor, if required.
15. Cleaning of Cooling tower's sumps , nozzles etc.

**Chiller's Work: High side**

16. To Check parameters of the chillers. Setting the parameters suitable for operational requirements.
17. Diagnosis the problems of chillers and rectify the same.
18. Replacement of sensors and binding the same with the chiller panel
19. Gas, Oil decanting from the chillers and charging to the chiller. If required.
20. Replacement of spares of chillers, if required.
21. Cleaning of contractor, checking the control circuit.

**Scope of work for Capital Maintenance: Once a year**

1. Greasing of AHU's & Pumps' Motor, Heat varnishing.
2. Overhauling of pumps.
3. Cleaning of cooling coil & air filters of the AHUs
4. Cleaning of air handling unit fins with chemical & water solutions
5. Checking of electrical & control panel, all the electrical equipments like contactors, overload replay, fuse base are to be checked. The wiring of all electrical & control is to be checked
6. Checking of the electrical panels from the source side.
7. To check the damaged cold insulation on the break up as well as cooling water lines.
8. To Check the overhead make up water tank if found any leakage in it.
9. Replacement of all old & non functioning metering gauges for water circuit as well as refrigerant lines.
10. Operation parameters check. Power consumption checking. Advising to improve the energy consumption.
11. Servicing and cleaning the cooling towers, fills cleaning, if require.

Excluding Major repairs & replacement of Compressor, Condenser, Cooling Coils and any sheet metal and structural parts

Yours truly

for Aircon India Incorporated,

  
Bipradas Pal

General Manager, CBU and BLC Service

Mobile: +91 98310 98661, Email ID: [bipradas.pal@airconindia.net](mailto:bipradas.pal@airconindia.net)



**Aircon India Incorporated**

Head Office: Tivoli Court, Flat - 95, 1C, Rallveenue Circular Road, Kolkata - 700 019

# Scope of Work under Comprehensive AMC

## Annexure

### Service Levels:

- Response On Site : As mentioned in the Priority Service Call table
- Support Type : On Site Comprehensive.
- Corrective Maintenance: Any nos. of equipment breakdown call annually.
- Preventive Maintenance: 2 Preventive Maintenance Annually

### Scope of Work under Preventive Maintenance for FAS:

- Check whether devices are functioning properly by giving alarms randomly at different locations through detectors and by pulling MCP's
- Cleaning of dirty devices.
- Check the electrical connections, Dressing, Marking etc.
- Review the devices maintenance level from the panel.

### Scope of Work under Preventive Maintenance for CCTV:

- Cleaning of cameras, checking of loose connections in CCTV wiring.
- Checking for proper fixing of power supply.
- Checking the focus of camera lens
- Checking of NVR for Recording of cameras.
- Checking the Recorded Clarity
- Checking the backup period.

### Scope of Work under Preventive Maintenance for BMS

- Check and verify all system points (Input / Output) and commands by executing them.
- Verify that the set points are correct and are within the recommended limit.
- Check if none of the equipment is damaged or broken
- Check for device working Status during command
- Check for communication i.e RS485/TCP/IP for controllers
- Back up of Data Base to be checked
- Checking of Menta logic
- Check if desired reports are generated.
- Check of alarm generation in case of limit/ threshold crossed.
- Cleaning of panels, proper terminations, dressing and marking (Feruling).

### Scope of Work under Preventive Maintenance for EPABX

- Checking functionality of the system
- Cleaning of Panels.
- Check the electrical connections, Dressing, Marking etc.
- Checking of field units.

### **Support Deliverables**

1. The Support provided is comprehensive and will cover hardware and associated labour expenses.
2. **Customer** will have to log a call in the Vendor Toll Free Call Centre Toll Free: 1-800-103-0011
3. The call will be routed to the nearest Vendor Area Office
4. An engineer will be notified to attend the call.
5. The engineer will try to understand the problem on the telephone and try to provide telephonic assistance for first level resolution.
6. If onsite support is required, the Vendor Area Office will depute an engineer for technical assistance on site.
7. Hardware Repair, Service & Return (including freight, duties and other charges to and fro), included in the price quoted.
8. Any repair/ replacement of field equipment will be done within 7-8 working days of identifying the fault.
9. Any repair/ replacement of high-end equipment will be done within 12-15 working days of identifying the fault.
10. Ladders/high rise ladders should be provided by customer at site to carry out PMS/rectification works.

### **Activities out-side the scope of this support service:**

The following activities are outside the scope of this agreement:

1. Any problems diagnosed to be on non-Service Provider application software / RDBMS malfunction.
2. To solve any performance issues due to application software not supplied by Schneider
3. For any system administration activities like taking backups / restoring, etc.
4. For any work external to the product, which affect performance of the product like power supply cable for main power source etc.
5. For furnishing rubber parts, plates, supplies, painting or refinishing the product and making specification changes.
6. Defect created by the mishandling of the equipment by person not authorized by Schneider
7. All cables connected external to the system are not covered under this AMC purview.

8. PC / Server hardware and operating system are not covered under this scope
9. Cable material and cabling labor work is not covered.
10. Shifting or Re-installation of the equipment will be charged extra.
11. Replacement or repair of defective Devices/ Spares/ Parts.
12. Refilling of FM200 Gas or equivalent and reinforcement of consumables consumed during the testing or service of the equipment by SEIPL engineer at any point of time is excluded from the scope of this contract.
13. Health checkup or certifications of any cylinders/system are not part of this contract
14. In case of Baggage scanner or X Ray machines, the X-Ray box will not be in the scope of contract
15. Calibration or certification of any equipment is not in the scope of the contract
16. Warranty will not be applicable for any equipment that is replaced in the contract
17. The price agreed is for the complete contract in line with the scope of work and BOQ. In case of any change in the BOQ or scope of work of the contract, the same will be applied base on the due commercial changes
18. The payment due to SEI has to be released, irrespective of the fact that customer has utilized the equipment or not. Customer can de scope any part of the contract after providing 30 days' advance notice and mutually acceptable commercial changes.

<b>Support Timings</b>	From Monday to Friday (exclude Public Holidays)Timings :9.30a.m to 6:00pm
<b>Type of Support</b>	Telephonic assistance at the time of logging the call. In case the problem resolution necessitates an onsite visit, an Engineer will attend the call onsite.
<b>Response Commitment</b>	Engineer/Coordinator will respond within 4-6 working hrs for call report before 14:00 hrs. For calls logged after 14:00 hrs On-site support will be provided within 3 Business Days.
<b>Resolution Commitment</b>	Within 8-10 working days.



❖ **Exclusions: This Agreement shall not extend to:**

- Electrical work external to the equipment or maintenance of accessories, attachment not covered under this Agreement.
- Replacement of any consumables accessories or missing parts is chargeable extra.
- Breakdown attention visits, repairs, replacement in the event of malfunction or damages.
  - a. Due to incorrect operation, abnormal usage or any other misuse or due to use of sub-standard consumables or service attention from source other than an authorized representative of Schneider Electric India Private Limited
- Training additional operators, major upgrading of machines or making specification changes, items normally of operator responsibility and performing advice connected with re-location of equipment, replacement of Consumables etc.
- Any requirement of general machine overhauling, painting or plating of parts or re-furnishing and incidental costs towards bringing and returning any assembly of the equipment to any Schneider Electric India Private Limited.
- Support for IT backbone will be provided by customer as and when required and that will be completely out of scope from Service Provider scope of work.
- "If any product become obsolete in the period of the contract then the same will be replace from our available stock or may also be replaced with an equivalent make or with suitable different make. This may partially affect or Improve the performance of the system performance." If in case a suitable make is not available then the system will be excluded from the scope of AMC and the required price reduction based on mutual acceptance will be offered to the customer for the future period of the contract.
- Any Scope of Work not specifically mentioned in this contract will not be part of this contract.



From,  
Ceasefire Industries Pvt Ltd.  
Plot no. 4, 2nd Floor, Sector-135  
Noida, Gr Noida Expressway  
Noida-201301 Uttar Pradesh

To,  
M/S Deen dayal Hastkala Sankul  
Formely known as Trade Facilitation Centre & Craft Museum  
Bada Ialpur TFC WORKS, Varanasi.

Kind Attn. Mr. Akhleshwar Shukla

Dear Sir,

Sub: Offer for Annual Maintenance Contract (NON-Comprehensive).  
Enclosed here with please find the detailed offer regarding the AMC for the Fire Fighting System,  
installed at Trade Facilitation Centre & Craft Museum Varanasi, Uttar Pradesh.

The enclosed docket contains, the scope of work, template of various reports, maintenance check list  
etc.

Awaiting for your favorable reply at the earliest

Thanking you and assuring you of our best services at all times.

For Ceasefire Industries Pvt Ltd.

Anuj Bansal  
8800883424

Place : Noida

Date : 15 March 2018



**Non Comprehensive Contract**

***For***

Deen dayal Hastkala Sankul  
(Formerly known as Trade facilitation center and Craft Museum)  
at Bada lalpur Varanasi, Uttar Pradesh.

**Offered By.....**



**Ceasefire Industries Pvt Ltd.  
Plot no. 4, 2<sup>nd</sup> Floor, Sector-135  
Noida, Gr Noida Expressway  
Noida-201301 Uttar Pradesh.**

**Connect 1800113473/+91 1204223473**

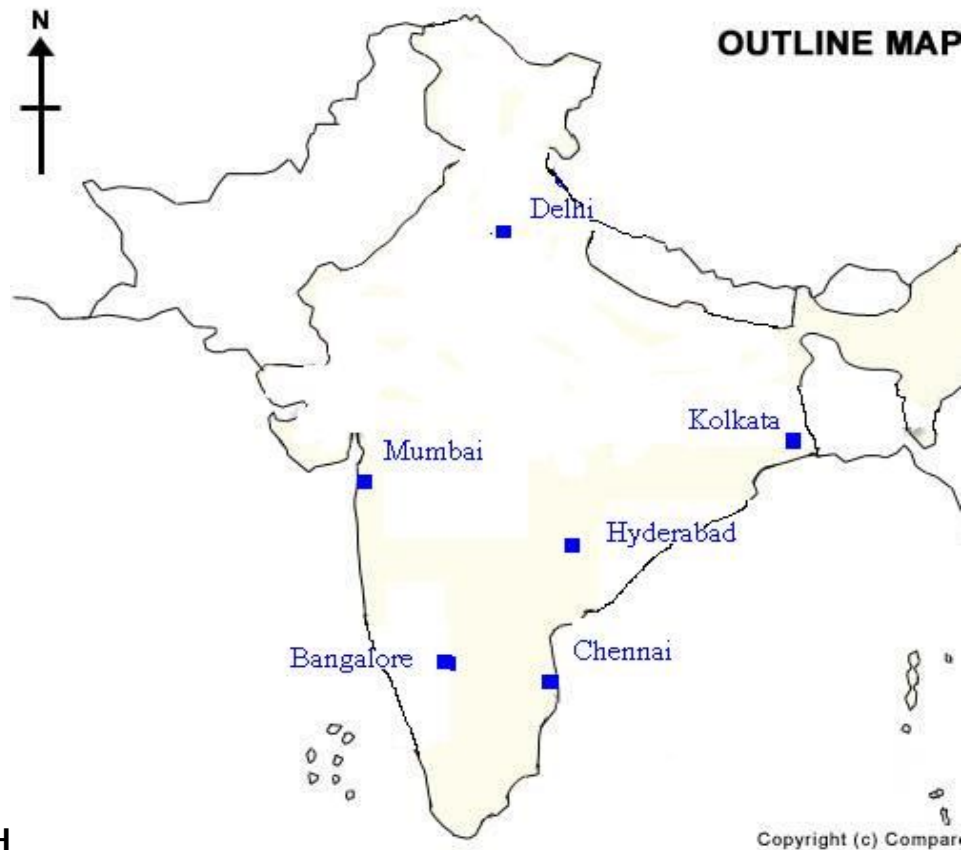
**Visit us @ [www.ceasefire.in](http://www.ceasefire.in)**



## Ceasefire – a snap shot

### INTRODUCTION

- Established in 1989
- Headquartered in Noida.
- Offices in 60 cities & operation in more than 300 Cities across the country
- >2000 employees



### OUR REACH

### OUR STRENGTHS

- Design
- Engineering
- Project Management and Execution



- Installation and Commissioning
- Testing
- ***Post Sales Maintenance (AMC)***

### **POST SALES MAINTENANCE (AMC)**

We offer a whole range of solutions on Annual Maintenance Contract viz.

- ***Non-comprehensive AMC***
- ***Operational AMC***

However we suggest for a Non-Comprehensive AMC where-in our team of engineers will monitor the whole activities on behalf of you and submit reports as per client needs.

1. Engineer (Supervisor)
2. Technician

### **SCOPE OF WORK:**

#### **DETAILS OF MAINTENANCE SCHEDULES**

#### **Maintenance of Fire Fighting System.**

The following activities /works / checks will be performed by our staff on Quarterly basis which will be dully recorded in the log book with date and time.

#### **Fire Hydrant System:**



### Quarterly:

- Ensure that all hose reels gate valves are at "CLOSED" position after servicing.
- Remove any salt deposit from the pipe joints. Remove rust and apply anti-corrosion paint to the pipe surface.
- Check that all hydrants and hand wheels are operative, and lubricate the screw threads if necessary.
- Check all valves are in correct position and operative during test.
- Check leakage etc. in the system
- Each length of hose shall be uncoiled, laid out straight and examined with particular care being taken to see that the washers in female couplings are intact and in good condition and that the hose is not damp or attracted by mildew.
- All hydrants shall be checked by opening and closing the valve and spindle to ensure that they are free in operation.
- Visually inspect piping supports and connections.
- Grease the exposed valve spindles to avoid rust development.
- Check the proper operation of flow switch.
- Inspect metal components for corrosion and if found necessary, wire brush to clean metal and paint with an approved anti-corrosion paint system.
- . Check water pressure in the system (minimum 3.5 kg / sqm.)
- Measure and record major operational parameters, including motor starting current and running current. Ensure that the operating parameters correlate with the operating conditions.
- Clean the hydrant system thoroughly.



## **Electric Operated Fire Hydrant & Jockey Pump's**

### **Quarterly Checks**

- Test the duty and standby fire services pump.
- Track the motor starting current and report any abnormalities.
- Check electrical wiring and electrical components condition.
- Check condition of starter contacts, report to be replaced.
- Visually inspect piping supports and connections.
- Check and re-tighten any loose bolts and nuts in proper sequence.
- Check condition of gland for excessive wear, report to replace if required.
- Check for normal operation of the check valve.
- Adjust pump packing if installed to reduce water Leakage.
- Check alignment between motor and pump.
- Check the pump bearing, and oil or grease and clean if necessary.
- Check for proper operation of the associated control and safety device, reset if required.
- Check for "automatic" indication of controller lights.
- Inspect pump casing, supporting framework, starter panel and control panel for corrosion and if found necessary, wire brush to clean metal and paint with an approved anti-corrosion paint system.
- Grease the vibration isolators if necessary.
- When the fire services pump is stationary, operate the valves of the fire services system to prevent accumulation of salt deposits onto the valve stems.
- Inform the person responsible for the operation of the equipment of any changes or adjustments.



## **Diesel Engine Operated Pump**

### **Quarterly : General Service**

- Inspect the entire installation for signs of damage or overheating. Immediately make good any damage, etc.
- Replenish all spare parts and consumables used.
- Sign of lubrication oil leakage
- Coolant level in radiator
- Fan belt tension
- Sign of leakage from the fuel supply system
- Sign of corrosion on battery terminals
- Restriction in exhaust air flow path
- Sign of water leakage from radiator and hose connections
- Restriction in ventilation air flow path
- Check air cleaner restriction indicator. Replace the filter if necessary.

Start up the Pump and run for not less than 30 minutes and carry out the following actions:

- Take records of all meter readings and the colour of smoke while Engine is running.
- Record for any abnormal noise and vibration during

When the engine was shut down, carry out the following actions:

- Perform visual checks on any leakage and tighten connections wherever required.
- Prepare and submit test reports.





- Check the water level in the radiator and top up if necessary.
- Check the lubricating level and top up if necessary.

#### Battery:

- Check the Specific gravity of battery cells and Voltage
- Tap up the distilled water if required.
- Tight the cable terminals
- Apply petroleum jelly on the terminals
- Inform the person responsible for the operation of the equipment of any changes or adjustments. Submit report including recommendations for any improvement works.

#### **Hose reel Box & hydrant its accessories:**

##### **Quarterly**

- Ensure that all hose reels gate valves are at "CLOSED" position after servicing.
- Remove any salt deposit from the pipe joints. Remove rust and apply anti-corrosion paint to the pipe surface.
- Check that all hydrants and hand wheels are operative, and lubricate the screw threads if necessary.
- Check all valves are in correct position and operative during test.
- Check F.S. inlet by inserting adaptor to check that: -
  1. Threads are in order.
  2. No leakage occurs.
- Each length of hose shall be uncoiled, laid out straight and examined with particular care being taken to see that the washers in female couplings are intact and in good condition and that the hose is not damp or attracted by mildew.



- All hydrants shall be checked by opening and closing the valve and spindle to ensure that they are free in operation.
- Visually inspect piping supports and connections.
- Grease the exposed valve spindles to avoid rust development.
- Submit report including recommendations for any improvement works.
- Check for all Accessories.
- Clean the Hose reel box inside thoroughly

### **Fire Pump Electric Control Panel:**

#### **Quarterly**

- Visually inspect equipment for unusual conditions, overheating, etc.
- Clean the switchboard surface to remove debris and dust.
- Check for correct labeling of circuits, fuses, switches, and terminals.
- Check and re-tighten any loose bolts and nuts in proper sequence.
- Check for presence of danger and warning notices.
- Check for presence of diagrams, instructions and other similar information.
- Check the Running of the Electric driven fire hydrant pump and motor, Diesel engine Hydrant Pump & Water curtain Pump.
- Check for adequacy of ventilation and clean the intake and exhaust filters/ louvers as required.
- Check for proper operation of ammeters, volt meters, indication lamps, over current protection relays and earth fault protection relays.
- Check for functioning of battery charger
- Submit report including recommendations for any improvement works.



**Scope of Equipment:- (Trade Facilitation Centre & Craft Museum)**

S. No.	Item Description	Unit	Qty	Remarks
1	Water curtain Nozzle	Nos.	420	
2	Butter fly Size: 80,100,150 &250 mm	Nos.	102	
3	MCC Panel	Nos.	1	
4	Electric driven Hydrant Pump & Sprinkler pump , water curtain pump with motors	Nos.	3	
5	Electric driven Jockey pump with motors	Nos.	2	
6	Diesel engine Hydrant Pump & Water curtain Pump ,	Nos.	2	
7	Testing assembly	Nos.	18	
8	Motorized Valve	Nos.	24	
9	Flow switch	Nos.	18	
10	Hydrant Valve	Nos.	72	
11	Pressure Gauge	Nos.	63	
12	RRL Hose pipe	Nos.	144	
13	Fire man axe	Nos.	72	
14	Branch Pipe	Nos.	71	
15	4 Way Hydrant System	Nos.	13	
16	Suction coupling for fire brigade draw	Nos.	01	
17	Sprinkler			



## **1. Operational AMC Quote: First year Price (Quarterly Visits)**

<b>Summary of Systems: Fire Fighting System</b>
<b>Quote for Non-comprehensive AMC for One year from Date of issue of confirm Service order.</b>
<b>Manpower requirement :</b> Supervisor -1,Technician :- 2 No
FIRE FIGHTING SYSTEM :- <b>Rs.1909845/-</b>
<b>Only Non-comprehensive AMC quote is Rs. 1909845/-</b>
<b>GST Taxes Extra As Applicable</b>

## **2. AMC Quote for 5 years**

Ist year Pricing	1909845 INR Per Year
2nd year Pricing	2100830 INR Per Year
3 <sup>rd</sup> Year Pricing	2415953 INR Per Year
4 <sup>th</sup> Year Pricing	2899145 INR Per Year
5 <sup>th</sup> Year Pricing	2899145 INR Per Year



**General Terms and Conditions:**

1. The above offer is valid for 30 days.
2. Payment: 100% along with your official WORK ORDER.
3. GST as applicable will be charged extra.
4. This is only a **Non-Comprehensive AMC** and this does not cover any replacement of Spares if misused / theft or and damaged due to natural calamity.
5. Cables & Pipes are not part of the AMC.
6. Inspection will be carried out before beginning the AMC and any spare required to make the System in working condition will be charged extra before starting the AMC.
7. After each maintenance / testing, the details will be entered in the log book (maintenance) register along with the of testing date and results achieved. The entry in the register will be countersigned by the departmental Engineer.
8. The demonstration on the working of system shall be given, once in a fortnight, to the Engineer-in-charge
9. Without approval from the site Engineer, no fittings / materials will not be removed for the purpose of repairs.
10. We shall depute to site one qualified Engineer to check the whole system at least once every Quarterly. A proper record will be maintained duly signed by the Engineer and countersigned Engineer of the Employer concerning such visits.
11. Four quarterly Visit by our qualified Engineer at your site in year, Routine maintenance visit once In a quarterly and emergency Call visit incase system is observed completely shut down, Complaint will be attended within 24Hours after received the call and email by us.
12. Complaint Log in following Number.

Tell: 1800113473/+91 1204223473, Email: - [enquiry@ceasefire.in](mailto:enquiry@ceasefire.in)

We hope the above is line with your requirements and look forward to your valued patronage.

Yours Truly

For Ceasefire Industries Limited