RFP for CAMC of 82 Escalators of Schindler make installed at the Stations of N- GN corridor **NOIDA METRO RAIL CORPORATION**

Tender No: NMRC/E&M/L&E/Escalator CAMC/162/2021

Pre- Bid Meeting: September 27, 2021 at the Conference Room, Noida Metro Rail Corporation (NMRC) Limited, Ganga Shopping Complex, Sector- 29. Noida- 201301.

Date: 08/10/2021

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										8									Ltd.	(India) Pvt.	TK Elevator	Ву	Query Raised
													Deposit	/ Security	Bank Guarantee	Performance	Process-	Selection	Evaluation and	Qualification,	Section 4:	RFP	Clause No. of
									years CAMC period.	basis / up to the completion of 3	renewed/revised year on year	period), PBG shall be	12 months (annual maintenance	price, PBG shall be valid up to the	the yearly maintenance contract	(PBG) shall be deposited 10% of	the Performance Bank Guarantee	maintenance contract (CAMC),	comprehensive annual	Since this is 3 years	Performance Bank Guarantee:		Clarification Requested
+	beyond the CAMC.	valid for a period of 06 (six) months	Performance Guarantee should be	refunded without any interest. The	unsuccessful bidder, EMD shall be	bank guarantee, if applicable. For	shall be adjusted in the performance	EMD amount of successful bidder	within 30 days from Notice of Award.	years on completion of each year,	which may be reduced for balance	of Noida Metro Rail Corporation,	issued by a scheduled bank in favor	irrevocable Bank Guarantee bond	of FDR/ DD or unconditional and	10% of the Contract Price in form	as the "Contractor") shall deposit	Successful Bidder (herein referred to	the implementation period, the	performance bank guarantee during	To fulfill the requirement of		Existing Provision within RFP
		U															•		,	Condition(s).	Please Follow Tender	by NMRC*	Clarification/ Amended

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TK Elevator Section 5: Penalty amounts / deduction a) The reliability of equipment (India) Pvt. Special rates are very high, kindly reduce should be of level that it does not Condition (SCC)- need to be equivalent to per units user due to equipment failure. Any (lifts) per day maintenance claim/ Damage /Compensation of claimed by the affected passenger/ 15% of the lift's annual equipment failure shall be recovered from the contractor. In addition, NMRC shall impose a penalty shall be applicable during CAMC period. In the contract of the lift's annual equipment failure shall be recovered from the contractor. In addition, NMRC shall impose a penalty shall be applicable during CAMC period. In the contract of the lift's annual equipment failure shall be applicable during CAMC period. In the contract of the lift's annual equipment failure shall be applicable during CAMC period. In the contract of the lift's annual equipment failure shall be applicable during CAMC period. In the call out ratio i.e. engineer visits to the site for non-schedule	S S	Query Raised	Clause No. of	Clarification Requested	Existing Provision within RFP	Clarification/ Amended by NMRC*
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of the lift's annual tenance price.				es, subject to	claimed by the affected passenger/	
				of the I	escalator user on account of	
				maintenance price.	equipment failure shall be recovered	
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the site for				25	The call out ratio i.e. engineer visits	
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				Rs.500 per employee per day may	

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No. By	RFP			by NMRC*
	SCC Clause 5.5		basis upon submission of Bills with	
			site documents/details	35
			d in clause no. 10 of s	
			by contractor separately and bill will	
	5		be verified by nominated Engineer	
			In-charge. The value of all work	
			done in accordance with the	
			Contract, and the amount which	
			of On-account payment, the	
			contractor shall submit detailed	
			activities carried out as per BOQ	t
			2	
			Abstract sheets along with	
			recorded bill for the item actually	39
			executed for checking and payment.	
51			Payment will be effected based on	
			unit rates as approved in the Bill of	
			Quantities.	
			The contractor shall submit the	
			check sheets, Service Sheets etc	
			duly signed by the Engineer-In-	
			charge's representative for work	
6			done.	
		U:	If any activities are not carried out	
71		×	the schedule of work,	
			≍.	
			າ the bill. If	
			carried out through other agency	
			under the intimation to contractor	
			and the charges incurred on it will be	
		28	deducted from the contractor's bill.	
			In addition the applicable penalty	
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	Danta da Pro-	4				
f 24	Page 8 of 24	an.				
	interfacing between OEM	and Central monitoring system	not a part of Escalator maintenance. Support for	Employer's Requirements-		
		Remote monitoring system (RMS) of	ipment's for CMS & RMS	Specifications -		
	Please Follow Tender Condition(s).	Contractor has to maintain in healthy working condition the	RMS instruments been provided by the different company. The	Section 6:	TK Elevator (India) Pvt.	10
	^	the date of completion of the work.				
		Il be responsible fo	month.	SCC Clause 4.3		-
		be applicable as granted by the manufacturer. However the	after contract closure is not clear. Please elaborate the scope for	Conditions of	Ltd.	
3	Condition(s).	Standard warranty of the item shall	responsibilities for six month	Special 5.	(India) Pvt.	Ų
	Diassa Eollow Tander	DESECT LIABILITY DEDIOD	of work activity and			p
	and contractor.		contractor for security measures.			
	Employer will facilitate		are been locked by the existing			
	Condition(s).		employer to arrange access for		(India) Pyt.	C
	Diesce Follow Tender		Speking Simport from the			0
			under the Contract Shall not exceed the total Contract Price			
			to Customer/Empl		Ltd.	
	Condition(s).		total liability of		dia)	
	Please Follow Tender		Limitation of Liability: The		TK Elevator	7
	12		under the Contract			
			business interruption which is			
					8	
			S			
	Please refer GCC clause 16.		consequential loss or damage			
	Condition(s).		liable to th		dia)	(
	Please Follow Tender		Consequential Damages Neither	GCC-clause 16	TK Elevator	σ.
		Condition of Contract.				
	by NMRC*			RFP	By Naised	Z .
	Clarification / Amended	Evicting Drovision within RED	Clarification Degreeted	Clause No of	Direct Bailor	מ

12 II No.	Query Raised By TK Elevator (India) Pvt. Ltd. Schindler India Pvt Ltd.	Clause No. of RFP c30	integration from escalator shall be in contractor's scope whereas peripherals for RMS & CMS shall not be in the scope of this contract For smooth transition of Handing over and Taking Over in order to have all the units in working condition, an overlapping of at least one week from the existing contractor to the newly appointed contractor is recommended to have safe and smooth operation. Suggested Text for the Amendment - A written Warrantee to be provides only Warrantee	(CMS) installed in OCC building during the CAMC period. Any spare parts or consumables required to maintain RMS and CMS will be deemed to have been included in the contract and shall be supplied by the contractor. A written Guarantee in the approved format from a Parent Company, the identity of which shall have been submitted in writing to the Employer of the Today.	Clarification/ Amended by NMRC* and contractor. Handover of all units to the awarded Tenderer will be on "as is where is basis". Please Follow Tender Condition(s).
12	Schindler India Pvt Ltd.	antees anties- .(ii)	to se Schin	A written Guarantee in the approved format from a Parent Company, the identity of which shall have been submitted in writing to the Employer prior to acceptance of the Tender and against which the Employer shall have raised no objection.	Please Follow Tender Condition(s).
μ	Schindler India Pvt Ltd.	GCC-Time for Completion- 8.2	Suggested Text for the Amendment - Subject to events or delays outside reasonable control of Schindler For eg. In event of natural calamities, pandemic etc.	Time is the essence of Contract and will remain so at all times during the pendency of the Contract including the extended period of Contract. The Contractor shall ensure defect free completion and passing of tests on the completion, including integrated testing wherever provided in scope of Work and commissioning of the whole of the Works and/or parts thereof before the same is taken	Please Follow Tender Condition(s).

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လ နို	Query Raised	Clause No. of	Clarification Requested	Existing Provision within RFP	Clarification/ Amended
14	SYSTEMATIC	Section 5:	a) The reliability of equipment	PENALTY & DEDUCTION	Please Follow Tender
	FINANCE		be of level that		Condition(s).
	CONPANY	Conditions of	result in injury/fatality of	be of level that	
		SCC)	tor user due to equip		
	27.00	SCC Clause 1.5	failure. Any claim/ Damage		
			/Compensation claimed by the	claim/ Damage /Compensation	
			affected passenger/ escalator	claimed by the affected passenger/	
			user on account of equipment	escalator user on account of	
			failure shall be recovered from	equipment failure shall be recovered	
_			the contractor. In addition, NMRC	from the contractor. In addition,	
			shall impose a penalty @ Rs	NMRC shall impose a penalty @ Rs	
_			10,000/- (Rs Ten Thousand	15,000/- (Rs Fifteen Thousand Only)	
			٠.	per case. The penalty shall be	
			be applicable during CAMC	applicable during CAMC period.	
			period.	b) If escalator is kept out of service	
			b) If escalator is kept out of	for more than 24 hrs due to non-	
++ i=+i			service for more than 24 hrs due	availability of Spares or due to lack	
			to non availability of Spares or	of proper attention. NMRC shall	
			due to lack of proper attention.	impose a penalty of Rs 15,000/- (Rs	
			NMRC shall impose a penalty	Fifteen Thousand Only) per day for	
- 100			of Rs 10,000/- (Rs Ten	each such case. The penalty shall be	
			Thousand Only) per day for	applicable during CAMC period.	
			each such case. The penalty shall	c) Call out Ratio	
			be applicable during CAMC	Failure: Escalator not available for	
-	51150		period.	more than three hour for passenger	
-1739			c) Call out Ratio Failure:	service shall be registered as a	
			Escalator not available for more	failure provided:	
			than three hour for passenger	(1) Failure is attributable to Design	
			service shall be registered as a	defect	
			failure provided: (1) Failure is	(2) Equipment failure / replacement	HI-TAX
			attributable to Design defect	(3) Manufacturing defect.	
			(2) Equipment failure /	(4) Maintenance lapse (during CAMC	
			replacement	by the contractor)	
			(3) Manufacturing defect.	The call out ratio i.e. engineer visits	

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(4) Maintenance lapse (during to the site for non-schedule CAMC by the contractor) The call maintenance for the failures as out ratio i.e. engineer visits to defined above, should not exceed the site for non-schedule on any one of the escalator in a maintenance for the failures as year. If the visit of engineer for non-schedule maintenance exceeds 3 per escalator in a maintenance for the trace of the escalator in a maintenance for the escalator in a maintenance exceeds 3 per escalator per year, a penalty of Rs. 15,000/- (Rs Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable a penalty of Rs. 15,000/- (Rs Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable or should be applicable or list of faults should be specified for which it shall be applicable. We also request MAX penalty limit to be limited to 10% of special contract (SCC)- should be only for manufacturing manufacturer. However the defects and should be limited to supply. NMRC should also specify workmanship up to six months from maintenance then will this clause be applicable. SYSTEMATIC Section 5: We request work of a policable or should be immitted to supply. NMRC should also specify workmanship up to six months from maintenance then will this clause be applicable. SYSTEMATIC Section 6: We presume that there are only 3 1. V3F Drive of each rating in rating of V3F - 11 kw, 15 kw and accordance with motor of a grants of the proper of are installed. We request with All altarched DCR arris's	No. By	Clause No. of RFP	Clarification Requested	Existing Provision within RFP	Clarification/ Amended by NMRC*
cAMC by the contractor) The call maintenance for the failures as the site for non-schedule on any one of the escalator in a maintenance for the failures as defined above, should not exceed 3 per a contractor and efficience on any one of the escalator in a maintenance for the failures as defined above, should not exceed 3 per escalator in a condition on schedule maintenance schedule schedule maintenance schedule maintenance schedule maintenance schedule maintenance schedule maintenance schedule maintenance sc			(4) Maintenance lapse (during	the site for	
the site for non-schedule on any one of the escalator in a maintenance for the failures as year. If the visit of engineer for non-defined above, should not exceed a maintenance for the failures as year. If the visit of engineer for non-defined above, should not exceed so year. Secalator per year, a penalty of Rs. 15,000/- (Rs Fifteen Thousand Only) on schedule maintenance schedule maintenance exceeds 3 per secalator per year, a penalty of Rs. 15,000/- (Rs Fifteen Thousand Only) on schedule maintenance schedule maintenance exceeds 3 per secalator per year, a penalty of Rs. 15,000/- (Rs Fifteen Thousand Only) on schedule maintenance schedule maintenance exceeds 3 per schedule maintenance schedule schedule schedule splicable. Systematic schedule			CAMC by the contractor) The call	failures	
maintenance for the failures as year. If the visit of engineer for non-defined above, should not exceed schedule maintenance exceeds 3 per 3 on any one of the escalator in a year. If the visit of engineer for non-defined above, should not exceed schedule maintenance exceeds 3 per 3 on any one of the escalator per year, a penalty of Rs. 15,000/- (Rs Fifteen Thousand Only) and intenance exceeds 3 per escalator per year, a penalty of Rs. 15,000/- (Rs Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable during CAMC period. Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable during CAMC period. Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable during CAMC period. Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable during CAMC period. Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable. We also request MAX penalty limit to be limited to 10% of quarterly. Systematic Section Scope of work - supply Standard warranty of the item shall conditions of installation / both. We feel it be applicable as granted by the supply. NMRC should also specify workmanship up to six months from maintenance then will this clause be applicable. Systematic Section Finance Section 6: We presume that there are only 3 1. V3F Drive of each rating in rating of V3F - 11 kw, 15 kw and accordance with motor 22 kw. Presently soon make of 2. Mother board or equivalent PLC and accordance with motor with with All partached per cards.			ratio i.e. engineer visits	defined above, should not exceed 3	
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defined above, should not exceed schedule maintenance exceeds 3 per 3 on any one of the escalator in a escalator per year, a penalty of Rs. year. If the visit of engineer for 15,000/- (Rs Fifteen Thousand Only) non schedule maintenance should be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be imposed for each such visit. The penalty shall be penalty should				year. If the visit of engineer for non-	
year. If the visit of engineer for 15,000/- (Rs Fifteen Thousand Only) shall be imposed for each such visit. The penalty of Rs. 15,000/- (Rs Fifteen Thousand Only) shall be applicable. Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable during CAMC period. Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable during CAMC period. Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable during CAMC period. Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable during CAMC period. Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable during CAMC period. Fifteen Thousand Only) shall be imposed for all the applicable or shall be applicable. Fifteen Thousand Only) shall be imposed for each such visit. The penalty shall be applicable or list of faults should be specified for which it shall be applicable. SYSTEMATIC Section 5: We request you to kindly specify contractor shall be responsible for all supply. NMRC should also specify workmanship up to six months from if failure occurs due to improper the date of completion of the work. Systematic Section 6: We presume that there are only 3 1. V3F Drive of each rating in rating of V3F - 11 kw, 15 kw and accordance with motor are installed. We request with All attached PCR cards			defined above, should not exceed	schedule maintenance exceeds 3 per	
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FINANCE CONPANY Conditions of installation / both. We feel it be applicable as granted by the Contract (SCC)- SCC Clause 4.3 Supply. NMRC should be limited to specify workmanship up to six months from if failure occurs due to improper maintenance then will this clause be applicable. SYSTEMATIC FINANCE Section Specifications- CONPANY Recommended Specifications- Recommended Specifications- Schould be only for manufacturing manufacturing contractor shall be responsible for all workmanship up to six months from the date of completion of the work. We presume that there are only 3 rating of V3F - 11 kw, 15 kw and scoordance with motor Specifications- Systemanship up to six months from the date of completion of the work. We presume that there are only 3 rating of V3F - 11 kw, 15 kw and scoordance with motor Specifications- Vfd are installed, we request with All attached PCB cards	=11.5		you to		Please Follow Tender
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supply. NMRC should also specify workmanship up to six months from if failure occurs due to improper maintenance then will this clause be applicable. SYSTEMATIC Section 6: We presume that there are only 3 1. V3F Drive of each rating in rating of V3F - 11 kw, 15 kw and coordance with motor CONPANY Specifications- 22 kw. Presently vacon make of PCB cards Recommended vfd are installed, we request with All attached PCB cards		SCC Clause 4.3	defects and should be limited to	contractor shall be responsible for all	
if failure occurs due to improper the date of completion of the work. maintenance then will this clause be applicable. SYSTEMATIC Section 6: We presume that there are only 3 1. V3F Drive of each rating in rating of V3F - 11 kw, 15 kw and accordance with motor CONPANY Specifications- 22 kw. Presently vacon make of 2. Mother board or equivalent PLC requirements with All attached PCB cards			supply. NMRC should also specify	workmanship up to six months from	
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SYSTEMATIC Section 6: We presume that there are only 3 1. V3F Drive of each rating in FINANCE Technical rating of V3F - 11 kw, 15 kw and accordance with motor CONPANY Specifications- 22 kw. Presently vacon make of 2. Mother board or equivalent PLC Recommended vfd are installed, we request with All attached PCB cards		s	maintenance then will this clause		
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Technical rating of V3F - 11 kw, 15 kw and accordance with motor Specifications- 22 kw. Presently vacon make of 2. Mother board or equivalent PLC Recommended vfd are installed, we request with All attached PCB cards			We presume that there are only 3	V3F Drive of each rating	Please refer Section 6:
Specifications- 22 kw. Presently vacon make of 2. Mother board or equivalent PLC Recommended vfd are installed, we request with All attached PCB cards	FINANCE	Technical	rating of V3F - 11 kw, 15 kw and	·	Technical Specifications -
vfd are installed, we request with All attached PCB cards	CONPANY	Specifications-	22 kw. Presently vacon make of	2. Mother board or equivalent PLC	Employer's Requirements-2
		Recommended	vfd are installed, we request	with All attached PCB cards	(a) of RFP.

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S S	Query Raised	Clause No. of	Clarification Requested	Existing Provision within RFP	Clarification/ Amended by NMRC*
		Critical Parts	NMRC to allow us to replace the	3. Service brake coil assembly	
		for CAMC	V3F with either VACON of	4. Radar Sensor IRAD_2M_24V	
			YASKAWA make of drive in case	5. Steps	
			of failures.	6. Emergency brake complete	
			We request NMRC to clarify that	7. 3 Ø Induction Motor of rating	
			in case we replace mother card	11KW,15KW and 22KW	
			with PLC who will validate the		
			programming / safety functions		
17	SYSTEMATIC	Section 6:	We request NMRC the same	Before the expiry of the CAMC the	Handover of all units to the
	FINANCE	Technical	process should be done before	Contractor shall perform a loading	awarded Tenderer will be on
	CONPANY	Specifications -	the successful bidder takes over	test for each escalator to re-confirm	"as is where is basis".
		Employer's	the escalators, or at least 15-20	that the function of the system is	
		Requirements-	days overlap period should be	being met and shall undertake	
		c13	provided so that successful	corrective adjustment if necessary.	
			bidder takes over the escalators	This test may be incorporated into	
			in perfect condition	the half-yearly equipment survey	
				maintenance works.	
18	SYSTEMATIC	Section 6:	NMRC should provide successful	Ö	Please Follow Tender
	FINANCE	Technical	bidder all software and interface	healthy working condition the	Condition(s).
	CONPANY	Specifications -	cables(between PC and card)	Remote monitoring system (RMS) of	
		Employer's	used in the ESCALATOR and	escalators installed at every station	Employer will facilitate
		Requirements-	CMS/RMS system	Central monitoring	interfacing between OEM
		CSU			and contractor.
				consu	
				maintain RMS and CMS will be	
	1			deemed to have been included in the	
	8			contract and shall be supplied by the	
19	Delhi Cranex	Section 5:	You have mentioned that	DEFECT LIABILITY PERIOD	Please Follow Tender
	ā.		idard warranty of item	Standard warranty of the item shall	Condition(s).
		Conditions of		be applicable as granted by the	

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20 Delhi Pvt. L	No. Que
Delhi Cranex	Query Raised By
SCC Clause 4.3 SCC Clause 4.3 SCC Clause 4.3 Clause 4.3 SCC Clause 4.3	Clause No. of RFP
which have not been changed. Moreover electrical parts in any case do not carry any warranty because the reason for momently short circuit or transients in power supply would not remain visible but would cause failure of the electrical components In any case once our contract is over and taken over by another party, We can't be held responsible for any negligence or willful damage caused by the current maintenance team. It is also pertinent to point out that when we take the present contract in case it is awarded to us, are all the components covered under warranty by the agency who has been doing the maintenance so far? As seen it is requested to remove this clause and simply state that the Escalators should be in good working condition when it is handed over to the new agency. The Escalators under required to provide the same service as the escalators under maintenance contract because the call back service is required.	Clarification Requested
manufacturer. However the contractor shall be responsible for all workmanship up to six months from the date of completion of the work.	Existing Provision within RFP
Please refer addendum Call out ratio clause for 20 Escalators preservation contract is amended, i.e. Engineer	Clarification/ Amended by NMRC*

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Delhi Cranex Section Pvt. Ltd. Specification Employer's Requiremen Detailed of Work: 2	Clause No. of RFP	Clarification Requested	Existing Provision within RFP	Clarification/ Amended by NMRC*
Delhi Cranex Pvt. Ltd.		breakdown the contractor will be	maintenance done under CAMC in a vear only 4 major preventive	schedule maintenance for the failures as defined
Delhi Cranex Pvt. Ltd.		the both contract.	enance will be carried out by	not e
Delhi Cranex Pvt. Ltd.		As seen these 20 escalators		on any one of the escalator
Delhi Cranex Pvt. Ltd.		it be de	ract, however the contractor will	in a year. If the visit of
Delhi Cranex Pvt. Ltd.		regular monthly service, because	attend all the service calls and also	engineer for non-schedule
Delhi Cranex Pvt. Ltd.		the frequency of service is	supply all the spares parts and	maintenance exceeds 4 per
Delhi Cranex Pvt. Ltd.		dependent not only on the uses	consumables.	escalator per year, a penalty
Delhi Cranex Pvt. Ltd.		of the escalator, but also on the		of Rs. 15,000/- (Rs Fifteen
Delhi Cranex Pvt. Ltd.		time gaps, from one service to		Thousand Only) shall be
Delhi Cranex Pvt. Ltd.		another.		imposed for each such visit.
Delhi Cranex Pvt. Ltd.		As such all 82 escalators should		The penalty shall be
Delhi Cranex Pvt. Ltd.		be covered under the same		applicable during CAMC
Delhi Cranex Pvt. Ltd.		maintenance frequency and		period.
Delhi Cranex Pvt. Ltd.		cycle.		
	σ.	nployer has to make t	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1
Specificat Employer Requirem Detailed of Work:		available to the contractor for	Software Support	Please Follow Tender
Employer Requirem Detailed of Work :	Specifications-	affective maintenance of the	1. The Contractor shall submit to the	Please Follow Tender Condition(s).
Requirem Detailed of Work:			1. The Contractor shall submit to the "Engineer" for review, the software	Please Follow Tender Condition(s).
of Work	Requirements-	Ċ,	1. The Contractor shall submit to the "Engineer" for review, the software support plan at least 90 days before	Please Follow Tender Condition(s). Employer will facilitate
of Work	iled scope	ζ i	1. The Contractor shall submit to the "Engineer" for review, the software support plan at least 90 days before commencement of software	Please Follow Tender Condition(s). Employer will facilitate interfacing between OEM
	of Work: 2. c28	ý.	1. The Contractor shall submit to the "Engineer" for review, the software support plan at least 90 days before commencement of software Installation.	Please Follow Tender Condition(s). Employer will facilitate interfacing between OEM and contractor.
		ý.	1. The Contractor shall submit to the "Engineer" for review, the software support plan at least 90 days before commencement of software Installation. Employer will have the right, for	Please Follow Tender Condition(s). Employer will facilitate interfacing between OEM and contractor.
		,	1. The Contractor shall submit to the "Engineer" for review, the software support plan at least 90 days before commencement of software Installation. Employer will have the right, for multiple use of the Software.	Please Follow Tender Condition(s). Employer will facilitate interfacing between OEM and contractor.
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2	- 150-100-1	ý.	1. The Contractor shall submit to the "Engineer" for review, the software support plan at least 90 days before commencement of software Installation. Employer will have the right, for multiple use of the Software. Employer at his discretion may download the software on multiple PCs as per the requirement. For this purpose no specific password, key	Please Follow Tender Condition(s). Employer will facilitate interfacing between OEM and contractor.
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2	S-10-100-10-10-10-10-10-10-10-10-10-10-10	çó.	1. The Contractor shall submit to the "Engineer" for review, the software support plan at least 90 days before commencement of software Installation. Employer will have the right, for multiple use of the Software. Employer at his discretion may download the software on multiple PCs as per the requirement. For this purpose no specific password, key number should be required from the contractor/software firm. Contractor	Please Follow Tender Condition(s). Employer will facilitate interfacing between OEM and contractor.
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	Installation, The Contractor shall				
	development system prior to				
	validated on the simulation and				
	all new versions are fully tested and			<	
	5. The Contractor shall ensure that				
	use of any new versions.				
	enable the Employer to make proper	14			
	training for Employer's staff to			83	00-1-1-1
	Con				
	proposed correction to the				
	details as to the nature of the				L ²
	Contractor shall provide written				
	the Contractor shall provide				
	further diagnosis of a failure or fault,				
	"Engineer" for Identification or				
	of a re				
	software or documentation. On			1	
	is discovered within delivered				
	"Engineer" immediately when a fault				
	3. The Contractor shall inform the				
	compilers and linkers.				
	Including, but not limited to, editors,	00			
	for maintenance of the software,				
	specified development tools required				
	software, which shall include any				
	Employer two backup copies of the				
3.	"engineer" for retention by the				
	Contractor shall submit to the				
	Works by the contractor, the				
	of any software Into the Permanent				
	2. Within 14 days of the Installation				
	System.				
by NMRC*			RFP	Ву	NO.
Clarification/ Amended	Existing Provision within RFP	Clarification Requested	Clause No. of	Query Kaised	Ģ

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Please Follow Tender	Contractor has to maintain in	May kindly be deleted as this	Section 6:	Delhi Cranex	23
	Employer's attention.				
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	post vorsion shall be brought to the				
	of System that may be caused by a				
	upon the performance or operation				
	of any of its obligations. Any effect				
	that shall not relieve the Contractor				
	obliged to use any new version and				
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	updated Operation and Maintenance	11			
	new version, together with the				
***	shall deliver to the Employer any				
7.	Installed on the Site. The Contractor				
5	tested and commissioned once		of Work: c28. 5		
	ensure that all new versions are fully		Detailed scope		
	Installation. The Contractor shall		Requirements-		
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10	validated on the simulation and	clause may modify accordingly.	Specifications-		
Condition(s).	new versions are fully tested and	manual with the contractor, this	Technical	Pvt. Ltd.	
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	Employer's attention.				
	new version shall be brought to the				
	of System that may be caused by a				
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	shall deliver to the Employer any				
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by NMRC*			RFP	By	No.
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Pvt. Ltd. Technical Specifications- Employer's Requirements- Detailed scope of Work: 2. c30 Pvt. Ltd. Detailed scope of Work: 2. c30 Delhi Cranex Section Fequirements- Employer's Requirements- Employer's Requirements- Detailed scope of Work: 2. c31 Delhi Cranex Section Specifications Detailed scope of Work: 2. c31 Delhi Cranex Section Specifications Employer's Requirements- Detailed scope of Work: 2. c31 Delhi Cranex Section Special Special Contract (SCC)- I.5 Penalty & penalty in case of any reason to equipment failure. Should not exceed 10% of the bill be recovered to worker and shall be secontract of equipment failure. Shall be secontract of equipment failure. Special be recovered to the RMS and Remote monitoring symeacted maintain shall be secone and contract and shall be secone of work: 2. c31 Requirements- Deleted as this pertains Contractor shall submit to supply of new escalator has no to supply of compander than 5 your supply of new escalator has no to supply of new escalator	No.	Query Raised Bv	Clause No. of RFP	Clarification Requested	Existing Provision within RFP	Clarification/ Amended
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should not exceed 10% of the bill for the Quarter, In which the incident elating to penalty occurs. In the interest of natural justice			Penalty	약	to equipment failure. Any claim/	
			deduction	should not exceed 10% of the bill	Damage /Compensation claimed by	
				for the Quarter, In which the	the affected passenger/ escalator	
_					user on account of equipment failure	
					shall be recovered from the	

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one clause should be inserted contractor. In addition, NMRC shall specifying that the penalty impose a penalty @ Rs 15,000/- (Rs imposed during any quarter for Fifteen Thousand Only) per case, incidents occurring in that The penalty shall be applicable quarter shall be a margin of 10% of the total bill for that quarter. If escalator is kept out of service for more than 24 hrs due to non-availability of Spares or due to lack of proper attention. NMRC shall impose a penalty of Rs 15,000/- (Rs Fifteen Thousand Only) per day for each such case. The penalty shall be applicable during CAMC pendo. Call out Ratio Failure: Escalator not available for more than three hour for passenger service shall be registered as a failure provided: (1) Failure is attributable to Design defect (2) Equipment failure / replacement (3) Manufacturing defect (4) Maintenance lapse (during CAMC by the contractor) The call out ratio i.e. engineer visits to the site for non-schedule maintenance exceeds 3 per secalator per year, a penalty of Rs. 15,000/- (Rs Fifteen Thousand Only) shall be imposed or penalty of Rs. 15,000/- (Rs Fifteen Thousand Only) shall be imposed or penalty of Rs. 15,000/- (Rs Fifteen Thousand Only)	Query Raised	Clause No. of	Clarification Requested	Existing Provision within RFP	Clarification/ Amended
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15,000/- (Rs Fifteen Thousand Only) shall be imposed for each such visit.				escalator per year, a penalty of Rs.	
shall be imposed for each such visit.					
				shall be imposed for each such visit.	

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No. By	RFP	Sign Nodage	existing Provision Within RFP	hy NMRC*
			The penalty shall be applicable	
			during CAMC period.	
			d) In addition to the above,	
			or a	
			manpower etc may be imposed	
	N.		separately in case of any violations	
			as under:-	
			The firm must maintain a "Zero	
			Accident Record". In case of any	
			\circ	
			up to 20% of the total bill for the	
			quarter in which the incidence taken	
	,		place shall be imposed.	
			If site staff is found absent or short,	
			a deduction at the rate of equivalent	
			to latest daily minimum wage plus	
			Rs. 1000/- per employee per day will	
			be charged. The rate of wages shall	
			be as per minimum wages rate as	
		83	applicable to each category of staff.	
			If during inspection, the workers are	
			not found in uniform, a penalty of	
			Rs.500 per employee per day may	
			be imposed.	
			If during inspection, the workers are	
			not found in proper PPE (Personnel	
			protective equipment) during	
			Rs.	
			per employee per day may be	
			imposed.	
			In case of any damage to NMRC	
			property done by any of the worker	
			of the contractor, the actual amount	

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No.	Query Raised By	Clause No. of RFP	Clarification Requested	Existing Provision within RFP Clarification/ Amended by NMRC*
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Delhi Cranex Section At the end of 3 years and a new performance bank guarantee during Condition and contractor takes over the new the implementation period, the Selection Process Occurractor takes over the new the implementation period, the Selection Process Occurractor takes over the new the implementation period, the Selection Process Occurractor is nullified. ANC, the responsibilities of the Successful Bidder (herein referred to ongoing contractor) is nullified. Dongoing contractor be the Successful Bidder (herein referred to ongoing contractor) shall deposit the performance spendid be released of FDR/ DD or unconditional and immediately within 30 days of irrevocable Bank Guarantee bond CAMC, being taken over by the issued by a scheduled bank in favor new incoming contractor between the bank which may be reduced for blaince should have submitted the bank which may be reduced for blaince should have submitted the bank which may be reduced for blaince should have submitted the bank which may be reduced for blaince should be refured for unning be limited to maintenance for the escalators. In case if specifications is specified period, system operations between the ilcenses or any other documents J.PL, will provide only technical required from statutory authorities assistance. Scope of Works Dongoin Contract then the obtaining relevant safety certificates for the regular operations of 82 escalators at all 21 stations as mentioned trained technician, Consumables, in the performance of the period of 82 requirement with suitable uniformed training the period to maintenance for condition.	No.	Query Raised By	ed Clause No. of RFP	Clarification Requested	Existing Provision within RFP	Clarification/ Amended by NMRC*
At the end of 3 years and a new contractor takes over the selection brocess over the contractor takes over the selection brocess over the specification. AMC, the responsibilities of the contractor is nullified. The performance guarantee should be released immediately within 30 days of irrevocable Bank Guarantee bond immediately within 30 days of irrevocable Bank Guarantee bond contractor because by that time the new contractor because the contract condition. In this Section 2: Terms becomes applicable during the contract the contract the contract the contract the licenses. In case it specified period, system operations becomes applicable during the braining relevant safety certificates for the regular operations of 82 scalators at all 21 stations as mentioned in the periormance in process as mentioned in the periormance supports safety certificates on the perior of 82 scalators at all 21 stations as mentioned in the periormance supports as mentioned in the perior of 82 scalators at all 21 stations as mentioned in the perior of 82 scalators at all 21 stations as mentioned in the perior of 82 scalators. In the perior of 82 scalators at all 21 stations as mentioned in the perior of 82 scalators. In the perior of 82 scalators at all 21 stations as mentioned in the perior of 82 scalators. In the perior of 82 scalators at all 21 stations as mentioned in the perior of 82 scalators. In the perior of 82 scalators at all 21 stations as mentioned in the perior of 82 scalators. In the perior of 82 scalators at all 21 stations as mentioned in the perior of 82 scalators. In the perior of 82 scalators at all 21 stations as mentioned in the perior of 82 scalators. In the perior of 82 scalators at all 21 stations as mentioned in the perior of 82 scalators. In the perior of 82 scalators at all 21 stations as mentioned in the perior of 82 scalators. In the perior of 82 s	26		Section	CAMC	fulfill the requirement	Please Follow Tender
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Scope of Works Scope of Works the escalators. In case it specified period, system operations becomes applicable during the pendency of the contract then the NMRC shall procure the licenses. JLPL will provide only technical assistance. Specifications as mentioned trained technician, Consumables,	27		Section 2:	in the state of		Please Follow Tender
the escalators. In case it specified becomes applicable during the and mai pendency of the contract then the obtaining NMRC shall procure the licenses. JLPL will provide only technical required assistance. Escalator mentione Specifical requirem trained		Pvt Ltd		license is not required for running	limited to maintenance	Condition(s).
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obtaining or licens required for the escalator mentione Specifica requirem				applicable during	and maintenance support services,	
required for the escalator mentions Specifica requirem	25-575			pendency of the contract then the	obtaining relevant safety certificates	
for the escalator mentione Specifica requirem	1100-00			Il Pl will provide only technical	required from statutory authorities	
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S. Query Raised	d Clause No. of	Clarification Requested	Existing Provision within RFP	Clarification/ Amended by NMRC*
	1	16	spare parts, modern equipments & machinery etc.	
28 Johnson Lifts Pvt Ltd		We would mention that for 4 (for monthly/quarterly and half yearly maintenance)/8 for yearly	The figures indicated below are the minimum number of Personnel required to attend maintenance work	Please Follow Tender Condition(s).
	Selection Process- RESOURCES PROPOSED FOR	maintenance	which are to be deployed as per the minimum level of qualification/experience of site staff is given as follows:	
,	m m		Cia	
2	MINIMUM ORGANISATION		n) quarterly and half	
	STRUCTURE REQUIRED		yearly maintenanc	
			e) / & (for yearly maintenanc	
29 Johnson Lifts	Section 5:	provide FAR	PENALTY & DEDUCTION	Please Follow Tender
Pyt Ltd	Special	ch includes "thire	The reliability of equipment should	Condition(s).
	Conditions of Contract (SCC)-	separate penalty / claim	be of level that it does not result in injury/fatality of Escalator user due	
	1.5 Penalty & deduction (a)		to equipment failure. Any claim/ Damage /Compensation claimed by	
			the affected passenger/ escalator user on account of equipment failure	
			shall be recovered from the	
4			impose a penalty @ Rs 15,000/- (Rs	
		ę.	The penalty shall be applicable during CAMC period.	

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No.	Query Raised By	sed	Clause No. of RFP	Clarification Requested	Existing Provision within RFP	Clarification/ Amended by NMRC*
30	3	Lifts	Section 5:	Please include maximum penalty	PENALTY & DEDUCTION	Please Follow Tender
	Pvt Ltd		Special	cap @10% of quarterly billed	The reliability of equipment should	Condition(s).
			Conditions of	amount	be of level that it does not result in	,
			Contract (SCC)-		injury/fatality of Escalator user due	
	i i		1.5 Penalty &		to equipment failure. Any claim/	
			deduction (a)		Damage /Compensation claimed by	
	-				the affected passenger/ escalator	
					user on account of equipment failure	
			Χ.		shall be recovered from the	
			18		contractor. In addition, NMRC shall	
					impose a penalty @ Rs 15,000/- (Rs	
					Fifteen Thousand Only) per case.	
					The penalty shall be applicable	
31	Johnson	Lifts	Section 5:	All liabilities shall cease after the	DEFECT LIABILITY PERIOD	Pleace Follow Tender
	Pvt Ltd		Special	last day the CAMC contract period		Condition(s).
			Conditions of	& DLP is a part of new		,
			SCC Clause 4.3	equipment/Project contracts and	manufacturer. However the	
					contractor silan de responsible for all	
	2				workmanship up to six months from the date of completion of the work.	
32	Johnson I	Lifts	Section 6:	Half Load test will be performed	Before the expiry of the CAMC the	Please refer addendum.
	Pvt Ltd		Technical	along with annual maintenance	Contractor shall perform a loading	
			Specifications-	on a yearly basis	test for each escalator to re-confirm	Load test may be
			Employer's		that the function of the system is	incorporated with half
					being met and shall undertake	yearly/annually
			Detailed scope		corrective adjustment if necessary.	maintenance work
			of Work: 2. c13	900	This test may be incorporated into	
					the half-yearly equipment survey	
ມ	Johnson I	T + 1	Coction		12	
			Tochnical C.	יייל וומיל סמו סאון ממטול/סמופרץ	Amina independent into Party	Please Follow Lender
	דער בנט		l ecnnical		₹	Condition(s).
			specifications-	eers who will perform this	for each escalator and corrective	
			employers	task. Johnson is maintaining	adjustment (if necessary) shall be	

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No.	Query Raised By	S. Query Raised Clause No. of RFP	Clarification Requested	Existing Provision within RFP Clarification/ Amended by NMRC*
		Requirements-	close to 75000 units in India.	done by the Contractor. The report
		Detailed scope		format shall be approved by
		of Work: 2. c14		Employer.
34	Johnson Lifts	Section 8 :	Lifts Section 8 : We are an ISO 14001:2004 and As per	As per Appendix 2: Quality Contractor Quality
	Pvt Ltd	Appendix and	and ISO 45001:2018 company with Assurance at page no. 60 of RFP	Assurance at page
		forms of Tender:	forms of Tender: all Quality and Safety procedures	
		Appendix 2:	2: in place. The requirement is	
		Quality	mentioned in the tender is more	
		Assurance	to do with Factory. We believe	
			that for a CAMC contract the	
			contents of appendix 2 are not	
			applicable.	

(Avinash Komar)

(Rajan Prakash) DGM/ Finance

(Shailendra Kumar) JGM/Electrical

Note: -The above amendments/clarification shall supersede all the respective provisions in Tender Documents.