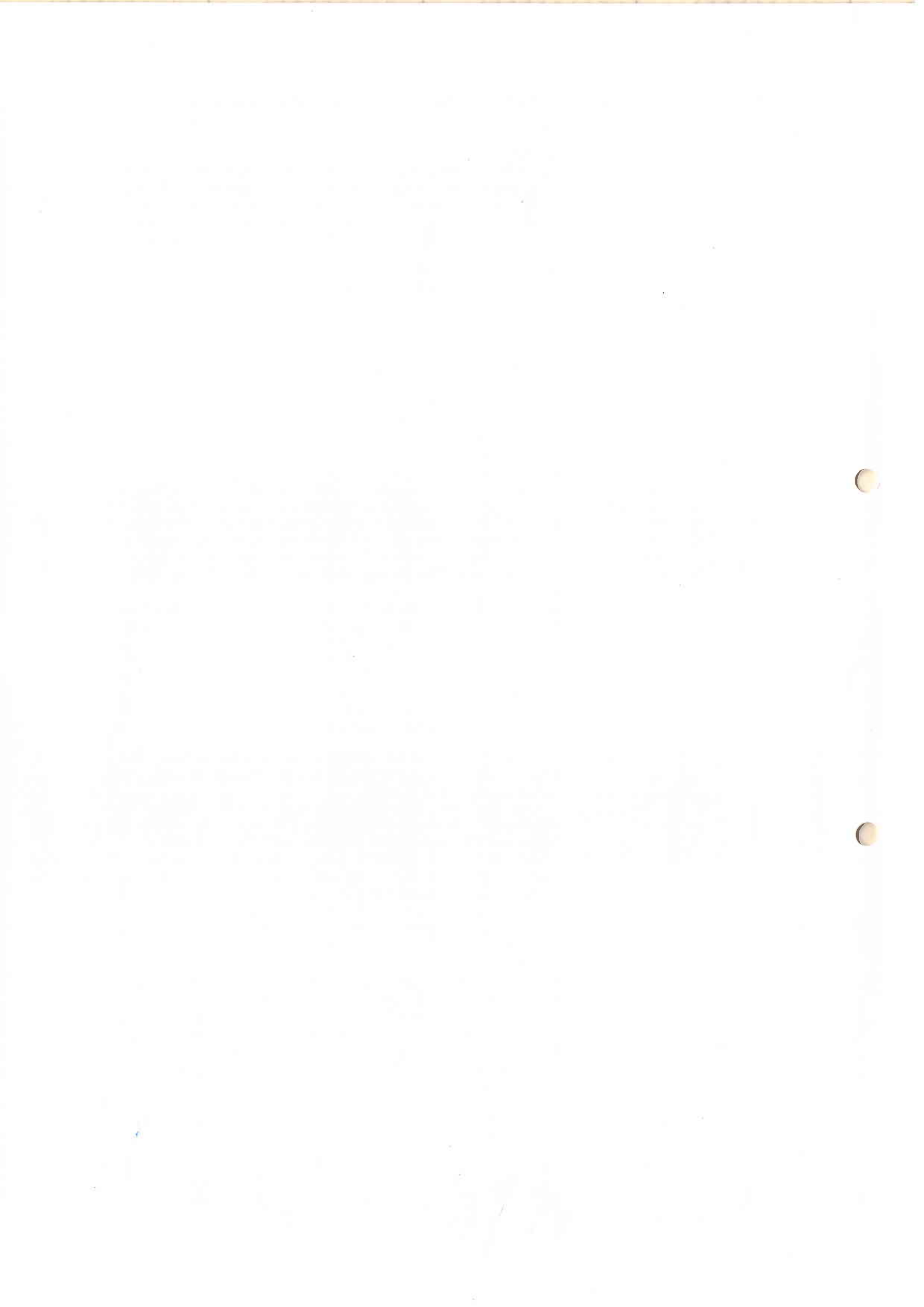


1.5		<p>PENALTY & DEDUCTION</p> <p>a) The reliability of equipment should be of level that it does not result in injury/fatality of Escalator user due to equipment failure. Any claim/ Damage /Compensation claimed by the affected passenger/ escalator user on account of equipment failure shall be recovered from the contractor. In addition, NMRC shall impose a penalty @ Rs 15,000/- (Rs Fifteen Thousand Only) per case. The penalty shall be applicable during CAMC period.</p> <p>b) 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 period.</p> <p>c) 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 for the failures as defined above, should not exceed 3 on any one of the escalator in a year. If the visit of engineer for non-schedule 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 during CAMC period. <u>Call out ratio for 20 Escalators under preservation contract is amended, i.e. Engineer visits to the site for non-schedule maintenance for the failures as defined above, should not exceed 4 on any one of the escalator in a year. If the visit of engineer for non-schedule maintenance exceeds 4 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.</u></p> <p>d) In addition to the above, additional penalties for accident, staff without uniform, less manpower etc may be imposed separately in case of any violations as under:-</p> <p>i) The firm must maintain a "Zero Accident Record". In case of any major accident /fatality a penalty up to 20% of the total bill for the quarter in which the incidence taken place shall be imposed.</p> <p>ii) 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 applicable to each category of staff.</p> <p>iii) If during inspection, the workers are not found in uniform, a penalty of Rs.500 per employee per day may be imposed.</p> <p>iv) If during inspection, the workers are not found in proper PPE (Personnel protective equipment) during working, a penalty up to Rs.2000/- per employee per day may be imposed.</p> <p>v) In case of any damage to NMRC property done by any of the worker of the contractor, the actual amount will be recovered or the contractor has to repair/replace such damage at his own cost.</p> <p>vi) Any Non-compliance of the provisions of labour laws by the contractor any time during the course of execution of the contract, will lead to termination of the contract.</p> <p>vii) The penalties as prescribed above shall not relieve the contractor</p>
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RFP for CAMC of 82 Escalators of Schindler make installed at the Stations of N- GN corridor

- c8. The Contractor shall carry out periodic testing and examination of equipment safety services as may be required by the provisions of any enactment in force relating thereto or of any enactment, regulations or by-laws of any local or other duly constituted authority which may be applicable to such tests and to provide such copies of the test certificates; duly signed by Registered Escalator "Engineer" and Registered Escalator "Contractor", as may be required. A master schedule of such planned tests shall be submitted to the Employer at least two months before commencement of CAMC.
- c9. The Contractor shall provide quarterly and half-yearly reports on the condition of the equipment in an agreed format. Such reports shall include event logs and performance data collected from the associated indicative panel stored on CD/DVD or other agreed medium, over the reporting period. Such data shall enable offline individual and fleet statistical analysis to be performed on a Personal Computer.
- c10. A report in duplicate shall be sent to the Employer immediately following every call out, indicating the time of call out visit, cause, remedial action taken and the time that the service was restored. The monthly summary of failure report along with the analysis giving details of nature of fault, remedial action taken etc in the approved format shall be provided.
- c11. Reports on routine visits are not required except where necessary to draw attention to defects of a minor nature, which could not be rectified during the routine visit. Records of each routine visit and call-out visit, together with details of the work done or action taken, shall be entered on a log book which shall be provided by the Contractor and retained in the location as decided by the "Engineer".
- c12. Contractor shall be fully responsible for obtaining & ensuring timely renewal of relevant safety certificate (s) or license(s) or any other documents required from statutory authorities for operation & maintenance of escalators, during the 3 years of Comprehensive Annual Maintenance Contract. Nothing extra shall be payable.

The Contractor shall submit the relevant safety and clearance certificates obtained for each equipment from the statutory authorities to the "Engineer".

The Contractor shall provide adequate signage and graphics as being statutory requirements, for the safe and proper utilization of each equipment, in adequate number exhibited at required locations.
- c13. ~~Before the expiry of the CAMC~~ the Contractor shall perform loading test **on yearly basis** for each escalator to re-confirm that the function of the system is being met and shall undertake corrective adjustment if necessary. This test may be incorporated into the half-yearly equipment survey maintenance works
- c14. Annual Independent Third Party Safety Check including load testing for each escalator and corrective adjustment (if necessary) shall be done by the Contractor. The report format shall be approved by Employer.
- c15. The Maintenance service shall include all Preventive/Scheduled & Corrective Maintenance. In this context, the Contractor shall submit a PM Schedule and CM procedure for Approval, 1 month before the commencement of the CAMC.
- c16. An Office will be provided by the Employer as the emergency service report center.

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