



NOIDA METRO RAIL CORPORATION LIMITED

CONTRACT NO: NMRC/Elect (P)/2026/005

**E&M works for the Development of NMRC Project Office at 2nd floor,
Ganga Shopping Complex, Sector-29, Noida.**

VOLUME-2

Special Condition of Contracts (SCC)

**NOIDA METRO RAIL CORPORATION LTD.
Block-III, 3rd Floor, Ganga Shopping Complex,
Sector-29, Noida -201301,
District Gautam Budh Nagar, Uttar Pradesh, India**

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1. Special Condition of Contracts (SCC)

SCC Clause	Reference to GCC Sub-Clause No.	Description
1	Sub-Clause 3.2	Functions of Engineer In addition to the duties mentioned in Clause 3.2 of General Conditions of Contract: (i) Shall watch and inspect the Works, monitor and examine any material to be used and workmanship employed by the Contractor in connection with the Works; (ii) Shall carry out such duties and exercise such powers vested in the Engineer in accordance with the provisions of the Contract; (iii) Shall issue instructions which in his opinion are necessary for the execution of the Works; and (iv) May issue any other instruction which in his opinion is desirable in connection with the Works. In case The Engineer is employee of any agency hired by the Employer, the Engineer shall take the approval of the Employer for all technical and financial matters otherwise he shall be deemed to have taken the approval of the Employer.
2	Sub Clause 4.2.1	PERFORMANCE SECURITY This Clause is applicable as per F5 of Volume-1/ Instructions to Tenderer (ITT)
3	Sub-Clause 4.4	Coordination with other Contractors The contractor shall plan and execute work in coordination and in co-operation with other contractors working for adjacent.
4	Sub-clause 4.5	Sub-contractors The work should not be sublet.
5	Sub-Clause 4.10	Sufficiency of Tender The Bidder shall be entirely responsible for sufficiency of rates quoted by him in his tender. The Contractor (Successful Bidder) shall be paid for only at quoted/accepted rates for the items of works executed as per BOQ.
6	Sub-Clause 4.11	Access Route All operations for the execution of the Works shall be carried out so as not to interfere unnecessarily with the convenience of the public or the access to public or private roads or footpaths or properties owned by the Employer or by any other person. The Contractor shall select routes, choose and use vehicles so that movement of Contractor's Equipment, Plant and Materials from and to the Site is limited so that traffic is not delayed and damage to highways and bridges is prevented. If there is any delay or damage or injury, the cost of rectification or reconstruction of highways or bridges shall be borne by the Contractor. The Contractor shall indemnify the Employer in respect of all claims, demands, proceedings, damages, costs, charges and expenses whatsoever arising out of or in relation to any such matters.

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SCC Clause	Reference to GCC Sub-Clause No.	Description
8	Sub-Clauses 4.16 and 6.7	Safety Precautions The Contractor is required to make himself aware of all the requirements of the Employer's Safety, Health and Environmental Manual in this regard and comply with them. The Site Safety Plan shall include detailed policies, procedures and regulations which, when implemented, will ensure compliance with Sub-Clauses 4.16 and 6.7 of General Conditions of Contract. The Contractor shall, from time to time and as necessary or required by the Engineer, produce supplements to the Site Safety Plan such that it is at all times a detailed, comprehensive and contemporaneous statement by the Contractor of his site safety and industrial health obligations, responsibilities, policies and procedures (under the laws of India) or as stated in the Contract or elsewhere relating to work on Site. If at any time the Site Safety Plan is, in the opinion of the Engineer, insufficient or requires revision or modification to ensure the security of the Works and the safety of all workmen upon, and visitors to the Site, the Engineer may instruct the Contractor to revise the Site Safety Plan. The Contractor shall, within 14 days, submit the revised plan to the Engineer for review.
9	Sub-Clause 4.17	Protection of the Environment The Contractor shall maintain ecological balance by preventing deforestation, water pollution and defacing of natural landscape. The Contractor shall, so conduct his cleaning operations, as to prevent any avoidable destruction, scarring or defacing of natural surroundings in the vicinity of work. In respect of ecological balance, the Contractor shall observe the following instructions (a) Where destruction, scarring, damage or defacing may occur as a result of operations relating to construction and maintenance activities, the same shall be repaired, replanted or otherwise corrected at Contractor's expense. All work areas shall be smoothed and graded in a manner to confirm to natural appearance of the landscape as directed by the Engineer. (b) All trees and shrubbery, which are not specifically required to be cleared or removed for cleaning purposes, shall be preserved and shall be protected from any damage that may be caused by Contractor's cleaning operations and equipment. The removal of trees or shrubs will be permitted only after prior approval by the Engineer. Trees shall not be used for anchorage. The Contractor shall be responsible for injuries to trees and shrubs caused by his operations. The term "injury" shall include, without limitation, bruising, scarring, tearing and breaking of roots, trunks or branches. All injured trees and shrubs shall be restored as nearly as practicable, without delay, to their original condition at Contractor's expenses. (c) The Contractor shall provide all necessary access, assistance and facilities to enable the Engineer and the Employer to monitor and conduct tests to verify that the Site Environmental Plan is being properly and fully implemented
10	Sub-Clause 4.18	Electricity and Water Electricity and water shall be arranged by the contractor on his own

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		and at his cost. If available, the Employer may provide Water supply and Electricity on chargeable basis. The contractor shall make his own arrangements to tap the Electricity from the nominated and existing sockets/ points. The contractor shall tap the Electricity as per IE Rules & IE Act (Latest) duly complying all safety precautions and under following conditions: (a) The contractor shall submit full scheme for the requirement of Electricity & water. If scheme mentions Electricity requirement which is beyond the capacity of the Employer, in that case the contractor shall make his own arrangements/ alternative arrangements. (b) The Contractor should make his own arrangements to draw the water from the available water point to the working place without affecting the premises
11	Sub-Clause 4.19	Employer Supplied Machinery and Materials The <i>Employer will not provide</i> any machinery or materials under the Contract.
12	Sub Clause 4.27	Security of the Site The Contractor shall take all measures necessary to ensure such security, including exercising control over all persons and vehicles which are employed or engaged on the Site or in connection with the Works or the other works comprising the Project and with the security arrangements applicable to any other site within the Project. The Contractor shall arrange the issue of passes for the admission of all persons and vehicles to the Site or to any part thereof and may refuse admission to or remove from the Site any person or vehicle failing to show an appropriate pass on demand to any duly authorised person. If required by the Engineer, the Contractor shall submit a list identifying all persons to whom passes have been issued together with two photographs of each person and all entities to which a pass has been issued in respect of any vehicle and shall satisfy the Engineer of the bonafides of any such person or entity. The Contractor shall not, without the written permission of the Engineer or otherwise in accordance with the Contract, allow access to the Site to any person unless the presence on Site of such person is necessary in connection with the execution of the Works or with the discharge of the duties of any relevant authority. For the purposes of this Clause only, "Site" shall include off-Site places of manufacture or storage and the Contractor's Work Areas and shall include, areas provided to the Contractor by others.
13	Sub-Clause 5.3	Submission of Documents The Contractor shall submit scheme of work, documents, as required by the Contract, to the Engineer in accordance with any submittal

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		schedule agreed with the Engineer. This submittal shall be made sufficiently before the Works are to be carried out to give the Engineer and the Employer reasonable time to examine the drawings or other documents, to prepare comments and for any changes to be accommodated by the Contractor. Where the consent of the Engineer is required, the Engineer shall notify the Contractor in writing of his decision either within such period as may expressly be stipulated in the Contract or otherwise within a reasonable time. The Operation and Maintenance Manuals and drawings submitted by the Contractor shall, if required, be updated by him during the Defects Liability Period and re-submitted for review by the Employer's Representative.
14	Sub clause 6.0	Training of Contractor's Employees / Staff / Workers Contractor shall provide a training / workshop on Safety, Health & Environment (SHE) to all its workers/ employees/ sub-contractors at the time of induction as per required of condition of contract on Safety, Health and Environment. Before posting any of his workers/ staff/ employees/ sub-contractors, the contractor shall give a certificate that the said person had undergone the requisite SHE training.
15	Sub-Clause 6.4	Labour Laws The Contractor shall, if required by the Employer, deliver to the Engineer or to his office; a return in detail, in such form and at such intervals as the Employer may prescribe, showing the number of labours employed in different categories by the Contractor for the entire work. The contractor must ensure compliance of all the labour laws including obtaining labour licence and registration of workers with BOCW Board.
16	Sub-Clause 6.6	Housing Facilities The Contractor shall have to make his own arrangements for housing facilities for his staff.
17	Sub-Clause 6.7	Health and Safety Contractors are required to take care of his labour/site staff working at site if any mishappening occurred.
18	Sub Clause 7.0	Quality Control The Contractor shall appoint a suitably qualified and experienced person, not otherwise engaged in the performance of the Contract, to act as manager of the quality assurance system and shall provide such other personnel and resources as required to ensure effective operation of the quality assurance system. The said manager shall carry out audits of the application of the quality assurance system and ensure effective quality control and delivery of quality assurance. The Contractor shall provide all necessary access, assistance and facilities to enable the Engineer to carry out surveillance visits both on and off the Site to verify that the quality assurance system is being properly and fully implemented. No extra payment shall be made in this regard and the cost of the Work under this element shall be deemed to be included in the Contract Price.

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SCC Clause	Reference to GCC Sub-Clause No.	Description
19	Sub Clause 10.1	Defect liability period The Defect liability period (DLP) of new work shall be One year from the date of issue of completion certificate/handover for the whole of the works. Completion of Defect Liability Period: Handover of items to department in healthy condition after one year. Work by persons other than the Contractor. If by reason of any accident or failure or other event occurring to, in, or in connection with the Works any remedial or other work shall, in the opinion of the Engineer, be urgently necessary and the Contractor is unable or unwilling at once to do such remedial or other work, the Engineer may authorise the carrying out of such remedial or other work by a person other than the Contractor. If the remedial or other work so authorised by the Engineer is work, which, in the Engineer's opinion, the Contractor was liable to do under the defect liability period Contract, all expenses properly incurred in carrying out the same shall be recoverable by the Employer from the Contractor, provided that the Engineer shall, as soon after the occurrence of any such emergency as may be reasonably practicable, notify the Contractor thereof in writing.
20	Sub-Clause 11.1 Sub-Clause 11.1.1 Sub-Clause 11.1.4	Contract Price & Payment In respect of All-Inclusive Contract The Contract Price, subject to any adjustment thereto in accordance with the contract conditions, shall be all inclusive (including all taxes, duties, royalties etc.) Change in Taxes Duty "Change in Taxes/Duties/Levies" means the occurrence or coming into force of the following, at any time after the date of submission of tender. Any new tax which is imposed on Composite Works Contractors applicable on Metro Project. Change in the rate of GST on Composite Works Contractors applicable on Metro Project as Per GST Act. (a) The Contract Price shall be adjusted due to any of the above two conditions. Adjustment in contract price will be applicable up to the stipulated date of completion of work including the extended period of completion where such extension has been granted under sub clause 8.4.1 of GCC or it is specifically mentioned that extension is with adjustment for changes as stated above. (b) If the extension of contract period is on account of contractor's fault under Sub-clause 8.4.3 of GCC, no compensation shall be made towards upward revision towards "change in Taxes/Duty (taking place during the said extended contract period)" as mentioned at Sl. No. (a) (i) & (ii) above, during the original contract period or extended contract period shall be on employer's account. (c) Any other changes (except on account of clause (a) (i) & (ii) above) in existing taxes/new taxes on supply of

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		materials/services/works etc. will not be considered and its impact shall be considered covered in the price variation clause provided in the Contract and in Contract where Price Variation clause s not provided, the impact on any other change (except on account of clause (a) (i) & (ii) above in existing taxes/new taxes on supply of materials/services/works etc. will be deemed to be included in the quoted contract price. (d) Also, the contract price shall not be adjusted on account of fluctuations in the rates of exchange between the foreign currencies of the contract and Indian rupees from the last date of submission of tender.
21	Sub clause 11.1.3	Price Variation This is a fixed price contract and no Price Variation is admissible in this contract.
22	Sub-Clause 11.2	Advance No Advance is admissible in this contract.
23	Sub-Clause 11.6	Payment For the purpose of On-account payment, the contractor shall submit detailed activities carried out as per BOQ recorded in Measurement sheets, Abstract sheets along with recorded bill for the item actually executed for checking and payment. Payment will be affected based on unit rates as approved in the Bill of Quantities. Payment Instalments and ratio: a) Scheme approval and delivery of BOQ items for new work: 50% of the cost may be released after successful delivery for materials on site. b) Installation and testing: 30% of the charges may be released after successful installation of items as per direction of E/I. c) Commissioning of new work: 15% of the NIT cost may be released after successful handover of all equipments. d) NOC from fire, PVVNL and other electrical major appliances from local authorities : 5% of the contract value may be released after following: 1. NOC from fire department, PVVNL (including preparation of B&L form for inspection and testing) and other electrical major appliances from local authorities and other applicable authorities 2. Drawing submission: Preparation and submission of documents as per clause 1.1.11 of Volume-3 (under para Scope of Work), Equipments layout, As-built drawing(s) & manuals with material specification giving complete details of the entire equipments, Warranty paper and other OEM details as required by E/I relevant to this contract. Electrical drawings for the entire electrical equipments showing cable sizes, equipment capacities, switch-gear's ratings, control components, control wiring etc.
24	Sub-Clause 15.0	Insurance 1. The contractor shall insure against liability to third parties in the joint name of the Employer and the contractor for any loss, damage, death or injury which may occur to any physical property (except things insured otherwise) or any person (except person insured by

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SCC Clause	Reference to GCC Sub-Clause No.	Description
		employer, staff of other contractor working in the premises, contractor's staff under sub clause above which may arise out of the performance of the contract. The insurance shall be at least for the amount of INR 7,50,000/- for each incident. 2. Insurance cover for Contractor's All Risk shall be full value/original CV/RCV of Contract price including maintenance Period. 1.5 times penalty will be recovered for equivalent premium proportionate for nonliable period.
25	Sub-Clause 18.1	Notices and Instructions The Contractor shall furnish to the Employer/Engineer the postal address of his office at Delhi NCR. Any notice or instructions to be given to the Contractor under the terms of the contract shall be deemed to have been served on him if it has been delivered to his authorized agent or representative at site or if it has been sent by registered post to the office, or to the address of the firm last furnished by the Contractor. The Contractor shall establish an office in the Delhi NCR in consultation with the in charge for planning, co-ordination and monitoring the progress of the Work and intimate the same in writing to in charge. In addition, the Contractor may set up field offices at convenient and approved locations for co-ordination and for monitoring the progress of fieldwork at his own cost.
	Additional	GENERAL CONDITIONS OF CONTRACT a. This contract will be governed by NMRC's General Conditions of Contract and Special Conditions of Contract. The later will have priority over the earlier one in case of any ambiguity in any of the clause. b. All conditions mentioned in the General Conditions of Contract (GCC) will be applicable in addition to above.

3. Draft Contract Agreement

THIS AGREEMENT made on the.....day of..... 2026 at Noida, District Gautam Budh Nagar, Uttar Pradesh Between **Noida Metro Rail Corporation Limited** (Here after referred to as "NMRC"), a company incorporated under Companies Act 2013, vide corporate identification Number: U60231UP2014SGC066849 and having its registered office at **Block-III, 3rd Floor, Ganga Shopping Complex, Sector-29, Noida -201301, District Gautam Budh Nagar, Uttar Pradesh, India** represented by of the company, by virtue of his designation and authorization by **Mr.....**, Managing Director, NMRC (here in after called as the "Corporation"), which expression shall unless excluded by or repugnant to the context or meaning there of be deemed to include its successors and permitted assigns) of the one part,

AND

.....having its registered office at, represented by(here in after called the "**Contractor**", which expression shall unless excluded by or repugnant to the context or meaning thereof be deemed to include its successors and permitted assigns) of the other part. WHEREAS the Corporation desires that the Works/ Services known as the "**.....**" should be executed by the Contractor, and has accepted a contract by the Contract or for the execution and completion of these Works.

The Corporation and the Contractor agree as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to the min the Contract documents referred to.
2. The following documents shall be deemed to for mandberead and construed as part of this Agreement-

Reference:

- (i) Tender No.....Dated.....
- (ii) Bid Documents duly accepted and submitted by.....dated.....
- (iii) The Bidding Documents which include all the Sections specified below:
 - a. Notice Inviting Tender
 - b. Instructions to Tenderers
 - c. Form of Tender
 - d. General Condition of Contract
 - e. Special Condition of Contract
 - f. Scope of Work
 - g. Tender Drawings
- (iv) Letter of Acceptance issued by NMRC
- (v) Any other admitted correspondence documents between NMRC and the Bidder.

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3. Duration of Contract

The Corporation intends to appoint a Contractor to NMRC for a period of Four Month from the date of LOA.

4. Price Schedule

The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the works and there me dying of Defects therein, The Total Contract Price of Rs./- including GST and all other taxes & duties etc. as applicable would be payable as prevalent as per statute.

5. The courts at District Gautam Budh Nagar, Uttar Pradesh shall have the exclusive jurisdiction to trial all disputes arising out of this agreement between the parties.

6. In consideration of the payments to be made by the Corporation to the Contractor as specified in this Agreement, the Contractor hereby covenants with the Corporation to execute the Works/Services and to remedy defects therein in conformity in all respects with the provisions of the Contract and Notice of Award issued. "Any conditions, deviation, assumption, exclusion, suggestion of alternative clauses, request of amendments in conditions & specifications of work submitted by bidders along with his Technical Bid or Financial bid, which is different from the Tender Document, Corrigendum, Addendum given by NMRC and any other correspondence in this regard, shall not be treated as a part of the contract Agreement & shall not be binding upon NMRC in any way whatsoever at any stage of work during execution or thereafter."

7. The Corporation hereby covenants to pay the Contractor in consideration of the execution and completion of the Works/Services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract and NOA.

IN WITNESS where of the parties here to have caused this Agreement to be executed in accordance with the laws of India on the day, month and year specified above.

For and on behalf of the Contractor
Signature of the authorized official

For and on behalf of the Corporation
Signature of the authorized official

Name of the official

Name of the official

Stamp/Seal of the Contractor

Stamp/Seal of the Corporation

In the presence of:

In the presence of:

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Sign of Witness1_____

Name_____

Address_____

Sign of Witness2_____

Name_____

Address_____

Sign of Witness1_____

Name_____

Address_____

Sign of Witness2_____

Name_____

Address_____

4. FORM OF PERFORMANCE SECURITY GUARANTEE) BY BANK

1. This deed of Guarantee made this Day of (month & year) between Bank of..... (herein after called the "Bank") of the one part, and Noida Metro Rail Corporation Limited (herein after called "the Employer") of the other part.
2. Whereas Noida Metro Rail Corporation limited has awarded the contract for (name of work) (here in after called "the contract") to M/s..... (Name of the Contractor) here in after called "the Contractor".
3. AND WHEREAS the Contract or is bound by the said Contract to submit of the Employer a Performance Security for a total amount of ₹... (Amount in figures and words).
4. Now we the Undersigned..... (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of..... (Full name of Bank), hereby declare that the said Bank will guarantee the.. Employer the full amount of ₹... (Amount in figures and Words) as stated above.
5. After the contract or has signed the aforementioned Contract with the Employer, the Bank is engaged to pay the Employer, any amount up to and inclusive of the aforementioned full amount upon written order from the Employer to indemnify the Employer for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Employer immediately/same day on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the Employer any money so demanded notwithstanding any dispute/disputes raised by the Contract or in any suitor proceeding spending before any Court, Tribunal or Arbitrator/s/ Arbitral Tribunal relating there to and the liability under this guarantee shall be absolute and unequivocal.
6. This Guarantee is valid till..... (The initial period for which this Guarantee will be valid must be for a period of 12 months after completion of work as per clause 4.7 section 4)
7. At any time during the period in which this Guarantee is still valid, if the Employer agrees to grant a time extension to the Contractor or if the Contractor fails to complete the Works within the time of completion as stated in the Contract, or fails to discharge himself of the liability or damages or debts as stated under Para 5, above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Employer and at the cost of the Contractor.

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8. The Bank agrees that no changes, addition, modifications to the terms of the contract Agreement or to any documents, which have been or may be made between the Employer and the Contractor, will in no way release us from the liability under this Guarantee; and the Bank, hereby, waives any requirement for notice of any such change, addition or modification to the Bank.
9. The Guarantee herein before contained shall not be affected by any change in the Constitution of the Bank or of the Contractor.
10. The neglect or forbearance of the Employer in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Employer for the payment hereof shall in no way relieve the bank of their liability under this deed.
11. The expressions "the Employer", "the Bank" and "the Contractor" herein before used shall include their respective successors and assigns.
12. Notwithstanding anything contained herein:
 - (a) Our liability under this Bank Guarantee shall not exceed Rs.....(Rs)
 - (b) This Bank Guarantee shall be valid upto.....
 - (c) We are liable to pay the Guarantee amount or part thereof under this Bank Guarantee only & only if you serve upon us a written claim or demand on or before.....(12 month from date of validity)

In witness where of I/We of the bank have signed and sealed this guarantee on the.....day of(Month & Year) being here with duly authorized.

For and on behalf of the

_____ **Bank.**

Signature of authorized Bank official

Name:

Designation:

I.D. No.:

Stamp/Seal of the Bank:

Signed, sealed and delivered for and on behalf of the Bank by the above named In the presence of:

Witness1.

Witness2.

Comprehensive Annual maintenance of Ductable AC, split AC, window AC, Tower AC, Water dispenser etc. for one year and Leakage repair of AC units at NMRC head office, sector-29, Noida, NMRC stations, Depot and staff quarter.

Signature.....

Signature.....

Name.....

Name.....

Address.....

Address.....

Notes:

1. The stamp papers of appropriate value shall be purchased in the name of the Bank, who issues the 'Bank Guarantee'.
2. The 'Bank Guarantee' shall be from the Scheduled Commercial Bank based in India, acceptable to Employer.

Comprehensive Annual maintenance of Ductable AC, split AC, window AC, Tower AC, Water dispenser etc. for one year and Leakage repair of AC units at NMRC head office, sector-29, Noida, NMRC stations, Depot and staff quarter.

5. Appendix 2: Quality Assurance

The Contractor shall implement a Project Quality Management Plan in accordance with ISO9001 "Quality System - Model for Quality Assurance in Design/Development, Production, Installation and Servicing" to ensure that all materials, workmanship, plant and equipment supplied, and work done under the contract meets the requirements of the contract. This plan shall apply to all activities related to the quality of items, including designing, purchasing, inspecting, handling, assembling, testing, storing, and shipping of materials and equipment and different elements of maintenance work and installations of system components.

The Quality Plan to be prepared by the Contractor and submitted to the Engineer shall follow the requirements of ISO 9000 and address each element therein.

Registration of the Contractor's organisation, or subcontractors or sub-consultants is not required for this Project, but the Project Quality Management Plan as submitted shall meet the intent of the ISO 9000 requirement in that there is a comprehensive and documented approach to achieving the project quality requirements.

Quality Assurance Management Plan

The Project Quality Management Plan (PQMP) shall as a minimum address the quality system elements as required by ISO 9001, generally noting the applicability to the Contractor's Works Programme for the Project. Procedures or Quality Plans to be prepared by others (Suppliers, Subcontractors, and Sub-consultants) and their incorporation in the overall PQMP shall be identified.

The Contractor shall provide and maintain a Quality Assurance Plan (QA) to regulate methods, procedures, and processes to ensure compliance with the Contract requirements. The QA Plan, including QA written procedures, shall be submitted to the Engineer for his review.

Adequate records shall be maintained in a readily retrievable manner to provide documented evidence of quality monitoring and accountability. These records shall be available to Employer at all times during the term of the Contract and during the Defects Liability Period and for a five-year period thereafter.

The Plan shall identify:

- a.Design Process: that control, check and verify the accuracy, completeness and integration of the design shall be performed by certified personnel and in accordance with documented procedure that have the written consent of the Engineer.
- b.Special Processes: that control or verify quality shall be performed by certified personnel and in accordance with documented procedures that have the written consent of the Engineer;
- c.Inspection and Test: Inspection and testing instructions shall provide for reporting non-conformances or questionable conditions to the Engineer; Inspection shall occur at appropriate points in the installation sequence to ensure compliance with drawings, test specifications, process specifications, and quality standards. The Engineer shall designate, if necessary, inspection hold points into installation or inspection planning procedures;

Comprehensive Annual maintenance of Ductable AC, split AC, window AC, Tower AC, Water dispenser etc. for one year and Leakage repair of AC units at NMRC head office, sector-29, Noida, NMRC stations, Depot and staff quarter.

- d.Receiving Inspection: These procedures shall be used to preclude the use of nonconforming materials and to ensure that only correct and accepted items are used and installed;
- e.Identification and Inspection Status: a system for identifying the progressive inspection status of equipment, materials, components, subassemblies, and assemblies as to their acceptance, rejection, or non-inspection shall be maintained;
- f. Identification and Control of Items: an item identification and traceability control shall be provided;
- g.Handling, Storage, and Delivery: provide for adequate work, surveillance and inspection instructions.
- h.The Plan shall ensure that conditions adverse to quality such as failures, malfunctions, deficiencies, deviations, and defects in materials and equipment shall be promptly identified and corrected.
- i. The Plan shall provide for establishing and maintaining an effective and positive system for controlling non-conforming material including procedures for the identification, segregation, and disposal of all non-conforming material. Dispositions for the use or repair of nonconforming materials shall require the Engineers consent.

Plan Implementation and Verification

The Plan shall clearly define the QA Organisation. Management responsibility for the QA shall be set forth on the Contractor's policy and organisation chart. The Plan shall define the requirements for QA personnel, their skills and training. Records of personnel certifications shall be maintained and monitored by the QA personnel. These records shall be made available to the Engineer for review, upon request.

The QA operations shall be subject to the Engineers, Employer or Employer's authorised representative's verification at any time, including: surveillance of the operations to determine that practices, methods and procedures of the plan are being properly applied; inspection to measure quality of items to be offered for acceptance; and audits to ensure compliance with the Contract documents.

The contractor's Quality Audit Schedule shall be submitted to the Engineer for consent weekly or more frequently as required.

The results of Quality Audits shall be summarized in the Contractor's weekly reports.

The Contractor shall provide all necessary access, assistance and facilities to enable the Engineer to carry out on-site and off-site surveillance of Quality Assurance Audits to verify that the quality system which has the consent of the Engineer is being implemented fully and properly.