

## Scope, Terms and Conditions

### Terms Used:

**AMC** – Annual Maintenance Contract

<b>A. SCOPE OF WORK</b>		Contractor's Compliance Yes / No	Contractor's Remarks
1	Maintenance of 19 nos Fire Alarm control Panels of different makes, 878 Nos of Fire/Smoke sensors along with Manual call points, Hooters, Response indicators, Auto dialers and repeaters which were placed at various locations of the factory area and having connectivity with the fire station of BHEL RC Puram Hyderabad.		
2	The Contractor shall be responsible for rendering maintenance service to the said systems.		
3	The contractor shall employ qualified technicians and engineers for attending the AMC work and any damage due to bad practice should be borne by the contractor by replacing the same.		
4	The offer for AMC rate for 2 years period.		

<b>B. Contractor Qualification Criteria</b>			
1	The contractor should have OEM/authorized service agency certificate from the atleast one manufacturer which are detailed in the Annexure-I without which the offer shall be liable for rejection.		
2	The contractor should have a minimum of 3 years' experience in maintaining similar systems and also should provide 2 years support documentary evidence regarding AMC of similar systems with contract copy, Organization address and contact person's phone nos.		
<b>C. Technical Terms and Conditions</b>			
1.	<b>Spares:</b> Spares will be supplied by BHEL		
2.	The Contractor should provide 24x7 support for the equipment. Any component/equipment failed should be brought into operation within 24 hours on all days of the week.		

3.	At least 1 qualified Engineer/Technician shall be stationed at BHEL site during contract period, for upkeep and maintenance of the equipment. This engineer shall have expertise in managing the systems under the contract. Documentary proof of certification and experience of the engineer/Technician shall be provided. The engineer shall be available on-site between 8.30 AM to 5.00 PM during all working days of BHEL, Ramachandra Puram for attending emergency breakdowns as per the instructions of the M&S/Instrumentation section in charge.	Contractor's Compliance Yes / No	Contractor's Remarks
4.	<p><b>Preventive maintenance</b></p> <p>Periodic maintenance and check should be carried out to keep the equipments in good working conditions. Maintenance will include all Fire/Smoke sensors, hardware, UPS etc.</p> <p>Batteries of all wireless sensors and UPS will be provided by BHEL whenever they are required.</p> <p>Maintenance service shall cover services, repairs and necessary replacements to keep the equipments in good working order on reasonable use of the equipments during the AMC period.</p> <ul style="list-style-type: none"> <li>Quarterly once all detectors, Manual call points, Auto dialers, Hooters and entire System should be cleaned and checked.</li> <li>Monthly once Cleaning, checking, testing and maintenance of all Fire Alarm Control Panels has to be done.</li> <li>Prior intimation should be given for checking the systems and it should be done in presence of CISF fire wing person and BHEL employee and a report should be submitted for the same.</li> <li>The contractor shall check entire wiring / cabling for the system and shall replace if found defective. Cable will be supplied by BHEL.</li> </ul>		

(Signature & Stamp of the Vendor)