



DELHI METRO RAIL CORPORATION LTD.

(A Joint Venture of Govt. of India & Govt. of NCT, Delhi)

“Non Comprehensive Annual Maintenance Contract of BMS system (Station Management System & Access Control System) at all stations including D-21 Depot Building, Tunnel Ventilation Building (TVB) and OCC of DMRC Airport Line”.

TENDER DOCUMENT

VOLUME-I

- * NOTICE INVITING TENDER
- * SCOPE OF WORK
- * TENDER PRICES AND SCHEDULE OF PAYMENT
- * INFORMATION AND INSTRUCTIONS FOR “ON LINE BID SUBMISSION”

SECTION 1

NOTICE INVITING TENDER (e-TENDER)

1.1 GENERAL

Delhi Metro Rail Corporation (DMRC) Ltd invites online open e-Tenders (two bids) from eligible applicants, who fulfill the qualification criteria as stipulated in clause no. 1.2 of NIT, for the work, “**Non Comprehensive Annual Maintenance Contract of BMS system (Station Management System & Access Control System) at all stations including D-21 Depot Building, Tunnel Ventilation Building (TVB) and OCC of DMRC Airport Line**”.

1.1.1 The details of the Tender are as per following:

Approximate cost of work	:	Rs. 1,43,65,014.00 (inclusive of all taxes)
Tender Security amount	:	Rs. 1,43,650.00
Cost of Tender (Non-Refundable)	:	Rs. 5,250.00 (Rs.5,000/- plus 5% VAT) Non-Refundable.
Completion period of the Work	:	24 months
Tender documents on sale	:	From 08.09.2016 to 30.09.2016 (up to 17:00 hrs) on e-tendering website https://eprocure.gov.in/eprocure/app Tender document can only be obtained after registration of tenderer on the website https://eprocure.gov.in/eprocure/app .
Pre-bid Meeting	:	Not applicable
Last date of Seeking Clarification	:	26.09.2016 up to 15:00 hrs. (Queries from bidders after due date shall not be acknowledged)
Last Date & time of Submission of Tender Online	:	03.10.16 up to 14:00 hrs.
Last date of Issuing Addendum / Corrigendum	:	04.10.16 up to 15:00 hrs.
Date & time of opening of Technical Bid Online	:	04.10.16.2016 at 15:00 hrs.
Date & time of opening of Financial Bid Online	:	Shall be informed after evaluation of technical bid through website https://eprocure.gov.in/eprocure/app
Authority and place for submission of tender cost, tender security, required documents (if any), seeking clarifications etc.	:	Deputy General Manager/E&M/UG, Delhi Metro Rail corporation Ltd. 2nd Floor, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi -110001.

The tender cost and tender security will be in the form of a Demand draft/ Banker's cheque drawn on a scheduled Commercial Bank based in India and should be in favour of "Delhi Metro Rail Corporation Ltd." payable at New Delhi.

The same should be submitted in original up to before two hours of opening of technical bid in the office of DGM/E & M/UG at the above mentioned address.
NOTE: The bidder who fails to submit the tender cost & tender security (in original) within stipulated scheduled deemed to be rejected.

1.2 MINIMUM ELIGIBILITY CRITERIA :

1.2.1 Work Experiences

1.2.2 Work Experiences -

- a) This tender is open to contractor having experience in this field for not less than 5 years.
- b) The contractor having completed one single work of similar nature of at least 80% of estimated value of contract or two similar works, each of at least 50% of estimated value of contract or three similar works, each of at least 40% of estimated value of contract in Govt. / Semi Govt. /Autonomous bodies/ PSU / Private Metro Railway during last 5 years ending March-2016.

Similar Nature of Work: **“Installation, Testing & commissioning or Maintenance of BMS system including Honeywell EBI SCADA and Honeywell Tema server based Access Control System”.**

- c) All documents of Tender for meeting eligibility criteria as well as BOQ, Statement of Deviation, & other forms/formats will be uploaded by the Tenderer. BOQ shall only be opened of eligible tenderer.

NOTE:

1. Successful completed portion of ongoing works shall also be considered for qualifying the eligibility criteria.
2. Following documents shall be considered for evaluating the criteria of work experience:
3. Self attested copies of work order, BOQ along with completion certificate (indicating the name of work, final amount, quantity of work, completion date etc.) issued by the client preferably on their letter head for completed work.
4. Self attested copies of work order, BOQ and latest certificate along with completion certificate issued by the client preferably on their letter head for quantum of work executed for work under progress.

1.2.3 Financial Standings

- a) Contractor's average Annual Turnover of last three audited financial years should be equal to or more than 80% of estimated cost of work.
- b) Self-attested copies of VAT / Service Tax registration certificate, PAN No.
- c) Applicant must not have been blacklisted or deregistered by any Govt. or public sector undertaking during last five years. Undertaking of the same should be given on non-judicial stamp paper of Rs. 10/- duly attested by Notary, in the format enclosed in **Annexure –D of ITT.**

- 1.2.4 Net worth of applicants should be positive. Tenderer shall submit last three years audited financial statement duly attested by certified CA to work out net worth. Documentary proof of satisfying eligibility conditions and audited financial data to be furnished along with the application on printed letter head. The tender submission of bidders,

who do not qualify the minimum eligibility criteria, shall not be considered for further evaluation and considered rejected. The mere fact that the bidder is qualified as mentioned in above shall not imply that his bid shall automatically be accepted. The same shall be subject to the data as required for consideration of tender prescribed in the ITT.

1.2.5 The mere fact that the tenderer is Pre-qualified as shall not imply that his bid shall automatically be accepted. The same should contain all Financial & other details as required for the consideration of tender.

1.2.6 Tender document consists of the following documents:

VOLUME-I

- a. Notice Inviting Tender.
- b. Scope of Work.
- c. Tender Prices and Schedule of Payment.

VOLUME-II

- a. Instructions to Tenderers.
- b. Format of forms.
- c. General Condition of Contract (GCC).
- d. Special Conditions of Contract (SCC).
- e. Other Terms and Conditions.
- f. Contents of BOQ.

1.2.7 The contract shall be governed by the documents listed in **Para 1.2.6 above**.

The bidders may obtain further information / clarification, if any, in respect of these tender documents from the office of **Deputy General Manager/E&M/UG, Delhi Metro Rail corporation Ltd. 2nd Floor, Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi -110001**.

1.3 The intending bidders must be registered on e-tendering portal <https://eprocure.gov.in/eprocure/app>. Those who are not registered on the e-tendering portal shall be required to get registered beforehand. If needed they can be imparted training on 'online tendering process'. After registration the tenderer will get user id and password. On login tenderer can participate in tendering process and can witness various activities of the process.

1.4 The authorized signatory of intending bidder, as per Power of Attorney (POA), must have valid class-III digital signature. The tender document can only be downloaded or uploaded using Class-III digital signature of the authorized signatory.

1.5 Tender submissions will be made online after uploading the mandatory scanned documents towards cost of tender documents such as Demand Draft or Pay Order or Banker's Cheque from a Scheduled commercial bank based in India and towards Tender Security such as Bank Guarantee or Demand Draft or Pay Order or Banker's Cheque from a Scheduled commercial bank based in India and other documents as stated in the tender document.

1.6 Tender shall be valid for a period of as per **ITT clause 12.0** from the date of submission of Tenders.

- 1.7** Tenderer is cautioned that the tender containing any material deviation from the tender document which consists of NIT, Instructions to tenderers, General conditions of contract, Special conditions of contract, Bill of quantities is liable to be summarily rejected as non-responsive.
- 1.8** DMRC reserves the right to accept or reject any or all proposals without assigning any reasons. No tenderer shall have any cause of action or claim against the DMRC for rejection of his proposal.
- 1.9** Tenderers are advised to visit the site of work before offering their rates.
- 1.10** The bidders are advised to keep in touch with e-tendering portal <https://eprocure.gov.in/eprocure/app> for updates. Any corrigendum, addendum etc issued shall be part of this tender document and shall be made available on this e-tendering portal.
- 1.11** Late tenders (received after date and time of submission of bid) shall not be accepted under any circumstances.

(VIVEK SHRIVASTAVA)
DGM/ E & M/UG,
DELHI METRO RAIL CORPORATION LTD.
2ND FLOOR, METRO BHAWAN,
FIRE BRIGADE LANE, BARAKHAMBA ROAD,
NEW DELHI - 110001

SECTION 2

SCOPE OF WORK

1.0 Introduction of BMS System (Station Management System-SMS & Access Control System-ACS):

- The DMRC Airport Metro Express Line (AMEL Line) comprises of a 22.694 km long standard gauge high speed rail corridor.
- In DMRC Airport Metro Express Line, BMS system is known as SMS system (Station Management System) which is installed at its all 6 no. of stations i.e. New Delhi (NDRU), Shivaji Stadium (SJSU), Dhaula Kuan (DKV), Delhi Aerocity (DACY), IGI Airport (APOT) & Dwarka Sector Twenty One (DSTO) and Tunnel Ventilation Building (TVB), D-21 Depot Building & OCC (in Metro Bhawan).
- Control, automation, monitoring & measurement of station equipments (like-ACB, AHU, HVAC, Cooling tower, Pumps, Tunnel ventilation system etc.) is achieved through SMS system. The use of Access control system is to monitor & control various gates of rooms of stations.
- All 6 stations and TVB & D-21 Depot Building equipments/system can be centrally monitored & controlled from OCC also, using Distributed System Architecture (DSA)
- SMS & ACS system was supplied, installed, tested & commissioned by M/s Honeywell Automation India Ltd. and detail of various assets/subsystem is mentioned in Para-2.1.1 & in Annexure- 01 as SMS/ACS asset summary sheet.

2.0 The contractor will execute the work i.e. “Non Comprehensive Annual Maintenance Contract of BMS system (Station Management System & Access Control System) of all stations including D-21 Depot Building, Tunnel Ventilation Building (TVB) and OCC of DMRC Airport Line”. However, for Server, workstation & monitor, comprehensive maintenance support is required.

2.1 The scope of work includes the following items

2.1.1 BMS system (Station Management System & Access Control System) of all stations including D-21 Depot Building, Tunnel Ventilation Building (TVB) and OCC of DMRC Airport Line having following components/subsystem:

- 1) Honeywell based SCADA (EBI Software, ver R410.1)
- 2) GE PLC (Model: GE Fanuc 90-30 series, PAC 8000, VersaMax) and its software including License
- 3) Integrated Backup Panel (IBP)
- 4) Integration with Rockwell (RS Linx Classic) based Tunnel ventilation system
- 5) Networking System including Network Rack, Network switches with all accessories

- 6) Access Control System (ACS) based on Honeywell make TEMA Server
- 7) Field devices & Sensors and Third party integration
- 8) **Comprehensive maintenance support** for DELL Server (T-300), DELL Operating Work Station (OWS) & PGMT (T-3500) with monitor (HP make) for which technical support & part replacement shall be obtained from OEMs only.
- 10) Complete support on Honeywell SCADA, GE PLC, TVS integration (by Rockwell based RS Linx Classic software), Networking system with all required Software & Licenses which are part of SMS.

2.1.2 Preventive & corrective maintenance

- a) The contractor shall carry out 04 Planned Preventive maintenance service per year along with corrective maintenance of assets (refer annexure-1, **page 10 & 11**) to ensure that the entire SMS & ACS system is maintained as per the Service level agreement. Some of the preventive & corrective maintenance is envisaged to be done in night block hours between 00:00 to 4:00 hrs only.
- b) The contractor shall submit planning of preventive maintenance with key dates. Preventive maintenance shall be carried out within +/- 15 days of permissible time limit from schedule date.
- c) The contractor shall provide filled report/check sheet for preventive & corrective maintenance of assets on monthly basis in the format (**Refer page 12-38**) provided by DMRC. Check-sheet may be modified by DMRC or to the request of contractor as per requirement. If contractor feels that any other activity is required to be additionally done for proper maintenance of the system as per the OEM recommendation, he shall carryout the same with approval from DMRC representative.
- d) The Contractor shall provide the latest Data Backup (SCADA/PLC) of SMS/ACS system of all sites in the storage device provided by DMRC on quarterly basis.
- e) Updation of antivirus of all servers as per check sheet.
- f) The Contractor shall rectify all interface issues with Lift, Escalator, TVS, PSD, PST, Signaling, Telecom & Baggage Handling System. DMRC shall not provide any Software, License, key, up gradation tool required during Preventive/corrective/breakdown maintenance of SMS system including third party integration and the same shall be arranged by Contractor.
- g) The Breakdown Maintenance of SMS/ACS System is to be carried out any time during 24 hrs x 7 days including Sundays & Holidays as per the Service level agreement.

2.1.3 Service Level Agreement

For corrective/breakdown, following time limit shall be honored by contractor.

(a) Critical

Fault under critical category are like communication/Network failure of individual PLC/Individual station or more stations and faults of passenger safety like-fire mode & TVS system troubles.

Response: - 4Hrs
Resolution: - 24 Hrs

(b) Non Critical

All faults other than mentioned in critical category fall in non critical category:

Response: - 12 Hrs
Resolution: - 48 Hrs

The **Response Time** shall be counted from the moment information of failure is communicated to the engineer of contractor through mobile of DMRC representative till the time engineer of contractor reaches site with tools & equipment. For this purpose, contractor shall provide mobile no. of engineer and 2nd engineer In charge. Resolution time is counted from end of response time till rectification of the failure.

2.1.4 Material and Spare parts: -

The Contractor shall provide all resources (i.e. engineer, supervisor, labour, tools, tackles, test equipment etc.) excluding consumables & spare parts necessary to fulfill all the requirements of preventive & corrective/breakdown maintenance and nothing shall be paid extra by DMRC in this regard. **For Server, workstation & monitor, comprehensive maintenance support is required**. However some heavy items like Ladder/Scrap folding etc. can be used by Contractor, if available at site. The Contractor shall provide all safety equipment/devices/PPE and personal protective equipment as required for its workers and same needs to be approved by DMRC.

2.1.5 Legislative Compliance

The contractor must comply with and ensure that its employees, subcontractors and all such persons working on their behalf comply with applicable acts, regulations, local laws and by-laws, codes of practice, Indian Standards, relevant labour laws and DMRC's Safety Policies and procedures which are in any way applicable to the performance of the services under this contract.

2.1.6 Liquidated Damages (LD) for system unavailability

The LD will be calculated on a quarterly basis for non resolution of each failure with following time limit. The Quarters will be defined before signing of the contract.

System un-availability (in Hrs)		Liquidated Damages (%)
Critical	Non critical	Deducted Quarterly
< 28 Hours	< 60 Hours	Nil
> 28 Hours	> 60 Hours	1.0 % of Running Bill per Complaint

2.1.7 Maximum Liquidated Damages in Consecutive Quarters

The maximum amount of liquidated damages payable in each Quarter shall be 10 % of the Fee payable to the maintenance contractor for the contract year, but the sum total of all liquidated damages payable in a contract year in any case shall not exceed twenty five (25) percent of the fee payable in that contract year. In the event in any year the amount of liquidated damages calculated is greater than the maximum amount of the liquidated damages under this clause, then the employer reserves the right to terminate the contract or the balance shall become a debt incurred by the service provider to the Employer and shall be paid as liquidated damages in the next contract year where the liability for liquidated damages falls below the maximum, subject to the refund clause. If the service provider does not operate for the full quarter due to any reason, the maximum limit will be calculated on a prorated basis. The above limit is only applicable for the LDs calculated through the overall system unavailability.

2.1.8 Manpower availability at site:

There shall be 02 dedicated teams for carrying out preventive & corrective maintenance independently to meet service level agreement requirement.

Annexure - 01

SMS/ACS SYSTEM ASSET LIST													
S.No.	Station	GE Fanuc 90-30	GE PAC 8000	GE VersaMax	Total PLC	IBP	TEMA Server	Access Gates	Server (T-300)	OWS (T-3500)	PGMT (T-3500)	Printer Dot Matrix (EPSON Make)	Total I/O Points (DI/DO/AI/AO) (approx.)
1	NDRU	4	2	2	8	1	5	49	2	2	1	1	3922
2	SJSU	4	2	2	8	1	4	44	2	2	1	1	3461
3	TVB	1	0	1	2	0	1	7	0	0	0	0	390
4	DKV	3	2	1	6	1	3	35	2	2	1	1	1895
5	DACY	3	2	2	7	1	4	40	2	2	1	1	2534
6	APOT	4	5	2	11	1	5	43	2	2	1	1	2892
7	DSTO	6	3	0	9	1	3	22	2	2	1	1	2395
8	D-21 DEPOT BUILDING	6	0	2	8	0	7	74	2	2	1	1	2272
9	OCC	0	0	0	0	0	0	0	2	2	0	0	410
	Total	31	16	12	59	6	32	314	16	16	7	7	20171

SMS/ACS SYSTEM ASSET LIST WITH SPECIFICATIONS				
S.No	ITEM DESCRIPTION	MAKE/MODEL	Total Qty. (6 Stations+ TVB+D-21 Depot Building+ OCC)	REMARKS
	NON COMPREHENSIVE SUPPORT			
1	SCADA SOFTWARE	Honeywell EBI (R410.1)	8	1. EBI SCADA Software with Station wise License (NDRU/SJSU/DKV/DACY/APOT/DSTO/DEPOT/OCC) 2. EBI Server Software (in dual redundant mode) for both Servers (working/standby) and EBI Client Software for Workstation/PGMT
2	PLC & their Software	a) GE PAC 8000 PLC b) GE Fanuc 90-30 c) VersaMax	59	a) GE Fanuc 90-30 & VersaMax PLC with Proficy Machine Edition (PME) Software b) GE PAC 8000 PLC with Most Workbench Software
3	Integrated Backup Panel (IBP)	Ampere	6	
4	Tunnel Ventilation System (TVS) Integration	Rockwell	6	RS LINX CLASSIC Software
5	Network System (including Network Rack, Network Switches & its accessories)	GARRETTCOM Make Industrial Grade Managed Layer-3 Switches	Network Rack- 15 Network Switches-122	a) Magnum DX940 Series- 43 no. b) Magnum 6KQE series- 57 no c) Magnum CS14 series- 22 no.
6	ACCESS CONTROL SYSTEM (ACS) based on TEMA Server	Honeywell	32	
	Access Gates		314	
7	Field Sensor & Field Device		As is Where is Basis	As per I/O summary
8	Third Party Integration		As is Where is Basis	Lift ,Escalator, TVS, PSD, PST, Signaling, Telecom, Baggage Handling System (BHS)
9	Operating System	Window Server 2003 SP2 & Window XP		Window Server 2003 SP2 for all Servers & Window XP for all Workstation & PGMT
	COMPREHENSIVE SUPPORT			
10	DELL Server/Operator Work Station/PGMT	DELL	39	a) Server (T-300) - 16 No. b) Workstation & PGMT (T3500)- 23 No.

BUILDING MANAGEMENT SYSTEM**Preventive Maintenance Checklist for SMS & ACS System****Table of Contents**

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1. Preventive Maintenance – PLC Panel

1.1.1 Test Prerequisites:

S.No.	Prerequisite Steps
1.	Air-blower should be available.
2.	UPS power should be available for IBP panel.
3.	PTW should be taken for the maintenance area and information send to OCC controller.

1.1.2 Maintenance Device Details:

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

1.1.3 Maintenance Activities:

S.No.	Activities	Check
1.	Open the door and switch off all MCB's. Check that all components & terminations are physically ok & tight. Check all ferruling must be completed.	
2.	Clean the PLC front and rear with Air Blower /vacuum cleaner & cloth.	
3.	Switch on the Main MCB of UPS and Raw power of PLC panel.	
4.	Switch on the Raw power distribution MCB's one by one and check the Fan, Tube light and socket power is ok or not.	
5.	Switch on the UPS MCB distribution one by one and check that all devices as per power distribution are getting on through this MCB.	
6.	Close the PLC doors.	
7.	Go to SCR/DCC room and check the pinging of that particular PLC IP from SCR/DCC work station.	
8.	Check that all data related to that PLC is ok in SCR/DCC OWS.	
9.		

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

2. Preventive Maintenance – IBP Panel

2.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	Air-blower should be available.
2.	UPS power should be available for IBP panel.
3.	PTW should be taken for the maintenance area and information send to OCC controller.

2.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

2.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Open the door and switch off all MCB's. Check that all components & terminations are physically ok & tight. Check all ferruling must be completed.	
2.	Clean the IBP front and rear with Air Blower/ vacuum cleaner & cloth.	
3.	Switch on the main MCB of UPS and Raw power of PLC Panel	
4.	Switch on the Raw power distribution MCB's one by one and check that Fan, Tube light and socket power is ok or not.	
5.	Switch on the UPS MCB distribution one by one and check that all devices as per power distribution are getting on through this MCB's.	
6.	Close the IBP doors.	
7.	Press the Lamp test button and see that all LED's on in IBP panel.	
8.	Press the buzzer test button and see that buzzer will be on. Check all functionality.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

3. Preventive Maintenance – SMS Standby Server

3.1.1 Test Prerequisites:

S.No.	Prerequisite Steps
1.	Air-blower should be available.
2.	UPS power should be available for IBP panel.
3.	PTW should be taken for the maintenance area and information send to OCC controller.
4.	Standby server maintenance should be done before the Main server.

3.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

3.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of standby server and check all cables and both LAN cable connectivity physically.	
2.	Check the hard disk space for C & E drive of the server. At least 10 GB should be free in C drive and 20 GB free in E drive.	
3.	Check the RAM details and Both LAN cable connectivity status.	
4.	Update the Antivirus signature by executing the Update file exe.	
5.	Close all applications and shut down the server. Clean the server with Air blower.	
6.	Start the standby server again and check the both LAN status.	
7.	In Main EBI server check in redundancy Tab that Standby server is running.	
8.	Check that EBI application in server is running ok.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

4. Preventive Maintenance – SMS Main Server

4.1.1 Test Prerequisites:

S.No.	Prerequisite Steps
1.	Air-blower should be available.
2.	UPS power should be available for IBP panel.
3.	PTW should be taken for the maintenance area and information send to OCC controller.

4.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

4.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of standby server and check all cables and both LAN cable connectivity physically.	
2.	Check the hard disk space for C & E drive of the server. At least 10 GB should be free in C drive and 20 GB free in E drive.	
3.	Check the RAM details and Both LAN cable connectivity status.	
4.	Update the Antivirus signature by executing the Update file exe.	
5.	Close all applications and shut down the server. Clean the server with Air blower.	
6.	Start the standby server again and check the both LAN status.	
7.	Check that EBI application in server is running ok.	
8.	Open the EBI client and see in redundancy tab, main server is showing running. Client will be open through standby server since Standby server is now primary.	
9.	In EBI client, press the manual switch over so that Main Server becomes primary again.	
10.	After success of Step-9, Give the sync command so that Main server sync with standby server. Server should show sync after some time (Max-2 hours)	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

5. Preventive Maintenance – SMS PGMT

5.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	Air-blower should be available.
2.	UPS power should be available for IBP panel.
3.	PTW should be taken for the maintenance area and information send to OCC controller.

5.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

5.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of PGMT and check all cables and LAN cable connectivity physically.	
2.	Check the hard disk space for C drive of the server. At least 7 GB should be free in C drive.	
3.	Check the RAM details and LAN cable connectivity status	
4.	Update the Antivirus signature by executing the Update file exe.	
5.	Close all applications and shut down the PGMT. Clean the PGMT with Air blower/brush.	
6.	Start the PGMT again and check the LAN status.	
7.	Open the EBI client and see that data is updating in screens.	
8.	Open the Proficy machine edition and see that latest PLC program is opening in the software. Don't do any editing.	
9.	Close all applications and lock the screen.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

6. Preventive Maintenance – SMS OWS

6.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	Air-blower should be available.
2.	UPS power should be available for IBP panel.
3.	PTW should be taken for the maintenance area and information send to OCC controller.

6.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

6.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of OWS and check all cables and LAN cable connectivity physically.	
2.	Check the hard disk space for C drive of the server. At least 7 GB should be free in C drive.	
3.	Check the RAM details and LAN cable connectivity status	
4.	Update the Antivirus signature by executing the Update file exe.	
5.	Close all applications and shut down the OWS. Clean the OWS with Air blower/brush.	
6.	Start the OWS again and check the LAN status.	
7.	Open the EBI client and see that data is updating in screens.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

7. Preventive Maintenance – SMS Printers

7.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	Air-blower should be available.
2.	UPS power should be available for IBP panel.
3.	PTW should be taken for the maintenance area and information send to OCC controller.

7.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

7.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Printer and check all cables and connectivity physically.	
2.	Remove power cable and clean the printer with Blower & cloth.	
3.	Power on the printer and Print any page from OWS.	
4.	If printing not take place then check the printer connections and configuration and try again until it's rectify.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

8. Preventive Maintenance – SMS Rack

8.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	Air-blower should be available.
2.	UPS power should be available for IBP panel.
3.	PTW should be taken for the maintenance area and information send to OCC controller.
4.	All data of that particular station should be ok before maintenance in EBI client in SCR – OWS.

8.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

8.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of SMS-Rack and check all cables and LAN cable connectivity physically.	
2.	Switch off the SMS Rack power.	
3.	Clean the SMS Rack, Ethernet switches with Air blower/brush/isopropyl.	
4.	Switch on the SMS Rack power and check that all Ethernet switch gets power on.	
5.	See that all LED's of switches should be green or green blinking, Nothing should be red.	
6.	Check that all Station data should come ok in SCR-OWS.	
7.	Check with OCC that particular station data in which maintenance is done is now ok and further station data should also be ok.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

9. Preventive Maintenance – TEMA Server

9.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	Air-blower should be available.
2.	UPS power should be available for IBP panel.
3.	PTW should be taken for the maintenance area and information send to OCC controller.

9.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

9.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Tema server and check communication cable and LAN cable physically.	
2.	Check the status of Tema server in EBI client; it should be normal in client.	
3.	Check the status of all Tema Keys-Doors in that Tema server. No door should be shown - Out of order.	
4.	Send the reset database command and wait until Tema comes in normal state after executing this command. (5-10 minutes)	
5.	Switch off the power and open the door of Tema server.	
6.	Clean the Tema server with Air blower/brush and close the door after cleaning.	
7.	Switch on the Tema server again and wait until it comes in Normal state in EBI client.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

10. Preventive Maintenance – TEMA keys (Access Doors)

10.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	Air-blower should be available.
2.	UPS power should be available for IBP panel.
3.	PTW should be taken for the maintenance area and information send to OCC controller.

10.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

10.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Tema key-Door and check communication cable and Power cable physically.	
2.	Check the status of Tema-Key in EBI client; it should be normal in client.	
3.	Switch off the power of that Tema key.	
4.	Check the door alignment with EM-Lock and rectify if issue is there.	
5.	Check the EM-Lock tightness and tight it if found loose.	
6.	Check the door closer status and inform to concerned authority if it is not working well and loose.	
7.	Check the DPS condition and status. Clean the DPS & EM lock.	
8.	Open the control box and clean with blower. Check all cables connected properly with Wiegand (RTU) interface module and others.	
9.	Check Reader physically. Switch on the power for that Tema key.	
10.	In EBI client, Tema -Key should come in Normal state. Check the Card reader functionality through access card.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

11. Preventive Maintenance – Sensors, Return Air Combi Sensors / Outside RH Combi Sensors

11.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	Air-blower should be available.

11.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

11.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Return/outside Air Combi Sensor.	
2.	Check the Cable connections physically in sensors.	
3.	Check the value of Return/outside Air temperature in SCADA.	
4.	Check the value of Return/outside Air humidity in SCADA.	
5.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

12. Preventive Maintenance – Supply Air Temperature Sensors

12.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

12.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

12.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Supply Air Temp. Sensor.	
2.	Check the Cable connections physically in sensors.	
3.	Check the value of Supply air temperature in SCADA.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

13. Preventive Maintenance – Space Temperature Sensors

13.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

13.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

13.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Space Temp. Sensor.	
2.	Check the Cable connections physically in sensors.	
3.	Check the value of Space temperature sensor in SCADA.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

14. Preventive Maintenance – Immersion Temperature Sensors

14.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

14.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

14.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Immersion Temp. Sensor.	
2.	Check the Cable connections physically in sensors.	
3.	Check the value of Immersion temperature sensor in SCADA.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

15. Preventive Maintenance – CO₂ Sensor

15.1.1 Test Prerequisites:

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

15.1.2 Maintenance Device Details:

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

15.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of CO ₂ Sensor.	
2.	Check the Cable connections physically in sensors.	
3.	Check the value of CO ₂ sensor in SCADA.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

16. Preventive Maintenance – Wind Velocity Sensor

16.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

16.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

16.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Wind Velocity Sensor.	
2.	Check the Cable connections physically in sensors.	
3.	Check the value of Wind Velocity sensor in SCADA.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

17. Preventive Maintenance – Pressure Transmitter – Fire Fighting Chamber

17.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

17.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

17.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Pressure Sensor.	
2.	Check the Cable connections physically in sensors.	
3.	Check the value of Pressure in Fire Line in SCADA.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

18. Preventive Maintenance – Level Switch-Cooling Tower/P&D/Seepage**18.1.1 Test Prerequisites**

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

18.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

18.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Level Switch Sensor.	
2.	Check the Cable connections physically in sensors.	
3.	Check the status of levels in SCADA and check the same physically after filling the tank.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

19. Preventive Maintenance – Level Switch- Sewage Pits

19.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

19.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

19.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Level Switch Sensor.	
2.	Check the Cable connections physically in sensors.	
3.	Take out the sensor probe/bulb and clean it properly with cloth and put it again in the pit.	
4.	Check the Status of Levels in SCADA and check the same with physically filling of the tank.	
5.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA. Check system functionality according to the levels.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

20. Preventive Maintenance – Flow Switch

20.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

20.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

20.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Flow Switch Sensor.	
2.	Check the Cable connections physically in sensors.	
3.	Check the status of flow by giving the command of particular pump.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA. Check system functionality according to flow status.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

21. Preventive Maintenance – Flow Meter

21.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

21.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

21.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Flow Meter.	
2.	Check the Cable connections physically in the Meter.	
3.	Check the status of flow by giving the command of particular pump.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

22. Preventive Maintenance – DPS (Water)

22.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

22.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

22.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of DPS (Water) and check all tube connections are OK.	
2.	Check the Cable connections physically in sensors.	
3.	Check the status of DPS by giving the command of particular pump.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

23. Preventive Maintenance – DPS (Air)

23.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

23.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

23.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of DPS (Air) and check all tube connections are OK.	
2.	Check the Cable connections physically in sensors.	
3.	Check the status of DPS by giving the command of particular AHU / Fan.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

24. Preventive Maintenance – Seismic Sensor

24.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

24.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

24.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Seismic Sensor.	
2.	Check the Cable connections physically in sensors.	
3.	Check the manual hooter command from OCC. Hooter must blow.	
4.	Check the value of Seismic sensor in OCC by giving vibrations to the Seismic Box.	
5.	If any value is not coming, check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

25. Preventive Maintenance – Photo Cell

25.1.1 Test Prerequisites

S.No.	Prerequisite Steps
1.	PTW should be taken for the maintenance area and information send to OCC controller.

25.1.2 Maintenance Device Details

S.No.	Name	Details			
1.	Device Name				
2.	Station Name				
3.	Location of Device				
4.	Maintenance Schedule (Quarterly)	Jan -		Mar -	

25.1.3 Maintenance Activities

S.No.	Activities	Check
1.	Check the Physical condition of Photo Cell.	
2.	Check the Cable connections physically in sensors.	
3.	Check the status/value of photo cell in SCADA.	
4.	If any value is not coming ok then check the Physical terminal connections at PLC & Sensor and make it ok so that value properly comes in SCADA.	

Remarks:

(Name & Signature)
Contractor's Engineer / Technician

(Name & Signature)
DMRC Engineer / Technician

SECTION 3

TENDER PRICES, TAXATION, SCHEDULE OF PAYMENT & STATUTORY COMPLIANCES

3.1 Tender Prices & Taxation

- 3.1.1 a. Unless explicitly stated otherwise in the Tender Documents, the contractor shall be responsible for the whole works, based on the Bill of Quantities and payment shall be made as per accepted rates based on the activities carried out as in the BOQ.
- b. The rate quoted by the tenderer shall be inclusive of all taxes, duties, fees, octroi and other levies. The approximate cost of work mentioned in Para 1.1.1 of NIT includes current Service Tax @ 15% (S.Tax @ 14 %; Swachchha Bharat Cess @ 0.5% and Krishi Kalyan Cess @ 0.5%). However, any change/escalation in Service tax rates shall be compensated by DMRC.
- c. After implementation of Goods and Service Tax (GST), the GST shall be considered in place of service tax. Any change/escalation in GST rates shall be compensated by DMRC.

3.1.3 Schedule of Payment

- a. No Advance of any kind shall be given by DMRC to the contractor for the said work.
- b. Payment shall be made through running bills as per accepted rates on quarterly basis after submission of:
- Payment Invoices. Service Tax, Krishi Kalyan Cess and Swachchha Bharat Cess shall be shown separately in the Invoice.
 - Statutory Compliance documents
 - Submission of Preventive & corrective Maintenance Reports jointly signed by the contractor and DMRC Engineer in charge.
 - Proof of submission of Service Tax to Service Tax department as per pursuant tax laws.
- c. Payment shall be released subjected to deduction of all T.D.S as per applicable laws.
- d. Taxes shall be governed by existing Tax laws.

STATUTORY COMPLIANCE DOCUMENTS

- Insurance policies as per GCC.
- Challans for EPF related period of payment.
- Challans for ESI related period of payment.
- Certificate for compliance ESI.
- Certificate for compliance of EPF.
- Certificate for compliance of minimum wages.
- Group Insurance policy documents for Supervisors and Engineers.

SECTION 4

INFORMATION AND INSTRUCTIONS FOR “ON LINE BID SUBMISSION”

The intending tenderers must read the terms and conditions carefully and should only submit his tender if he considers himself eligible and he is in possession of all the documents required.

Information and instructions for tenderers posted on website shall form part of tender documents. The complete Tender Document can only be obtained online after registration of tenderer on the website <http://eprocure.gov.in/eprocure/app>.

Tender can only be submitted after uploading the mandatory scanned copy of documents such as Demand Draft or Pay Order or Banker's towards cost of Tender Documents and Tender Security (as prescribed in clause 1.1.1 of NIT).

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID,

Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details

available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
- 3) For any Technical queries related to Operation of the Central Public Procurement Portal Contact at :

Mobile Numbers: 91 8826246593

Telephone Numbers: The 24x7 Toll Free Telephonic Help Desk Number 1800 3070 2232. Other Tel: 0120-4200462, 0120 4001002

Email Id: cppp-nic@nic.in