

Subject: - Service contract for “AMC for maintenance job of the Air Conditioner and water coolers of metal area, Balco”

Introduction –

Bharat Aluminium Company limited (BALCO) a subsidiary of Vedanta Resources Limited was incorporated in the year 1965 as a public Sector Undertaking (PSU) and since then the company has been closely associated with the Indian Aluminium Industry, in a pivotal role.

What Balco is looking forward with this contract: -

1. High level of service quality.
2. 100 % adherence to all deliverables.
3. ZERO accidents / Incidents
4. Zero Environmental incidents
5. 100 % availability of AC' & WC

Bidder's credentials:

- Past & Current orders:
- Details of work similar to the mentioned in this bid document during the last 3years and orders currently under execution.
- Bidders shall furnish the details of personnel associated with it along with qualification and experience. Plan to be attached as to how it will carry out the work envisaged in this document.
- Bidder's technical proposal for providing tools and tackles, carrier facility, testing equipment's for fulfilling the scope.

“Permit” means any authorization, approval, decision, license, permit, certification, exemption, variance, filing or registration by or with any competent authority required for maintenance of equipment's in scope. (Permit to be taken by the supervisor for safely executing the job)

“Performance score card” Assessment will be done on monthly basis and deduction will be done as per deliverables.

“Services” mans any or all of the obligations to be performed, responsibilities to be carried out and goods to be provided by the operator pursuant to this agreement, including additional services.

“Spares” means those spare parts to be maintained by service provider and Balco in accordance with the agreement.

“Staffing plan” means the approved staffing plan of the service provider Plant and facility description:-

Site description and boundaries of installation for maintenance is shown enclosed in Annexure.

Requirements under maintenance contractor responsibility:

The service provider will ensure > 98% availability of AC's with Zero safety incidents, Zero environmental incidents and 100 % statutory compliance.

Responsibilities for providing spare material and consumables:

- The spares as agreed will be provided by the Party/owner. The service provider will review the list and advise on the adequacy / inadequacy of spares.
- Consumables as defined in scope will be provided by service provider.

Office facilities:

- The owner shall provide the service provider with facilities for working area, office, storage as available.
- The upkeep of area will be service provider responsibility.
- Residential and medical facilities will be arranged by Service provider.

General services:

- It shall the responsibility of service provider to obtain permits as may be required to perform the maintenance activities. Training and authorization for the same will be done by Balco.
- If additional expert services are required for smooth running of the contract it will be part of scope.
- Service provider will assess and provide inventory of equipment and spare list and spare parts inventory recommendations.

Services to be provided:

1. Plant inspections, performance monitoring, management of daily preventive maintenance, overhauling.
2. Performance of unplanned repairs and maintenance.
3. Supervision and training of staff.
4. Provision of all consumables, tools, testing equipment and spares (other-wise agreed in agreement) for smooth running of plant.
5. To prepare and implement daily log-sheets and documents for breakdowns. RCA to be provided with CAPA for prevention of the same.
6. Obtain and maintain permits required to carry out the services.
7. Provide on-going refresher training on AC operation and maintenance.
8. Be responsible for good housekeeping, cleanliness at office site and plant location.
9. Provide first aid equipment's for onsite emergency medical treatment.

• Scope of HR services:

- All day today transactions shall be in scope of contractor, however, for each critical function agency shall take approval for Balco functional head. Legal Compliances will be in scope of service provider.
- Statutory compliances
- All obligations related to labour cum statutory compliance as applicable under various laws but not limited to factories act, contract labour law etc and any amendment thereof shall being in scope of service provider.
- Service provider shall follow, comply, and abide by all policies and guidelines issued by Balco from time to time.

Maintenance plan:

1. Preparation of maintenance schedule

1. Preparation of report of maintenance schedule, spares consumption, equipment availability
2. Record of equipment inspection as per good practices
3. Preparation of overhauling plan and carrying out the same.
4. Periodic maintenance reports
5. Daily report, Monthly report, Annual report, sub-contracting: The service provider shall not sub- contract whole of part of the service

Detailed scope of work:

All AC installation, water cooler, Package AC along with auxiliaries will be part of scope.

Detailed breakup as below:

Any addition or deletion of equipment in the battery limit will be part of scope.

Party to submit SOP/ SMP and standard checklist to be followed for maintenance work.

History card to be maintained for all equipment's.

Expert Service -Any kind of Expert service If required to be arranged by party if problem can't be resolved by internal team

SCOPE OF Work –

The Scope of Contract shall be Installation & Commissioning of Machine. Breakdown Maintenance of machine, Preventive Maintenance of machine. Servicing/Overhauling of machine. Repairing of machines, with adequate technically sound skilled, un- skilled work force. (Machine means Package AC, tower AC, Window AC, Split AC, Water Cooler with purifier, Fridge and Deep Freezer).

Maintenance of Tower AC, Window AC, Split AC, Water Coolers & Fridge etc.

The Contract shall be executed, all in Service & Maintenance Contract for all the Window/Split / Water Coolers, Refrigerators, and Air Coolers, It will be the responsibility of the Contractor to keep the machines Air Conditioners, Water Coolers with purifier, Refrigerator & Air Coolers in proper working condition round the clock.

The Contractor shall ensure that the running equipment's are available at our rated parameters & capacity. The healthiness of above machines shall be ensured with no water leakage, No abnormal sound, proper setting of thermostats and their tripping etc.

Package AC

The Contract shall be executed all in Service & Maintenance for all the Package AC's, It will be the responsibility of the Contractor to keep the machines (Package AC's & their accessories like cooling tower fan etc. in proper working condition round the clock.)

The Contractor shall ensure that the running equipment's are available at our rated parameters & capacity. The healthiness of above machines shall be ensured with no water leakage, No abnormal sound, proper setting of thermostats and their tripping etc.

Crane AC

The Contract shall be executed all in Service & Maintenance Contract for 2 No Crane AC's, It will be the responsibility of the Contractor to keep the machine in proper working condition round the clock.

The Contractor shall ensure that the running equipment's are available at our rated parameters & capacity. The healthiness of above machines shall be ensured with no water leakage, No abnormal sound, proper setting of thermostats and their tripping etc.

Water Cooler - Service, Maintenance & Cleaning of Water Cooler, Maintenance & cleaning of water Purifier, No water leakage from water cooler, No Dirt & Dust inside Water cooler, Proper Sealing of water Cooler, It will be the responsibility of the Contractor to keep the machine in proper working condition round the clock.

Quantity of Machine:

The contract covers the following areas Equipment/Machine:

1. Administrative & BLC Building.
2. Complete Metal areas.

Following quantity shall be mention by the contractor, throughout the contract period.

1. Air conditioners (Window, Split, Tower)	912
2. Water Coolers with purifier	096
3. Package AC's Plant	002
4. Fridge / Deep fridge	009

Note: The quantities mentioned in the schedule of qualities are indicative and subject to variation of $\pm 20\%$ depending upon actual requirement at the same rate, terms and conditions. Any further variation beyond $\pm 20\%$ during the period of Contract shall be done with mutual consent.

Special instructions:

1. The Contractor is required to attend any breakdown at any time within a short notice from Engineer in charge.
2. Following activities will be in regular work for NCRM & Strip Caster Package AC Plant & Air Conditioners.
 - a. Cleaning of Tanks of Water Pump, Louvers & Checking & cleaning of spray Nozzle & other equipment as per the direction of EIC, Required Spares will be supplied by BALCO.
 - b. Lubrication and greasing, etc. in various parts of M/c's
 - c. General Checking of Package A/c's twice in a day.
 - d. Pressure cleaning by air / water, & General cleaning etc. or any Other related work as per direction of EIC.
 - e. Transportation of Defective Compressor, Pumps of Package A/c's, From location to ERS for repairing & ERS to location after repairing as per instruction of ERS in charge.

- f. Over hauling of AC Units once in every 3 Months.
- g. Over hauling of compressor as per requirement with strict Supervision and direction of EIC

3. Minor Nature of Complaints & Spot Breakdown Maintenance:

- 1. Replacement of Motors (all type) in AC Unit and Water Coolers.
- 2. Replacement of Capacitors, Relay and Overload in AC and Water Coolers.
- 3. Rectification of Electric Circuits in AC's, Water Coolers, Air Coolers, Refrigerators
- 4. Replacement & Cleanings of Khus Pads, Tanks, Pump Motors, Fan Motors in Air Coolers.
- 5. Servicing of Air Conditioner: Cleaning of filter, Cleaning of Cooling Coil, Pressure cleaning by air/water, & general cleaning.
- 6. Cleaning of Tanks of Water Coolers, condenser coil, & complete machine.
- 7. Lubrication and greasing, etc. in various parts of Machines.

4. Major Nature of Complaints:

- a. Installation of Air Conditioners (Window, Split, Tower & Cassette AC)
- b. Over hauling of Air Conditioners (Window/Split, Tower & Cassette AC) once in every 3 Months.
- c. Gas filling/Welding /Brazing/Compressor Changing etc.

The Contractor shall ensure to attend the breakdown within 2 hours in case of Minor / Major complaints (Round the clock) from the time the job order is handed over to the Contractor's representative.

Materials: -

- 1. The Spare parts of Air conditioners, package AC's shall be supply by the Balco (as agreed). Refrigerant gas etc. Spares to be given by Contractor as agreed & on actual basis
- 2. All consumable material shall be arranged by the contractor.
- 3. All tools, and tackles including ladder etc. shall be arranged by the Contractor. However, for loading/unloading of machine in the shop floor of ERS, the Crane facility will be provided, if available, by BALCO without any charges.
- 4. All Civil works, Plumbing and Carpentry work for installations shall be done by BALCO.
- 5. As requirement and the decision of Engineer-In-Charge, the Contractor may be required to remove and shift defective/healthy/new machines or their spares from one location to another location within the plant of BALCO.
- 6. The Contractor shall not use the parts of one machine as spares in another machine or change the location of any machine without consent of, or such instruction from BALCO Engineer in Charge.

In case of non-availability of any BALCO supply item, the Contractor shall have to arrange the same on cost payment basis at the rate given by the contractor & approved by Balco.

Penalty: -

The Following condition, penalty imposed.

1. Any machine breakdown more than a 24 hour @ 200/- hour.
2. Any machine breakdown more than a 48 hour @ 400/- hour.
3. Any of the machines under breakdown should be repaired and put back in service within 24 hours (where compressor repair is not involved) & 48 (Forty-eight) hours (where compressor repair is involved) from the time of reporting defect.
4. In sensitive production control rooms and VIP's chambers the equipment should be repaired within 24 hours (where compressor repair/replacement is involved).

Note: The Contractor shall ensure that the equipment/machines are transported/ handled carefully without any damage. In case any damage occurs due to poor handling the same has to be made rectify by the Contractor without any extra cost to BALCO failing which the same shall be carried by BALCO and cost incurred will be recovered from the Contractor's bills.

Manpower: -

The Contractor shall deploy adequate number of experienced personnel, well acquainted with the upkeep and repair work of the machines. BALCO reserves the right to have a check on the qualification, work experience, job knowledge and conduct of any person deployed by the Contractor. In case, the Engineer-In-Charge is not satisfied with the work / knowledge / performance/conduct of any person, the same shall be replaced by the Contractor with a suitable person without any extra cost. Required following manpower for execution of job:

- | | |
|-------------------------------|------|
| 1. Skilled manpower | : 08 |
| 2. Unskilled manpower | : 08 |
| 3. Site Engineer / Supervisor | : 01 |
| 4. Safety Officer | : 01 |
| 5. Hr | : 01 |
| 6. Site Incharge | : 01 |

The Contractor's representative shall be in continuous contact with the Engineer-In-Charge and shall meet daily with the BALCO's representative to collect all the complaints from concerned departments of BALCO.

Transportation & Man lift Machine:

The Contractor shall provide a Pickup / Camper van daily General shift & as per requirement, for Transportation of Defective or New Air Conditioners, Water Coolers from location to ERS for repairing & ERS to various locations after repairing

Price Format:

SN.	Description	UOM	Qty
1	AMC for AC's & Water cooler's	Month	12

Detailed breakup as below:

- Any addition or deletion of equipment in the battery limit will be part of scope.
- Party to submit SOP/ SMP and standard checklist to be followed for maintenance work.

- History card to be maintained for all equipment's.

Safety & 5S:

- Service provider participation must be 100 % in 5S, Quality circles and plant safety related activities like HI/HE etc throughout the year. All employees must be wearing proper PPE as per requirement. (Arc flash suit of 8 Cal/cm²)
- Preparation of documents required for ISO, VSAP will be in scope of service provider.
- All kind of IT facilities (PC/Laptop, Printer etc) for performing the above job will be under party scope

Tools and tackles:

- Service provider has to provide the following min tools for site operations:
- Apart from this additional 1 set to be kept for emergency purpose. Service provider to audit condition of tools and provide inspection report on monthly basis. Damaged tools to be immediately discarded and new tools to be provided.

Consumable: -

As per list attached below

Safety/5S

Service provider has to depute full time qualified safety officer (Certified diploma / degree in industrial safety) who will ensure all activities. Any violation in safety will lead to penalty.

Safety level bonus and penalty

For each month the term that the guaranteed safety level is achieved, service provider shall be entitled to a bonus of penalty as per agreement.

List of tools, Tackles and consumable:

Sl No	Tools & Tackles	UOM	QTY
1	Tong Tester Digital	No	7
2	Multimeter	No	7
3	DE Spanner Set	Set	7
4	Box Spanner	Set	7
5	Ring Spanner	No	7
6	File	Set	7
7	Air Blower	No	5
8	Grinder file	Set	7
9	Drill M/c with bits	No	3
10	Pipe Spanner Set	Set	7
11	Chisel	No	4
12	Niddle File Set	Set	7
13	Tap Set	Set	7
14	Wire Cutter	No	7
15	Hammer	No	7
16	LIGHT Torch	No	10
17	Brazing torch	No	7
18	Hand Set Charging Valve	No	7

19	Valve key	Set	7
20	Gauge Meter	No	7
21	Gas Charging Pipe	No	7
22	Noze Plier	No	7
23	Nylon rope	M	100
24	Mini Hexa	No	7
25	Hexa Frame with bladge	No	7
26	Alankey set T	No	7
27	Alankey set	No	7
28	Pipe Bander Set	Set	7
29	Screw driver Set	Set	7
30	Pliar	No	7
31	Fearing tools	Set	7
32	Suizing tools	Set	7
33	Pinching tools	Set	7
34	Shearing tools	Set	7
35	Pipe Cutter	No	7
36	LPG Cylinder & Oxygen	No	1/month
37	hammer	No	2
38	Cylinder key	No	2
39	Servicing Zet pump	No	3
40	Measurement Tape	No	5
41	Vacuum Pump	No	2
42	Led Torch	No	7
43	A Type Ladder 4 feet	No	3
44	A Type Ladder 6 feet	No	1
45	A Type Ladder 8 feet	No	1
46	Blower	No	4
47	Gas cylinder 5 Kg	No	6
48	Tools Bag portable	No	7 no /year
49	Bender all size	Set	2 Set
50	LPG Can	No	7/Moth

Sl no	Consumable list	Unit	Qty/month	Yearly Qty
1	PVC tape	No	40	480
2	Terminal Clip	No	100	1200
3	Teflon tape	No	15	180
4	Cleaning material i.e. disel, CTC, CRC etc..	Liter	2	24
5	Cotton Waste / Cloth	Kg	5	60
6	Oil paint for body AC painting	Liter	5	60
7	Paint Brush	No	2	24
8	Wire Brush	No	4	48
9	Remote Battery	No	4	48
10	Brazing rod	No	100	1200
11	Servicing kit	No	10	120
12	Washing material like Soap, detergent, brush	No	45	540
13	Nails all kind	No	100	1200
14	Compressor nut bolt & Washer	No	100	1200
15	AC Nut -1'2",5'8",1'4",3'8",3'4"	No	100	1200
16	Capillary ,0.055,0.060,0.064,0.70 mm	Mtr	45	540
19	Copper pipe Slew	Mtr	30	360
20	Cable tie All size	Pack	2	24
21	Kaju clip	No	100	1200
22	Brown Tape packing	No	10	120

Spares:-

1. Fan Blade & Motor- Split AC , Tower AC & Window
2. AC Valve
3. Water Cooler Float Valve
4. Capacitor (45 ,25 ,1,1.5,2,2.5,3.5,4,5,6,36- micro Farad)
5. Tap water cooler
6. Thermostat (Ac/WC)
7. Selector Switch Window AC
8. Contactor Single Phase
9. Contactor Three Phase
- 10 Filter -AC
- 11 Spare for purifier of water cooler-

Training to be given to technician if required for maintenance

Service provider has to strictly follow Vedanta Sustainability Safety and Environmental standards:-

- a. Working at Height
- b. Confined space entry
- c. Electrical safety
- d. Isolation
- e. Vehicle and driving
- f. Ground control

- g. Crane and lifting
- h. Waste management
- i. Energy management

Responsibility matrix

Sr No	Description of work / activity	Responsibility matrix/scope		remark
		Owner	Service provider	
1	Maintenance		Yes	
2	House-keeping in office and site installations		Yes	
3	Consumables		Yes	
4	Spares	Yes	Yes	
5	Tools and tackles		Yes	
6	paint		Yes	

Deliverables

Sr no	Deliverable	KPI	Penalty	Remarks
1	Availability of AC	100 %	5	
2	Availability of Water cooler	100 %	5	
3	PM schedule compliance	100 %	5	
4	Overhauling of AC as per schedule	100%	5	
5	Manpower as per deployment on daily basis	90%	Pls check remarks	If requisite manpower falls below 10 % of required strength deduction of payment for the no. of people found short @double the normal payment.
6	Availability of tools/ tackles/ consumables	100%	0.5%	PM/BD time increased due to non-availability of tools/tackles/consumables
7	CPSC	85	5	
8	Submission of report - Daily, Monthly, RCA as per schedule	100%	2	
9	Safety plan - No incident.	Zero Incident	10%	

Safety PPEs - All types of (Safety PPES to be provided by Party as per BALCO Specification & Standard to be given by party.

S No	PPS Frequency	Qty/Year
1	SAFETY HELMET YEARLY	1
2	SAFETY SHOES HALF YEARLY	2
3	SAFETY GLASSES (UV) MONTHLY	12
4	DUST MASK (DISPOSABLE) WEEKLY	52
5	HAND GLOVES - NITRIL WEEKLY	52

6	HAND GLOVES - LEATHER FORTNIGHTLY	24
7	EARPLUG (SPONGE) FORTNIGHTLY	24
8	REFLECTIVE JACKET QUARTERLY	4
9	UNIFORM HALF YEARLY	2
10	PME YEARLY	1
11	RAIN COAT IN 3 YEAR	0.33
12	SAFETY BELT (FULL BODY) YEARLY	1
13	GUM BOOT -YEARLY	

Safety Apron, any kind of Specific PPEs required for Special job to be given by party)

TERMS & CONDITIONS:

1. Vendor has to ensure all the safety measure during job and Vendor has to provide all the PPEs as per job requirement.
2. Required manpower, resources, tools & tackles & consumables will be provided by vendor
3. PME is in Vendor's scope against Form 21. Cost Inclusive in final Quoted rate
4. If Tools & tackles required for the jobs and necessary arrangement such as lighting, scaffolding, platform etc. to be arranged by the contractor.
5. Gate pass approval is in vendor's scope and necessary support will be given by BALCO.
6. Lodging, boarding, food and travelling charges is in vendor scope
7. PPE's, ESI, EPF and other statutory of deployed workforce will be in Vendor scope
8. There is no provision for OT
9. Price Basis: - the price of the contract will remain firm throughout the contract period
10. GST: - GST will be extra as applicable subject to documentary evidence
11. Mobilization Time: Mobilization of all recourses and manpower should be 7 working days
12. Payment Terms: - Payment shall be done within 30 days after submission of invoice or monthly RA bill duly certified by EIC.
13. SD/BG/PBG: Security deposit (SD)/Performance bank guarantee: 10% of the corresponding contract value for respective job in Balco's standard format valid for 1 years.
14. Proper register to be maintained for logging of the jobs carried out, day to day maintenance activities, spares consumption record, cost sheet of every month, compliance and repairs record, staff daily attendance sheets are required to be maintained regularly wherever applicable.
15. All the resources (manpower, safety PPEs, consumable items & tools & tackles etc) will be in scope of vendor, shall be certified as per Balco HR & Safety norms. Fuel for pickup shall be in scope of Balco.