

Special conditions of AMC for IPIS.

Single E-Tender No. : ECR_SPJ_ST_T_26_AMC_IPIS

Name of work:CAMC of IPIS (Coach Guidance System, 5 Line Display Board and Platform Display Board) installed at Muzaffarpur &BapudhamMotihari Stations in Samastipur Division for three years.

1.0 Scope of Work:-

- i) The firm should be responsible to do the maintenance work for 03 years after the award of the AMC work. Railway reserves the right to terminate AMC at any time without giving any reason.
- ii) The work will be done by the contractor as per schedule and to the satisfaction of Railway Engineer & site in charge.
- iii) Any confusion about the tender document items, terms and condition, standard specification etc. should be discussed with Railway official nominated by Sr.DSTE/SPJ.
- iv) The contractor will be responsible to transport the required material/cables at site at his own cost during the execution of work if required.
- iv) All the materials supplied/cables used during AMC work should be from well-known brand and it must be clearly mentioned, if it is not suitable, the materials/cables may be rejected.
- v) Maintenance work should be carried out properly so that no any damage could take place to other Railway property at the site.
- vi) Released material/cables if any should be handed over to the concerned site engineer.
- vii) Any defect due to bad workmanship, design and use of inferior qualities of the materials that may become defective during AMC period shall be rectified by the firm on free of cost. If they fail to rectify the defects within reasonable period, the same will be rectified by some other sources and expenditure incurred on this account will be recovered from the security deposit or any of the amounts payable.
- ix) The firm should be responsible to carry out the preventive maintenance minimum one visit per2 month unless otherwise specified to clean, test, adjust & checking up of all parameters for proper working of modules, parts & complete systems. This is mainly to prevent occurrence of failures. All the parameters to be recorded in a register with signature.
- x) Repaired/Replaced defective cards/modules/sub-systems/parts/components in either in hardware or software or in any form during AMC should have same performance as that of original.
- xi) Timely Modification/ up gradation of Hardware/Software should be carried out as per policy guidelines issued from time to time by Railway Board/RDSO/HQ to overcome any deficiency noticed in the working of the system to improve reliability of the installation.
- xii) Replacement of defective/burnt Power and Data cables used inthis work to be replaced by the firm as it is integral part of the whole system.

2.0 Execution of AMC:-

- (i) The contractor shall depute only those Service Engineers during AMC who are technically competent, well conversant and fully equipped for all activities to be executed under the tender.
- (ii) The Service Engineers will be issued with valid identity card and competency certificate by the firm duly authorizing them to undertake the AMC work.
- (iii) Generally the Service Engineer will have weekly rest. However, he shall not move out of his section without permission of Sr.DSTE of the division. In case he is required to go on leave or move outside his section, alternative arrangement for attending of breakdown/failures should be in place and intimated to Railway Administration before his leaving the section.
- (iv) Details of service engineers alongwith their nominated posting/locations, their mobile nos., email address shall be given to Railway administration for reporting of failures.
- (v) Contractor shall have a system of Call Registration at each of these locations. Once failure is reported at any of these locations, it should be acknowledged through allotment of a registration/reference no. This is important, as it will be required for future references.
- (vi) The firm's Service Engineer/Supervisor shall be available on telephone/mobile phone round the clock for passing on the information by Railways in case of failure.
- (vii) Contractor will be required to maintain sufficient spares for various cards/modules at each location. This is required for quick rectification.
- (viii) The Service Engineer will keep advised sectional ASTE/DSTE, SSE (Tele) and Telecom Control of the Division about his day to day movement.
- (ix) Inspection and maintenance should be carried out in presence of authorized representative of Sr.DSTE. Record of measurements of various parameters, their adjustments and replacement of

modules/ cards/ equipments during the visit shall be maintained as per the proforma given by Railway as Annexure-C and be got counter signed by the Railway's representative during every visit at a station. Contractor shall maintain a register at each location for recording these details as per this proforma of Annexure-C. A joint report of the same is to be submitted to the office of Sr.DSTE.

- (x) A separate register for details of attending failure/breakdown is to be maintained by the contractor at each station during the period of AMC. The details regarding the time of information received, failure/breakdown attended and its rectification, its nature material repaired/replaced and signature of the service Engineer and the authorized representative of Sr.DSTE should be recorded as per prescribed proforma (Annexure A).
- (xi) Complete set of Tools required for maintenance must be available with service engineer during preventive maintenance/attending failure.
- (xii) Contractor will be required to maintain sufficient spare Power and Data cables at each location for replacement of faulty cables for quick rectification.

3.0 Special Conditions:-

- (i) Routine preventive maintenance: For routine checkup & preventive maintenance, one visit every two months at every station must be done.
- (ii) Training to be provided to enable SSE/Tele and his staff to carry out modification in connection with introduction of new train services, change in time, discontinue of train services etc.
- (iii) Shifting of Equipments:
 - a) Shifting of the equipment to a different location at the same station is required, the vendor shall depute his engineer/competent staff. Required labour, cables etc shall be supplied by the railways. No payment shall be made on this account.
 - b) The contractor staff to facilitate the shifting shall be deputed within 48 hours of information to the contractor representative, failing which, penal provisions mentioned in the special conditions shall become applicable.
 - c) Railways shall make all the preparatory arrangements ready and shall make every effort to minimize the duration of stay of the contractor staff at the work site.
- (iv) Cable damages, power outages, intentional damages to the equipment shall be beyond the scope of the AMC. However, damages caused due to power supply fluctuations shall be the responsibility of the contractor.
- (v) Changes needed in software:
 - a) Changes needed in connection with introduction of new train services, changes in timings, discontinuation of train services etc shall be the responsibility of the agency for which no extra payment shall be made.

4.0 Payment Terms:-

- (i) Payment shall be made on quarterly basis.
- (ii) Full payment for the quarter (i.e. 3 months) shall be given to the Contractor only after all AMC obligations are fully discharged for that quarter.
- (iii) The payment shall be done for periods for which maintenance has already been done. No advance payment will be permitted. Any increase in taxes will not be incorporated in an AMC agreement.
- (iv) The following documents duly certified by sectional JE/SSE(Tele) and counter signed by respective ASTE / DSTE will be submitted along with the bill :-
 - (a) Record of Joint measurement and report of schedule maintenance prepared jointly by Railway representative & company representative.
 - (b) Record of failures and their rectification (Based on details as per Annexure-A).
 - (c) Record of penalty levied (Based on details as per Annexure-B).
 - (d) Certification that IPIS(Coach Guidance Systems, Coach at a Glance Display Boards and Digital Clocks) is working satisfactorily.
- (v) Deduction of applicable Taxes shall be done as per extant rule.

5.0 Penalty clauses:-

- (i) **For delayed scheduled preventive maintenance visit:** If the Service Engineer fails to visit an installation in a calendar month for periodical maintenance of installation for 2 months, no payment will be made for maintenance of installation for those 2 months. If there is a gap of more than 70 days between two successive visits, it will be treated as the scheduled visit has not been done and payment for those 2 months will not be made. (Details to be calculated as per Annexure-B).
- (ii) **Defective component/equipment:** Shall be repaired/ replaced within 48 hours of reporting to the representative of the agency. However, the responsibility of the contractor is to ensure that the equipment is put right timely. If the repair/replacement takes more than 48 hours, a penalty of, Rs 1000 per day or a part thereof (from the time of reporting to contractor's authorized representative) shall be levied. The maximum penalty to be levied per month will be Rs:- 10,000/-.
- (iii) The contractor staff to facilitate the shifting shall be deputed within 48 hours of information to the contractor representative, failing which, penal provisions as above shall become applicable.

Annexure- A

Failure Rectification

Reg./ Ref. No.	Station	Failure Date/ time Failure reported	Rectification Date/Time Attended	Date/ Time Rectified	Remarks (nature & duration of failure, action taken for rectification)	Sign. of Company representative	Sign. of Railway representative

Annexure- B

Penalty Calculation

Delayed scheduled visit:-

Station	Calendar Month	Date of visit during the calendar month.	Remarks	Penalty

Note: If the Service Engineer fails to visit an installation in a calendar month for periodical maintenance of installation for 2 months, no payment will be made for maintenance of installation for those 2 months. If there is a gap of more than 70 days between two successive visits, it will be treated as the scheduled visit has not been done and payment for those 2 months will not be made.

Annexure-C

Parameter to be checked during monthly preventive or Routine Maintenance.

SN	Item Checked	MFP	BMKI	Total Qty	Unit	Status(Working /Not Working)	Remarks (If any)
1	Control Console Unit (CCU) or Central Data Controller (CDC).	1	1	2	No.		
1.1	CPU(4 nos.)						
1.2	Control Data Switch(CDS) communication among CPUs & PDCs.						
1.3	LCD/TFT Monitor.						
1.4	Keyboard.						
1.5	Mouse.						
1.6	Audio/Video Selection Device.						
1.7	Keyboard-Video-Mouse (KVM) Switch.						
1.8	5W Speaker with Volume Control.						
1.9	Microphone.						
1.10	1 KVA UPS with min.25 minutes battery backup & 6 KVA UPS with 120 min battery backup						
1.11	ON/OFF switch of CCU/CDC.						
1.12	Integrated Driving Software.						
2	Double Faced Coach Guidance Display Boards (CGDB).	128	50	178	No.		
2.1	ON/OFF switch.						
2.2	Fixing Arrangements.						
2.3	Check of LEDs by flashing. (If defective, should be replaced).						

2.4	Communication with PDC.						
2.5	Correct position of Coach No. on PF.						
3	Digital Clocks with GPS synchronization(Double sided)	5	0	5	No.		
3.1	ON/OFF switch.						
3.2	Fixing Arrangements.						
3.3	Check of LEDs by flashing. (If defective, should be replaced).						
3.4	Synchronization with GPS.						
4	5 line single face train indicator board	3	2	5	No.		
4.1	ON/OFF switch.						
4.2	Fixing Arrangements.						
4.3	Check of LEDs by flashing. (If defective, should be replaced).						
4.4	Communication with PDC.						
5	Platform Display Board-Double Faced (PDB).	2	0	2	No.		
5.1	ON/OFF switch.						
5.2	Fixing Arrangements.						
5.3	Check of LEDs by flashing. (If defective, should be replaced).						
5.4	Communication with PDC.						
6	Platform Data Controller (PDC).	8	2	10	No.		
6.1	Communication between PDC & CDC.						
6.2	Communication between PDC & CGDB.						
6.3	Communication between PDC & AGDB.						
6.4	Health/diagnostics information from the Display Devices to CDC.						
6.5	LED indications for monitoring the communication status of the connected devices.						
7	Cleaning of the Complete System.						
8	Input Power Source of 230Vac.						
9	Earthing point should not be loose and Earthing should be proper.						
10	Data/Power communication connectors and patch cords should be properly fitted and they should not be loose.						
11	Complete System ON/OFF check.						
12	Upgradation of software & voice clips as per site requirements.						
13	Fixing of hanging cables using suitable materials (if any).						

ANNEXURE-I

Address of the firm's Failure Report Center/Centers

1. (Address-1):

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Telephone/Mobile

No.....

FAX

No.....

2. (Address-

2):.....

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Telephone/Mobile No.....

FAX No.....