

ANNEXTURE C C:3

SCOPE OF WORK - PR 10401365

COMPREHENSIVE MAINTENANCE AND REPAIRS OF LIFT AT VARIOUS RANDWATER SITES FOR 24 MONTHS

1. GENERAL REQUIREMENTS

1.1 General

The Contractor shall attend fault call, inspect, service, repair, maintain, modify, test and examine the lift to keep it in a proper state of repair and in safe working order. All materials, equipment and appliances shall be originated from the original or reputable manufacturers.

1.2 Lifts/Escalators

The maintenance works shall comprise the supply of materials and labour necessary for carrying out the following works to the lifts as listed in the Equipment schedule and those subsequently added under the cover of variation orders:

- (a) Preventive and planned routine maintenance of the lifts.
- (b) Attending emergency and/or fault call-out service; and
- (c) Comprehensive maintenance and repairs of, modification, alterations and additions to the lifts.

1.3 Site Visits before Submitting Tender

Before completing and submitting the document, the Supplier are advised to visit the location where the lifts are installed to appreciate and familiarize themselves with the extent of work.

1.4 Shut-down of Lifts

Shut-down of lifts at the premises concerned during execution of works shall be kept to minimum. The Contractor shall dispatch sufficient technical staff to execute diligently the works within a reasonable period of time. If shut-down is deemed necessary, the following guideline must be observed:

- a) Shut down of any lift must be strictly on need basis. Operation of the lift must be resumed as soon as possible after completion of the works.
- b) Avoid shutting down all lifts within a building at the same time.

The Contractor shall be responsible for giving well in advance verbal and written notice

to the Owner and the property manager or his representative on any shut down indicating the scheduled shut down period and resumption of the lift services.

1.5 Working Outside Office Hours

The Contractor shall allow for carrying out modification, inspection, service, testing, adjustment, maintenance and repair at times outside normal office hours, including public holidays. This in particular applies to emergency and fault call services.

1.6 Log Book

The Contractor shall be responsible for maintaining a log book for the lifts. The log book provided by the Contractor shall be in the specified form required by law and regulated. and kept at appropriate places in the premises by the Contractor. Every. Attendance and detail of work done to each lift shall be entered into the log book by the Contractor. The replacement of log books and their return to the Owner is the responsibility of the Contractor under the contract.

1.7 Stock of Spare Parts, Replacement and Use of Alternative Make

In the execution of servicing and maintenance, repair and operation work on the lifts, apart from transport, necessary labour, tools, equipment, testing instruments, the Contractor shall also be responsible for keeping adequate stock of spare parts.

(a) The Contractor shall keep adequate stocks of spare parts, equipment and other components which are necessary to maintain the safe and satisfactory working condition and operation order of the lifts at all times.

(b) Replacement of genuine equipment, parts and/or components with products, which are of an alternative make, shall not be implemented without good reasons, and subject to the manufacturer's warranty that the safe and satisfactory working condition and operation order of the lifts/escalators will not be affected due to the use of the alternative make.

1.8 Taking over of Maintenance of the Lifts/Escalators

With effect from the commencement date of the contract, the Contractor shall take over

the above responsibility and shall carry out maintenance for the lifts/escalators in accordance with the requirements of these Specifications. On taking over maintenance of the lifts/escalators, the Contractor shall carry out a thorough examination on each lift/escalator and submit an examination report to Facility Department. for every lift/escalator within two weeks from the date of commencement of contract. A copy of the report shall be submitted to the Owner for record purpose.

1.9 Handover of Lifts/Escalators to the Owner prior to the Termination or Expiry of the Contract

One month prior to the termination or expiry of the contract, the Contractor shall arrange a scheduled handover to the Owner for all lifts/escalators of the contract. The Contractor shall ensure that the lifts/escalators are in good working order, safe and satisfactory operation condition at the time of handover.

1.10 Contractor's Emergency Call Centre

The Contractor shall operate a Contractor's Emergency Call Centre to meet the following performance requirements:

- (a) To confirm within 15 minutes the appointment date and time for execution of fault/emergency call requests received from the Owner or his representatives.
- (b) To monitor the progress of the fault/emergency call attendance and to report to the Owner or his representatives on any unattended appointment (including missed appointment and inaccessibility to the premises) and the subsequent remedial measures no later than 30 minutes of the originally scheduled appointment time.
- (c) To report the completion of fault/emergency call attendance within 1 day.

1.11 Information to be Submitted to the Owner

In all cases of overhaul, alteration, addition and/or improvement work, the Contractor shall obtain the approval from the Owner, and notify the Owner the date of commencement and tentative completion of the works before any works is commenced.

2 EXTENT OF WORKS

2.1 General Requirement

The Contractor shall provide comprehensive maintenance services and maintain efficient and prompt response to breakdown, emergency call-out or complaint for the timely attendance of equipment failure and/or unsatisfactory services. For all situations, the Contractor shall have staff on site within 1 hour (should be shortened to 30 minutes for reported to reset the system and rescue the trapped passenger after receipt of calls.

Upon receipt of a fault call, the Contractor shall attend to the incident, rescue all the trapped passengers, check the lifts/escalators and repair to resume the lift/escalator into normal working order in a speedy manner. Or, if the normal use and operation of the lift/escalator involved in the incident has to be suspended for a long period of time for investigation, repair, or maintenance, the Contractor is required to take all necessary safety measures to prevent injury to any person and damage to any property and inform the Owner.

The Contractor shall properly, effectively and efficiently operate and maintain all the lifts under in the contract for their reliable, satisfactory and safe operation. The Contractor shall provide all transport, labour and materials for the servicing, repair, or replacement of any components of the lifts/escalators at no additional cost to the Owner such unserviceable mechanical and electrical parts (except the repair and replacement of those parts which are damaged by misuse, vandalism, accident, fire and other causes which are beyond the control of the Contractor) of the lifts/escalators due to normal wear and tear or at the end of their serviceable life for the normal operation of the lifts/escalators.

The Contractor **shall renew all wire ropes for all lifts at no additional cost to the Owner**

due to normal wear and tear or at the end of their serviceable life. [not applicable if In addition, the Contractor shall repair or replace at no additional cost to the Owner any parts component/equipment of a lift/escalator, which is proved to be defective due to the Contractor's negligence, inadequate servicing and maintenance, poor performance and workmanship, use of incorrect materials or materials of inferior quality.

2.2 On-call Maintenance and Emergency Repair Services

The Contractor shall maintain Emergency Service Team(s) consisting of technically qualified, skilled and experienced technicians for prompt attendance of fault calls and provision of the On-call Maintenance and Emergency Repair Services (hereafter referred to as emergency services) 24 hours a day, 7 days a week throughout the year including Sundays and general holidays.

2.2.1 Upon receipt of a fault call, the Emergency Services Team shall attend to the incident within one hour to reset the lift/escalator and carry out immediate emergency services. Should any passenger be trapped as reported, the Emergency Services Team shall arrive at the scene to release the trapped passenger within 30 minutes. For other faults not causing suspension of

lift/escalator services, the limit of arrival time could be extended to 24 Hours.

2.2.2 The emergency services shall include overtime works, all mechanical, electrical, and electronic works, and inspection, testing, adjustment, commissioning and cleaning which are found necessary to reinstate the safe and satisfactory working condition and operation order of the lift/escalator as soon as possible and within 24 hours.

2.4 Regular Inspections and Servicing

All maintenance works should be well planned, coordinated, equipped with sufficient staff and organized.

2.4.1 Scope of Inspections and Servicing

The Contractor shall dispatch competent and specially trained technicians to service the lifts/escalators regularly according to a Maintenance Schedule. The Contractor shall report any defects that it notices with the building fabric, cladding or the lighting/power socket, ventilation/air-conditioning in the machine room, etc. and report to the Owner for any necessary repair by others.

The Contractor shall provide attendance to such repair work by others at no extra cost if such works are to be carried out during regular maintenance visits. However, if such work is required to be carried out outside regular maintenance visits, or during regular maintenance visits but has extra standby time incurred, the Contractor could be paid separately when agreed by the Owner.

2.5 Periodic Examination and Maintenance

2.5.1 General

The Contractor shall carry out periodic examination and maintenance for every lift/escalator in accordance with the following:

- (a) OCCUPATIONAL HEALTH AND SAFETY ACT, 1993
- (b) LIFT, ESCALATOR AND PASSENGER CONVEYOR REGULATIONS, 2009

2.5.2 Submission of Programme

The Contractor shall submit his tentative programme covering the periodic examination for all lifts/escalators for the whole contract period. The programme shall be formulated so as to minimize interruption of lift or escalator services and the inconvenience to the users.

2.5.3 Reports and Certificates

On completion of the periodic examination of the lifts/escalators, the Contractor shall be responsible for submitting, the statutory forms to the Facilities Department including payment of the prescribed fees, on behalf of the Owner for the Use Permits required for the continuing use and operation of the lifts/escalators, and posting of Use Permits.

2.5.4 Report on Equipment Beyond Economic Repair

For any lifts/escalators considered beyond economic repair by the Contractor, the Contractor shall submit a report certifying the equipment is beyond economic repair and the report shall include full descriptions of the extent of damage, cost for repair and the estimated remaining life if the repair is implemented.

2.6 Suspension Ropes as Optional Items

2.6.1 The Contractor shall note that under this maintenance contract, the replacement of the suspension ropes due to normal wear and tear will not be covered. If the replacement of the ropes is considered necessary, the replacement cost shall be borne by the Owner.

2.6.2 The Contractor shall undertake to carry out adequate servicing and maintenance (including lubrication) of the suspension ropes in a professional manner to keep the normal wear and tear of the suspension ropes to a minimum.