

I. Comprehensive Operation & Maintenance:

1	Plant Operation & Maintenance	<ul style="list-style-type: none"> a. Billing for O&M shall be done as per payment terms & conditions. b. Comprehensive O&M includes operation & maintenance of the plant/system. c. The gross and net generation from the plant shall be logged in the PLC/Control room. d. This also includes safe and reliable O&M of electrical, mechanical, C&I systems, civil maintenance, firefighting system and housekeeping. e. Compliance of norms as per State and Central Pollution Control Board norms as applicable at NTPC site and other statutory guidelines and its renewal.
3	Spares, Consumables, Tools and Tackles	<ul style="list-style-type: none"> a. Procurement, supply, maintain & record of the consumables, spares, tools and tackles required and consumed for the plant for the complete O&M period. b. Any equipment and services that are not clearly specified but required for effective O&M of the plant shall be in the scope of the bidder. NTPC Ltd reserves the right to insist on the usage of original spare parts. c. All equipment shall be kept in good working order and serviced regularly to maintain the healthiness and noise levels within acceptable limits. d. During defect liability period, the vendor shall need to replace the equipment / part which is required to achieve the satisfactory performance of the plant on free of cost.
4	Other Consideration	<ul style="list-style-type: none"> a. The vendor shall, at all times, ensure that all aspects of the plant and the processes employed in the operation and maintenance of the plant facilities shall conform to the laws pertaining to environment, health and safety aspects including all regulatory norms. b. The contractor shall ensure operation of the plant on 24x7 basis with all necessary input (man, machinery, material, consumable, electric power, testing, record keeping, spare etc.) on time, without delay and maintain the plant premises and install suitable safeguards and facilities as approved by the Engineer-in-Charge from NTPC for meeting general environment requirements.
5	Project Manager	<ul style="list-style-type: none"> a. The bidder shall appoint a facility incharge who will be responsible for all contractual, legal and regulatory aspects related to O&M of plant. b. The vendor shall prepare and submit to NTPC Daily, Monthly, quarterly plant performance reports.

6	Manpower	<ul style="list-style-type: none"> a. The bidder shall provide adequate numbers of suitably trained staff to complete the scope of work for comprehensive O&M as mentioned above. b. The number of staff to be provided shall be submitted to NTPC to evaluate the adequacy of given manpower to complete the scope of work for comprehensive O&M as mentioned above. c. In case the number of manpower is found to be inadequate or not properly skilled, the vendor shall engage appropriate and competent staff to complete the job. d. All repairs and maintenance activities are to be conducted by qualified technicians/engineers only. e. NTPC Ltd. reserves the right to refuse unsatisfactorily qualified technicians/engineers to conduct repairs and maintenance activities. f. The contractor/bidder shall follow all statutory applicable norms labour/factory act with respect to leave, wages, PF, bonus, Medical, Insurance, etc. g. Compliance of Labour regulations and safety norms as applicable at NTPC site.
7	Safety	<ul style="list-style-type: none"> a. The bidder should design and follow a safety system and procedure to ensure a safe workplace for man and machine during the O&M period. b. All necessary PPE shall be provided by the bidder to its workforce and will ensure everybody wears the same inside plant/project premises. c. The bidder shall be responsible for all security, environment, and safety aspects of the plant at all times during the entire contract period. d. A protocol for reporting unsafe incident/near missed/accident shall be forwarded to NTPC for approval which needs to be strictly followed during O&M period. The services and equipment which are not mentioned above but required for safe operation of plant shall also to be supplied by the vendor.
8	Miscellaneous Scope	<ul style="list-style-type: none"> a. Preventive maintenance and routine breakdown shall be taken care of by the bidder. However, if any specialist/OEM personnel need to be called at site for replacement/installation of equipment/instrument requires outsourced manpower, the charges shall be borne by the bidder. b. All periodic testing, calibration, hydro-test, pneumatic testing, pipelines, equipment will be arranged by the bidder & cost will be borne by the bidder. c. Any charges regarding the testing of samples other than daily routine analysis from external agency shall be borne by bidder.

		<p>d. The contractor and his workman shall ensure all necessary safety precautions. NTPC shall have no liability in this regard.</p> <p>e. The agency shall maintain a logbook (for keeping records of activities performed during work hours and for recording the complaints being received). The party may be asked to maintain other records that may be required as and when required.</p>
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