



ཕྱི འབྲུག་རང་བཞིན་གནས་སྤངས་ཉམས་སྲུང་གྲོ་གཏང་མ་དངུལ།

Bhutan Trust Fund for Environmental Conservation

P.O.Box:520 | Thimphu Bhutan

☎ 00975-2-339861/ 62

☎ 00975-2-339863

🌐 www.bhutantrustfund.bt

Terms of Reference (ToR) : Annual Maintenance Contract (AMC) for KONE Elevator

1. Introduction

This Terms of Reference (ToR) outlines the scope of work, maintenance responsibilities, and contractual terms for the Annual Maintenance Contract (AMC) for the **KONE Elevator** system. The objective of this contract is to ensure the safe, efficient, and reliable operation of the elevator through scheduled preventive maintenance services.

2. Scope of Services

The Contractor shall be responsible for performing routine maintenance services at three-month intervals throughout the AMC period. The services shall include:

2.1 Routine Maintenance Services

- Two (2) scheduled routine services
- Immediate response to breakdown calls.

2.1 Preventive and Routine Maintenance Services

- **Minor Adjustments:** Regular system checks and minor adjustments to maintain optimal performance.
- **Cleaning of Components:** Machine, motor, and controller to be thoroughly cleaned.
- **Cleaning and Lubrication:** Hoistway equipment and entrances to be cleaned and lubricated as required.
- **Annual Equipment Survey:** A comprehensive assessment of the elevator's condition to identify potential maintenance needs.
- **Provision of Consumables:** Supply of lubricating oil, grease, and cleaning materials necessary for routine servicing.

3. Deliverables

The service provider shall ensure:

- Execution of the scheduled maintenance services as per the agreed timeline.
- Immediate response and resolution of breakdown issues.
- Provision of a detailed maintenance report after each service, highlighting findings, corrective actions, and recommendations.
- Supply of spare parts and refrigerant gas as required, on a chargeable basis.



འབྲུག་རང་བཞིན་གནས་སྡངས་ཉམས་སྲུང་གྲོ་གཏང་མ་དུལ།

Bhutan Trust Fund for Environmental Conservation

P.O.Box:520 | Thimphu Bhutan

☎ 00975-2-339861/ 62

📠 00975-2-339863

🌐 www.bhutantrustfund.bt

4. Responsibilities

1.1 Responsibilities of the Service Provider

- Perform all maintenance activities in accordance with industry best practices and safety standards.
- Deploy qualified technicians and necessary equipment for effective service execution.
- Maintain proper documentation of all maintenance work and provide reports to the Purchaser.
- Respond promptly to breakdown calls and rectify issues in a timely manner.

4.2 Responsibilities of the Purchaser

- Ensure accessibility to the Lift units for scheduled maintenance and repairs.
- Bear the cost of any spare parts or refrigerant gas required for the maintenance process.
- Provide relevant system documentation and records as needed for efficient service delivery.

5. Contract Duration

The AMC shall be valid for a period of one (1) year from the date of commencement, with the possibility of renewal based on performance and mutual agreement.

6. Compliance and Safety

The service provider shall strictly adhere to safety regulations and operational guidelines during maintenance activities. Any safety hazards identified must be reported immediately to the Purchaser.

7. Termination Clause

Either party reserves the right to terminate the contract with a prior written notice of at least 15 days. Upon termination, any pending maintenance services or urgent repairs must be addressed as per the agreed terms.