



# **ELECTRIC BICYCLE FOR BIKE-SHARE**

## **APPENDIX 1, ANNEX A8: WARRANTY, SERVICE AND SPARE PARTS HANDLING**

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## **1. Background**

This document is an appendix to the bicycle tender. The document will also be part of the contract for the same delivery.

### **1.1. Purpose**

This document defines requirements for warranty, service and spare parts handling and spare parts packaged for operation.

### **1.2. Reading guide**

The document is divided in the following parts:

- Requirements for warranty on bicycles and spare parts
- Service and spare parts handling and
- Guide to completion of the Spare parts List: Appendix 3 Annex C1: Suppliers prices on bicycles and spare parts.

### **1.3. Compliance**

The provider must state compliance status to all listed requirements. Any deviations must be noted in the compliance matrix related to this document:

Appendix 2 Annex B1 Compliance list, furthermore, prices must be entered into the document: Appendix 3 Annex C1: Suppliers prices on bicycles and spare parts.

## **2. Warranty on bicycles and spare parts**

### **2.1. Warranty on bicycles**

The warranty on the bikes includes warranty on the quality of the assembly and the warranty of the used spare parts.

#### **2.1.1 Warranty on assembly quality**

The provider must provide 6 months warranty on the assembly of the bike. The warranty starts the date the bikes are delivered. If the bikes are delivered in batches the warranty starts when the last batch is delivered.

In case of loose parts or other quality issues in the assembly of the bike then the provider shall cover all costs related to the remedy of the quality issue. This includes repair on location, transport, labour and any other associated costs.

### **2.2. Warranty on parts on delivered bicycles**

The warranty on the delivered bikes shall be 12 months, or 10.000 Km whatever comes first.

In case repair is needed, during this period, then the provider shall cover all costs related to delivery of new spare parts needed to execute the repair.

The 12 months warranty on parts on delivered bicycles is in force despite the fact that requested Warranty on service spare parts in some cases are shorter than 12 months.

Bysykkelen AS will cover all associated labour costs, for the period of 6-12 months after delivery.

### **2.2.1 Warranty on bicycle frame**

Please specify the warranty provided on the bicycle frame.

### **2.3. Warranty on service spare parts**

The spare part list referenced below indicates the required warranty on specific parts. Parts not listed in this list shall be covered by an unpacking warranty of minimum 3 months.

## **3. Service and spare parts handling**

Bysykkelen AS has four-year experience with service and maintenance of the existing bike share system. This experience will be used to manage the maintenance of the new bikes.

### **3.1. Service**

The service and maintenance, after the warranty period, will be executed by a third-party operator.

### **3.2. Spare part management**

Bysykkelen AS plans to invest in a spare part stock, in order to reduce handling and administration costs and ensure continued operation with as little down time as possible.

Bysykkelen AS intends to order spare parts twice a year, for parts with long lead time. The provider must, therefore, specify: Lead time, minimum order quantity (MOQ) and price in the spare part list referenced below.

#### **3.2.1 Easy spare part ordering**

The provider must provide a web site interface where spare parts may be ordered.

The spare part references used in the interface must be clearly shown in the bike repair manual / spare part list provided by the supplier.

#### **3.2.2 Spare part availability**

The provider must be able to provide all listed spare parts in the spare part list referenced below as long as the frame agreement is in power.

### **3.3. Spare parts delivered as compensation**

Spare parts used during the 12 months warranty period will be taken from the spare part stock (see section 3.2 Spare part management above). At the end of the warranty period the supplier must deliver spare parts free of charge to compensate Bysykkelen AS for parts used during the warranty period.

The defective parts will be kept as proof of the warranty claim. The provider may at any time inspect the stock of defect parts. If the provider wants to inspect the parts at own facilities then the provider bears all cost to transport the defect parts to own facilities.

## 4. Spare part list

As an answer to the tender, the table below shall be completed with the missing information.

The template for this document is found in:

### Appendix 3 Annex C1: Suppliers prices on bicycles and spare parts

#### Spare part list

As an answer to the tender, the table below must be completed with the missing information.

The prices below are in NOK and excluding VAT and based on Incoterms: DDP Stavanger

The list below only specifies parts that are not generic and generally available on the marked. If there are other parts in the design, that is not generally available, then please add the parts to the list below. These will not be part of the price evaluation.

All white fields must be filled-in. The note field may be used if relevant. Non white fields shall not be edited.

\* Evaluated as described in "Konkurransegrunnlag Elektriske bysykler under 7.1 Tildelingskriterier - totale kostnader.

\*\* Evaluated as described in "Konkurransegrunnlag Elektriske bysykler under 7.1 Tildelingskriterier - leveranse.

\*\*\* Bysykkelens estimated use of spareparts for 2270 bikes, these numbers will be used for evaluation purposes.

Id	Spare part description	Waranty requested on spareparts (Months)	Delivery time (Months)**	MOQ Minimum order Quantity**	Estimated use of spareparts ***	Price (NOK) per unit based on MOQ*	Notes
1	Motor Controller box	24			173		
2	Handlebar display	24			479		
3	Battery	24			479		
4	Complete Cable set				19		
5	Complete Front wheel (Assembled rim, tube, tire)				265		
6	Completer Rear wheel (Ass. motor, rim, tube, tire)	24			403		
7	Complete Crank Box (Sensor and Ball Bearings)	24			403		
8	Belt				58		
9	Kick stand				863		
10	Set of plastic parts for the front fork connector.				265		
11	Complete Set of front fork connector (Casted parts, bronze parts and plastic parts)				58		
12	Front light				479		
13	Rear light				288		
14	Axa Lock	12			288		
15	Belt guard				173		
16	Front mudguard complete				265		
17	Rear mudguard complete				265		
18	Seat post clamp				19		
19	Seat post complete (excl. saddle)				19		
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