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BHAGYANAGAR GAS LIMITED
 (A JOINT VENTURE OF HPCL & GAIL)

BID DOCUMENT FOR

**HIRING OF O&M SERVICES FOR CNG AND PNG OPERATIONS OF
 BHAGYANAGAR GAS LIMITED IN VIJAYAWADA GA FOR 24 MONTHS**

**UNDER OPEN DOMESTIC
 COMPETITIVE BIDDING**

Bid Document No.: BGL/681/2025-26

VOLUME-II of II



**Hiring of Services for CNG and PNG Operations and
Maintenance Activities of Bhagyanagar Gas Limited
in Vijayawada GA for a period of 24 Months
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**Hiring of Services for CNG and PNG Operations and
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SECTION 7

SPECIAL CONDITIONS OF CONTRACT

SPECIAL TERMS AND CONDITIONS OF CONTRACT

GENERAL INFORMATION: -


The special conditions of contract shall be read in conjunction with general condition of contract (GCC), Schedule of rates, scope of work and any other document forming part of contract, wherever Context so Requires. GCC is available at tender issuing office and same shall be referred to by Tendered. Notwithstanding, the subdivisions of the documents in to separate sections every part of each shall be deemed to be supplementary of every other part and shall be read with and into the Contract so far as it may be practicable to do so. Where any portion of the special conditions of the Contract (SCC) is repugnant to or At variance with any provisions of the GCC then provision of SCC Shall be deemed to override the provision of GCC only to the extent of each repugnance or variations. In case of any contradictions the Decision of the Engineer-In-Charge will be final and binding on the Contractor.

SPECIAL TERMS AND CONDITIONS OF CONTRACT

1. *Payment Procedure*

- 1.1 Monthly running bills to be submitted by the Agency/Contractor for verification and certification by site engineer at site. Subsequently, the bills will be duly certified by Engineer-in-charge (EIC) and SIC or a person authorized by him. The relevant documents should be submitted along with the bills to Bhagyanagar Gas Ltd. through site engineer and EIC for the release of payment by Finance Department, Bhagyanagar Gas Ltd. Payment will be made on monthly basis, subject to applicability of deductions, recoveries, penalty, retentions or any other contractual obligations on part of the contractor and after submission of all requisite documents for the claim month.
- 1.2 At the time of submission of monthly bills/RA Bills, contractor need to submit the followings along with other documents as mentioned elsewhere in the contract for processing the monthly / RA bills:
 - 1.2.1 Date-wise monthly reconciliation statement for the sale proceeds vis-à-vis mode of payment(s) applicable from time to time separately for each station.
 - 1.2.2 As a part of compliance and proof of depositing Provident Fund, EDLI and ESI contributions the Contractor shall submit copies of separate e-Challans / ECR, bank receipts / bank statement in respect of resources deployed in Bhagyanagar Gas Ltd in the immediate previous month in this contract. The documents should also contain details of resources, PF account no., ESI No., Contributions of resources and employer etc. Documents of previous month are needed for processing bills.
 - 1.2.3 Copy of the cash deposit slips as deposited in Bhagyanagar Gas Ltd Account in the said month / period.
 - 1.2.4 GSTR-1/FF/B2B for previously submitted invoice or an undertaking from vendor that details of SGST/CGST/IGST shall be submitted at the time of final bill duly certified by Chartered Accountant.
 - 1.2.5 Any other documents required as per the laws of the land.
- 1.3 The final bill shall be submitted by the Agency/Contractor within a month from the date of completion of the contract. Payment for the first / last month will be done on pro- rata basis for the number of days or qty. the contract was deployed.

- 1.4 At the time of submission of Final Bills, contractor need to submit the followings along with other documents as mentioned elsewhere in the contract for processing the same:
 - 1.4.1 The contractor has to submit No claim certificate along with the Indemnity Bond of Rs.100/- duly notarized from Notary indemnifying Bhagyanagar Gas Ltd Limited from all liabilities w.r.t. the persons engaged by the contractor regarding payment of wages, Provident Fund/ESI contributions, Insurance and other payments in Performa Indemnity Bond.
 - 1.4.2 Notwithstanding anything above, in case of any further requirements under the law or statutes due to amendment or change in law, same should be complied by the contractor.
 - 1.4.3 Compliance Certificate by his Chartered Accountant that all GST has been paid against each submitted invoices.
 - 1.4.4 Quantity deviation statement showing awarded Vs executed quantity and value.
- 1.5 **Payment Authority:** Engineer- In charge Bhagyanagar Gas Limited, Vijayawada. Invoices sent thru post/courier shall be super scribed as Work Order No., Date, Invoice No., Bill Amount, Name of EIC on the envelope
2. Bhagyanagar Gas Ltd has full right to award the work in full or in parts.
3. **Interpretation of Documents:** In case of contradiction between Indian Standard, General Conditions of Contract, Special Conditions of Contract, Specifications, Schedule of Rates, the following shall prevail in order of precedence:
 - i. Letter of acceptance along with statement of Agreed variations.
 - ii. Letter of Intent / Fax of Acceptance/Work Order
 - iii. Schedule of Rates, Scope of Work as enclosures to letter of acceptance
 - iv. Job Specifications & Drawings Technical / Material Specifications
 - v. Special Conditions of Contract
 - vi. General Conditions of Contract
 - vii. Indian Standards
 - viii. Other Applicable Standards
4. **Accommodation/ Transportation:** The contractor shall make his own arrangement for the accommodation of his personal at respective locations and subsequent transportation arrangement for them from their place of residence to work place or any other place as required and company shall have no obligation in this respect.
5. **Medical:** As per factory Rules, all the workers working therein shall be subjected to pre-employment medical checkup and periodical examination as applicable. Hence Deployed manpower must be medically fit and shall have a certificate issued from registered doctor. The certificate shall be revalidated at least on annual basis or as per doctor's advice. No additional payment shall be made to contractor. The company shall not be responsible for providing any medical assistance to the contractor personnel.
6. **Training of Manpower To Be Deployed:** For operation of CNG stations, pipeline maintenance the manpower/employees deployed at CNG stations / on the pipeline shall be trained in basic firefighting .
7. **Uniform :** The Agency / Contractor shall ensure its employees, while on duty, wear such uniforms.

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The dress code for uniform shall be as prescribed by Bhagyanagar Gas Ltd. However, Bhagyanagar Gas Ltd shall reimburse the cost of safety kits and livery sets/year, not exceeding the minimum no of manpower required / day as per scope of work, on submission of proof of distribution (The distribution list shall be certified by EIC of his representative). Safety Kits and livery as below:

Description	Set / no./pair
Cotton Shirts	Two nos. / year
Cotton Trousers	Two nos. /year
Socks	Two pairs/ year
Safety Shoes	One pair/ resource for the contract period
Safety Helmet	One / resource for the entire contract paid
Raincoat	One / resource for the entire contract paid
Sling Type Cash Collection Bag	One Bag Per Dispenser / Year
These are the minimum quantities to be provided, in case of any damage or any requirement same has to be provided to the employees	

The contractor has to ensure that all the deployed manpower always attend duty in prescribed safety kits and liveries (Shirts, trousers, shoes & shocks and cap). Safety kit & liveries shall be provided by the contractor as per list and quantity tabulated in the SCC. Payments against safety kits and liveries (sets/year) shall be released on submission of proof of distribution. Payment will be made on actual basis on submission of invoice. The distribution list shall be certified by EIC or his representative.

The cost of providing the mentioned Uniform/PPE/Applicable Kits & Liveries in SCC is reimbursable with an upper ceiling of Rs. 5000/- per person per year excluding GST, limited to the number of resources / manpower required to be deployed by the contractor at site(s). In case of replacing any existing manpower / resource, contractor has to provide Uniform/PPE/Applicable Kits & Liveries (2 sets/year/person) within 7 days of deployment at his own cost to avoid penalties as mentioned elsewhere. No payment shall be paid by Bhagyanagar Gas Ltd for providing Uniform/PPE/Applicable Kits & Liveries to the replacing resources till it become due for the replaced resource.

8. Engineer –In-Charge: -

- i. Issue the instructions to Contractor from time to time during the running of the contract for the purpose of proper and adequate execution of the contract and the Contractor shall carry out and bound by the same.
- ii. During the currency of this contract, EIC can increase and/or decrease the number of the services / Support to meet the work requirements.
- iii. Order the Contractor by EIC to remove or replace any workman whom the company considers incompetent or unsuitable and opinion of the company representative as to the competence of any workman engaged by the Contractor shall be final and binding on the contractor.

9. Discipline: The Contractor shall be responsible for the discipline and good behavior of all personnel deployed in the services contracted out. Contractor shall arrange to replace persons within 24 hours of notice issued by the Engineer-in-Charge, if any complaint is received against them. The decision of the Engineer-in Charge in this matter shall be final and binding on the contractor.

10. Contractor's Responsibility: The Contractor shall at his own cost employ suitably qualified persons for all the jobs required to be carried out by him under this Agreement. However, the contractor shall not deploy any child for carrying out the contractual job within the Bhagyanagar Gas Ltd Limited premises. The Contractor shall depute his Supervisor for supervision of the services to receive instructions from Engineer-in-Charge or his representative.

11. Liability / Indemnity:

- 11.1 Bhagyanagar Gas Ltd. agrees not to be liable in any manner whatsoever (including for any loss or injury caused) to the employees or workers of the Contractor / contractor during the course of their employment with the Contractor / contractor or thereafter and the Contractor / contractor shall be solely liable to his employees or workers.

- 11.2 The Contractor / contractor agrees to be liable for the safety and security of the equipment installed on the Site and shall ensure that, at all times, the Safety Procedures are duly followed.
- 11.3 The Contractor / contractor shall be liable for any unauthorized act of its employees or workers and agrees to ensure that its activities are in conformity with the terms and conditions of this Contract.
- 11.4 The Contractor / contractor shall indemnify and keep indemnified, save harmless and defend Bhagyanagar Gas Ltd. from and against any loss, damage, claim, action, proceedings, costs, charges and expenses that may be suffered or incurred by Bhagyanagar Gas Ltd. on account of any damage or injury to the person or property of any third party caused by any negligence or default of the Contractor / contractor or any of its employees or workers in following the Safety procedures or otherwise howsoever or on account of any acts done or performed or caused to be done or performed by its employees or workers in the course of its/their activities under this Contract.
- 11.5 Whenever any claim against the bidder for payment of a sum of money arises out of or under the contract, Bhagyanagar Gas Ltd. shall be entitled to recover such sum by appropriating, in part or whole part of the security. In the event of security being insufficient or if no security has been taken from the bidder then the balance or the total sum recoverable, as the case may be, shall be deducted from any sum then due or which at any time thereafter may become due from the contractor under this or any other contract with the company should this sum be not sufficient to cover the full amount recoverable, the contractor shall pay to the Bhagyanagar Gas Ltd. on demand the balance remaining due.
- 11.6 Contractor shall accept full and exclusive liability for the compliance with all obligations imposed and further agrees to defend, indemnify and hold Owner harmless for any liability or penalty which may be imposed by the Central, State, Local authority also from all claims, suits or proceedings that may be brought against the Owner arising under growing out of or by reason of the work provided for may by this contract whether brought by employee of the contractor by third parties or by Central Government, State Government or Local authority for the following acts and liabilities
- A. Workmen compensation & Employer's insurance.
 - B. Accident or injury to personnel.
 - C. Damage to Bhagyanagar Gas Ltd property or to any person or third party.
 - D. Payment of wages act.
 - E. Any other insurance required law or regulations.
- 11.7 Contractor himself shall be fully and exclusively responsible for any damage to the equipment or any personal injury to operator or any other person in the employment of the contractor, occupant or any property.
- 11.8 Contractor will be solely responsible for any consequences under laws arising out of any accidents caused to property / persons. The contractor shall also be responsible for any claim / compensation that arises due to damage / cause of injuries / disabilities / death etc. during the contract period Bhagyanagar Gas Ltd. will not be responsible for any claim / compensation that arises due to damages / injuries under any circumstances in which the equipment is engaged for Bhagyanagar Gas Ltd. duty.

- 12. Indemnity Agreement:** Contractor shall exclusively be liable for non-compliance of the provision of any act, laws, rules and regulations having bearing over engagement of workers directly or indirectly for execution of work and the Contractor hereby undertake to indemnify the company against all actions, suits, proceedings, claims, damages demands, losses, etc. which may arise under minimum wages act, payment of wages act, workman compensation act, personnel injury (compensation insurance) act ESI Act, Fatal Accident Act, Industrial Dispute Act, Shops and Establishment Act, Employees Provident Fund Act, Family Pension and deposit Linked Insurance Scheme or any other act or statutes not herein specifically mentioned but having direct or indirect application for the persons engaged under this contract. (A certificate to this effect shall be submitted by the Contractor immediately on receipt of LOA).
- 13. Income Tax:** Income tax at the prevailing rates as applicable from time to time shall be deducted from contractor's bill as per income tax act and quoted rates shall be deemed to be including this. Contractor has to enclose PAN card.
- 14. Provident Fund ACT:** Contractor shall strictly comply with the provisions of Employees Provident Fund Act. In case the RPFC challan / receipt, as above, is not furnished, Owner shall deduct suitably of the payable amount from contractor's running bill and retain the same as a deposit. Such retaining amounts shall be refunded to Contractor on production of RPFC challan / receipt for the period covered by the related running bill.
- 15. Registration under Goods and Service Tax (GST):** Attested copy of certificate for registration under applicable provisions of GST must accompany the tender. In case any unregistered bidder is submitting their bid, their prices will be loaded with applicable GST (CGST & SGST / UTGST or IGST) during evaluation of bid. Where Bhagyanagar Gas Ltd is entitled for input credit of GST (CGST & SGST / UTGST or IGST), the same will be considered during evaluation as per evaluation methodology of tender document.
- 16. Health Safety and Environment (HSE) Management:**
- 16.1 After the award of the contract, detailed Health, Safety and Environment (HSE) program to be followed for execution of contract under various divisions of works will be mutually discussed and agreed between Contractors & Client. The Contractor shall establish document and maintain an effective Health, Safety and Environment (HSE) management system. The Contractor shall adhere to the Health, Safety and Environment (HSE) management system as per Bhagyanagar Gas Ltd. Specification and General Conditions of Contract.
- 16.2 It will be the Contractor's responsibility to acquaint his site staff and operatives of all current safety legislation, statutory requirements and Bhagyanagar Gas Ltd.'s safety standards. In addition, before any work takes place all the Contractor's operatives shall be given training in site safety by the trained person under supervision of Bhagyanagar Gas Ltd. No work will be allowed to carry out without Proper PPE to the workers.
- 17. Rules & Regulations:** Contractor shall observe in addition to the specified and respective specifications all the local laws, ordinances, rules and regulations and legislations pertaining to the work and shall be responsible for extra costs arising from violations of the same.
- 18. Permissions:** While doing the work, it is the responsibility of the contractor to take all the necessary permissions.

19. Termination Of The Contract: Bhagyanagar Gas Ltd may terminate the contract at any point of time during the contract period by giving 30 days' notice without mentioning any reason.

20. Revision of Minimum Rates of Wages:

The Contractor shall be required to pay the differential of proportionate increase due to revision in the minimum rates of wages as notified by the Central or State Government, whichever is higher from time to time during the period of contract.

Further, while quoting their rates, the bidder should also take into consideration the increase in Minimum Wages for their workmen during the currency of the contract period as the same shall have to be borne by contractor and no separate reimbursement towards increase in Minimum Wages and consequential increase in EPF, ESI and Bonus etc. would be made by BGL.

Quoted rates shall be fixed in entire period of the contract.

21. General:

- i. The Contractor shall deploy required number of support services as per Scope of work in terms of the contract. In case required to meet operational requirements, the Contractor shall augment the same as per direction of Engineer-in-Charge.
- ii. The Contractor is required to carry out all services as mentioned in the Scope of Services and Schedule of Rates on all the 365 days including Sunday and all holiday and round the clock.
- iii. The Contractor shall allow weekly rest and daily working hours to his personnel as per the Relevant Act / Law / and Rule made there under. However, no work shall be left incomplete / Unattended on any holiday / weekly rest.
- iv. Contractor shall provide Authorized representative to co-ordinate the services on daily basis And to interact with Engineer-in-Charge and deployed personnel.
- v. The workforce deployed by the Contractor for O&M services at CNG installation / PNG installations shall be of Sound relevant technical professional expertise which is otherwise also essential from the safety point of view of the personnel of the Contractor as well as for the installation.
- vi. Contractor has to ensure the safety of man and equipment all the times. Damages of Equipment due to negligence will be recovered as per the decision of Engineer-in- Charge, which will be final.
- vii. Regarding work completion, the decision of the Engineer-in-Charge will be final and binding.
- viii. The Contractor shall make his own arrangements to provide all facilities like boarding and transport etc. to his workman.
- ix. All personnel of the Contractor entering on work premises shall be properly and neatly dressed and shall wear uniform, ID cards, badges while working on premises of the company including work sites.
- x. Contractor shall maintain proper record of his working employee's attendance and payment made to them.
- xi. The Contractor's representative / supervisor shall report daily to the Bhagyanagar Gas Ltd' Shift-in-Charge or EIC for day to day working.
- xii. All the safety rules and regulations prevailing and applicable from time to time at the installations as directed by BGL will be strictly adhered to by the contractor.
- xiii. The rates quoted by the Contractor must be inclusive of all taxes, duties, service tax, work contract tax and any other levies, contractor's share of P.F. and insurance charges, contractor's profit and any other expenditure etc.
- xiv. It will be the responsibility of the Contractor to pay as per the minimum wages as directed by RLC

(Regional Labour Commissioner-Central) at any point of time in line with Minimum Wage Act 1948.

- xv. The services shall be provided in terms of shift pattern on the round the clock basis.
- xvi. The Contractor is responsible to provide effective and efficient services in all shifts and assure that there is no disruption in the services for want of any resources.
- xvii. All the jobs mentioned under scope of services shall be carried out as per sound engineering practices, work procedure documentation and as per the guidelines / direction of engineer-in-charge or authorized representative.
- xviii. Bhagyanagar Gas Ltd reserves the right to avail partly or all the services as mentioned in the SOR for respective station.
- xix. Contractor shall in no case lease/ transfer/ sublet the job awarded to the contractor
- xx. The Agency / contractor shall remove the employee or worker who is found guilty of misconduct or negligence while on duty or whose conduct is not in order. The decision regarding this shall be taken by the EIC.
- xxi. The Agency / contractor shall take due care of the equipment installed at the CNG stations and ensure that the same are operated by properly trained people in a prudent manner. In case of any breakdown in or damage to or defect in the equipment, the Agency / contractor shall immediately notify to the concerned officer of Bhagyanagar Gas Ltd and shall not operate the equipment till clearance is given by Bhagyanagar Gas Ltd.
- xxii. The Agency / contractor shall follow the safety procedures, from time to time, specified by Bhagyanagar Gas Ltd in operating the Outlet and handling of CNG/ PNG. The Agency / contractor shall ensure full and strict compliance with the guidelines, norms, rules, stipulations etc. as may be prescribed by PESO, Chief Fire Officer (CFO), and any other statutory authorities from time to time in respect of safe handling, storage and Sale of CNG / PNG at the Site.
- xxiii. The Agency / contractor shall ensure compliance with all such safety guidelines/ directives given by Bhagyanagar Gas Ltd from time to time which may include but not be limited to checking of metallic plates (fitted on body of the vehicle signifying make of CNG conversion Kit, CNG cylinder, validity thereof etc.) endorsement in RC book (Issued by Regional Transport Office) of the Vehicle prior to filling CNG in the Vehicle etc.
- xxiv. The work is to be carried out in "Restricted Area" (i.e. operating area not open for all being hazardous in nature) and Agency/Contractor shall work as per the instructions of Site Engineer/ Engineer-In-Charge.
- xxv. The Agency/Contractor shall arrange at his own cost the boarding, lodging & to and fro transportation for his staff.
- xxvi. During contract period, qualified bidder or his staff /crew cannot resort to strike or other means of agitation on any ground, which affects the operations. Any Absence of crew / staff shall be viewed seriously and contract is liable to be terminated by BHAGYANAGAR GAS LTD. Withholding all balance dues of contract and deposits and including encashment of performance bond.
- xxvii. The contractor shall liaison/ deal with the local operational issues in consultation with local authorities like police, fire brigade and other concerned authorities to protect the BHAGYANAGAR GAS LTD. assets.
- xxviii. Delay / Interruption in the operation service: The agency/Contractor will deploy qualified, efficient and experienced personnel to discharge the contractual obligations effectively. At any circumstances, any delay or interruption in the operation services shall not be entertained.
- xxix. Display of various safety instructions in the CNG filling facilities for creating safety awareness among the operators and customers shall be in the scope of the bidder. The safety instructions shall be displayed as per the instruction of the Bhagyanagar Gas Ltd at the time of making the same. The materials of the safety instruction shall be provided by the Bhagyanagar Gas Ltd.
- xxx. The Operators shall follow safe operating procedure (SOP) along with the instructions



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/recommendation as given by OEM of compressor/dispenser/cascade/Gas Genset/UPS/ STEEL/ MDPE PIPELINES etc. shall be strictly followed to ensure safety.

- xxxi. The Operators shall follow emergency response procedures strictly during emergency situation to ensure safety of manpower/assets.
- xxxii. The operator shall immediately operate ESD (emergency shutdown) and close the isolation valve of the affected cylinder of stationary cascade in case of safety disc rupture. Apart from this the situations could arise such as high-pressure gas release from tubing, fire in electric panel etc. The operator shall operate any of the ESDs located at places at each outlet and isolate the main gas inlet valve and main electric supply switch of the compressor/ CNG system.
- xxxiii. The operators shall ensure that no flammable materials shall be possess/stored/ accumulated inside station premises.
- xxxiv. The contractor shall provide suitable mode for communication (Telephone or Mobile phone) at each location. The Contractor shall provide mobile phones for all the maintenance engineer/technician. The rates quoted shall be inclusive of this and no separate payment will be made to the contractor on this account. This mode of communication shall be used for the purpose of official communications in respect of operation/maintenance/DPR. The communication mode should remain activated during contract period. Mobile phones shall be used away from the dispensing and compressor area, so as to prevent any untoward incident.
- xxxv. The contractor shall ensure strict discipline and shall be responsible for smooth operation of CNG station.
- xxxvi. The contractor shall provide training once in a year to their operators on basic firefighting through reputed professional agencies.
- xxxvii. Service Agency/ Contractor shall maintain general purpose tools & tackles to perform the jobs of minor maintenance. Minor maintenance shall include jobs like minor leak arrests from joints in dispensers, cascades, piping, minor civil/electrical maintenance etc. Such jobs shall not require any expertise.
- xxxviii. The Agency/Contractor shall arrange at his own cost the boarding, lodging & to and fro transportation for his staff.
- xxxix. The Agency / contractor shall be responsible for ensuring that its employees conduct themselves in a proper manner and are courteous to customers.

STANDARD CONDITIONS OF SCC: PART I

The following clauses should be part of SCC:-

1. "Service" shall comprise the Scope of Work as attached
2. "Location(s)" where the services are to be rendered, shall be defined in the Scope of Work.
3. **Engagement:** BHAGYANAGAR GAS LTD intends to engage Contractor to provide the service(s) at *BHAGYANAGAR GAS LTD Limited, Vijayawada* and for a period of 24 months from the date of commencement of service subject to the terms and conditions hereinafter specified.

4. Services:

- a) Requirement of resources:

Total	
1	CGD Operations & Supervisory Services (Round the clock basis-24x7) at Mother Station
2	Filling Operations cum Technician Services at Mother Station (Round the clock basis-24x7)
3	Filling Operations cum Technician Services at APSRTC-VDPM (In General Shift)
4	Mechanical maintenance (CNG & PNG) Services (In General Shift)
5	Electrical Maintenance (CNG & PNG) Services (In General Shift)
6	PNG Technical Services or PNG operational and maintenance services – Mechanical:(In General Shift)
7	O&M Support Services (CNG & PNG) (In General Shift)
8	Housekeeping Services at Mother Station & BGL Office (In General Shift)

- b) Qualification and experience of resources to be deployed-

Sr. No	Services to be Performed	Minimum Qualification	Minimum Experience
A.1/ B.1	CGD Operations & Supervisory Services (SOR Item-01)	Graduate in any discipline or Diploma in Engineering discipline. Computer knowledge is compulsory along with working expertise in MS Excel / Word.	2-year experience in CNG Station / OMC Retail Outlets / LPG Dispensing station.
A.2/ B.2	Filling Operations cum Technical Services (SOR Item-02 & 03)	12th (Intermediate) pass in any discipline, or ITI in any discipline.	1-year experience in LPG Dispensing Station/CNG Station/ OMC Retail Outlet for fuel dispensing. Preference shall be given to a person who knows Telugu / Hindi Language.
A.3/ B.3	O&M Support Services (CNG & PNG) & Housekeeping Services (For SOR Item no's	Literate	1-year experience in providing O&M Support & housekeeping services

	7 & 8)		
A.4	O&M Services (CNG & PNG) (For SOR Item no's 4,5 & 6)	ITI / Diploma in any discipline. Preferably Mech / electrical / instrumentation.	3 years' experience in relevant discipline in operation and maintenance of natural Gas / Hydrocarbon pipe lines (steel) or CNG stations in City Gas Distribution companies or Oil & Gas / Power Plants / Chemical Industries experience or ITI or diploma having 03 years of experience relevant discipline in operation and maintenance of natural gas/Hydrocarbon Pipeline (steel) or CNG stations in City gas distribution companies or oil & gas / power plants / chemical industries
A.6	Control Room operators (Not applicable)	Engineering Degree/Diploma / ITI / Graduate, preferably in Science Stream Computer knowledge is compulsory along with working expertise in MS Excel /MS Word.	Minimum 2-year relevant experience.

- c) Contractor shall ensure that the resources to be deployed are:
- Trained, experienced and competent to do the jobs for which they are assigned.
 - Well dressed, well groomed, neat, tidy and presentable to a standard reasonably required for the particular service(s) for which they are assigned, and shall wear distinctive uniforms in keeping with their positions as will identify and distinguish them,
 - Polite, respectful and courteous.

5. Cost of minimum resources to be deployed:

The estimated cost of minimum resources / average monthly resources (whichever is applicable) to be deployed is based on applicable minimum wages [as notified by the Central Government or State Government whichever is higher, as per the provisions of the Minimum Wages Act, 1948 / Code on Wages, 2019 (after it comes into force)] vide circular no. F.No.I /a(3)/2022 LS II Dated 29.07.2022 from the Office of the Chief Labour Commissioner (C) - New Delhi, Ministry of Labour & Employment, Government of India. The wages for different categories are as under (refer Table 2):

However, there will be no reimbursement towards (i) the overheads towards minimum infrastructure to be maintained by the bidder for execution of the contract, running office expenses, coordination with Statutory Authorities, charges towards Bank Guarantees (BG), interest on working capital, documentation charge and reasonable profit margin etc..

The bidder is required to make his / her own assessment regarding deployment of resources, and supervisor etc. required for ensuring satisfactory services as per terms of the contract and also take into account all other applicable costs, if any, while quoting the rates.

The quoted “rates” will remain firm and fixed during the contract period. The Bidder is required to submit an undertaking, as per *Annexure- iii*.

6. Uniform:

Contractor shall ensure adequate supply of uniforms (but not less than 02 sets per year) as mentioned in SCC to all resources deployed.

7. Biometric System:

Bidder (s) are required to install Biometric System at his own cost to regulate the entry and exit of the resource(s) deployed by him. Bidder has to submit the attendance from the biometric system along with the monthly bills.

8. Deficiency:

“Deficiency” shall mean a deficiency in the performance of service(s) as mentioned in the Scope of Work including deployment of minimum resources / average monthly resources (whichever is applicable), poor quality of service, quantity and quality of material, efficiency of any service(s), non-compliance of statutory provision(s) or non-compliance of any of the tender condition(s).

BHAGYANAGAR GAS LTD/ Engineer in Charge (EIC) on observing any deficiency may inform/advise the supervisor / representative of the Contractor to rectify the same. If the deficiency(ies) still persists even after repeated advice / information, the Contractor will be issued show-cause notice, setting out the deficiency(ies) observed, to give the Contractor an opportunity to make a representation within 7 (seven) days from the date of receipt of such notice. If any such representation is made by the Contractor, BHAGYANAGAR GAS LTD shall take cognizance of the same before taking a final decision to impose penalty(ies) in respect of deficiency(ies). The decision of the EIC with regard to any deficiency in service and penalty(ies) for such deficiency(ies) shall be final and binding on the contractor(s).

- a) It is recognized that there may be deficiencies in the performance by the Contractor with regards to one or more of the services required to be performed under the Scope of Work. With a view to discourage deficiency(ies) in the performance of any service(s) by the Contractor, it is agreed that for each Deficiency as determined by EIC/ BHAGYANAGAR GAS LTD in any service(s) to be performed by the Contractor, BHAGYANAGAR GAS LTD shall be entitled to levy a token penalty, if not specified elsewhere, of Rs. 1,000/- (Rupees One Thousand only) per day per deficiency.
- b) The Contractor shall maintain all the Reports, Returns, Forms, proforma(s) and other prescribed documents under the applicable Labour Legislations (including those mentioned above) and BHAGYANAGAR GAS LTD shall have the right to satisfy itself in this regard at any point of time. Each deficiency by the Contractor shall entitle the BHAGYANAGAR GAS LTD to levy a token penalty on the Contractor by deduction in the invoice(s) of the Contractor or from the Security Deposit @ Rs. 1,000/- per instance.

c) List of deficiencies and penalties thereof:

Table 5: List of deficiencies and penalties thereof

S.No	Nature of Deficiency in Services	Rate of Penalty in Rs. / Incident Excl. GST / Taxes
1	<i>Non-Deployment / Short Deployment of Resource(s)</i>	Rs. 1500/- per resource per instance
2	<i>Complaints / Misbehavior or negligence on part of the resource</i>	Rs.1500/- per instance
3	<i>Non- Wearing of Uniform or PPEs / wearing untidy uniform by the resource on duty</i>	Rs. 100/- per day per resource
4	Non-Submission of running / final bill beyond 30 days of stipulated time for the applicable date of bill submission. Applicable date is 10 th for monthly and within 10 days for Final bill.	Rs. 1000/- per instance and Rs. 100/- per day beyond that
5	Reporting of non-compliance of any applicable statutory labour laws by contractor, including non-payment / late payment/ short payment of wages	Rs. 1000/- per resource per wage period
6	<i>Delay in providing resources/inefficient to provide the requisite service</i>	Rs. 300/- per person under this SOR per day
7	In case of delay in supply of item(s) or providing facilities, Bhagyanagar Gas Ltd shall be having full rights to provide the said item(s) / facilities at subject station(s) at the risk and cost of the contractor with applicable overhead @ 15%. In addition, penalty @ 1000/- per incident per station (plus applicable GST @ 18% presently) shall be levied for not supplying of item(s) / facilities at any station.	Rs. 1000/- per incident per station
9	Non-availability of motor bike(s) / automobile in running condition with all compliance as per traffic rules for resources to be deployed as defined in SOW.	Rs. 500/- per instance per resource
10	Non-Maintenance of any of the Reports, Returns, Forms, Performa(s) and other prescribed documents under the applicable Labor Legislations (including those mentioned above) -	Rs. 1000/- per instance
11	Non-compliance of SOP's as per the BGL instructions	Rs.5000/- per instance and cost incurred including over heads for repair shall be recovered from the bidder
12	Violation / non-compliance of safety conditions	Rs.5000/- per instance.

However, the total amount deducted towards deficiencies under the contract shall not exceed 5% of the total contract value (i.e. applicable only for penalty). Recovery charges are applicable at actuals.

- d) In case, the deficiency continues for such period or in such manner as determined by BHAGYANAGAR GAS LTD that affects the services as mentioned in the Scope of Work,

Bhagyanagar Gas Ltd' decision in this regard shall be final and binding on the contractor. The contractor shall be liable to pay compensation at the rate of 1% (one percent) of the estimated cost of the service for every week limited to a maximum of 10% (ten percent) of the value of the service. In the event of his failure to do so, the EIC may, on expiry of a notice period, rectify / re-execute the service as the case may be at the risk and expense in all respects of the contractor or may terminate the contract due to non-performance.

The decision of the EIC, as to any issue arising under this clause, shall be final and conclusive without prejudice to its the right to terminate the Contract thereof / terminate the service(s) on the basis of repeated occurrence of identified deficiency(ies) / instance of persisting poor performance.

In the event of such termination of services / contract, BHAGYANAGAR GAS LTD reserves the right to get such service(s) performed at the risks and costs of the Contractor for a period equivalent to the unexpired period of the Contract thereof.

9. Performance:

Performance of the Contractor shall be dealt as per Clause No. 2.14 of General Conditions of Contract (GCC).

10. Documents for technical bid qualification:

- a) PF Registration Certificate
- b) ESIC Registration Certificate, if the 'Location(s)' of 'Service' as defined in the Scope of Work falls under the ESI implemented area.

The bids to be rejected due to non-submission of aforesaid documents.

11. PERIOD OF CONTRACT

- a) The contract shall be initially for a **period of two (02) years from the date of FOA**, extendable for a **further period of 06 months** at the option of BHAGYANAGAR GAS LTD on the same rates/terms and conditions and such extension will be binding on the contractor.
- b) The date of commencement of the contract for reckoning the period shall be the date of FOA.
- c) BHAGYANAGAR GAS LTD shall have the right to terminate the contract by giving 15 days' notice during the contract period.
- d) BHAGYANAGAR GAS LTD also reserves the right to reduce the period of contract at the time of award of contract itself or during the course of the contract without assigning any reason thereof
12. Notwithstanding anything above, in case of any further requirements under the law or statutes due to amendment or change in law, same should be complied by the contractor.

13. **Change in quantities of items during execution:** If the quantities of any item(s) change to any extent due to any reason whatsoever, the contractor shall be bound to execute them at the rates quoted by him. The decision of Engineer-in-Charge shall be final and binding.

14. Self-assessment of work: The quoted rates shall be deemed to have been arrived after first hand self-assessment of the work front by the Contractor by visiting the concerned location of execution of contract prior to submission of their offer and shall give no reason whatsoever to request for any increase/revision in their quoted/awarded rates and not being aware of local conditions.
15. Contractor shall also provide services on Saturday, holidays including Sundays (until and unless instructed otherwise by EIC) and nothing extra shall be payable on this account. The Contractor shall make his own arrangement for housing himself and his staff. BGL will not provide any

accommodation.

16. The Service provider shall defend and indemnify BHAGYANAGAR GAS LTD from all suits, actions, claims, demands, liabilities, damages and expenses arising out of personal injury or death resulting there from to any of its personnel, while providing the services.
17. Performance Evaluation of contracts as per C&P circulars/guidelines/procedure is applicable. Contract has to attend Quarterly Review Meetings for Contract Health Monitoring purpose(s) and resolving issues related to work(s) from time to time.

2.0 ORDER OF PRECEDENCE

In case of an irreconcilable conflict between Indian or other applicable standards, General Conditions of Contract, Special Conditions of contract, Specifications, Drawings or Schedule of Rates, the following shall prevail to the extent of such irreconcilable conflict in order of precedence:

- i) Letter of Acceptance along with Statement of Agreed Variations & its enclosures and any corrigendum/ addendum.
- ii) Fax/ Letter of Intent/ Fax of Acceptance.
- iii) Schedule of Rates as enclosures to Letter of Acceptance.
- iv) Special/ additional Conditions of Contract.
- v) Specifications, Special notes regarding specifications and Drawings, all three in conjunction with each other.
- vi) General Conditions of Contract.

3.0 BRIEF SCOPE

4.0 EVALUATION AND COMPARISON OF BIDS

As per evaluation criteria of BEC of Vol I of II.

5.0 RESPONSIBILITIES OF THE CONTRACTOR AND COMPLIANCE WITH LABOUR/ INDUSTRIAL LAWS:

The contractor has to ensure the compliance of all provisions of labour / Industrial laws as applicable from time to time for all respective installations such as Payments / related components to the human resources engaged in this contract as outlined in ANNEXURE-1 at the end of Special Conditions of Contract in this document.

- 1 The contractor shall indemnify BGL against all losses or damages, if any, caused to it on account of acts of the personnel, if any, deployed by him.
- 2 All personnel deployed by the contractor should be on the roles of the contractor.
- 3 No contract worker below the age of 18 years shall be deployed on the work. Maximum permissible age shall be as per Scope of Work for respective resources or 58 years, whichever is lower.
- 4 The personnel to be deputed by the contractor shall strictly adhere to all security, fire and safety rules of BGL while at the site/work. His Work/Services will be supervised by the contractor / contractor representative. Contractor has to strictly adhere to the guidelines/instructions issued from time to time.
- 5 The contractor shall provide proper identification cards for his employees to be deputed by him for Services, duly signed by the contractor or authorized person on behalf of contractor.

- 6 Contractor has to deploy the personnel with no past criminal records. Also the contractor has to provide police verification for all the persons deployed by him.
- 7 In case of accident, injury and death caused to the employee of the contractor while executing the Work under the contract, the contractor shall be solely responsible
- 8 All personnel deployed by the contractor should be on the rolls of the contractor and the contractor shall issue Employment / Identity cards to them.
- 9 Contractor/ his representative is required to supervise, control and give directions to the contract workers for discharging the contractual obligations.
- 10 A copy of the work order should be submitted to the Security Department by the contractor / his representative for facilitating the movement of men, machine and materials involved in the contract.
- 11 In case of accident, injury or death caused to the contract workers while executing the Work under the contract, the contractor shall be solely responsible for payment of adequate compensation, insurance money etc. to the next kith & kin of injured / diseased. Contractor shall indemnify BGL from such liabilities.
- 12 Defect liability Period: The defect liability period shall be six months from the date of actual completion of work. Any defect arising out due to any reason, which in the opinion of Engineer• In- Charge resulting due to above, during this period shall be rectified by the contractor at his own risk and cost.
- 13 Contractor shall also provide services on Saturday, holidays including Sundays (until and unless instructed otherwise by EIC) and nothing extra shall be payable on this account. The Contractor shall make his own arrangement for housing himself and his staff. BGL will not provide any accommodation.
- 14 Contractor shall in no case lease/ transfer/ sublet the job awarded to the contractor.
- 15 The Service provider shall defend and indemnify BGL from all suits, actions, claims, demands, liabilities, damages and expenses arising out of personal injury or death resulting there from to any of its personnel, while providing the services.
- 16 The following documents shall be submitted by the Agency/contractor to the Engineer In• Charge at various stages during the currency of the contract:

6.0 PAYMENT PROCEDURE

- 6.1 Monthly running bills to be submitted by the Agency/Contractor for verification and certification by Site-In-charge (SIC) at site. Subsequently, the bills will be duly certified by Engineer-In-charge (EIC) or a person authorized by him.
- 6.2 Payment will be made on monthly basis, after submission of all requisite documents for the claim month.
- 6.3 The final bill shall be submitted by the Agency/Contractor within a month from the date of completion of the contract after the closure approval and submission of NO due/ No claim certificate approved by BGL. Payment for the last month will be done on pro-rata basis for the number of days

the contract was deployed till the date of completion.

7.0 GENERAL:

- 7.1 Any failure on the part of the Employer at any time to enforce the strict observances of the performance of any of the term(s) and condition(s) or rights, shall not effect or deprive the Employer to exercise the same at any later date.
- 7.2 The work will be supervised by Employer's Engineer-In-Charge or his representative, and the Contractor has to strictly adhere to his instructions.
- 7.3 During the currency of this contract, Employer can increase and/or decrease the quantity of the work/ Service (s) required. The quantity of work / service (s) shown in the Schedule of rates is tentative.
- 7.4 Contractor will have to mobilize within 10 days from the date of Fax of Acceptance (FOA). The contract period shall be reckoned from the date of FOA.
- 7.5 The rates quoted against SOR Items shall remain firm till expiry/entire tenancy of this contract. It is agreed that the bidder has inspected the sites and assessed the nature and the extent of the work including the conditions prevalent under which the work is to be carried out.
- 7.6 No extra payment shall be made against any head such as pay revision (during the contract period if any), etc. Contractor has to quote accordingly after considering all such anticipated expenditure in his quoted rates.
- 7.7 Bidder will submit the CV and experience details of deployed Human Resources to the owner for approval of recruitment on his roll. Necessary interview shall be taken by EIC / its representative prior to deploying them at station.
- 7.8 The job mentioned under scope of work shall be carried out as per the work instructions, documentation and recommendation of the concerned EIC or his representative and as per the guidelines / directions given from time to time to the contractor by EIC or his authorized representative.
- 7.9 If the contractor fails to carry out job within the time stipulated and as per guidelines given by the EIC, BGL will have full right to get the job done by any other party at the sole risk and cost of the contractor as per the relevant clauses in General Conditions of Contract (GCC).
- 7.10 Personnel of contractor shall abide by the rules and regulations in respect of safety & security of prohibited areas and follows the procedures laid down by BGL from time to time.
- 7.11 In case any unscheduled failure of the installations serviced by the contractor within the contract period, it shall be binding on the contractor to mobilize all his resources (Man, Machine, Tool & Material) immediately to attend the complaint. It shall be in the scope of the contractor to reach the site along with trained and competent persons, fully equipped with the necessary tools to carry out the maintenance activity.
- 7.12 All free issue materials, tools & tackles issued by the company (if any) to the successful bidder shall be preserved against deterioration and corrosion while under contractor's custody. Any damages or losses suffered on account of non-compliance as losses suffered due to willful negligence on the part of the contractor and he shall be liable to compensate the company for losses suffered at penal rates.
- 7.13 All expenses towards mobilization at site and demobilization including bringing in equipment, work

force, materials etc. shall be deemed to be included in the prices quoted against respective SOR and no separate payments on account of such expenses shall be entertained. The bidder has to quote the firm rates against all the SOR Items including Contractor's profit, etc.

- 7.14 All peripherals, stationary, writing pads etc. required for preparation of reports will have to be supplied by contractor.
- 7.15 The resources (Man, Machine, Tool & Material) deployment pattern shown above is Minimum Requirement at any point of time, actual deployment pattern may be changed as per the site requirement.
- 7.16 The payment of works shall be made against quantities actually executed on day to day basis based on GPS report and contractual conditions. Contractor shall get all quantities executed duly certified by the Engineer-in-charge during the course of execution of works.

8.0 EXECUTION OF WORK

- 8.1 Accommodation/ Transportation/ Conveyance/ Medical: The Contractor shall make his own arrangement for the accommodation & medical assistance to his personnel at respective locations and subsequent transportation / conveyance arrangement for them from their place of residence to work place or any other place as required and Employer shall have no obligation in this respect. The Employer shall not be responsible for providing any medical assistance to the contractor personnel.
- 8.2 Discipline: The Contractor shall be responsible for the discipline and good behavior of all his personnel deployed in the services and should any complaint be received against any of his employee, he shall arrange to replace such person(s) within 24 hours of notice issued by the Engineer-in-Charge at his own cost. The decision of the Engineer-in-Charge in this matter shall be final and binding on the Contractor.

9.0 INTERPRETATIONS

- 9.1 Where any portion of the GCC is repugnant to or at variance with any provisions of the SCC then, unless a different intention appears, the provisions of the SCC shall be deemed to govern the provisions of the GCC and SCC provisions shall prevail to the extent of such repugnancy, or variations exist.
- 9.2 In Contract Documents unless otherwise stated specifically, the singular shall include the plural and vice versa wherever the context so requires.
- 9.3 Notwithstanding the sub-division of the Contract Documents into separate sections and volumes every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the Agreement so far as it may be practicable to do so.
- 9.4 Bidder/Vendor/Contractor/Service Provider carry the same meaning and is being used interchangeably in the tender document.
- 9.5 Owner/Employer/BGL/EIC carry the same meaning i.e. BGL and is being used interchangeably in the tender document.

10.0 REQUIREMENTS FOR CONTRACTOR AT SITE

- 10.1 Contractor shall supply transport for their technical staff and operatives to move from site to site,

and to move tools and equipment from site to site.

- 10.2** Contractors shall make appropriate arrangements to ensure that their MPM are adequately mobile and can attend sites or meetings with BGL, other authorities or customers as required, without any undue delay.

11.0 COMPLIANCE WITH LAW

Contractor shall abide by all prevailing Laws of India including but not limited to:

- 11.1** Employees PF and Miscellaneous Provisions Act
- 11.2** Apprentices Act.
- 11.3** Contract labour (Regulation & Abolition) Act.
- 11.4** Employers Liability Act.
- 11.5** Environment Protection Act.
- 11.6** Factory Act.
- 11.7** Industrial Dispute Act.
- 11.8** Minimum Wages Act.
- 11.9** Payment of Wages Act.
- 11.10** Workman Compensation Act.
- 11.11** Any other Statute, Act, Law as applicable.

12.0 GENERAL

- 12.1** All personnel of the contractor entering on work premises shall be properly and neatly dressed and shall wear uniform while working on premises of the Employer including work sites.
- 12.2** Contractor shall ensure the proper supervision for Safe Completion of the work as per the scope of work as defined in tender document, which forms part of this contract in accordance with the conditions of the contract laid down in this part of contract read in conjunction with General Conditions of Contract.

13.0 MEASUREMENT OF WORKS:

Measurement of WORKS shall be made in the units mentioned in the Schedule of Rates as per details given in Technical / Standards specifications. Wherever details are not available or inadequate in the execution drawings, physical measurements will be taken by the Contractor in the presence of the representative of the EIC. In such cases payment will be made on actual measurements.

14.0 CONTRACT PERIOD:

Contract shall valid for the period of 2 (two) years from the date of Mobilization . Which may be extended by a maximum of one year subject to total executed contract value is within the limit of 125% of contract value on same terms and conditions of tender document at sole discretion of BGL.

15.0 MOBILISATION PERIOD

The deployment for the services shall be within 01 week from the date of FOI / FOA. In case of failure, BGL reserves the right to cancel the contract.

16.0 TERMINATION:

- 16.1** If the contractor fails to complete the work as per the details given above to complete the work in stipulated time as per satisfaction of the engineer in-charge or fails to observe all terms and

conditions of this contract, BGL may terminate the Contract by issuing a one- week notice. In such case BGL may get executed the balance SOR Quantities by engaging other agency/agencies on the risk and cost of the contractor as per the relevant clauses in GCC.

- 16.2** BGL may, at its own discretion terminate the contract without mentioning any reason, thereof, by giving 30 days' notice to the contractor. The contractor has to vacate the site on expiry of 30 days period and hand over the site to BGL representative in good condition.

17.0 HEALTH, SAFETY AND ENVIRONMENT (HSE)

- All the safety rules and regulations prevailing and applicable from time to time at the installations as directed by EMPLOYER will be strictly adhered to by the Contractor.
- Contractor has to ensure the safety of man and machine all the times. Damages to equipment due to bad workmanship/negligence will be recovered as per the decision of Engineer-in- Charge, which will be final and binding upon the contractor.
- Carrying / striking of matches, open flames, lighters or smoking or other such acts, which may cause fire hazards at the work site/ in the terminals / installations, is strictly prohibited.
- Tobacco/ Ghutka chewing or other such acts, are strictly prohibited at the site.
- In addition to the PRS clause defined in GCC, the penalty will be imposed as per instructions of the EIC, in case Contractor fails to follow safety norms and barricading as defined in the tender document under penalty clause.
- Safety is of paramount importance while carrying out the maintenance activities.
- Contractor shall obtain the necessary work permits while working at all sites from BGL & observe all the terms & conditions mentioned thereof. Contractor shall educate/instruct his labors for strictly obeying of "NO SMOKING" at all sites.
- The contractor shall take all the necessary pre-cautions to prevent fire hazards during the execution of the work, necessary safety measures should be taken while venting the gas.
- Contractor shall provide all required Uniform/ PPE during performing the entire job.
- Contractor shall ensure all prevailing norms for preserving the environmental aspects especially no throwing of oil, grease & other chemicals. Also, to ensure the cleaning of site after completion of job.
- Contractor shall ensure that existing installations at sites like cables, copper tubing's, electrical installation, etc. are not damaged during the job.
- All personnel of the contractor entering on work premises shall be properly and neatly dressed and shall wear uniform, badges while working on premises of the company including work sites.

18.0 PENALTY:

Apart from the above, the following criteria also entitles for the imposition of penalties. Incase, agency fails to provide the services during contract period or does not follow the tender conditions, penalty may be imposed as below:

provisions or not able to provide any requisite service or found being involved in malpractice / misconduct, BGL shall impose a penalty which shall be worked out by EIC based on the specific site requirements / the expenditure incurred by BGL to get the work done by making alternate arrangement / hiring other agency / Resources / amount worked out based on minimum wage of the related wage category of resources / etc. required for safe & timely completion of the particular job. The decision of the EIC shall be final in this regard.

- 18.2** The contractor has to disburse wages/salary (along with all statutory components) to their employees deployed under this contract on or before 07th date of each month through e- banking to bank accounts of individual employee through any reputed bank. The agency must submit Proof of e-payment of wages along with RA bills. If salary is not disbursed to employees by 7th of every month, BGL may impose a penalty of Rs. 100/- per day per employee from the contractor's corresponding month's RA bill / any subsequent RA bill. Similarly, the contractor has to deposit PF Contribution (Employee plus Employer's Share) by 15th of successive month, else BGL may impose a penalty of Rs. 100/- per day per employee from the contractor's corresponding month's RA bill/ any subsequent bill month's RA bill. Also, the contractor has to deposit ESI subscription by 15th of successive month, else BGL may impose a penalty of Rs. 100/- per day per employee from the contractor's corresponding month's RA bill/ any subsequent month's RA bill.
- 18.3** It may be noted by the bidders that BGL shall be free to deduct penalty even from the Performance Bank Guarantee.
- 18.4** All of the contractor's deployed human resources must wear prescribed uniform provided by the contractor, all the time. The design of uniform and logo shall be approved by BGL In case of non-compliance, a penalty of Rs. 100 per incident per employee may be deducted from the RA Bills.
- 18.5** The contractor shall ensure that deployed human resources shall not indulge in any type of destructive activities. Any loss of BGL property shall be recovered from the RA Bill and / or CPBG at the rate of 2 times the value of the damaged property.
- 18.6** Penalty of Rs. 100/- per incident against non-observation and non-compliance of statutory requirements and HSE during execution of O&M work.
- 18.7** Penalty of Rs. 100/- per incident against non-availability of any tool / tackles may be levied instance shall be deducted from the RA bill of the service provider.

19.0 PREAMBLE TO SCHEDULE OF RATES (SOR)

- 19.1** The schedule of rate shall be read with all other sections with this bidding document.
- 19.2** The contractor is deemed to have studied drawings and details of works to be done within the time schedule and should have acquainted himself of the condition prevailing at site.
- 19.3** All costs and expenses for mobilization, equipment, transport and personnel to start the work within the stipulated time schedule shall be included in the item rate.
- 19.4** No claims whatsoever, except other than quantities actually executed due to any changes in the extent/ Scope of work, shall be admissible.
- 19.5** The payments of works shall be made against quantities actually executed. Contractor shall get all quantities executed duly certified by the Engineer-in-charge during the course of execution of works. Certified copies of measurements shall form the part of the invoice.
- 19.6** Bidders are required to quote for all items of Schedule of Rates for Particular Site where he is quoting failing which his offer will be rejected.
- 19.7** Schedule of Rates is being forwarded separately along with this tender.

20 PERFORMANCE SECURITY:

The successful bidder shall furnish the Contract Performance Bank Guarantee (CPBG) equivalent to 05% of the Annualized value (excluding all taxes and duties) shall be submitted within 30 Days of Placement of FOA/PO. The CPBG should be valid for 90 days beyond the expiry of contract period.

Or

Initial security deposit (ISD) @ 2.5% of the annualized value (excluding all taxes and duties) shall be submitted within 30 Days of Placement of FOA/PO and deduction @ 2.5% of RA bill subsequently from RA bill till the total amount of security deposit (including ISD and deduction amount) reaches 5% of annualized value.

The CPBG should be valid for 90 days beyond the expiry of entire contract period.

STANDARD CONDITIONS OF SCC: PART II

Compliances under various Labour Laws

The Contractor has to fully comply with all applicable Labour Laws and Regulations passed, modified and notified from time to time by the Central, State and Local Government agencies/authorities. Specific attention of the Contractor is drawn to the following obligations amongst others:

1. *The Minimum Wages Act, 1948, Payment of Wages Act, 1936 and Payment of Bonus Act 1965 or The Code on Wages, 2019 (after it comes into force)*

1.1. Minimum Wages:

- a. During the tenure of the contract, the Contractor must ensure the payment of minimum wages, as notified by the Central Government or State Government whichever is higher, as per the provisions of the Minimum Wages Act, 1948 / Code on Wages, 2019 (after it comes into force).
- b. **Wage period and monthly wages:** Wage period shall be monthly and wages for a month shall be calculated by multiplying daily rate of Minimum Wages by 26. The monthly wages include the wages of the weekly days of rest as applicable to the office/establishment of BHAGYANAGAR GAS LTD.

Deduction in case of any days of absence other than weekly days of rest shall be calculated using the following formula:

$$\text{Deduction for absence} = \text{days of absence} \times \text{applicable wage}$$

1.2. Payment of Wages:

The Contractor shall disburse monthly wages **through e-banking / digital mode through cashless transaction only**, and avoid illegitimate deductions and maintain records / returns as prescribed. The Contractor shall be solely responsible for the payment of wages and other dues to the resources, if any, deployed by him latest by 7th day of the subsequent month as per the provisions of the Payment of Wages Act, 1936 / as applicable under Code on Wages, 2019 (after it comes into force) in the presence of Engineer In-charge (EIC) or authorized representative of BHAGYANAGAR GAS LTD. After disbursement of wages, the representative of the Contractor and EIC/ authorised representative of BHAGYANAGAR GAS LTD have to certify the payment of wages to the resources and sign the Wage Register - Form B (under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017) / FORM-I of Code on Wages, 2019 (after it comes into force) with specific seal detailing name/designation/Company.

1.3. Payment of Bonus:

Contractor shall ensure payment of bonus as per the provisions of the Payment of Bonus Act, 1965 / Code on Wages, 2019 (after it comes into force). Present minimum rate of payment of Bonus as per the Payment of Bonus Act, 1965 is 8.33% of minimum wages per month or 8.33% of Rs.7,000/- per month whichever is higher. The rate shall be subject to amendments made from time to time to the legislation.

Payment of Bonus / ex-gratia (if Bonus is not applicable) shall be made preferably before Deepawali festival falling after the end of relevant financial year(s) and the balance payment at the time of closure of contract.

For Service contracts, the payment towards the bonus / ex-gratia (**made on yearly basis**) shall be released / reimbursed to the contractor, after submission of proof of payment. No reimbursement shall however be applicable in works contract.

2. Leaves/ Leave with wages/ Holiday:

The Contractor shall comply with all the applicable leave Rules including leave with wages in terms of applicable labour legislations i.e. Factories Act, 1948 / Shops & Establishment Act/ *Industrial Establishment Act*, 1965.

The Contractor shall extend the leave with wages and maintain the Register of Leave pertaining to the resource deployed. The payment towards un-availed leave, as per the Factories Act, 1948

/ Shops & Establishment Act, shall be settled with the resource at the time of closure of the contract or separation of resource from the contract by the contractor.

- i. As per the **Factories Act, 1948 (if applicable)**:-Annual Leave with Wages @ 01 day for every 20 days of work performed by him in the previous calendar year becomes due.
- ii. *As per the Industrial Establishment Act, 1965/* **Negotiable Instrument Act 1881 /Shops & Establishment Act (as applicable)**: (a) three national holidays of one whole day each on the 26th January, 15th August and 2nd October

3. *The Employees' Provident Fund & Miscellaneous Provisions Act 1952*

- a) The Contractor shall have independent PF code no. with the RPFC as required under the Employees' PF & Misc. Provisions Act, 1952.
- b) The Contractor has to ensure compliance (as per prevailing rates) and extend benefits under the Employees' Provident Fund Scheme 1952, the Employees' Pension Scheme 1995 & the Employees' Deposit Linked Insurance Scheme, 1976 to the resources deployed by him.
- c) The Contractor is required to submit copies of *separate e-Challans / ECR along with proof of payment/receipt* in respect of resources engaged through this contract only, on monthly basis. **Common challans would not be acceptable in BHAGYANAGAR GAS LTD.** The Contractor should submit copies of previous months EPF e-Challans / ECR along with current month's bill. The TRRN. No. of the ECR would be verified online from EPFO portal by the Engineer-in-charge to confirm the status of payment and names of the resources deployed.
- d) **PF is mandatory irrespective of the number of resources deployed** by the Contractor under this contract. PF membership and deposit of PF contribution is also mandatory even if the wage payment to the resource is exceeding the prescribed monthly wage ceiling (i.e. Rs. 15,000/-) under the Employees' PF & Misc. Provisions Act, 1952 and in such case the liability of the Contractor towards PF contribution shall be limited to the prescribed monthly wage ceiling notified from time to time (i.e. Rs. 15,000/- currently).
- e) In case, the Contractor deploys any "**International Worker**", the Contractor should also make compliance under para 83 of EPF Scheme, 1952 i.r.o the "International Workers" and must register on the ***International Worker Portal of EPFO.***

4. *The Employees' State Insurance Act, 1948 (If applicable and as per prevailing rates)*

- a) The Contractor shall have his own ESI code No. allotted by Employees' State Insurance Corporation (ESIC) as required under the Employees' State Insurance Act, 1948.
- b) The Contractor has to arrange **Smart Cards (i.e. ESI Identity Card) /e-Pehchan Card** for the resource(s) engaged by him from the Corporation.

5. *The Employees' Compensation Act 1923 (wherever applicable)*

In case, the work place is out of the notified coverage area under ESIC i.e. ESIC is not implemented in the area **or** in case of excluded employees under ESIC, the Contractor is required to take

Employee Compensation / Workmen Compensation Policy from IRDAI approved Insurance Company taking into consideration the maximum compensation liability as per provisions of Employees' Compensation Act, 1923. It must be ensured that the contractor/contracting firm should extend coverage to the contract workers through Employee Compensation Policy, to meet the Compensation Liability under Employee's Compensation Act, 1923 **along with Medi-claim Floater Policy with a coverage of Rs 3 Lakhs per resource covering his/ her spouse and two children.**

6. *The Payment of Gratuity Act, 1972*

In case of Death or permanent disablement of a resource during execution of work under the contract, the Contractor has to pay the Gratuity as per the provision under the Payment of Gratuity Act, 1972 to the nominee(s) of the resource as per the details maintained in the duly signed Nomination Form maintained by the Contractor. The proof of disbursement may be submitted to the EIC for claiming reimbursement of amount paid towards death Gratuity from BHAGYANAGAR GAS LTD.

7. *The Contract Labour (R&A) Act, 1970*

- a) The Contractor is required to obtain Labour license under the provisions of the Contract Labour (R&A) Act, 1970 from the office of Licensing Officer, Central Labour Authority, Ministry of Labour and Employment, Govt. of India having jurisdiction of the Region.
- b) The Contractor shall discharge obligations as provided under the Contract Labour (R&A) Act, 1970 rules and regulations framed under the same and enforced from time to time.
- c) The Contractor shall ensure regular and effective supervision and control over the resources deployed for which a supervisor / representative of the Contractor should be available at all the times for giving suitable direction for undertaking the Contractual Obligations.
- d) The Contractor is solely responsible for payment of wages to each resource deployed by him and such wages shall be paid before the expiry of such period as may be prescribed.
- e) It shall be the duty of the Contractor to ensure the disbursement of wages to resource(s) through banking/digital mode. In case the resource does not have a bank account, the disbursement of wages may be made in cash in the presence of the Engineer-in-charge / authorized representative of BHAGYANAGAR GAS LTD initially and Contractor shall simultaneously arrange for opening the bank account of each contract labour deployed by him.
- f) In case, the Contractor fails to make payment of wages and deposit of PF contribution within the prescribed period or makes short payment of wages / short deposit of PF contribution, **it shall be treated as FAILURE and action as per the provisions of General Conditions of contract shall be taken. Further, BHAGYANAGAR GAS LTD as Principal Employer, will make payment of wages in full or the unpaid balance due, as the case may be, to the resource(s) deployed by the Contractor and deposit the PF contribution with PF authorities. Such amounts will be recovered from the Contractor either by deduction from any amount payable to the Contractor under any contract or as a debt payable by the Contractor.**

8. The contractor is required to comply with all applicable labour laws and regulations including, but not limited to the following:

- a) The Factories Act, 1948 / The Shops & Establishment Act, 1948 (which ever applicable)
- b) The Maternity Benefit Act, 1961
- c) The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act 1979 & Building and Other Construction Workers Welfare Cess Act, 1996
- d) The Inter State Migrant Workmen (RECS) Act 1979 (if applicable)



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- e) Contract Labour (R&A) Act-1970
- f) Employees' Provident Fund & Misc. Provisions Act- 1952
- g) Employees' State Insurance Act-1948
- h) Employees' Compensation Act, 1923
- i) Payment of Gratuity Act, 1972
- j) Minimum of Wages Act,1948
- k) The Payment of Wages Act,1936
- l) The Payment of Bonus Act,1965

9. Transportation allowances to technicians using their own bikes, etc. & insurance

10. Provision to be made for payment of extra hours working beyond the duty hours in case of emergency if any required.

11. Manpower to be able to avail casual leaves and week offs.

STANDARD CONDITIONS OF SCC: PART III

Responsibilities of the Contractor

Responsibilities of the Contractor

1. The Contractor shall be solely responsible and indemnify BHAGYANAGAR GAS LTD against all charges, dues, claim etc. arising out of the disputes relating to the dues and employment of resources, if any, deployed by him.
2. The Contractor shall indemnify BHAGYANAGAR GAS LTD against all losses or damages, if any, caused to it on account of acts of the resource(s) deployed by him.
3. The Contractor shall indemnify BHAGYANAGAR GAS LTD from all claims, demands, actions, cost and charges etc. brought by any court, competent authority / statutory authorities against BHAGYANAGAR GAS LTD.
4. The Contractor shall also indemnify BHAGYANAGAR GAS LTD for any action brought against him for violation, non-compliance of any act, rules & regulation of center / state / local statutory authorities.
5. All resources deployed by the Contractor are deemed to be on the rolls of the Contractor.
6. **Age:** No resource below the age of 18 years shall be deployed by the contractor for the execution of the contract. However, maximum age of resources deployed under the contract would be 60 years. (In case of Security and Fire & Safety Service, no resource below the age of 18 years shall be deployed by the contractor for the execution of the contract. However, in view of nature of business operation and nature of duty, for efficacy & efficiency purpose, resource will be deployed up to the age of 58 years. However, the age limit can be relaxed for a further period of two (02 years) up to the age of 60 years if the contract worker is competent, efficient and medically fit i.e. physically fit with good health, good eye sight without any disease. The contractor has to produce Medical Fitness Certificate, to this effect, against such contract workers if deployed beyond 58 years)
7. **Appointment/Nomination of supervisor:**
As a part of the contract, the Contractor is required to appoint/nominate a supervisor (s) who will supervise, control and give directions to the resource(s) for discharging the contractual obligations. Accordingly, the Contractor has to give in writing the name and contact details of the supervisor (s) to the EIC. A copy of the same is also to be sent to HR In-charge and Security In-charge for records.
8. A copy of the Letter of Acceptance (LOA) should be submitted to the Security Department by the Contractor / his representative or supervisor for facilitating the movement of resource(s) including machine & materials involved in the contract.
9. The resources to be deputed/ deployed by the Contractor shall observe all security, fire and safety rules of BHAGYANAGAR GAS LTD while at the site/work. All existing and amended safety / fire rules of BHAGYANAGAR GAS LTD are to be followed at the work site by the Contractor and his deployed resource(s).

10. **Personal Protective Equipment / Safety Kit and Liveries:** Contractor shall ensure adequate supply of personal protective equipment / Safety Kit and Liveries as mentioned in the Scope of Work to all such resources deployed.
11. In case of accident, injury or death caused to the resource(s) while executing the Work under the contract, the Contractor shall be solely responsible for payment of adequate compensation, insurance money etc. to the next kith & kin of injured / diseased. Contractor shall indemnify BHAGYANAGAR GAS LTD from such liabilities.
12. The Contractor shall not deploy any resource suffering from any contagious or infectious disease. The Contractor shall get the deployed resource(s) examined from a civil Govt. Doctor / BHAGYANAGAR GAS LTD's Doctor.
13. No resource(s) or representatives of Contractor (including Contractor) are allowed to consume alcoholic drinks or any narcotics within the premises of BHAGYANAGAR GAS LTD (including Plant, Office and Residential etc.). If found under the influence of above, the Contractor shall immediately replace that resource(s) with intimation to the EIC.
14. While engaging / deploying the resources, the Contractor is required to make efforts to provide opportunity of employment to resources belonging to **Schedule Caste, Schedule Tribe and Other Backward Class** in order to have a fair representation of these sections of the society.
15. While engaging the resources, the Contractor is required to make efforts to provide an **opportunity** to candidates with experience of **apprentice training in BHAGYANAGAR GAS LTD** under the provisions of the Apprentices Act, 1961.
16. The Contractor is required to maintain all Registers and other records in an **office** within the premises of BHAGYANAGAR GAS LTD or at a place **within city**.
17. Contractor shall provide proper **Employment cards (FORM XII)** for the resource to be deployed by him, duly signed by the Contractor or authorized person on behalf of Contractor.
18. Gate/ Entry Pass or Authorization:
Entry to the premises of BHAGYANAGAR GAS LTD is restricted and is subject to appropriate entry authorization in the prescribed format of a Gate Pass or any other entry authorization w.r.t police verification as per instruction of Security department from time to time. Similarly, entry for material/ equipment's/ tools/ tackles etc. is restricted & subject to entry authorization by security department.
19. The Contractor shall issue **Identity cards** in his firm's name to the resource deployed.
20. Discipline of the resource(s) during discharge of duties must be regulated by the Contractor himself or by his representative.
21. Police verification
 - a) The Contractor (including his sub-Contractors/Petty Contractors etc, if allowed) will undertake police verification in respect of the resource(s) engaged by him in BHAGYANAGAR GAS LTD's premises. Such verification will have to be carried out from concerned police station of their permanent place of residence/present place of residence.



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- b) Further, the Contractor is advised not to deploy any resource having past criminal record in the establishment/premises of BHAGYANAGAR GAS LTD under this contract awarded to him.
 - c) In the event of violation of above clauses at (a) and (b), the Contractor will be solely responsible for the same.
 - d) If any such resource(s) having criminal record is deployed by the Contractor in the premises of BHAGYANAGAR GAS LTD and has come to the notice of BHAGYANAGAR GAS LTD at any point of time, the Contractor shall immediately replace that resource(s), failing which that particular resource(s) of the Contractor will not be allowed to enter into the premises of BHAGYANAGAR GAS LTD.
22. While confirming to any of these conditions, the Contractor must ensure that all applicable Laws of State regarding labour, their welfare, conduct etc. are complied.
23. The contractor shall ensure the KYC of contract workers in EPFO portal at all time during the period of contract and submit a proof of contract and submit a proof of the same to the Engineer-in-charge periodically.
24. The contractor shall ensure that the nomination of contract workers deployed by him under the said contract is duly updated in the EPFO Portal periodically.

STANDARD CONDITIONS OF SCC: PART IV

Compliance of Government of India Directives

1. *Pradhan Mantri Suraksha Bima Yojna (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY)*

Contractor shall, ensure that all its resources deployed under the contract have obtained additional insurance coverage under the Pradhan Mantri Suraksha Bima Yojana (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) through the participating banks and submit the proof of such insurance coverage to the satisfaction of BHAGYANAGAR GAS LTD. The Contractor shall submit evidence / proof to BHAGYANAGAR GAS LTD in this respect. Both the schemes are to be regulated continuously on yearly basis and the same should be renewed on each successive relevant date in subsequent years during the period of the contract.

2. *Labour Identification Number (i.e. LIN) Registration (Mandatory)*

The Unified Shram Suvidha Portal, developed by Government of India, facilitates reporting of Inspections & submission of Returns and has also been envisaged as a single point of contact between employer, resources and enforcement agencies bringing in transparency in their day-to-day interactions. For integration of data among various enforcement Agencies, the Contractor, as an inspectable unit, is required to register and obtain Labour Identification Number (i.e. LIN) from Shram Suvidha Portal and submit the same in BHAGYANAGAR GAS LTD.

3. *Pradhan Mantri Rojgar Protsahan Yojna (PMRPY)/ Aatmanirbhar Bharat Rozgar Yojana (ABRY) / Pradhan Mantri Garib Kalyan Yojana – if applicable*

In order to support the Govt. of India's Initiative on Employment Generation, the Contractor must register for Pradhan Mantri Rojgar Protsahan Yojna (PMRPY) Scheme / Aatmanirbhar Bharat Rozgar Yojana (ABRY) / Pradhan Mantri Garib Kalyan Yojana (as applicable). In service contract, the Contractor shall inform BHAGYANAGAR GAS LTD/Engineer in Charge about the benefit availed, if any, against the scheme for adjustment against the invoice(s) / bill(s).

STANDARD CONDITIONS OF SCC: PART V

Records and Registers

- 1. Documents to be submitted by the Contractor to EIC at various stages during the currency of the contract**
 - a) Immediately after issuance/receiving of Letter of Acceptance (LOA)**
 - i.** Details as required for issuance of **FORM - VII (Notice of Commencement of Work)**
 - ii.** Application for issuance of **FORM –III (Form of Certificate by Principal Employer)** for obtaining Labour License from Licensing Authority for engaging 20 or more resources.
 - iii.** Copy of **FORM - VI (License)** before commencement of work if 20 or more resources are engaged.
 - iv.** Copy of **Provident Fund Registration Certificate** issued by concerned Regional Provident Fund Commissioner.
 - v.** Copy of **ESI Registration Certificate** issued by concerned ESIC.
 - vi.** Copies **Insurance Policy(ies)** as mentioned at *Annexure-iv*
 - vii.** Copy of **Labour Identification Number (i.e. LIN)** Registration done in **Shram Suvidha Portal** of Govt. of India.
 - viii.** Copy of registration under the Building and other Construction Workers (RE&CS) Act, 1996 in case the contractor employs ten or more building workers in any building or other construction work.
 - b) At the time of submission of monthly bills**
 - i.** Copy of **Employee Register in FORM – A** under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017 (to be replaced by FORM – IV (of Code on Wages-2019, after it comes into force). Copy of **Wage Register in FORM – B** under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017 (to be replaced by Register of Wages, Overtime, Fine, Deduction for damage and Loss in FORM – I of Code on Wages-2019, after it comes into force) duly certified by **authorized representative** of the Contractor and **authorised person** in BHAGYANAGAR GAS LTD certifying as “*Certified that the amount shown in the column No. -- -- has been paid to the workman concerned in my presence on (date) at - (place)*” along with **copy of bank statement** duly certified by bank and **Copy of online transaction statement against each resource with details of name** as proof of **Cashless Transaction / Payment of wages through e-banking/digital mode.**
 - ii.** As a part of compliance and proof of depositing Provident Fund, EDLI and ESI contributions the Contractor shall submit copies of the ***Separate eChallans / ECR***, bank receipts/bank statement in **respect of resources deployed in BHAGYANAGAR GAS LTD in the previous month in this contract.** The documents should also contain details of resources, PF account No., ESI No., contributions of resources and employer etc.
 - iii.** Dully filled in details as per *Annexure- i.*
 - iv.** Copy of Wage Slips in FORM XIX
 - v.** Proof of deposit of Cess Under The Building and Other Construction Workers’ Welfare Cess Act, 1996, (if applicable)
 - c) At the time of closure of contract**
 - i. Indemnity Bond** of Rs. 100/- duly notarized from Notary indemnifying BHAGYANAGAR GAS

LTD from all liabilities w.r.t. the resource engaged by the Contractor regarding payment of wages, Provident Fund/ESI contributions, Insurance and other statutory payments. Format for Indemnity Bond as per Volume I of II.

- ii. Copy of the **Wage Register** in **FORM – B** (to be replaced by FORM-I of Code on Wages- 2019 after it comes into force) for the last month.
- iii. Copies of **Service Certificates** issue to resource in **FORM VIII**
- iv. Copy of the ECR related to EPF and ESIC Compliance in respect of Resource.
- v. Details as required for issuance of **FORM - VII (Notice of Completion of Work)**
- vi. Copies of FORM-C & FORM –D under the Payment of Bonus Act 1965 as proof of payment towards Bonus.
- vii. Copy of proof towards release of Leave Encashment
- viii. Copies of No Dues Certificate from contract workers stating they have received all statutory payments and social benefits.
- ix. Proof towards PF KYC compliance of contract workers.
- x. Proof of deposit of total Cess under The Building and Other Construction Workers’ Welfare Cess Act, 1996, (if applicable) with final assessment from respective Cess Collectors(s).

2. Verifications of bills and documents submitted by the Contractor: Before certifying/verifying the running/ final bill/invoice of the Contractor, the designated EIC of the respective contract of BHAGYANAGAR GAS LTD, shall verify from the ECRs of PF/ESI, through respective web portals, the detail/status of the payment made by the Contractor. In case the information furnished by the Contractor is found to be incorrect, BHAGYANAGAR GAS LTD shall take appropriate action against the Contractor under relevant conditions as available in the tender document.

- (1) Name of the Firm/Agency/Contractor _____
- (2) Nature of Contract: Job/ Service _____
- (3) Period of Contract: From _____ to _____
- (a) Extension Period of Contract, if any from _____ to _____
- (b) Place where contract workmen are working _____
- (4) Postal address of the Contractor: _____
- (5) Phone No. of the Contractor: _____
- (6) Fax No. and Email of the Contractor: _____
- (7) Name and Address of PF office from where EPF Code No. has been allotted:

- (8) EPF Code No. allotted by PF office: _____
- (9) Name and Address of ESIC office from where ESI Code No. has been allotted:

- (10) ESI Code No. allotted by ESIC office: _____
- (11) Labour License No. _____ dated _____
- (12) Validity period of Labour License from _____ to _____
- (13) Detail of Resource engaged by the Contractor: _____

- (14) Copy of Wage Register in FORM – B (to be replaced by FORM-I as per Code on Wages-2019, after



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comes into force)

(15) Details of deposit of contribution towards EPF:

a) EPF Challan No. _____ Amount _____ Date _____

(16) Details of Deposition of contribution towards ESI

a) ESI Challan No. _____ Amount _____ Date _____

(17) Whether any arrangement / agreement has been entered with any resource for extending benefits under
Inter-State Migrant Workmen (RE&CS) Act, 1979: _____ (Yes / No)

If Yes, No. of such Inter-State Migrant Workers: _____

SIGNATURE OF CONTRACTOR/AUTHORIZED REPRESENTATIVE

Place:

Date:


Summary of Insurance Policies

Contractor is required to cover all resources deployed by him for the services provided with the following insurances / schemes:

S. N.	SCHEME	APPLICABILITY	PREMIUM/ CONTRIBUTION	SUM ASSURED/ BENEFITS	REMARKS
1	The Employees' State Insurance Act, 1948	Applicable to all resources of the Contractor (within ESI wage limit) working in notified area.	3.25% of wages by employer 0.75% of wages by employees	Benefits under the Employees' State Insurance Act, 1948.	
2	The Employees' Compensation Act, 1923 (in lieu of ESI – mentioned at Sl.1)	Applicable to excluded employees under ESI and those who are working in non-notified area to extend similar benefits as available under ESI Act, 1948	Premium to be calculated considering wage limit under EC Act, 1923 (i.e. Rs. 15,000/- p.m currently)	Maximum Compensation Liability under Employee's Compensation Act, 1923 along with a Mediclaim Floater policy with a coverage of Rs 3 Lakh per resource covering his/ her spouse and two children	Provides compensation and medical facility to resources.
4	Pradhan Mantri Suraksha Bima Yojana (PMSBY)	Eligibility – age group 18 to 70 years	Rs. 12/- per annum	Accidental death and permanent disability: (i) Permanent total disability – Rs. 2 lakhs. (ii) Permanent partial disability – Rs. 1 Lakh.	
5	Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY)	Eligibility – age group 18 to 50 years. (can continue upto 55 years)	Rs. 330/- per annum.	Risk coverage – Rs. 2 Lakhs- in case of death due to any reason	

The estimated rate as above includes sufficient margin towards minimum infrastructure to be maintained by the bidder for execution of the contract, running office expenses, coordination with statutory authorities, charges towards Bank Guarantees (BG), interest on working capital, documentation charge and reasonable profit margin, etc.,.

The reimbursement due to any upward revision of wages shall be limited only to the statutory wage component i.e. wages, PF, ESI / EC, Bonus and Leave wages and the impact of revision on wages shall not be allowed.


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The Bidder undertakes that he has completely understood both financial and non-financial implications towards the statutory and non-statutory components involved in deployment of resources as per the tender document including Scope of work and Special Conditions of Contract (SCC) including:

- a) Standard Conditions of SCC Part-I
- b) Standard Conditions of SCC Part-II, Part-III, Part IV
- c) Standard Conditions of SCC Part-V.

The bidder undertakes that he has quoted the rates considering all above points.

Signature of Bidder : _____

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SECTION 8

SCOPE OF WORK

SCOPE OF THE WORK

1. Bhagyanagar Gas limited (BGL) intends to hire O&M services for the existing and upcoming CNG stations in Vijayawada GA (1 nos. of BGL Mother / COCO Stations, 2 nos. of APSRTC depots and 30-35 nos. of CNG stations in OMC Retail Outlets CNG stations) for a period of 02 years. Nos. of these stations are increasing / changing as per BGL requirement / plan, and resources so deployed under this contract may be utilized for all set ups across Vijayawada geographical area of BGL depending upon requirement of BGL.
2. The estimated CNG Stations and CNG equipment at each station are as under:

Type	Existing Station(s)	Tentative equipment at each station
COCO	Mother Stations: 1 no.	Mother station: 1. 3 nos. of Dispensers (if any additional) 2. 2 loading points 3. 2 nos. of Cascades 4. 02 UPS 5. 4 nos. of Compressors 6. 01 no. Transformer
APSRTC VDPM	01 nos. Online: 01no.	Depot consists of • 02 compressors • 04 dispensers • 02 UPS • 2 Loading point • 01 Transformer
ROs	23* OMC Ros	• 1 or 2 nos. of Dispenser • 1 no of Cascade • 01 UPS • 1 no. of Compressor

* Progressively & Tentatively

Broad Scope of services of the Contractor shall include but not be limited to the items mentioned below:

Forecourt Operations of BGL COCO CNG Stations:

The activities under Scope of work shall be divided among the SOR items in each station as per following:

BGL CNG Stations means – All BGL COCO, DODO and OMC Stations – DBS, OLS, DS, Mother Stations

**1. For SOR Item (1), CGD Operations & Supervisory Services (Round the clock
basis-24x7):**

1.1. CNG station management service:

1.1.1 These services are required for BGL CNG Stations COCO,DODO,OMC (Mother Station / Online / DBS / DS) to perform Station Management jobs like sales accounting, cash collection and depositing, record- keeping, overall station management including Management of Mobile Cascades mounted on LCVs / HCVs based on defined guidelines and instructions from BGL at various Daughter Booster/ Decompression Stations, supervising and ensuring station upkeep and housekeeping, safety & security of the assets installed at CNG station(s) & associated jobs. The resources deployed under this SOR shall be on-duty station managing / taking care overall smooth operations of all activities of said station. Under this SOR/Head, Agency/Contractor has to perform the followings jobs at each of the BGL CNG Stations COCO, DODO, OMC stations, but not limited to:

- Overall Supervision/management of all activities being handled by Agency/ Contractor. The resources deployed by Agency / Contractor shall act as authorized representative of the Agency / Contractor for that station and hence manage the scope of resources as given for other SORs related to Forecourt Management activities.
- Preparation of bills/invoices for retail sales to customers.
- Preparation of report for gas sale and Collecting cash for all retail sales and depositing cash in the designated bank account of BGL. or handing over the cash to the authorized cash collection agency of the designated bank.
- The money collected shall be deposited in the designated account, (which shall be informed by Bhagyanagar Gas Limited) on T + 1 day basis i.e. money collected on one day to be deposited in the BGL account at the latest by next working day. No extra Payment shall be paid for providing arrangements for safe handling, transportation and deposition of money as cost for providing so deemed to have been quoted / included in other SOR items.
- Agency / Contractor to deposit interest free Security Deposit or Bank Guarantee of an amount equivalent to 3 to 5 days sale from the BGL CNG Stations where cash handling is done by BGL.
- Maintaining and recording the dispenser & mass flow meter readings and gas quality data, electrical energy meter readings etc at mother stations & all CNG Stations.
- Monitoring both the activities of dispenser sales and cascade unloading and filling.
- Ensuring proper housekeeping and up keeping of the whole premises including public amenities like toilets while supervising / managing the activities to be performed by the deployed resource for housekeeping / station upkeep.
- Ensuring that safety norms are being followed while dispensing CNG and cascade filling. The resource shall be managing, supervising or undergoing the activities wherever necessary to ensure the activities to be performed by the deployed DSMs / Salesmen at the station.

- Maintain the Compliant / Suggestion register & update to BGL.
- Any other activity as directed by BGL Officials from time to time for smooth operation of CNG station.
- Responsible for Overall Supervision of all activities being handled by contractor/OEM'S as per OEM recommendations.
- Loading & Unloading of CNG gas dispatch to DBS / DS stations.
- LCV logbook filling.
- Monitoring the record of Noting time & LCV cascade pressure at the time of dispatch and receipt of LCV by the technician/LCV filler.
- Efficiently managing LCV fleet movement which includes the following:
 - *Calling the CNG stations filler boys/supervisors at every half an hour interval to know the exact position of unloading of cascades & the gas available at stationary cascades in stations.
 - *Planning & dispatch of LCV's to Daughter Booster Stations as per requirement to minimize dry outs & dispatch more gas to the highly demand areas.
 - *Preparing Daily Progress Report in the morning for CNG sales(compulsory) & PNG sales(if required) at 8AM everyday.
 - *Obtain the daily sales at each CNG station and the pressure at stationary cascades as well as the steel pipeline pressure at 6AM everyday.
- Excise invoice preparation for LCV movement, KM, cash sale etc.
- Preparing excise invoice for retail sales and making bills for retail sales.
- Take electrical meter readings
- Oversee both the activities of dispenser sales and cascade filling
- Overall responsible for complete housekeeping and cleanliness of the premises as well as equipment's.
- Coordinate with DBS for their daily closing & opening readings of dispenser. And keeping a permanent record.
- Daily attendance of personnel engaged for the services provided etc.
- Shift wise updation of log sheets.
- Nominated Format updation shift wise.
- Update the station logbook shift wise.
- Allocation of resources shift wise according to the shift schedule.
- Attending and resolving customer issues at Forecourt.
- Responsible for safe dispensing and filling operations & ensure that all the resources deployed for services are trained in Fire Fighting and has STC.
- Complaint Reporting of any equipment problem and any problem or any information at MS/DBS to BGL Control room.
- Overall control over the resources working in the shift.
- Ensure resources availability at dispensers all the time in the shift and manage accordingly.
- Maintain the discipline of the resources provided in the shift.
- Keep Monitoring of the filling activities of fillers specially to avoid filling of vehicles without valid documents, any kind of malpractice with equipment.
- Filling the vehicles in queue by coordinating with the security guard.
- Ensure the wearing of PPEs in the shift and reporting the non-compliance to station in-charge.

- Ensure the proper handling of equipment at the station like dispenser etc
- Assigning work to staff under contract & Manpower handling under GA
- Preparing the shift schedule and circulating the same to concerned BGL station in-charge, make the resources to adhere to the schedule.
- Ensure the Uniform, Company Identity, PPEs to all the resources and keep the record for the same, sharing the data with concerned BGL authorities is mandatory.
- Maintain daily report of attendance at different workplace, verification from station in-charge periodically.
- Maintaining the Assets in the good condition. Any loss & damage to any BGL assets would be recovered from contractor.
- Cash Handling and Cash Deposit responsibility. Ensuring the gas sale balancing with the cash/credits/online transaction amount.
- Preparation of gas consumption data through Gail / PIL, online compressor, DBS stations, DRS, MRS, SR, Industrial customer
- Coordination with CGS/ Loading facility team/technician for gas consumption, maintenance of allied accessories, upkeeping of CGS, leakage testing, Valve operation.
- Maintaining data of odorizing unit under CGS.

1.1.2. The deployed resources by the contractor / agency must attend all visiting customers or on-call customers with courtesy and with mindset of performing service with smile. He must attend the grievance of customers with utmost efficient and effective manner and in turn intimating to the designated resolution point / person in BGL or his contractor / agency.

The Deployed services shall be handling the grievances of customers (from PNG / CNG segments) while operating from customer care / cash room at his station OR from a dedicated customer service desk, if it is installed at CNG station by BGL. He / She shall be channelizing the complaints / feedback / grievances raised by the visiting or calling customers over telephone/mobile to the designated BGL personnel as per type of complaint. He may be required to follow up with raised complaints / feedback / grievances until resolutions or as directed by EIC from time to time. Maintain the Compliant / Suggestion register & update to BGL.

1.1.3. The resources shall instruct the operators to pass on the daily readings of dispenser between 06.00 a.m. to 06.00 a.m. on next day to BGL office/ Control room. The contractor shall compile the readings for all the outlets and pass on the same to BGL control room or any other office designated by BGL via e-mail on or before 7.00 A.M. daily. The format for reporting the readings shall be taken from BGL. The dispenser totalizer readings shall be recorded at the beginning of each shift i.e. 0600 hrs., 1400 hrs. & 2200hrs. and shall be provided to BGL or any other offices as per the instructions of BGL. The DPR readings should be maintained in the log book on a separate page. The format for DPR will be given by BGL.

1.1.4. The resources shall ensure proper and effective implementation of "Complaint Log System". The complaint log-book shall be maintained by the station manager and all complaints/breakdowns of CNG equipment (i.e. compressor, tubing installation, air compressor, UPS, electrical installation within the electric room etc) in addition leakages shall be reported to BGL and a unique complaint number obtained. All entries shall be made in the complaint log-book legibly and in completeness. The

format shall be provided by BGL.

- 1.1.5. The Contractor has to ensure proper up keeping (maintenance) of plants, flowers, greenery, landscape, hoardings, notice board, etc. which are properties of BGL.
- 1.1.6. The Contractor has to bear the Cost to Recouping of First aid box.
- 1.1.7. As per Legal Metrology Act, all CNG dispensers to be re-stamped and sealed every year. BGL intends to hire support services for visiting legal metrology office(s) for submission of application with prescribed statutory fee(s) well ahead of due date of dispenser stamping, liaison with Legal Metrology department for taking appointment of visiting inspector(s), coordinating with officials for facilitating their visit(s) for re-stamping and sealing of dispensers installed at CNG stations within due date.

Scope includes from Submission of application to obtaining the certificate from W&M officials. Required Master flow meter, application for stamping of flowmeter(s) and statutory payment fees shall be provided by BGL.

Similarly, liaison with other State Authorities like Municipal corporation, PDO, Statutory authorities etc. are required to renew licenses / making statutory payments/ obtaining approvals etc.

2. **For SOR Item (2), Filling Operations cum Technician Services at Mother Station(Round the clock basis-24x7):
For SOR Item (3), Filling Operations cum Technician Services at VDPM(In General Shift):**

2.1 CNG dispensing services:

Services for dispensing of CNG to Automobiles/ Mobile cascades

BGL reserves the right to operate all, or any number of dispensers based on requirement. Payment shall be made for the actual executed quantity of SOR Item only. Further to above, BGL may install/commission additional dispensers, if required, whereby the Contractor has to operate at the same rates quoted in this tender. Broad activities are:

- Overall responsible for all activities related to sales from the CNG dispensers irrespective of type of dispenser (Bus/Car or Single/Double arm).
- Dispensing CNG to vehicles and to collect cash, refund the balance and issue cash receipt to the customers.
- In case the customer makes the payment through credit/ debit card & e-wallet (like PayTM, Mobikwik etc), contractor should ensure the reconciliation of the payment . Contractor is sole responsible for Any discrepancy in sales amount.
- Courteous conduct with the customers.
- Handing over cash to the shift in charge after every sale/ shift. Handing over the payment receipt slips/summary slip of POS machine to Station Manager after end of the shift.

- Maintain record of the payment received through other e-wallet services.
- To manage the vehicle queue for smooth refueling of vehicles.
- To note opening and closing readings of each arm of the dispensers before and after every shift and reporting the same to the shift in charge
- To maintain the Dispenser reading logbook as per the guidelines of BGL
- To check and attend the minor gas leaks from tubing/fittings around the CNG station and from the dispensers and reporting to the shift in charge promptly.
- Small Routine/minor maintenance jobs for Dispensers.
- Ensuring safety norms while dispensing CNG to vehicles.

Associated Jobs:


These jobs are minor in nature, and services for these jobs are not of continuous nature. Hence, the shift in charge shall be responsible for executing these jobs from time to time, taking help of the Staff working under the shift in charge.

The associated jobs shall include the service for cascade operation, LCV filling point operation, Genset operation, and its related activities. These services will be provided by the Staffs itself, and no dedicated workforce shall be maintained separately. The resources shall manage the Staff workforce efficiently, so as to deploy them for these associated jobs from time to time.

No separate payment shall be made for these associated jobs. The expenses towards these services shall be deemed as part of contract to have been included in the quoted rates. The details of the associated jobs as mentioned above are as below:

2.1.1 LCV filling Area:

- In case a CNG station has the facility of LCV (Light Commercial Vehicle) filling points for dispensing to mobile CNG cascades, proper and smooth operation of the same to be ensured.
- Responsible for all activities related to filling of mobile Cascades including connection/removal of hose with LCV.
- Responsible for ensuring filling CNG into mobile cascades - Noting initial and final pressure and quantity of CNG filled in each mobile cascade, maintaining LCV filling log book and reporting the same to the shift in charge.
- Responsible for maintaining the Logbooks of Mobile Cascade, Compressor readings, etc. as per the guidelines of BGL.
- Responsible for preparing excise invoice for LCV dispatch.
- Responsible for closing of cascade cylinder valves after filling.
- Responsible for getting attended minor maintenance jobs such as gas leaks from tubing/fittings of the LCV filling point.
- Responsible for ensuring proper cleanliness in & around the LCV filling point.
- Responsible for informing BGL Maintenance team about any problem/ non-performing of equipment immediately.
- Responsible for undertaking any other activity as directed by BGL Officials from time to time for smooth operation of the LCV filling point.

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- Responsible for accounting of Qty of CNG filled in LCVs and correctness of reconciliation

2.1.2 Cascade area:

- Noting pressure from gauges of low, high & medium banks in the cascade.
- Operating cascade valves.
- Attending minor leaks from the tubing/ fittings of the cascades.
- Responsible for undertaking any other activity as directed by BGL Officials from time to time for smooth operation of the CNG cascades.

2.1.3 GENSET area:

Responsible for operation of the generator set, if installed at the station, including taking its daily operating readings and parameters, notifying BGL personnel in case of any failure or abnormality in its operation, and general upkeep of the equipment.

2.1.4 SUPERVISION OF UPS:

The station manager on the duty has to monitor the parameters of UPS installed at the CNG Station. Any abnormality in UPS operation has to be promptly informed to the concerned BGL Officials.

2.1.5 Electrical Panels:

Responsible for operation of the ACDB/LDB Panel, notifying BGL personnel in case of any failure or abnormality in its function, and general upkeep of the panel.

2.1.6 CNG Station complex up keeping & general maintenance:

- The contractor has to take care of BGL COCO CNG Stations (Mother Station / Online / DBS / DS) for Maintenance & up keeping of entire station including forecourt, Office, Compressor area etc. Agency/Contractor has to follow up for the following jobs at each of the BGL operating stations, but not limited to:
- Maintaining cleanliness of the CNG Station and other associated facilities like toilet etc
- Maintaining cleanliness of the area around Dispensers, compressor, Gen sets and other machinery in the station.
- Removal of wild vegetation growth within the Station.
- Maintaining Housekeeping history card as per the BGL format and displayed in the station.
- Floor care and upkeep of Station and office building, including vertical surface, corners, toilets, urinals, windows including its glasses, doors, venetian blinds, ceiling/false ceiling, ceiling fans, electrical fixtures, paper trays, telephone, computer, filing cabinets, dustbins, almirahs and other office furniture's such as tables, chairs etc.
- Moping of non-carpet floors, perfumed disinfectant spray of station office rooms, removal of garbage, waste material & disposal at the nearest public

dustbin/ municipal dumping yard outside the Station complex.

- Soak pit /septic Tank cleaning half yearly / as required.
- Removal of honey bee comb –spot if required & necessary housekeeping as per instruction of EIC. Vendor may engage / take assistance third party pest control agency, if they deemed fit so.
- The deployed services shall required to carryout filling activities and also CNG , PNG maintenance activities as instructed by EIC.

2.2 CNG Technical services for Electrical / Mechanical / Instrumental Maintenance:

Presently the services for O&M of Compressors are being provided by the respective OEM of the Compressors. The instant tender is for hiring of services for remaining Electrical / Mechanical / Instrument equipment installed at all CNG Stations i.e COCO / OMC/ TSRTC etc. Few compressors has been operating by BGL to meet the existence.

2.2.1 Electrical Maintenance

Following electrical equipment are generally installed in the CNG Station:

- Transformer
- Diesel Genset
- UPS systems
- UPS ACDB Panel
- Battery Bank
- Power Distribution Boards (PDBs)
- Lighting Distribution Boards (LDBs)
- Air Compressors and Tyre Inflator
- Borewell
- Air Conditioners
- Earthpits
- Canopy and Monolith Lighting
- Building Lightning
- Outdoor Lighting
- Capacitor banks
- Emergency shut down switches, etc.

Following are the details of the services required (Material shall be provided by BGL / cost shall be reimbursed against taxable invoice, if material not available. In case separate transport is required for transporting spares / faulty material, same shall also be provided by BGL)

Battery Bank: -

Presently in few stations BGL has installed 1 KVA online UPS without battery bank and planning to install 3 KVA UPS with battery banks and at other stations BGL has installed 3 KVA UPS with battery bank at remaining CNG stations. Contractor has

to carry out the regular checking of battery bank at individual stations as per direction of EIC. If any battery or numbers of batteries is found faulty; the same should be replaced by Contractor. The scope includes lifting batteries from BGL Store; delivery at CNG station, removal of old battery and fixing of new battery. The replacement of batteries should be planned without affecting the operation of CNG station. Transport so required for carrying batteries or any other spare(s) etc. shall be provided by BGL.

UPS: -

Bhagyanagar gas Limited have installed various capacity UPS ranging upto capacity of 3 KVA at CNG stations and all UPS systems under CAMC with OEM / to be maintained in-house of required from time to time. However, contractor shall carry out regular checkup with cleaning using air blower and maintain records as per direction of EIC and inform to EIC in case of any abnormalities. Contractors have to contact to OEM representative over phone for troubleshooting of any minor technical glitch. Supply of any parts is not included in Contractor's SCOPE. Also, BGL has installed 06 KVA UPS & 10KVA UPS at BGL HO, same has to be maintained by Contractor as per BGL recommendations.

Earthing System: -

Contractor shall carry out the preventive maintenance of earth pits at various CNG stations. The scope includes the resistance measurement of individual electrode and grid, painting of tag no., testing date and next due date, resistance value, rectification of any damage to civil pit and plate cover, continuity test of earthing strips, corrective action to maintain resistance value within acceptance limit, replacement of corroded or heavily rusted electrode and nut & bolts. The charges for replacement of electrodes and supply of salt/coal for maintaining resistance within limit shall be reimbursed to contractor against taxable invoice and remaining work shall be considered in the scope of bidder.

Transformers: -

Contractor shall carry out the routine maintenance of transformer as per direction of EIC, housekeeping of transformer area. Any breakdown maintenance and supply of any parts is not included in the SCOPE. However, contractor to co-ordinate with TSSPDCL /supplier to identify route cause for the breakdown. During breakdown maintenance, Contractor shall assist to BGL/TSSPDCL/Supplier/Third party service provider.

Lighting & AC: -

Contractor shall carry out the preventive maintenance and replacement of faulty indoor, outdoor and canopy lights. The scope includes procurement of new lights or any faulty parts/damaged i.e. Junction box, glands, lugs removal of faulty light and fixing of new light, arresting any cable faults, arrangement of ladders or lifter etc. The scope includes any breakdown maintenance of AC & fans also at BGL CNG stations. All lights, junction box, hiring of lifter/ladder for work on height,

breakdown maintenance charges of AC shall be supplied by BGL to contractor against taxable invoice and remaining site level work shall be in the scope of bidder.

Diesel Generator (DG): -

BGL have installed various capacity DG i.e. 20KVA at Mother station and all DG systems under CAMC with OEM / to be maintained in-house of required from time to time. However, contractor shall carry out regular checkup and maintain record as per direction of EIC and inform to EIC in case of any abnormalities. Contractor have to contact to OEM representative over phone for troubleshooting of any minor technical glitch. Supply of any parts is not included in Contractor's SCOPE. However, Contractor has to follow up with BGL for supply of engine oil, Coolant, Battery distilled water and engine cranking batteries to ensure the timely maintenance of the equipment.

Bore-well: -

Contractor shall carry out the routine maintenance and keep Bore- well operational. In case of breakdown maintenance, Contractor shall take necessary action including hiring the third party for repairing of motor/submersible pump/ cable/water Pipe with prior BGL approval. The charges for the same shall be reimbursed to contractor against submission of taxable invoice.

Electrical Panels: -

Contractor shall carry out the preventive maintenance with cleaning by air blower of electrical panels (HT<), UPS ACDB Panel, Power Distribution Boards (PDBs), Lighting Distribution Boards (LDBs). In case of breakdown maintenance, Contractor shall take necessary action to find out root cause & resolution of the same. Bidder has to equip with blower for necessary maintenance.

Air Compressor & Tyre-Inflator: -

Contractor shall carry out the routine maintenance and keep system operational. In case of breakdown maintenance, Contractor shall take necessary action including hiring the third party/OEM for repairing of motor/tyre-inflator with prior BGL approval.

APCPDCL Power:

Monitoring of power availability / quality and Liaison with APCPDCL for proper supply, restoration of power and assisting in overall electrical operation and maintenance of the station.

Record Up-Keeping: -

The records for all maintenance activities shall be carried out in line with maintenance schedule & in the maintenance formats provided by BGL. CONTRACTOR to maintain operation & maintenance records/Data entry in hard copy as well in the system as per the instruction of Engineer-In-Charge for which

necessary training will be provided by BGL. All Stationary Items are under the scope of bidder.

Supply of Tools:

The contractor has to provide the following generally used electrical tools to every maintenance crew. No extra Payment shall be paid for providing tools and tackles as listed below and cost for providing so deemed to have been quoted / included in other SOR item(s). May please note that these items shall be returned to contractor as is where is basis upon completion of the contract.

- Multi-meter
- Tester
- Screwdriver Set
- Electrical Safety Gloves
- Earth Resistance Tester
- Megger
- Clamp meter
- Insulation Tapes
- PVC Shroud
- Allen Key Sets (INCH & MM Both Set)
- Spanner set (10 to 32 MM)
- Cutting Plier
- Nose Plier
- Wire Striper
- Wire Cutter

2.2.2 Mechanical Maintenance

Following Mechanical equipment are generally installed in the CNG Station:

- Stationary Cascades of various Capacity (2250, 2325, 3000, 4500 WL)
- Mobile Cascades (3000 WL)
- Mass Flow Meters
- High Pressure Hoses
- High Pressure SS Tubes, Fittings, Valves
- DG Genset
- Air Compressors and Tyre Inflator
- Air Vessels
- Process Pipeline with Flanges
- Process isolation Valves (Ball, Globe, Gate & plug) of different sizes (1/2" to 8") at Mother Station/ Online Stations/ DBS/DS including Under Ground valves within CNG Station as well as Upstream and Down Stream Valves

To carryout leak checks of CNG station piping, cascades, etc. To meet any emergency to rectify/arrest the Station piping / CNG leaks at various BGL CNG

Stations (COCO stations as well as other stations in ROs/ TSRTC CNG Stations) as well as Mobile cascades while transporting CNG across Vijayawada.

Stationary/Mobile Cascades: -

Contractor shall carry out the routine maintenance and keep cascades (mobile / stationary) in good condition and leakage free. In case of any leakage/burst of rupture disk/PSV malfunctioning, Contractor shall take necessary action to arrest the leakage and replace the faulty material including changing of rupture disk/PSV, brass / SS fittings, cylinder valves, burst disc, bull nose, ball valves, manifold repairs etc. The Required material shall be supplied by the BGL; however, required tools arrangement shall be in the scope of contractor. No extra Payment shall be paid for providing tools and tackles as listed below and cost for providing so deemed to have been quoted / included in other SOR item(s). Contractor has to maintain proper tools to ensure the safety and optimum utilization of spare parts.

Mass Flow Meter: -

Presently BGL have installed Mass flow meters at few CNG stations and planning to install mass flow meters at remaining stations.

High Pressure Hoses:

BGL have installed High Pressure hoses at all CNG stations in LCV loading & Unloading Area. In case of any leakage or failure; contractor shall take necessary action to arrest the leakage or replace with spare. Spare hoses shall be provided by BGL.

High Pressure SS Tubes, Fittings, Valves: -

Contractor shall carry out the routine maintenance and ensure leakage free. In case of any leakage, Contractor shall take necessary action to arrest the leakage.

Air Vessels:

The Scope includes assist to third party during the Hydro-test and painting of TAG no, Hydro-testing Date/Next due date/ Maximum Operating Pressure/ Test Pressure.

Process Pipeline with Flanges & Process isolation Valves:

CONTRACTOR shall carry out routine inspection of valves, greasing and gear box inspection, etc. including major maintenance like replacement of gate, seat, seat seal, repair /replacement of stem etc. Arresting of any leakages from Flange joints of valves, piping etc. Providing Services for removing, dismantling, servicing, Greasing, Oiling, Sealant Injection, assembling and installation of Process Flanged Isolation Valves (Ball, Globe, Gate & plug) of different sizes (1/2" to 8") at Mother Station/ Online Stations/ DBS/DS includes Under Ground valves within CNG Station. The Required spares shall be provided by BGL; However, grease and gaskets to be arranged by contractor without any extra Payments.

Fire Extinguisher & Sand Bucket:

Monitoring the healthiness of the Fire Extinguisher & Sand Bucket and informing the damage / ill condition as noticed etc. to BGL officials for rectification by respective department.

Record Up-Keeping: -

The records for all maintenance activities shall be carried out in line with maintenance schedule & in the maintenance formats provided by BGL. CONTRACTOR to maintain operation & maintenance records/Data entry in hard copy as well in the system as per the instruction of Engineer-In-Charge for which necessary training will be provided by BGL.

Supply of Tools:

The contractor has to provide the following generally used mechanical tool box with minimum following tools to every maintenance crew. No extra Payment shall be paid for providing tools and tackles as listed below and cost for providing so deemed to have been quoted / included in other SOR item(s). May please note that these items shall be returned to contractor as is where is basis upon completion of the contract.

- 6/7MM to 40/42MM Ring Spanner
- 6/7MM to 40/42MM Fix Spanner
- Hammer (1 Kg)
- Screw Spanner 8"
- Screw Spanner 12"
- Pipe wrench 12"
- Screw Driver (Large)
- Allen Key Set (Inch)
- Allen Key Set (Mm)
- Box Spanner Set
- Drilling Machine
- Hack show Frame (Big)
- Hack show Frame (Small)
- SS Tube Cutter
- SS Tube Bender
- Chisel
- Hammering Punch
- Tool Box
- Teflon Tapes
- Gaskets

2.2.3 Instrumentation Maintenance

Following Instruments are generally installed in the CNG Station:

- Mass Flow Meters
- Dispensers
- Compressors

- UPS
- Genset
- Billing Machine
- SCADA (In future)
- CCTV
- PSVs, Pressure Gauges, Temperature gauges
- CO2 Flooding System / Fire Extinguishers
- UV / LEL / Portable LEL detectors

Following are the details of the services required (Material shall be provided by BGL, if in case separate transport is required for transporting spares / faulty material, same shall also be provided by BGL)

Mass Flow Meter: -

BGL have installed Mass flow meters at all CNG stations in LCV loading & Unloading Area. Bhagyanagar Gas Limited is hiring the third party for calibration of these meters; Contractor has to do power cable connection/communication cables removal of Mass flow meters during calibration as per direction of EIC. Further in case of any malfunctioning of meter, Contractor shall take necessary action to find out root cause and resolve issue including zero calibration/ proper installation/leakage arresting.

Dispensers: -

Bhagyanagar Gas Limited have installed Bus/Car dispenser at CNG stations and all dispensers under CAMC with OEM or few dispensers are under in-house maintenance. However, contractor shall carry out regular checkup and maintain records as per direction of EIC and inform to EIC in case of any abnormalities. Contractor have to contact to OEM representative over phone for troubleshooting of any minor technical glitch. Supply of any parts is not included in Contractor's SCOPE. Contractor to provide support services while Proving of Dispensers using Master Mass Flow Meters

Compressors: -

BGL have installed a number of Compressors and all dispensers under Comprehensive O&M with respective OEM. However, contractor shall carry out regular checkup and maintain records as per direction of EIC and inform to EIC in case of any abnormalities. Contractor have to contact to OEM representative over phone for troubleshooting of any minor technical glitch. Supply of any parts is not included in Contractor's SCOPE.

SCADA:

BGL is going to implement SCADA / automation system for BGL CGD Projects. O&M of the same will be in the scope of SCADA / automation supplier. However, contractor to provide services like Up keeping of SCADA/ automation system equipment installed at CNG Stations, resetting of modem, checking of cable connection for tightness etc , if required

CCTV:

BGL is going to install CCTV system at all COCO stations, Mother station. Maintenance of the same shall be carried out by contractor. However, contractor shall carry out regular checkup of the system, Upkeep of CCTV system equipment and maintain records as per direction of EIC and inform to EIC in case of any abnormalities. Contractors have to contact to OEM representative over phone for troubleshooting of any minor technical glitch. Supply of any parts is not included in Contractor's SCOPE.

PSVs, Pressure Gauges:

Contractor to monitor the healthiness of all instruments including PSVs and Pressure Gauges.

- Coordination with various OEMs for timely preventive / predictive Maintenance of Dispensers, Compressors, other instruments etc.
- Ensuring calibration of all instruments before due date by the appointed agency(s) by BGL
- Updation of price change in Dispensers as and when required
- Coordinating for Calibration of pressure gauges installed in station piping and Cascades
- Ensuring healthiness of Fire equipment and informing the damage noticed etc. to BGL for rectification by respective department
- Corrective action to minimize reconciliation errors
- Cabling and termination for modification works
- Checking LEL
- Ensuring operation of SOPs
- Providing Tool Box, Multi meter, Teflon Tape etc at each station
- Record upkeeping

Bidder shall arrange own transportation and available in all the time for performing duties.

No extra Payment shall be paid for providing automobile (2-Wheeler) / fuel / services / personal GPS locator and cost for providing so deemed to have been included in Quoted Rates.

For SOR Item (1), Engineering services:

The scope includes supervision and carrying out the periodic maintenance of Steel & MDPE network and PNG connections and installations, including functional checks, in order to ensure smooth functioning and for immediate response to emergency like gas leakages due to third party damage to BGL assets to maintain safety of man, machine & property around the place of incident etc., customer complaints, equipment breakdown, leakages etc. Supervision for execution of repairs & maintenance of the network and the installations of CGD Networks of BGL including Steel Pipeline network, MDPE pipeline network, GI network, DPNG Network, District Regulating Skid (DRS)/ Meter Regulating Skid (MRS), City Gate Station (CGS) etc.

Contractor's scope of work for subject services shall include, but shall not be limited to the following. The work described herein shall be carried for the operation and maintenance as per applicable technical specifications and the tender conditions. BGL may, on its own discretion add or delete the activities in the scope of work for the sake of better operational efficiency and results.

- O&M Engineer/Supervisor shall be overall In-charge of entire O&M activities. He will be a coordinator to interact / interface with the OWNER / its representative. He will be responsible for execution of all relevant work such as Manning / establishment of control room activities, Patrolling & monitoring of Operation, Maintaining Record, Reporting and periodic / emergency maintenance.
- O&M Supervisor has to ensure the smooth & trouble-free operation of all the equipment, installation & associated facilities, gas supply, administrative functions, HSE, consumer service, Liaisoning, etc includes assisting OWNER in Gas Reconciliation. Also, he shall be responsible for stores / assets management, co- ordination for major job with OWNER / its representatives. He shall plan all the activities according to approved plan by BGL and shall monitor the same. He will be responsible for inventory management, especially for essential spares / assets management. Supervisor will be responsible for supervision, monitoring and execution of day-to-day shift duties effectively pertaining to emergency handling, preventive maintenance of all assets/network as per schedule, consumer complaints / services. Apart from above, he shall be responsible for day-to- day reporting, data logging for the activities performed as per MIS. He shall also be responsible for Liaison with local authorities, etc. He must be competent in maintenance and troubleshooting related to PNG network breakdowns.
- Operation & Maintenance of City Gas Distribution (CGD) Network from City Gate Station (CGS) to the consumer end, which includes all steel and MDPE Pipelines and associated facilities, by keeping it in the healthy condition, to provide uninterrupted gas supply to CNG Stations, Domestic, Commercial and Industrial customers etc. All operation & maintenance activities are needed to be performed as per O&M plan of BGL. Activities covered under the instant scope shall be responding to all breakdown or on call basis maintenance activities, maintenance during emergency situations & Taking Corrective Action in timely manner, like third party damage to Steel & MDPE network & its rectification, BGL assets, customer complaints, equipment breakdown etc., Onsite maintenance of Steel / MDPE pipelines, GI / Copper Installations, DRS, MRS , industrial skids & installations, Meters, Regulators, Leak Checking with in the DPNG Customer houses and taking their signature on the BGL Format as per guidance of EIC, etc. as per schedule plan and instruction of EIC or his representative.
- Monitoring of all resources 24 hours x 365 days to handle any type of emergency and first response at any incident site after communication received from BGL / any other source within the stipulated response time.
- Emergency complaint handling in PNG distribution network and maintenance services of PE pipeline network consisting of 20 mm to 180 mm size of PE pipes which includes attending pipeline damages / gas escapes / fire / shutdowns etc., monitoring third party digging work through patrolling & utility co-ordination;

inspection and leakage repair of PE valves, Leakage repair & housekeeping of SR, inspection of pipeline route markers; testing for leakages using gas detector and taking appropriate action as per instruction of BGL representative.

- Attending to customer complaints within stipulated time includes Attending “NO GAS” complaints i.e. complaint of gas not coming in the customer’s house; Attending “FLAME PROBLEM” complaints i.e. complaint of High or Low flame of Stove in the customer’s house; Attending “GAS LEAK” complaints i.e. complaint of any minor Gas leak from the Stove or inside the Kitchen or from outside areas as per the customer notification; meter related complaints, meter replacement, connection verification, rubber hose replacement on customer request, Attending “TEMPORARY/PERMANENT DISCONNECTION”, “RECONNECTION”, etc if any complaints; refitting/fixing RCC guard and attending any other complaint not mentioned herein but made by consumer related to PNG supply.
- Reporting Management Information System (MIS) to BGL O&M team. Collection of data and operational parameters and reporting to BGL as per management information system (MIS) and communication systems / training to manpower including operational software as directed by BGL.
- Supervisor shall co-ordinate and assists/ liaison for the services related to the operations, e.g. electricity, telephone, water supply, testing & calibration, statutory issues etc. from time to time.

**3. For SOR Item (4), Mechanical Maintenance (CNG&PNG) Services (In General Shift)
For SOR Item (5), Electrical Maintenance (CNG&PNG) Services (In General Shift)**

Scope of Mechanical & electrical technical services for CNG stations & Steel pipeline SV Stations are already described above under 2.2.1 & 2.2.2.

For SOR Item (6), PNG Technical Services or PNG operation and maintenance services(In General Shift)

PNG services:

PE Technical services shall be responsible for emergency / break down/preventive maintenance/consumer complaints and day- to-day reporting to the Shift In-charge / Supervisor. By regular check, he should ensure working of tools & tackles, essential for his job. He shall be responsible for the electro fusion jointing of PE pipes for Distribution mains / Services. He is responsible for execution of LPT / LDT and should have good working knowledge on execution of LPT / LDT. He should have relevant work experience and necessary qualification certificate from recognized agency for PE welding / Electro fusion. He shall have the trouble shooting knowledge of Electrofusion welding machine / LPT / LDT. He should always carry his competency card and should produce the same on demand and ensure the validity of his competency certificate after attending required training for the same. He should respect / follow the company’s guideline and use the PPEs as per job.

Provided resources shall be responsible for safe handling of emergency/break down maintenance in response time & must wear all recommended PPEs while on job, for carrying out the leakage test of the facility at the customer's premises as per weekly/monthly plan provided by BGL, attending leakage complaints on top most priority and reach the customer's premises within 30 min of reporting, should not collect any cash from the customers under any circumstances., should not enter into arguments with the customer and in case of any dispute report the matter to the Shift In-charge/Incharge immediately and follow instructions/directions given, check for any unauthorized fittings, nonstandard hose pipe, damaged hose pipe etc. while carrying out the regular checks/ maintenance and report the matter to Shift In-charge/In-charge and record such details in the service report and obtain customer signature.

Activities are broadly classified as under but not limited to:

- Modification / shifting / dismantling / decommissioning / repair of existing PE network. Laying/shifting of PE line for O & M purpose up to 50 m.
- Removal of obstacles, grass, and other potentially hazardous materials, in and around of equipment and inside enclosures of all DRS, industrial skids, valve chambers, TLPs, etc. as per BGL directives.
- Compliance of statutory and safety requirements. Leakage survey along the pipeline route & Industrial/ Commercial customer's end, highly congested areas, once in every quarter as per the PNGRB guideline. The LEL (Lower Explosive Limits), Laser based Gas Detectors equipment will be provided and proper training will also be imparted by BGL for handling & usage of the equipment.
- Periodic cleaning of establishment, Leak Detection & it's rectification of all Domestic, Industrial & Commercial connections and other BGL assets.
- Alteration / Modification / shifting / dismantling of GI Pipe, Cu Pipe, Domestic Meter, Regulator etc. for existing PNG service connection as and when required (Material will be issued by BGL at free of cost).
- Cleaning of filter element, Checking, monitoring, maintenance and setting of PRV (Active/Monitor), SSV, SRV, PCV, Meters etc. in DRS & industrial Skids etc as per PM Schedule / Plan / IMS Documents as per instruction of EIC.
- Emergency & security management as and when required as per direction of EIC.
- The contractor shall take all the necessary pre-cautions for safe operation of work to prevent fire hazards during the execution of the work.
- Unmanned facilities: all other stations like DRS, Metering Installations at all customer premises, etc. are unmanned, but shall be controlled from the control room as per scheduled visits, planned maintenance, patrolling and on emergency requirement.
- The contractor shall be responsible for providing transportation / conveyance facilities for all his personnel for attending duty.
- No separate payment shall be payable to contractor for transportation.
- Replacement/Repairing/Modification/Shifting/housekeeping of SR / PE Valve Chamber/ PE Ball Valve/Meter / regulator / any other components of the downstream of DRS/DCU network, Valve Chamber covers as and when required.
- Preventive maintenance of PE network such as PE pipeline network patrolling, Lock Pressure Test (LPT) / Leak Detection Test (LDT) of network, Isolation, Venting,

Repair of network.

- Preventive maintenance of Service regulators which includes general maintenance of whole installation including painting, testing of OPSO/UPSO, housekeeping in and around service regulators, leak detection and rectification, monitoring of inlet/outlet pressure, sand filling in service regulator foundation, repairing of foundation, replacement of SR Box and other required fitting if necessary.
- Preventive maintenance of PE ball valves and valve chambers including PE ball valve operation check, Valve chamber cleaning and maintenance including painting/whitewash/housekeeping, replacement of damaged cover plates & pest control for rat and snake repellent (Post Monsoon).
- Monitoring of pressure and flow at DRS/DCU units based on Owner's requirement.
- Support services during any other maintenance / shutdown activities taken up by other Agency in area.
- Electrical technical services deployed should possess supervisory license and line man certificates
- Tubing for new CNG stations and modification of tubing in existing CNG Stations
- CNG / PNG technical services will attend the duties in shift basis / or timings as per the instructions of BGL representative / EIC.
- Steel line Manual and actuator Valve maintenance and Sealant will be provided by BGL.
- GPS Tracking system is mandatory for the workers who claim the fuel allowance and GPS Tracking system operation and maintenance charges will be upon bidder.

For SOR Item (7), O&M Support Services(CNG & PNG)(In General Shift):

The services are broadly classified below but not limited to:

- Literate & physically fit helper shall be deployed for the assisting to technician for all activities. He shall be aware of PNG equipment maintenance activities such as MDPE pipeline, SR, Valve Chambers, etc. in case of gas leakage emergency. He shall also assist in initial excavation in case of third- party damage situations and provide assistance to PE Technician for any job pertaining to Maintenance. He shall be responsible for excavation of trenches, pits, cutting of excessive grass / housekeeping in vicinity of SR/TB/DRS/DCU/CPRS,MRS, Valve Pit, etc. in case of gas leakage, emergency. He shall also carry out the housekeeping, office assistance and assistance to Technicians for any job pertaining to Maintenance
- Service for digging, backfilling and other similar jobs as and when required to be provided by the contractor as per instruction of EIC
- Painting of existing SR Boxes/Valve chamber/route/pole markers and Witness commissioning of various PE-PNG project activities.
- Maintenance of Steel or MDPE line Valve chamber -Removal of all foreign materials like grass, vegetation, garbage, water (by arranging dewatering pump if required), sewage etc. Pest control Treatment in valve chamber such as Limestone

powder etc. Checking of Valve Operatibily & greasing. Painting of Valve and Chamber Cover. (average no. of valves considered calculated by considering length of steel and MDPE p/l, valve at every 3 km in steel and 1 Km in MDPE & servicing of each valve two times a year)

- Replacement/Repairing/Modification/Shifting/housekeeping of SR / PE Valve Chamber/ PE Ball Valve/Meter / regulator / any other components of the downstream of DRS/DCU network, Valve Chamber covers as and when required.
- Removal of SS Tube trench
- Cleaning of drains in the CNG Station
- Shifting of material from one station to other station
- Digging and excavation activities
- Dewatering, cleaning, etc
- Any other work as per instruction of BGL

For SOR Item (8), Housekeeping Services at Mother Station & BGL Office(In General Shift):

The services are broadly classified below but not limited to:

Providing housekeeping services, maintaining cleanliness at work area, messenger and hospitality services in filling activities and any other works assigned by EIC or BGL representatives.

General Guidelines for Emergency / Breakdown / Shutdown Activities

- i. The damages & leakages shall be first attended by squeezing the pipelines and in case of unsafe conditions as per the assessment of BGL in charges, pipeline network shall be isolated through Isolation valves.
- ii. Bidder's personnel should be well experienced and trained to handle the emergency maintenance of natural gas distribution pipelines (mains and services lines). They should always be very much vigilant in monitoring the process condition on field instrument and they should be very much open to any calls / information from field personnel natural gas consumers or any third parties relating to any emergency of major leak, damage of pipeline or fire / explosion in the pipelines gas distribution system.
- iii. In case of any accident on CGD Network or at the consumer's premises, the site supervisors / technicians should immediately rush to the affected site, assess the situation, coordinate with BGL. They should close / shut off the upstream isolation valve / control valve installed on the network or from CGS / DRS /DCU/ SR if required. Use of CGS/DRS/DCU valves shall not be done without consent from BGL representative /EIC.
- iv. Bidder shall also be responsible for coordination with local government/semi government/private agencies/ other utilities agencies/ Police, Fire Brigade and

- hospital / dispensaries etc. for emergency/ breakdown help / rescue.
- v.Coordination with hospital/dispensary and provision of ambulance/fire brigade as and when required.
 - vi.Bidder shall train their personnel as per BGL guidelines for handling emergencies.
 - vii.Bidder shall plan bi-monthly meeting for improvements / suggestions through learning from experiences. This meeting will also be attended by BGL representatives / coordinator for review of emergency handling / management.
 - viii.Bidder shall shut down the pipeline inlet system at isolation valves of all stations in case of fire and major gas leak, excess odorant smell, stoppage of supply from gas source or supplier. However, BGL shall be consulted in such shut down / emergency.
 - ix.Bidder shall not neglect even a small leak, if detected. He shall immediately act upon to check / arrest the leak, which may result into disaster, if the gas catches fire. In case of heavy leakage or burst pipes the exposed gas jet becomes potentially hazardous; hence, the area should be isolated, vent safely and replace the affected portion of the affected area. They should also inform to all the concerned.
 - x.Bidder shall be very much vigilant in monitoring this type of situation. If this kind of situation arises then bidder shall inform to BGL. Only one thing must be kept in mind while taking any emergency action that human life has the topmost priority, followed by safety of the permanent installation.
 - xi.Bidder Maintenance team member should immediately inform to the responsible authorities to take immediate and proper action to control the emergency accident hazard / fire and save man and machine / gas distribution pipelines, and public utilities in vicinity of the affected area.
 - xii.The bidder shall prepare call note for each complaint, which will be kept & preserved as record.
 - xiii.In case of excess odorization / dosing, action shall be initiated as per the plan by bidder's personnel, includes effective public / mass announcement, control of situation, safe venting of gas, attending consumer complaints door to door.

Procedure for attending Gas Leakage / Gas Escape on PE & GI/Cu distribution network:

Handling gas leak / network damage is the activity carried out quickly and safely arresting the gas leak or pipe damage and restoration of gas supply to the customers. The gas leak on the underground network poses the potential hazard of asphyxiation / fire / explosion and environmental concern. Hence timely and safely attending the gas leak and restoration of gas supply to the customers are very important tasks as it has direct effect on company's reputation, operation, safety, quality, production, customer satisfaction and environment.

General Instructions while handling Gas Leakage / Gas Escape:

- i.Bidder shall take care to prevent damage to other underground utilities like telephone/mobile cables, other gas/fuel pipelines, water lines, electricity and all cables, other pipes, ducts, drains and tunnels whatsoever. Bidder will at his own cost repair or replace damaged portion of utility or pay to concerned department for getting it repaired, in the event of any damage caused by the bidder.
- ii.Bidder shall use mechanical excavators for excavating trenches only in consultation with BGL EIC. This will not relieve the bidder from responsibility for any type of

- damage to existing services.
- iii. Any complaint regarding network damage must be repaired as per BGL Procedures , failing which, BGL has right to impose penalty.
- iv. All topsoil, road metal or other surface material and hard-core shall be kept separate from other excavated material over the width of the trench and good soil should be used for back-filling over the pipeline (i.e. without any stone pieces, brick, garbage, sharp edged particles, etc.). Maximum possible care should be taken while backfilling the trench over the pipeline. The pipeline should not have any tension while back-filling. Also, ensure warning tape is put over the pipeline.
- v. Bidder shall obtain permit for maintenance work in government/Townships, Consumer premises and Commercial establishments prior to start of work.

General O&M Activities:

Sr. No.	Category/Asset/Equipment	General checks
1	Domestic Connection Preventive Maintenance	Regular
2	Domestic Connection Leak Detection	Regular
3	Industrial Connections Preventive Maintenance	Regular
4	Commercial Connections Preventive Maintenance	Regular
5	GI/Riser Approach Maintenance	Regular
6	Domestic Connections Alterations	Based on request
7	Installation of new PE Ball Valve along with construction of valve chamber	Based on request
8	Shifting/laying of PE pipeline for length more than 50 m for O&M purpose	Based on request
9	Installation of Service regulators Box along with foundation.	Based on request

Detailed work details which are to be carried out to perform above mentioned activities

Domestic connection preventive maintenance: -

Preventive Maintenance of domestic connections shall include following activities:

Record of “Premises locked” & “House under renovation” cases shall be maintained separately & shall be considered in next visit.

Visual Inspection: -

Proper Clamping, Proper Alignment, Painting, Condition of pipe/Suraksha Hose, Condition of RCC guard, Meter running or not, Illegal Extension/Modification.

Performance Check: -

Regulator Outlet Pressure through pressure gauge

Leakage Check: -

Following steps shall be followed to check leakage

- Leakage from connection-

Take initial meter reading, hold it for 15 mins and take final meter reading in no consumption status of connection. If any difference in reading, leakage exists.

- If leakage existing, check every joint using soap solution/ portable detector and rectify.
- If leakage is not identified through Soap Solution/ portable detector, remove meter assembly and hold pressure for 15 mins and check every joint using soap solution to identify leakage point.
- Meter Function check with 2 mins stove – small burner on, check for meter working slow / fast / or any abnormality .
- Replacement of Suraksha Hose.

Based on observation, all corrective and preventive actions shall be taken such as painting, replacement of clamps, cementing, fixing of RCC guard, replacement of meter/regulators/rubber or any other fittings if required, rectification of leakages, etc

Domestic connection preventive maintenance :-

Preventive Maintenance of domestic connections shall include following activities:

Visual Inspection of Suraksha Hose Condition

Leakage Check: - holding pressure for 5 mins. If pressure difference shows, leakage exists. Rectification of leakage.

Based on observation, all corrective and preventive actions shall be taken such as painting, replacement of clamps, cementing, fixing of RCC guard, replacement of meter/regulators/rubber or any other fittings if required, rectification of leakages, etc.

Preventive maintenance of Commercial connection:

Preventive maintenance of commercial connection shall include following activities:

Visual Inspection: -

Proper Clamping, Proper Alignment, Painting, RCC guard/TF Chamber, Meter running or not Illegal Extensions/Modification

Performance Check: -

Regulator Outlet Pressure through pressure gauge

Leakage Check:

- Leakage from connection-taking initial meter reading, holding it for 15 mins and taking final meter reading in no consumption status of connection. If any difference in reading, leakage exists
- Performance check of SRV/CRV/PRV.

Based on observation, all corrective and preventive actions shall be taken such as painting, replacement of clamps, cementing, fixing of RCC guard, replacement of meter/regulators or any other fittings if required, rectification of leakages, etc.

Preventive maintenance of Industrial Connection

Visual Inspection: -

Proper Clamping, Proper Alignment, Painting, RCC guard/TF Chamber, Meter running or not, Illegal Extension/Modification

Performance Check: -

Regulator Outlet Pressure through pressure gauge.

Leakage Check: -

- Leakage from connection-taking initial meter reading, holding it for 15 mins and taking final meter reading in no consumption status of connection. If any difference in reading, leakage exists.
- Performance check of SRV/CRV/PRV.

Based on observation, all corrective and preventive actions shall be taken such as painting, replacement of clamps, cementing, fixing of RCC guard, replacement of meter/regulators or any other fittings if required, rectification of leakages, etc.

Preventive Maintenance of GI Risers/Approaches:

GI Riser/approach need to be maintained may include following activities:

Visual Inspection: -

Proper Clamping, Proper Alignment, Painting, RCC guard, Illegal Extension/Modification

Leakage Check: -

- Leakage from GI riser/approach shall be checked by holding pressure for 30 mins from one of the tapping connection or Idle Tee joint left for future tapings & closing of MIV of all tapping connections. If there is difference in pressure during holding period, there is leakage.
- If leakage found, check each riser/approach joint to identify leakage point using soap solution/Gas Detector.
- Once leakage point identified, we shall solve by removing /refitting or replacement of leakage piping portion.
- After Successful repair, repeat step 1 to recheck leak if any.
- Proper painting, re-installation or replacement of clamps, sand filling in RCC guard, Ball valve condition/function check and proper installation of RIV handle if required also need to be carried out in riser maintenance activities.

Based on observation, all corrective and preventive actions shall be taken such as painting, replacement of clamps, cementing, replacement of necessary fitting/pipes if required, repairing leakage, etc

After Sales Services of Domestic connections/Commercial/Industrial Connection:

After Sales Services shall consists of following service request (Chargeable to the customers) from customer which may include following services request:

- Removal of connection pipeline
- Refitting of connection pipeline

- Modification of pipeline
- Extra Kitchen Point
- Extra Bathroom Point
- Riser Shifting
- Conversion of customer stove after commissioning

Shifting/laying of PE pipeline for length more than 50 m for O&M purpose:

This includes trenching, sand bedding, uncoiling, laying of new MDPE pipeline, back filling and restoration of site with supply of electrofusion fittings and warning mate required for carrying out the job.

TOOLS / TACKLES / EQUIPMENTS / CONSUMABLES FOR EACH SITE:

Contractor shall maintain inventory of following Tools / Tackles & Materials of reputed make at all the times. No separate payment is admissible on account of these tools tackles etc. If any of the material is found to be of sub-standard / inferior quality, the same to be replaced immediately.

Sl. No.	DESCRIPTION	SPECIFICATION	QUANTITY
1.	Adjustable Spanners	110 mm,205 mm,305 mm,445 mm,606 mm	2 Set
2.	Combination pliers	165 mm,210 mm	2 Set
3.	Long Nose pliers	165 mm	2 No.
4.	Bent Nose pliers	165 mm	2 No.
5.	Side cutting pliers	165 mm	2 No.
6.	Mini Pliers (Long)	125 mm	2 No.
7.	Mini Pliers (Bent)	125 mm	2 No.
8.	Mini Pliers (Side)	125 mm	2 No.
9.	Mini Pliers (Combination)	125 mm	2 No.
10.	Screwdriver (Flat)	150 mm X 3.5 mm,200 mm X 4 mm,200 mm X 6 mm,250 mm X 8 mm,300 mm X 10 mm	2 Set
11.	Screwdriver (Insulated)	300 mm X 8 mm,250 mm X 10 mm,150 mm X 4 mm	2 Set
12.	Screwdriver (Two in One)	75 mm X 5 mm 1 Phillips & 5.0 mm X 0.8 mm	2 Set
13.	Screwdriver (Two in One)	200 mm X 6 mm, 2 Phillips & 6.0 mm X 0.8 mm	2 Set
14.	Screwdriver Set	Taparia 831	2 No.
15.	Tester	130 mm	2No each to the Tech (Elect) / Tech (Inst)
16.	Universal Set	Taparia 1005	2 No.

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17.	Socket Set	Taparia S-11H	2 No.
18.	Torque Wrench (Standard)	Taparia TW250	2 No.
19.	Heavy Duty Pipe Wrench	200 mm X 33 mm, 300 mm X 60 mm, 450 mm X 73 mm, 600 mm X 95 Mm	4 Set
20.	Hammer with handle (Ball and Cross)	200 Grams	2 No.
21.	Hammer with handle (Club)	1000 Grams	2 No.
22.	Hammer with handle (Sledge)	1800 Grams	2 No.
23.	Hammer with handle (Soft Faced)	30 mm	2 No.
24.	Tubular Spanner Set	Taparia TS08	2 No.
25.	Double Ended Spanner Set	6x7, 8x9, 10x11, 12x13, 14x15, 16x17, 1x 19, 20x22, 24x27, 25x28, 30x32, 32x36, 6x41mm	2 Set
26.	Double Ended Spanners	5/16 x 3/8 , 5/16 x 7/16 , 7/16 x 9/16 , 9/16 x 5/8 , 5/8 x 3/4	2 Set
27.	Ring Spanner Set	6x7, 8x9, 10x11, 12x13, 14x15, 16x17, 18 x19, 20x22, 21x23, 24x27, 25x28, 30x32 , 32x36, 36x41mm	2 Set
28.	Ring Spanners	18 5/16 x 3/8 , 18 5/16 x 7/16 , 18 7/16 x 9/16 , 18 5/8 x 3/4	2 Set
29.	Octagonal Chisel	150 mm x 6mm	2 No.
30.	Center Punch	125 mm x 10mm	2 No.
31.	Cable Cutter	Taparia CC10	2 No.
32.	Utility Knife	19mm	2 No.
33.	Hack Saw Blades	carbon steel hard 24 TPI	2 No.
34.	Allen Key Set	Taparia KM 9V	2 Set
35.	Allen Key Set	Taparia KI 10V	2 Set
36.	T Handle Hexagonal Key	Taparia TAK6	2 No.
37.	T Handle Hexagonal Key	Taparia TAK8	2 No.
38.	Hack Saw Frame		2 No.
39.	Junior Hack Saw Frame		2 No.
40.	Junior Hack Saw Blades		2 No.
41.	Flat File	10"	2 No.
42.	Round File	10"	2 No.
43.	Triangular File	4" needle	2 No.
44.	Circlip Plier (Internal)	6"	2 No.
45.	Circlip Plier (External)	6"	2 No.

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46.	Baby Files set		2 No.
47.	Mallet		2 No.
48.	Crimping Tool	Upto 35 Sqmm	2 No.
49.	Hand Blower		2 No.
50.	Drilling Machine (Impact) with drill bits	All Sizes	2 No.
51.	Measuring Tape	3 meters	2 No.
52.	Measuring tape	30 meters	2 No.
53.	Oil Can		2 No.
54.	Toolbox	Folding type in 20 Gauge MS sheet	2 Nos.
55.	Squeezer	Compatible for all sizes of MDPE being used in CGD Industry	2 No.
56.	Electro fusion machine	Compatible for fusion of all company fittings being used in CGD Industry	1 No.
57.	Pickaxe		4 No.
58.	Shovel		4 No.
59.	Rake		4 No.
60.	Saw		4 No.
61.	Spade		4 No.
62.	Crowbar		4 No.
63.	Trowel		4 No.
64.	Garden Hoe		4 No.
65.	Multimeter		2 Nos.
66.	Flame Proof Torch		2 Nos.
67.	Normal Torch.		2 Nos.
68.	Portable Generator	3 KVA Capacity	1 No
69.	Sealant Gun	For Steel valve maintenance	01 no.

Tentative Quantity:


Quantity in the table below has been given considering the current requirement of Bhagyanagar Gas Limited (BGL) for all operational stations.

Quantity of actually required deployment may differ from the below projected quantities.

BGL reserves the right to increase or decrease the quantity to be executed against the SOR item(s) as per requirement of BGL during the contract period. The Bidder has to provide the resources as per intimated requirement from time to time, which shall depend upon various factors including but not limited to market development of CNG in Vijayawada this period and BGL requirement as per its business interests in CNG segment citing the prevailing dynamics of Natural Gas / Fuel market at that point of time.

Rates quoted includes supply and providing all items required as per terms of contract or otherwise, facilitating the resources, deployed by the contractor, in performing services as detailed above, but not limited to, against each SOR items in SCC and SOW. Some of such facilities / set ups / requirements are being listed below –


- Providing arrangements for safe handling, transportation and deposition of money as collected at COCO station during Forecourt Operations while executing SOR item(s)
- Providing automobile / fuel sufficient for mobilizing individual manpower deployed at CNG set ups across Vijayawada GA of BGL and at all formats of CNG stations (viz. COCO/DODO/Full DODO/ OMC Ros etc.) / personal GPS locators for all the resources provided under SOR items
- Providing tools / tackles etc. during execution of services by the resources deployed under SOR above in SOW.
- Providing suitable mode for communication (Telephone or Mobile phone) at each of locations where Forecourt Management related services are being provided by the contractor while executing SOR item(s) .
- Cash Handling / Transportation / Deposition of Money as detailed / elaborated in SCC
- Providing / Maintaining & Recouping the First Aid Box at each of the COCO CNG stations of BGL.
- Any other expenditure / cost / margin the bidder considers as necessary for performing service(s) mentioned anywhere / elsewhere in the tender / SOW/ SCC and not listed above specifically.

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ANNEXURE C

The Specification of the Uniform for Service Providing Resources

Items	Specifications	Quantity
Shirt	Full sleeve, cotton	Two pairs per personnel per year for all
Trousers	Cotton	Two pairs per personnel per year for all
Belt with wooden batten/lathi	Black Web/Nylon	One per personnel per year for MPM
Shoes/socks	Black cotton	Two per personnel per year for all
Company Logo of suitable size & design	On left sleeve / above left chest pocket	As per requirement for all
Raincoat	One each per MPM	Once per personnel in the contract period for all

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SECTION 9 SCHEDULE OF RATES (SOR)

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SCHEDULE OF RATES					
Tender Name: - Hiring of Services for CNG and PNG Operations and Maintenance Activities of Bhagyanagar Gas Limited in Vijayawada GA for a period of 24 Months					
Tender No: BGL/681/2025-26					
Name of Bidder					
Sr.No.	Description	UOM	Quantity	Unit Rate (INR)	Amount (INR)
			A	B	C=A*B
1	CGD Operations & Supervisory Services (Round the clock basis-24x7) at Mother Station Providing CNG Station Management Services (i.e. Sales Accounting, Cash Collection, Reconciliation of Sales, Cash Transportation and Deposit in designated Bank A/C of BGL or handing over of cash to Bank/ collection agency, Record Keeping, LCV Management and Filling Mobile Cascade(s) at station(s) based on pressure at various daughter / daughter booster, decompression unit(s), industrial / commercial or any other type of sale & Associated Jobs). Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity= No. of Services per day x No. of Months)	Month	84	-	-
2	Filling Operations cum Technician Services at Mother Station (Round the clock basis-24x7) Dispensing of CNG to Automobiles/ buses/LCV's, to collect cash, refund balance, issue invoice / bills of sale, operate other mode of transaction(s) as designated by Bhagyanagar Gas Ltd., queue Management to dispense the CNG to customer at the earliest at various stations or any other	Month	144	-	-

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	<p>type of CNG sale, LCV Filling operations & Associated Jobs. & Providing technician Support Services for taking up in-house maintenance & operational activities at all types of CNG set ups (COCO / APSRTC / OMC RO etc.) and any other works as per instruction of EIC or BGL representative. Deployment of required Resources & Performing detailed scope of Work on round the clock basis and as per Direction of EIC. (Quantity= No. of Services per day x No. of Months)</p>				
3	<p>Filling Operations cum Technician Services at APSRTC-VDPM (In General Shift) Dispensing of CNG to Automobiles/ buses/LCV's, to collect cash, refund balance, issue invoice / bills of sale, operate other mode of transaction(s) as designated by Bhagyanagar Gas Ltd., queue Management to dispense the CNG to customer at the earliest at various stations or any other type of CNG sale, LCV Filling operations & Associated Jobs. & Providing technician Support Services for taking up in-house maintenance & operational activities at all types of CNG set ups (COCO / APSRTC / OMC RO etc.) and any other works as per instruction of EIC or BGL representative. Deployment of required Resources & Performing detailed scope of Work and as per Direction of EIC. (Quantity= No. of Services per day x No. of Months)</p>	Month	24	-	-

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4	<p>Mechanical Maintenance (CNG & PNG) Services (In General Shift) Providing technician Services for taking up in-house maintenance & operational activities at all types of CNG set ups (COCO / TSRTC / OMC RO etc.) and any other works as per instruction of EIC or BGL representative. Station tubing of new CNG ROs, modification of tubing in existing RO's, testing of stationary/mobile cascades, mechanical maintenance of water line, air compressor line, Leakage survey, Lock pressure test and any other mechanical works assigned by EIC/BGL representative Scope includes all tools, PPEs, and local conveyance as required for effective performance of duties. (Quantity= No. of Services per day x No. of Months)</p>	Month	24		-
5	<p>Electrical Maintenance (CNG & PNG) Services (In General Shift) Providing Electrical Maintenance Services of holding valid electrical license with experience in maintenance of LT electrical systems, panels, pumps, meters, and lighting in CNG/PNG facilities. Scope includes Maintenance of electrical panels, earthing at CGS/Daughter booster stations, DRSS, and customer installations, measurement of PSP values, on/off potentials. Regular inspection of electrical connections, DBs, meters, DGs, and safety devices, TLP, AJB stations. Assisting in installation/testing of EVC, pressure transmitters, flow meters, and associated control panels. Scope includes all tools, PPEs, and local conveyance as required</p>	Month	24		-

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	for effective performance of duties. Ensuring isolation, earthing, and safety interlocks during maintenance as per details mentioned in SOW. (Quantity= No. of Services per day x No. of Months)				
6	PNG Technical Services or PNG operational and maintenance services – Mechanical: (In General Shift) Providing services of qualified operational and maintenance services or technical services having min. relevant experience in operation & maintenance (O&M) of Domestic, Commercial & Industrial PNG networks, A/G Piping, attending customer complaints, leakage testing, new connections, commissioning of installations, pressure monitoring, preventive maintenance, MDPE & steel pipeline valves maintenance, SV- stations maintenance, etc , and assisting in project-related activities as directed by BGL Engineer-in-Charge and as per details mentioned in SOW. Scope includes all tools, PPEs, and local conveyance as required for effective performance of duties. (Quantity= No. of Services per day x No. of Months)	Month	48	-	-

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7	O&M Support Services (CNG & PNG) (In General Shift) Provide the resources to extend necessary support, digging of trenches, supporting in O&M activities of PNG, CNG Stations, cleaning, de watering of SV stations, lifting of trench covers, etc., Any other works which are not limited under scope but required for smooth operation and maintenance shall have to be carried out as per directions of EIC. (Quantity= No. of Services per day x No. of Months)	Month	72		-
8	Housekeeping Services at Mother Station & BGL Office (In General Shift) Providing of housekeeping, maintaining cleanliness at work area, messenger and hospitality services and helping in filling activities as per direction & instruction of EIC. (Quantity=No. of Services per day x No. of Months)	Month	48		-
Sub Total Excl. GST (RS.)					-
GST@ 18%					-
Total Amount Incl. GST (Rs.)					-
<p>Note:1. The quantities and scope of services indicated in the contract are tentative and for estimation purposes only. BGL reserves the right to vary the quantities as per its operational requirements without any change in unit rates or other terms and conditions of the contract.</p> <p>2. The rates quoted by the bidder shall remain fixed and unchanged during the entire duration of the contract. No escalation, on any ground whatsoever, shall be admissible. The quoted rates shall be deemed to include all statutory liabilities and compliance costs such as insurance, PF, ESI, Uniforms, PPE, Conveyance, administrative overheads and any other charges required for satisfactory execution of services as per SOW.</p> <p>3. The provided service shall be available on continuous basis.</p>					