



**HIRING OF AGENCY FOR CONDUCTING CONSUMER
SATISFACTION SURVEY**

Bid Document No. BGL/698/2025-26

**VOLUME II
OF II**



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

BID DOCUMENT FOR

**HIRING OF AGENCY FOR CONDUCTING CONSUMER
SATISFACTION SURVEY**

**UNDER OPEN DOMESTIC
COMPETITIVE BIDDING**

e-tender

Bid Document No.: BGL/698/2025-26

VOLUME-II of II



Bhagyanagar Gas Ltd

HIRING OF AGENCY FOR CONDUCTING CONSUMER SATISFACTION SURVEY

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SECTION - 7

SCOPE OF WORK & SPECIAL CONDITIONS OF CONTRACT (SCC)



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SCOPE OF WORK

1. INTRODUCTION:

M/s Bhagyanagar Gas Limited (BGL) is one of the leading City Gas Distribution company with its primary focus to address and accelerate the energy needs of various authorized geographical areas across the country. Bhagyanagar Gas Limited with its registered office, 2nd Floor, Telangana State Industrial Infrastructure Corporation Ltd, Parisrama Bhavan, Fateh Maidan Road, Basheer Bagh, Hyderabad, Hyderabad, Telangana, 500004. BGL is supplying Natural Gas to Industrial, Commercial, Domestic customers and CNG driven vehicles. Petroleum and Natural Gas Regulatory Board (PNGRB) has authorized BGL Gas to implement CGD Projects in 3 Geographical Areas across the country.

In order to evaluate the customer's satisfaction with regards to the bouquet of services offered by BGL Gas its customer segments viz. Domestic, Commercial, Industrial PNG and Compressed Natural Gas (CNG), BGL Gas Limited intends to measure the level of satisfaction for different set of customers to be conducted through a Customer Satisfaction Survey ("CSS"). The customer satisfaction survey would also help in identifying the areas of strength & improvement along with the measures that needs to be taken/ implemented to plug in the gaps in customer expectations.

BGL Gas would like to engage/hire or appoint Agency for customer satisfaction survey for following authorized GAs:

S. No.	GA ID	Name of GA	State
1	99.09	Hyderabad	Telangana
2		Vijayawada	Andhra Pradesh
3		Kakinada	Andhra Pradesh

2. SCOPE OF WORK:

The main objective of the survey is to identify an optimal set of parameters to track customer satisfaction in PNG and CNG user segments along with the measures that needs to be taken/ implemented to plug in the gaps in customer expectations. Further Price Sensitivity Analysis also needs to be done for PNG & CNG Segments.

The detailed scope of work to be awarded to the independent third party/Agency shall encompass the following but not limited to:

1. Based on the respective customer segments i.e. Domestic, Commercial, Industrial and CNG, the Agency shall use separate questionnaire as per PNGRB guidelines.
2. The Agency shall engage directly with the sample set of customers for taking the customer feedback.
3. The Agency shall tabulate and analyze the above information so collected in excel spreadsheets for respective Geographical Areas (Gas)
4. The Agency shall carry out Survey and Data Collection of CNG consumers at CNG outlets of Bhagyanagar Gas Ltd.

5. The Agency shall submit survey reports including list of Questionnaire (Softcopy) for each of the shortlisted GA of Bhagyanagar gas Limited and hence individual CSS reports for the Gas would be required.
6. The Agency shall submit separate survey report for respective Gas surveyed, in Hard and Softcopy to Bhagyanagar Gas Ltd in 02 copies.
7. The Agency shall also submit a consolidated survey report including GA wise report for management perusal as per Bhagyanagar Gas Ltd directive.
8. Report needs to be prepared in line with PNGRB's directives.

3. SURVEY METHODOLOGY:

The survey will be conducted as per the below methodology

1. Minimum 60% survey of the sample using Computer-Assisted Personal Interview (CAPI) / Face-to- Face interview.
2. Computer-Aided Telephonic Interviews (Tele-calling) - Maximum 20% of the sample size.
3. E-mail Survey - Maximum 20% of the sample size.

4. SAMPLE SIZE & MIX:

- Sample size should be selected as per PNGRB directives/guidelines.
- The GA wise sample selection for conducting CSS are as follows:

Domestic - PNG Segment:

Sr.	Customer Base	% of Sample
1	0 to 100	NIL
2	101 to 5,000	200
3	5,001 to 50,000	5%
4	50,001 to 1,00,000	4%
5	1,00,001 to 3,00,000	3%

- o The Maximum DPNG sample per GA: 2500 consumers.
- o In the DPNG segment, all charge areas with DPNG connections should be covered.
- o Registered DPNG customers should also be included in the CSS, with a maximum capping of 5%.
- o A minimum of 25% of the DPNG sample size should comprise consumers who have been using PNG for less than 2 years.

Industrial & Commercial PNG Segment:

- o Sample survey of 10% of the consumer base.
- o For GAs having a customer base of less than 10, the survey is to be conducted for all consumers.
- o The survey shall map the satisfaction level of the customers for the entire PNG life cycle starting from placement of PNG connection request online or offline till the installation

and further for existing users. All customers touch points like call centre response, registration process, installation activity, commencement of PNG supply for the new users and parameters like billing, delivery of bills, meter reading, payment options, compliant resolution, etc. Respondents will be selected randomly from the database to be provided by Bhagyanagar Gas Limited. Appointments may be taken over telephonically followed by face-to-face interview. The participants to be covered should be distributed evenly across each Geographical Area.

CNG Segment:

Sr.	Count of CNG	% of Sample
1	1 to 1,50,000	1.50%

- o The CNG segment sample shall be conducted equitably at all types of CNG stations viz Online, Daughter Booster & Daughter stations for following vehicle segments:
 - i. Autos (3-Wheelers),
 - ii. Taxi
 - iii. Private cars
 - iv. Light Commercial Vehicles (LCV) / Heavy Commercial Vehicles (HCV)
- o The CNG stations to be covered under survey shall be selected in consultation with the Marketing Officer of the respective GA.
- o The survey shall measure the level of satisfaction of the services provided at the selected CNG stations in each GA. The survey shall also map the level of satisfaction during the peak and lean hours at CNG stations.
- o The touch points for CNG customers would cover the time when customer approached at CNG station towards refueling and till he moves out of the station after filling gas. The findings of the research should have the customer satisfaction in terms of the location of CNG station, Ease of accessibility to the station, direction boards & signage, Station management, lead time of filling, Cleanliness and hygiene, other support & facilities at station, Behavior of driveway sales man (DSM), appearance of DSM in uniform, safety instruction by DSM, payment methods, Bill accuracy, safety & disaster management measures at station, overall satisfaction, customer impression and retention in regards to the vehicle running cost.

The details of the segment-wise sample size are as below:

S. No.	Name of GA	GA ID	D-PNG Customers Sample Size	CNG Customers Sample Size	Industrial PNG Sample Size	Commercial PNG Sample Size
1	Hyderabad		2500	1500	10	10
2	Vijayawada		1000	400	2	10
3	Kakinada		1000	400	2	10
Total						

- o Margin of Error, Confidence Interval, Confidence Level, and Standard Deviation to be used for analysing the CSS data need to be specified.
- o The Agency would also be required to jointly discuss the survey methodology and the sample size with BGL Gas Limited officials before initiating the CSS.

- o Further GA-wise customer spread for the survey shall be finalized in consultation with BGL Gas Limited.

5. OTHER SCOPE OF WORK:

1. The Agency shall appoint qualified, experienced, smart and presentable manpower with no criminal record. Supervisor/Team leader and all executives shall have authority letter and ID card.
2. The Agency shall mobilize adequate manpower resources for all the sites and shall provide proper means of transportation and communication systems to all their representatives for smooth functioning.
3. The Agency shall make a formal presentation regarding the findings of the survey to senior management of BGL Gas Ltd.
4. Agency manpower shall ensure to follow the "code of conduct" as defined in this PO.
5. Agency shall take care of all relevant legal compliances (like Provident Fund / Employee State).
6. Insurance (ESI) / Labour License and any other mandatory requirements) as applicable. Agency shall obtain any statutory/society/village permission, which may be required for conducting survey.
7. Daily/Weekly/Monthly progress reports as per format provided by Bhagyanagar Gas Limited.
8. Any other records, reports, submissions, and details as may be specified/required by Bhagyanagar Gas Limited from time to time.
9. Bidder shall comply with guidelines/notifications issued by Central/State government, local authorities like Municipal Corporation or any such other authorities from time to time for any pandemic/epidemic or any such situations including but not limited to COVID-19. To the extent that the Bidder is not directly restricted by the aforementioned guidelines/notifications, Bidder shall ensure delivery of services/continuity of operations as per scope of work mentioned in the SoW document.
10. The Consultancy represents and warrants that:
 1. It is a duly formed and validly existing entity and has the power, capacity and authority to carry out its obligations as contemplated herein.
 2. As on the date of this Agreement, the Consultancy has all the authority to perform its obligations under this Agreement.
 3. It is not subject to any litigation, arbitration or other proceedings nor subject to any investigation or inquiry nor bound by any order, injunction, declaration, judgement or award of any court, arbitrator or other forum which could adversely affect its ability to perform its obligations under this Agreement.
 4. It has not entered into any agreements or obligations which would have an adverse effect on its ability to perform its obligations under this Agreement.
 5. It will obtain, maintain and comply with all permits necessary to perform its obligations under this Agreement.
 6. The Consultancy shall at all times abide by and fulfil all its obligations as contemplated in this Agreement including the HSE Norms and Bhagyanagar Gas Limited Business Principles.
 7. The Consultancy shall comply with all laws in force from time to time while carrying out the Services. The laws will include all local, state, national or other applicable laws that affect the performance of the Agreement and bind upon the Consultancy.

8. The execution or performance of this Agreement does not violate any law, or any document, or any other agreement(s) to which the Consultancy is a party.
9. All materials (including, without limitation, documents, lists, and all other tangible material) furnished to the Consultancy by Bhagyanagar Gas Limited, whether delivered to the Consultancy by Company and all other property of Bhagyanagar Gas Limited including, without limitation, all Confidential Information, IPR (collectively, the "Company Property")) are the sole and exclusive property of Bhagyanagar Gas Limited. Bhagyanagar Gas Limited however acknowledges that all right, title and interest in the methodologies, processes, techniques, ideas, concepts, trade secrets and know-how (all collectively referred to as the "Knowledge Material") of the Agency continue to remain those of the Agency, even if any of such Knowledge Material is embodied in the reports developed or supplied in connection with the Services, and BGL Gas Limited shall have the non-exclusive perpetual license to use such Knowledge Material to the extent necessary for Bhagyanagar Gas Limited in accordance with this Contract.

6. BHAGYANAGAR GAS LIMITED's SCOPE:

1. Bhagyanagar Gas Limited shall provide customer/CNG station details.
2. Bhagyanagar Gas Limited shall provide authorization letter to selected AGENCY for engagement with prospect/ customer on behalf of Bhagyanagar Gas Limited to execute the assigned work as per SOW defined.

7. CODE OF CONDUCT:

1. The Agency shall be solely and exclusively responsible for employing persons in execution of work. Bhagyanagar Gas Limited shall have no liability whatsoever concerning the Agency's employees in any respect.
2. The Agency shall ensure integrity of the employees deployed. In case of any fraud/misbehave/misconduct by the Agency's employee, Bhagyanagar Gas Limited would not be responsible for the same and the Agency will have to face the consequences.
3. The Agency shall ensure that his personnel deputed at site will keep the brand image Bhagyanagar Gas Ltd. in mind and no activity should be undertaken to tarnish the brand image of Bhagyanagar Gas Ltd.
4. Misbehaviour/misconduct by any of the Agency's employees will not be acceptable, whether internally with Bhagyanagar Gas Limited employees or externally with customers. Bhagyanagar Gas Limited may invoke its right to terminate the contract. Agency shall undertake to understand Company Business Principles & HSE norms thoroughly and ensure full adherence to the same during the execution of this contract.
5. If the Agency or their employees damage, break, deface, or destroy any property belonging to Company including Bhagyanagar Gas Ltd. or customers during the execution of the contract, the Agency will ensure to reinstate the belongings in the same condition at its own expense, or expenses will be recovered from the Agency for the damage caused.
6. The Agency, in no circumstances, shall divulge business-related information and will take utmost care in maintaining confidentiality of customer data/survey data. On any failure of the Agency to abide by this condition, Bhagyanagar Gas Limited may terminate the contract without any notice.
7. In case the Agency does not respond immediately to intimations of any dispute/controversy, Bhagyanagar Gas Limited reserves the right to resolve the dispute/controversy at Agency's cost and risk. In case Bhagyanagar Gas Limited undertakes the dispute/controversy, expenses of such dispute/controversy shall be debited actually to the Agency for each such instance.

SPECIAL CONDITIONS OF CONTRACT (SCC)



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1. Where any portion of the Special Conditions of Contract is repugnant to or at variance with any provisions of the General Conditions of Contract, then unless a different intention appears, the provision of the Special Conditions of Contract shall be deemed to override the provision of the General Conditions of Contract only to the extent such repugnancies or variations in the Special Conditions of Contract as are not possible of being reconciled with the provisions of General Conditions of Contract.

2. PERIOD OF CONTRACT AND MOBILIZATION PERIOD

The period of contract shall be Three (3) Month from the date of issue of FOA/LOA and mobilization of manpower/resources to be done within 1 weeks' time from the date of issue of FOA/LOA. There is no provision of any mobilization advance under this contract.

3. COMPLETION SCHEDULE

The survey job and final survey report shall be completed and delivered to Bhagyanagar Gas Ltd within three (3) months from the date of FOA/LOA issued by Bhagyanagar Gas Limited. The draft report to be submitted to Bhagyanagar Gas Ltd within 30 days' time from the date of issue of FOA/LOA.

4. PRICE REDUCTION SCHEDULE (PRS)

1. In case there is delay in completion of the works/services, attributable to the service provider, the service provider shall pay as compensation for delay and not as penalty in form of price reduction as detailed here under.
2. If the contractor / service provider fails to perform the work/service within the time period(s) specified in the Order/Contract, Bhagyanagar Gas Limited shall without prejudice to any other remedy(s) under the Order/Contract, reduce the order value by a sum calculated as mentioned below:

Price Reduction will be applicable @½% of the total order value (inclusive of taxes) per week of delay or part thereof in supply/completion of work subject to a maximum (ceiling) of 5% of total order value (inclusive of taxes) for orders of goods, works and services.

5. TAXES & DUTIES

Bidder shall be entirely responsible for scope of work, all taxes, GST, license fees, freight, Insurance, Transit Insurance, any other duty on services or any other tax payable and/ or other levies etc. imposed by Central, state, municipal and local law and regulatory agency or authority. The rate in SOR is inclusive of all the above referred taxes/duties as defined in the tender document.

6. TERMS OF PAYMENTS

1. 60% payment of contract order value would be released on submission of draft survey report including all GAs and segments within 15 days' from the date of issue of FOA/LOA.
2. Further remaining 40% payment would be released after submission of final survey report along with supporting documents complete in all respects duly certified by Engineer-in-Charge.



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7. TERMINATION

1. Bhagyanagar Gas Limited reserves the right to terminate the contract without any notice period in the following instances:
 - Bhagyanagar Gas Limited finds or is reported any cash collection to and from the customers.
 - In case of violation of any HSE norms.
 - If any dispute/legal matters arise out of misbehaviour/misconduct/malpractice by the Agency's team, including those defined in the Code of Conduct.
 - The Agency, in no circumstances, shall divulge business-related information and will take utmost care in maintaining confidentiality of customer data/survey data.
2. Bhagyanagar Gas Limited reserves the right to terminate the contract with prior notice of 1 month, upon occurrence of one or more of the following events:
 - Non-achievement of delivery of the project timeline, as laid by Bhagyanagar Gas Limited.
 - Non-deployment of manpower within 7 days of award of PO.
 - Bhagyanagar Gas Limited reserves the right to terminate the contract either in whole or in part, upon occurrence of one or more of the following events by giving 7 days' notice in writing:
 - i. Breach of any contractual terms and conditions by the Agency.
 - ii. Insolvency or bankruptcy of the Agency, or being a Bhagyanagar Gas Limited, entering into receivership, administrative receivership, administration or liquidation (or any equivalent thereof), whether compulsory or voluntary, except liquidation for the purpose of reconstruction or amalgamation while solvent.
 - iii. Failure to fulfil any of the Agency's obligations under the contract.
3. Without prejudice to, and in addition to, the Bhagyanagar Gas Limited's other rights under this contract; the Bhagyanagar Gas Limited shall have the right to terminate this contract or any part thereof without assigning any reason at any time by giving 24 hours written notice to the Agency.
4. In the event Bhagyanagar Gas Limited terminates the contract in whole or in part, as above, Bhagyanagar Gas Limited may execute services similar to those undelivered, with excess costs for such similar service liable to procure, upon to be recovered such terms and in such manner as it deems appropriate, from the Agency. However, the Agency shall continue performance of the contract to the extent not terminated. This is without prejudice to any of the Bhagyanagar Gas Limited's rights to deduct/withhold any amount as specified elsewhere in this contract.
5. The Agency shall be responsible for, indemnify, defend and hold harmless the Bhagyanagar Gas Limited against any costs incurred by the Agency till the effective date of termination, including, but not limited to, input material/labour cost, etc. In case Bhagyanagar Gas Limited has to incur expenses due to the same, the same shall be recovered from the dues payable to the Agency and/or

The decision of Bhagyanagar Gas Limited regarding occurrence of any of the aforesaid events shall be final and binding on the Parties.



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security deposit held with Bhagyanagar Gas Limited.

6. Goods shall not be or be deemed to be an asset in a bankruptcy if Agency, voluntarily or not, becomes or is declared bankrupt.

8. SUBLETTING AND ASSIGNMENT

The contractor shall not, save with previous consent in writing of the owner i.e. Bhagyanagar Gas Limited, sublet, transfer or assign the contract or any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever. Provided, nevertheless, that any such consent shall not relieve the contractor from any obligation, duty or responsibility under the contract.

9. TERMINATION AND FAILURE CLAUSE

1. Time and date of delivery shall be the essence of the contract.

If the contractor/ supplier fails to complete the work / deliver the entire quantity of goods ordered or a part thereof within the period agreed to for such part or total quantity as per the delivery / time schedule or at any time repudiates the contract before the expiry of such period, the purchaser may without prejudice to any other right or remedy available to him recover damages for breach of the contract in form of recovering the compensation / Price Reduction Schedule / termination of the contract whichever is in the interest of the company, in accordance with the provision of contract.

Termination of the contract as provided for above shall not prejudice or affect the rights of the owner, which may have accrued up to the date of such termination.

Termination and failure may also attract provisions of Holiday Listing Policy.

2. Grounds of termination:

Bhagyanagar Gas Limited shall be at liberty to terminate the contracts at its sole discretion on any of the following grounds:

- i. In case of undue & unreasonable delay in work completion
- ii. If the contractor has got the contract by fraudulent means or suppression of material fact, which would have bearing on the award of contract.
- iii. The contractor goes insolvent
- iv. If the continuance of the business is stopped by any court of law or any authority of Government.
- v. In case the contractor is the company and has been wound up by the court.
- vi. In case of proprietorships firm, if the firm gets dissolved.
- vii. In case of partnership firm, if the partner goes mentally insane.
- viii. The contractor breaches any of the provision of the contract then Bhagyanagar Gas Limited shall



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have liberty to terminate the contract.

ix. The termination of the contract should be done after following the due process as per provisions of the contract.

10. FORCE MAJEURE

In the event of either party being rendered unable by Force Majeure to perform any obligations required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall upon notification to the other party be suspended for the period during which Force Majeure event lasts. The cost and loss sustained by the either party shall be borne by respective parties.

- (a) The term "Force Majeure" as employed herein shall mean acts of God, earthquake, war (declared or undeclared), revolts, riots, fires, unprecedented floods, rebellions, explosions, hurricane, sabotage, civil commotions and acts and regulations of respective Government of the two parties, namely the owner and the contractor, any national / state level strike affecting manufacturing, transportation and imposition of ban affecting supply of goods.
- (b) Upon the occurrence of such cause(s) and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing immediately but not later than 7 (seven) days of the alleged beginning and ending thereof, giving full particulars and satisfactory evidence in support of its claim.
- (c) Time for performance of the relative obligation suspended by the Force Majeure shall then stand extended by the period for which such cause lasts provided it has adversely affected the overall completion schedule.
- (d) If deliveries of bought out items and/or works to be executed by the contractor are suspended by Force Majeure conditions lasting for more than 1 (one) month, the parties to the contract shall hold discussions to resolve the situation mutually.
- (e) If during the concurrence of the contract there shall be an out-break of war whether declared or not, in that part of the World which whether financially or otherwise materially affects the execution of the work, the contractor shall unless and until the contract is terminated under the provisions in this clause continue to use his best endeavor to complete the execution of the work, provided always that the owner shall be entitled, at any time after such outbreak of war to terminate the contract by giving notice in writing to the contractor and upon such notice being given the contractor shall, save as to the rights of the parties under this clause and to the operation of the clauses entitled Settlement of Dispute and Arbitration hereof, be terminated but without prejudice to the right of either party in respect of any antecedent breach thereof.
- (f) If the contract shall be terminated under the provisions of the above clause, the contractor shall with all reasonable diligence remove from the site all the contractor's equipment and shall remove similar facilities of his sub-contractors.

11. CONFIDENTIALITY

The Agency shall keep all disclosures made by Bhagyanagar Gas Limited strictly confidential for a period of 2 years from the date of expiry of this Agreement notwithstanding the termination of this Agreement and shall not disclose



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Confidential Information to any Person not a Party to this Contract without first obtaining the prior written consent of Bhagyanagar Gas Limited.

12. APPLICABLE LAW

The contract shall be governed and interpreted in accordance with laws of India and court of competent jurisdiction of New Delhi shall have exclusive jurisdiction to try such suits.

13. CORRESPONDENCE ADDRESS

Corporate Office:

2nd Floor, Telangana State Industrial Infrastructure Corporation Ltd,
Parisrama Bhavan, Fateh Maidan Road, Basheer Bagh,
Hyderabad, Telangana, 500004

The address for site offices is provided below:

S/N	GA	Address	Contact
1	Hyderabad	2nd Floor, Telangana State Industrial Infrastructure Corporation Ltd, Parisrama Bhavan, Fateh Maidan Road, Basheer Bagh, Hyderabad, Telangana, 500004	040-23234701/02/03
2	Vijayawada	D. No. 54-20-16A, 4th Floor, Opp. Café Coffee Day Building Road, Gurunanak colony, Vijayawada, Andhra Pradesh-520008	0866 2958388
3	Kakinada	D. No. 67-1-2, 5 building center, Opposite Pydavari street, LB Nagar, Kakinada, Andhra Pradesh-533004.	0884-2333326/27

14. Contract Performance Guarantee:

SD/CPBG @ 5% of Total order/contract value in case contract period is less than one year or 5% of Annualized order/contract value in case contract period is more than one year.

OR

Initial security deposit (ISD) @ 2.5% of total order/contract value in case contract period is less than one year or 2.5% of annualized order/contract value in case contract period is more than one year within 30 days of FOA/notification of award and deduction @ 2.5% of the RA bill subsequently from RA bills till the total amount of security deposit (including ISD and deduction amount) reaches 5% of Total order/contract value in case contract period is less than one year or 5% of annualized order/ Contract value in case contract period is more than one year.



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SECTION - 9

SCHEDULE OF RATES (SOR)



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REFER E-TENDER NO.: BGL/698/2025-26

**IN E-TENDERING WEBSITE/ PORTAL –
(<https://petroleum.euniwizarde.com/>) FOR**



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SCHEDULE OF RATES

SUB: HIRING OF AGENCY FOR CONDUCTING CONSUMER SATISFACTION SURVEY

TENDER NO: BGL/698/2025-26

Name of the Bidder

S.NO	GEOGRAPHICAL AREA	SEGMENT	UOM	QUANTITY (SAMPLE SIZE FOR SURVEY)	UNIT RATE (Rs)	TOTAL AMOUNT (Rs)	
1	Hyderabad GA	DPNG	EACH	2500			
2		CPNG	EACH	10			
3		IPNG	EACH	10			
4		CNG	EACH	1500			
5	Vijayawada GA	DPNG	EACH	1000			
6		CPNG	EACH	10			
7		IPNG	EACH	2			
8		CNG	EACH	400			
9	Kakinada GA	DPNG	EACH	1000			
10		CPNG	EACH	20			
11		IPNG	EACH	2			
12		CNG	EACH	400			
SUB TOTAL							
GST @							
TOTAL INCL OF ALL TAXES							

(Sign & Seal of Bidder)

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