



Bhagyanagar Gas  
Limited

**HIRING OF COMPREHENSIVE ANNUAL MAINTENANCE  
CONTRACT (AMC) SERVICES FOR TGT MAKE DISPENSERS AT  
HYDERABAD, VIJAYAWADA AND KAKINADA FOR THE PERIOD  
OF 02 YEARS  
Bid Document No. BGL/722/2025-26**

VOL II OF II

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**1.0 INTRODUCTION:**

The vendor must follow the ANNUAL MAINTENANCE REQUIREMENT as stated below but not limited to and ensure to provide trouble free services to the satisfaction of the owner.

**2.0 GENERAL GUIDELINE & INFORMATION:**

The content of this clause will provide guidelines for the contractor for performing AMC during contract period.

**2.1 Accommodation / Transportation / Medical:**

The contractor shall make his own arrangement for the accommodation of his personnel 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. The company shall not be responsible for providing any type of medical assistance to the contractor personnel during the period of contract.

**2.2 Discipline:**

The contractor shall be responsible for the discipline and good behaviour of all his personnel deployed in the services contracted out and should any complaint be received against any of his employee, he shall arrange to replace such persons within 24 hours of notice issued by the Engineer-in-Charge. The decision of the Engineer –in-Charge in this matter shall be final and binding on the contractor.

**2.3 Gate pass/identity card**

The contract shall arrange to supply / renew identity card to his workforce at his own cost, if so required by Client for security or for any other reasons. Those contractor's personnel shall be required to carry and display their respective identity cards while on duty and produce on demand.

**2.4 Right to get services carried out through other agencies**

If the contractor fails to provide the said services any time, nothing contained herein shall restrict Client from accepting similar service through other agencies, at its discretion and at the risk and cost of the contractor.

**2.5 Sub-letting of contract**

No part of this contract nor any share or interest therein in any manner or extent, will be transferred or assigned or sub-let, directly or indirectly to any person/firm or organization without prior permission of Client.

## 2.6 Compliance of laws

The contractor deploying 20(twenty) or more workmen as contract labour shall have to obtain license from appropriate licensing authority, if required. The contractor (which shall include the Contracting firm / company) shall be solely liable to obtain and to abide by all necessary licenses from the concerned authorities as provided under the various labour laws legislation's including labour license from the competent authority under the Contract Labour ("Regulation & Abolition") Act 1970 and Acts made thereafter.

The Contractor shall be responsible for necessary contributions towards PF, Family Pension, ESIC or any other statutory payments to Government Agencies as applicable under the laws in respect of the contract and personnel deployed by the contractor for rendering services to Client and shall deposit the required amount with the concerned statutory authorities on or before due dates. The contractor shall obtain a separate PF number from the concerned Regional Provident Fund Commissioner and submit necessary proof of having deposited the employees as well as the employer's contribution to the Provident Fund.

The contractor shall not engage /deploy any person of less than 18 years under this contract and the persons to be deployed should be physically and mentally fit.

The installations where job is to be carried out are live and have hydrocarbon environment. Contractor shall comply with all safety and security rules and regulations and other rules laid down by Client for its operation. It shall be the duty/responsibility of the contractor to ensure the compliance of fire, safety, security and other maintenance rules and regulations by his personnel. Disregard to these rules by the contractor's personnel will lead to the termination of the contract in all respects and shall face penal/legal consequences.

The contractor shall arrange for insurance of all his workers engaged on the job as per the relevant Acts, rules and regulations, etc. In case by virtue of provisions of worker's compensation Act, 1923 or any other laws in force. Client has to pay compensation for a workman employed by the contractor due to any cause whatsoever the amount so paid shall be recovered from the dues payable to the contractor and /or security deposit.

## 2.7 The officer in charge shall have power to

- i) Issue the contractor from time to time during the running of the contract such further instructions as shall be necessary 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, Client can increase or decrease the number of the services / technicians to meet contractual requirements.
- iii) Order the contractor 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.

### **3.0 REPATRIATION AND TERMINATION**

Client shall reserves the right at any time during the currency of the contract, to terminate it by giving 30 days notice to contractor, and upon expiry of such notice period the contractor shall vacate the site/office occupied by him immediately.

### **4.0 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).

### **5.0 COMPENSATION FOR NON-FULFILLMENT OF OBLIGATION UNDER ANNUAL MAINTENANCE CONTRACT & PENALTY**

**5.1** The Contractor must ensure that the dispenser is performing required services as define in the contract documents well round the 24 hours a day & 365 days. During AMC services if dispensers break down any time then Client have right to impose penalty as defined in Contract.

### **6.0 CONTRACTOR'S RESPONSIBILITY**

Contractor shall depute a technically competent person for the maintenance services and to receive instructions from Engineer-in-change or his representative.

### **7.0 EMPLOYMENT LIABILITY OF CONTRACTOR**

The contractor shall indemnify purchase & shall be solely and exclusively responsible for any liability arising due to any difference or dispute between him and his employer for the execution of this contract at any time during/after the contract period is over. All workmen engaged by the contractor shall be on his roll and be paid by him and Client shall have no responsibility towards them. The contractor shall ensure and will be solely responsible for payment of wages and other dues latest by 7th of the following month to the personnel deployed by him in the presence of the Company's representative.

The contractor shall be directly responsible and indemnify the company against all charges, claims, dues etc. arising out of disputes relating to the dues and employment of personnel deployed by him.

The contractor shall indemnify the company against all losses or damages caused to it on account of acts of the personnel deployed by the contractor. The contractor shall ensure regular and effective supervision of the personnel deployed by him.

The contractor shall be liable for making good all damages/losses arising out of loss or theft of each handled, leakage, pilferage of any office, furniture equipment fitting and fixtures what-so-ever as may be caused directly or indirectly by the engaged persons through him/work carried out by them.

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During the period of the job, if the work progress does not commensurate with the time elapsed in respect of any person/persons engaged by the contractor; the contractor shall be liable to pay the compensation to the company as may be considered reasonable by the company.

**8.0 GENERAL INSTRUCTION:**

The maintenance services shall be provided as per Client's requirement and to be finalized as per instructions of EIC.

- i) The contractor shall deploy adequate number of technicians / supervisors / Engineers / helpers as well as tools & equipment for smooth and proper maintenance of the dispensers supplied 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 & as per Client's requirement.
- iii) The contractor shall allow weekly rest and daily working hours to his workmen as per the relevant Act/Law/and Rule made there under. However, no work shall be left incomplete/unattended on any holiday/weekly rest. Technician/operators provided shall have minimum qualification of ITI. Contract in person or his authorized representative shall provide the services on daily basis to interact with Engineer-in-charge and deployed workman.
- iv) The work force deployed by the contractor for Maintenance services at CNG installation 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.
- v) Contractor has to ensure the safety of man and machine all the times. Damages of equipment due to negligence will be recovered as per the decision of Engineer-in-Charge, which will be final.
- vi) Regarding work completion, the decision of the Engineer-in-Charge will be final and binding.
- vii) The contractor shall make his own arrangements to provide all facilities like boarding and transport etc. to his workmen.
- viii) All personnel of the contractor entering on work premises shall be properly and neatly dressed and shall wear uniform, Safety Shoe, badges while working on premises of the company including worksites.
- ix) Contractor shall maintain proper record of his working employee's attendance and payment made to them. The contractor's representative/supervisor shall report daily to the Shift-in-Charge for day to day working.
- x) All the safety rules and regulations prevailing and applicable from time to time at the installations as directed by Client and will be strictly adhered to by the contractor.
- xi) The rates quoted by the Contractor must be inclusive of all the taxes, duties, work contract tax and any other levies, contractor's share of P.F. and insurance charges, contractor's profit and any other expenditure etc except GST.

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- xii) It will be the responsibility of the contractor to pay as per the minimum wages of the appropriate government applicable under the Minimum Wage Act 1948.
- xiii) The services shall be provided as per the Clients requirements. The contractor is responsible to provide effective and efficient services and assure that there is no disruption in the services.
- xiv) For any complain regarding non-performance of dispenser can be communicated to Contractor for further necessary action at the earliest. For this purpose the Contractor has to inform the concern person with contact details such as Mobile no., fax no. etc. / address (available 24 hr) to whom Client can inform any problem regarding dispenser for corrective action immediately. Further, the contractor shall deploy adequate number of technicians/supervisors / engineers at various site offices if required in consultation with Engineer-in-Charge to provide trouble free maintenance of the dispensers.
- xv) The bidder shall provide the contact details of their Maintenance Control Room for lodging complaints. At the end of each month, and at any time during the contract period upon request, the bidder shall submit a detailed report to BGL containing, at a minimum details of date and time of complaint receipt, time of resolution, spares used, technician details, site location, dispenser serial number, and any other relevant information as required by BGL. Same shall be used for processing the monthly CAMC bills.
- xvi) All arrangements for communication from control room to the contract person working on job under the services shall be the responsibility of the contractor, viz. pagers / walky-talky.
- xvii) The successful Contractor shall indemnify the company from any claim of the contract labour.
- xviii) The Contractors / contractor who fail to furnish any proof in respect of separate PF Code/No of the concerned RPF Commissioner / Authority their bids shall be liable for rejection.
- xix) All the jobs mentioned under scope of services shall be carried out as per sound engineering practices, work procedure documentation, recommendation of the manufacturer and as per the guidelines/direction of engineer-in-charge of authorized representative.

**9.0 Scope of supply work during contract period:**

All consumables, manpower, sealant required for carrying out the maintenance of the complete dispenser package during the contract period, including periodic, breakdown maintenance for continuous and uninterrupted operation of the dispenser shall be in scope of the Contractor and the necessary spares (under contract) shall be kept in stock. A consolidate list has to be provided by bidder.

**9.1 Scope of Supply work during contract period - CAMC with all-inclusive spares, manpower:(As applicable refer scope of work of SOR/Price schedule)**

Any spare parts required during 2 year O&M service, which are not recommended by the Contractor in the list of “spares for 2 years CAMC O&M services” shall has to be supplied by Contractor free of cost. All the consumables, manpower etc required for carrying out the maintenance of the complete dispenser package during the contract period, and contract including periodic, breakdown maintenance for continuous and uninterrupted operation of the dispenser shall be in scope of the Contractor and shall be kept in stock. Electricity shall be supplied free of cost to the Contractor.

Comprehensive AMC with spares as define in SOR / price schedule means no spares will be supplied to Contractor during the period. All the spares, consumables, Man-power etc

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required for carrying out the maintenance of the complete dispenser package during contract AMC period, including periodic, breakdown maintenance for continuous and uninterrupted operation of the dispenser shall be in scope of the Contractor and shall be kept in stock. Electricity shall be supplied free of cost to the Contractor.

**9.2 Scope of services:**

- 9.2.1 The Contractor shall have to keep all the spares but not limited to consumables, NGV Nozzle, Mass Flow Meter, Hose Protection Sleeve, Breakaway coupling, Isolation Valve, 3-way valve knob, 3-way valves and its seal kits, display, SOV's, regulators, Pressure Gauge, safety valves, Vent line tube, Internal all cable Protection & Rat Protection mess, Dispenser, dispenser probes all parts damaged issues vendor scope.
- 9.2.2 All the parts required for replacement for dispenser operations, during the CAMC are to be provided by bidder and should be recorded, shown and report to be submitted to the client on monthly basis. However, it is the responsibility of bidder to handover to the client the dispenser in original condition after completion of CAMC contract.
- 9.2.3 The Contractor shall carryout yearly calibration of all instruments such as pressure gauges, transmitters, mass flow meters etc. In addition to the above all safety relief valves shall also be tested and calibrated every year. Calibration shall be done during AMC at site with the help of Master Meter / Calibrator instruments for Mass Flow Meter / Instruments in presence of client / consultant representative and a copy of the calibration certificates is to be provided to BGL.
- 9.2.4 Nozzles/ break away coupling/ hoses etc replacement is to be done as per OEM recommendations and bidder has to consider all the possibilities like pull out in CAMC. NZS probes to be replaced once in every 6 months or early as required for every nozzle and relevant reports to be submitted to client along with TCs of the probe.
- 9.2.5 Preventive maintenance should be done quarterly or as per OEM recommendations, whichever is earlier.
- 9.2.6 Hoses/ NGV/NZS/ break away coupling etc replacement is to be done as per OEM recommendations.
- 9.2.7 Transportation required for maintenance purpose shall be under the scope of bidder.
- 9.2.8 Bidder has to maintain the dispenser variation in metering / dispensing quantities below  $\pm 1\%$ . All other maintenance and assistance for stamping shall be under the scope of bidder. The Contractor shall have to keep all the spares, consumables, lubricants, etc required for carrying out periodic, breakdown, emergency maintenance etc of the package so as to minimize the down time of the dispenser. Non-availability of dispenser for non-availability of spares shall be liable for compensation. Contractor has to submit the critical spares availability report in 1st week of every month, get the spares witnessed by client
- 9.2.10 All tools' tackles and fixtures required for carrying out the above maintenance of the dispenser shall be in scope of the Contractor. The scope will also include handling equipment required during the any maintenance activity.
- 9.2.11 Any expert services required from principal company or OEM has to be arranged by the vendor or his agent at his own cost. All arrangements like phone, fax, computer, Internet etc required for correspondences with above personnel has to be arranged by the Contractor.

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- 9.2.12 The periodic maintenance required to be done, as per OEM recommendation, shall be taken up promptly. The Contractor shall provide the detailed preventative maintenance schedule along with:
- Estimated down time required for each type of maintenance schedule.
  - List of spares and their quantities required for each type of maintenance schedule per dispenser.
  - Type and number of man-days required for each type of maintenance schedule per dispenser. The Contractor shall plan such maintenance during non-peak hours and in consultation with the Engineer in Charge (EIC) of Client. Any maintenance that needs to be taken up shall be well planned in advance with due approval of the EIC.
- 9.2.13 The bidder shall use only OEM-recommended or genuine spare parts for all types of maintenance activities. The use of non-genuine or unapproved spares is strictly prohibited. In case, the schedule maintenance of the OEM manual recommends check and replace parts like valve spring, valve seat etc after certain time interval, same shall be replaced or used further only on approval from Client representative. However, any unto ward consequences for non-replacement of such parts shall be the responsibility of the Contractor.
- 9.2.14 All routine and periodic checks / inspections required to be done as per OEM recommendation shall be done by the Contractor. Instruments required for above inspection like vernier calliper, micrometre screw gauge, fill gauges, bore gauge etc shall be in scope of the Contractor and these instruments shall be calibrated every year.
- 9.2.15 All parts replaced by the Contractor during the above contract period shall be properly packed and handed over to Client on replacement.
- 9.2.16 The vendor shall submit a copy of the monthly / bimonthly / quarterly and yearly performance report to the EIC in both soft and hard form. All stationery including the printed material shall be in scope of the Contractor.
- 9.2.17 All the maintenance / inspection job carried out by the Contractor shall be recorded and the report of the same shall be jointly signed by Client representative.
- 9.2.18 The EIC will be final authority to take decision with regards to maintenance or replacement of parts or any disagreement between the Contractor and Client, during the execution of the contract.
- 9.2.19 The Contractor shall carryout yearly calibration of all instruments such as pressure gauges transmitters, mass flow meters etc. In addition to the above all safety relief valves shall also be tested and calibrated every year.
- 9.2.20 BGL reserves the right to replace NZS nozzles with NGV nozzles, or vice versa, at any time during the entire contract period. The bidder shall be responsible for extending full maintenance support for such replaced nozzles under their scope of work, without any

additional cost to BGL.

- 9.2.21 In cases where NZS nozzles are replaced with NGV nozzles (or vice versa), the bidder shall supply and ensure availability of suitable NZS adapters to facilitate the filling of CNG vehicles from the concerned dispensers, as part of their scope of supply and services.
- 9.2.22 All the replaced parts during the CAMC are to be provided by bidder and should be returned to bidder only, bidder will not be liable to submit these spares to the Client. however, it is the responsibility of bidder to handover the dispenser in original condition after completion of CAMC contract.
- 9.2.23 **Calibration shall be done during AMC at site with the help of Master Meter / Calibrator instruments for Mass Flow Meter / Instruments in presence of client / consultant representative.** The Master calibration Instruments and Prover (Mass Flow Meter) shall be arranged by the contractor. The Mass Flow Meter / Calibrator shall be certified / calibrated from the government approved laboratory. Contractor shall maintain the dispenser variation in metering quantities below  $\pm 1\%$ .
- 9.2.24 The periodic maintenance required to be done, as per OEM recommendation, shall be taken up promptly. The Contractor shall plan such maintenance during non-peak hours and in consultation with the Engineer in Charge (EIC) of Client. Any maintenance that needs to be taken up shall be well planned in advance with due approval of the EIC. The scope shall include preparation of maintenance schedule for carrying out the maintenance during the contract period.
- 9.2.25 **The bidder shall be responsible for carrying out the Weights & Measures (W&M) stamping of the dispensers in accordance with applicable statutory requirements. All activities, arrangements, and compliances necessary to facilitate the stamping shall be undertaken by the bidder, except for the payment of the statutory stamping fee, which shall be borne by BGL. Liaisoning with W&M, Legal Metrology department, for Stamping of Car cum Auto/ Combo, Bus dispensers installed at BGL, RTC stations to be carried out by the bidder; and its charges will be paid as per the rates quoted in the SOR item. Compounding fee, if any, to be paid to the LM department for the DUs under CAMC, is to be borne by the bidder only for the reasons which are directly attributable to the bidder during the entire contract period. No extra payment shall be paid by BGL to the bidder, against the compounding fee paid to LM department. Hence, timely stamping of DUs and its certificate generation, intact of stamping seals, proper functioning of flow meters etc to be ensured by the bidder at any point of time.**
- 9.2.26 Spares and consumable: To attend the preventive as well as break down maintenance, all spares and consumables (probe/adapters//O ring etc.) are in the scope of bidder including hanging out items (nozzles/break away coupling/hoses/receptacles etc). Bidder is required to maintain a minimum inventory at near by location to reduce the down time. All commissioning spares are also part of dispenser supply and to be provided by bidder.

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- 9.2.27 Service Reports: Bidder's Service persons shall immediately prepare the service report at site and it shall be verified by BGL representative along with complaint log time and complaint resolve time. One copy of the report shall be handed over to BGL representative.
- 9.2.28 All preventive maintenance shall be strictly carried out as per OEM check lists and shall be verified by BGL representative. One copy of the same shall be provided to BGL representative. Monthly preventive maintenance of all dispensers at site shall be conducted.
- 9.2.29 Bidder shall provide the maintenance schedule in advance for approval from BGL representative.
- 9.2.30 The bidder shall be responsible for retrieving and providing the data recorded in the Auto Data Recorder installed in the dispenser. The downloaded data shall be submitted to BGL in the prescribed format and at monthly intervals specified by BGL, ensuring completeness and accuracy.
- 9.2.31 Contractor has to ensure the safety of man and machine all the times. Damages of equipment due to negligence will be recovered as per the decision of Engineer-in-Charge, which will be final.
- 9.2.32 On receiving information from the site or BGL Control Room, Contractor shall dispatch its centralized Maintenance team to attend and rectify/repair the dispenser. Such services shall be provided on 24 x 7 basis. Contractor technician has to be available with in the GA and any instance of his absence will attract penalty of Rs 1000 per instance. The breakdown response time of each complaint shall be maximum 45 mins for stations within city and 90 minutes for the stations located in outskirts of city. Contractor has to place adequate manpower accordingly. For Vijayawada City – VMC limits will be considered as within the city and outside VMC limits is considered as Outskirts. For Hyderabad City – GHMC limits will be considered as within the city and outside GHMC limits is considered as Outskirts.
- 9.2.33 For Hyderabad GA, the maximum permissible response time shall be 60 minutes. The contractor shall ensure that maintenance teams are strategically located to meet these timelines. Non-compliance with the above Service Level Agreement (SLA) shall attract a penalty of Rs. 500/- per instance, which shall be deducted from the RA bills, in addition to any other penalties defined in this document.
- 9.2.34 Bidder shall have to submit Root cause analysis (RCA) Report for Major Failure within 1 Month. Failing which penalty of Rs.500/- shall be imposed.
- 9.2.35 The contractor shall maintain, at all times during the contract period, the following minimum list of spare parts, which is indicative and not exhaustive. The contractor shall ensure the availability of all additional spares necessary to meet the operational and maintenance requirements of the dispensers, as directed by BGL.

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\* Bidder has to maintain following minimum quantities of spores at each GA location. Same shall be replenished after usage. • The list is indicative only. Actual list of items and quantities may vary depending upon site usage and OEM recommendations.

Sl No.	Full Description no.	Base stock qty
1	3 Way Seals for stem Leakage	@Minimum 02/ 10 DUs or lesser
2	3 Way Seals for end connection external leakage	@Minimum 02/ 10 DUs or lesser
3	3 Way Seals for handle kit	@Minimum 02/ 10 DUs or lesser
4	3 Way Seals for internal leakage	@Minimum 02/ 10 DUs or lesser
5	Rubber O-ring to Black for Solenoid Valves/ Regulator valves/ Relief Valves	500
6	Car Receptacle for NGV to NZS Conversion-in SS316	@Minimum 02/ 10 DUs or lesser
7	Emergency Stop Button	@Minimum 02/ 10 DUs or lesser
8	Start Button	@Minimum 02/ 05 DUs or lesser
9	NZS nozzle Probe with O-ring In SS316 (As per approved sample)	@Minimum 02/ 05 DUs or lesser
10	Door Lock	@Minimum 02/ 05 DUs or lesser
11	3 way Valve	@Minimum 02/ 10 DUs or lesser
12	3 Way Valve Repair Kit	@Minimum 02/ 10 DUs or lesser
13	NGV Nozzle	@Minimum 02/ 10 DUs or lesser
17	Breakaway coupling Inline and Vent	@Minimum 02/ 10 DUs or lesser
20	SOV	@Minimum 02/ 10 DUs or lesser
21	Coalescent filter	@Minimum 02/ 10 DUs or lesser
22	Mass flow meters	@Minimum 01/ 10 DUs or lesser
23	Regulators	@Minimum 01/ 10 DUs or lesser
24	Pressure Transmitter/ Transducer	@Minimum 02/ 10 DUs or lesser
25	Pressure Gauges	@Minimum 01/ 10 DUs or lesser
26	Price Displays	@Minimum 02/ 10 DUs or lesser
27	Main display Qty and Amount	@Minimum 02/ 10 DUs or lesser
28	SRV	@Minimum 01/ 10 DUs or lesser
29	Mother Board and accessories like associated cables	@Minimum 01/ 10 DUs or lesser
30	Long refueling hose	@Minimum 01/ 10 DUs or lesser
31	Vent long hose	@Minimum 01/ 10 DUs or lesser
32	SS tube, SS fittings like T, Unions, Reducers	As per requirement
33	2 Way Ball Valve	@Minimum 02/ 10 DUs or lesser



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34	2 way Ball Valve Handles	@Minimum 02/ 10 DUs or lesser
35	3 Way Ball Valve Handles	@Minimum 02/ 10 DUs or lesser
36	Mechanical totalizers	@Minimum 01/ 10 DUs or lesser

9.2.36 Preventive maintenance will be carried out on Monthly basis during non-peak hours / night hours in consultation with EIC. Any maintenance that needs to be taken up shall be well planned in advance with due approval of EIC. The contractor shall produce the compliance report of each maintenance activity on the next Working day to the Engineer - In – Charge.

**SECTION 8: SPECIAL CONDITIONS OF CONTRACT**

The special conditions of contract shall be read in conjunction with Schedule of rates, scope of work and any other document forming part of contract, wherever Context so requires. In case of any contradictions the Decision of the Engineer-I In-Charge will be final and binding on the Contractor. In case of contradiction between Indian or other applicable Standards, Special Conditions of Contract, Specifications, drawings, Schedule of Rates, the following shall prevail in order of precedence:

- i) Letter of acceptance along with statement of Agreed variations.
- ii) Fax / Letter of Intent / Fax of Acceptance
- iii) Schedule of Rates as enclosures to letter of acceptance
- iv) Job / Particular Specifications
- v) Technical / Material Specifications
- vi) Special Conditions of Contract.

It will be contractor's responsibility to bring to the notice of Engineer-in-charge any irreconcilable conflict in the contract documents before starting the work(s) of making the supply with reference which the conflict exists.

1) Contract Period:

The effective period of the contract shall be **24 months**.

The contract may be terminated at any time during the contact period without assigning any reason and by giving one month (30 days) notice to the contractor by the engineer-in-charge as per the requirement of BGL.

2) Extension of Contract:

The contract may be extended for a maximum period of one year at the sole discretion of BGL, subject to satisfactory performance of the Vendor during the contract period.

3) Mobilization Period:

Within 1 week from the award of work LOI / WO or as intimated by Engineer-In-charge.

BGL reserves right to instruct for discontinuation of AMC services for any Dispenser Unit (DU) at any point of time. BGL will give 01 week prior intimation for discontinuation of AMC services. In case of resuming AMC services, BGL will inform 01 week in advance.

4) Payment Terms:

Monthly running account bills in triplicate subject to carrying out maintenance as per the scope of the work. Payment shall be made from the F&A Dept. of BGL, within 15 days from the date of receipt of the bill. The bill should be submitted along with the copies of all reports - preventive maintenance, breakdown maintenance, statutory testing / calibration reports, service reports etc as necessary duly certified by station In-Charge/Engineer-In-Charge.

5) **Contract performance security:**

As per clause no 37 of ITB of Vol I of II..

6) **Contract Price:**

The Quoted prices shall be deemed to be inclusive of all taxes including, GST tax, and other charges as applicable till the completion of the contract and contractor shall not be eligible for any compensation on this account.

**PRICE BASIS**

The Contract price shall be deemed to be FIRM and valid for the entire duration of the contract till the completion of work and shall not be subjected to any adjustment due to increase in price of material, utilities or any other input for performance of work and the contract except for increase/decrease in taxes and duties on account of subsequent legislation.

7) **PENALTY:**

Break down penalty: (During CAMC Period) In case, the contractor's service personnel are unable to reach the break down site within stipulated time, or is unable to complete the maintenance within stipulated time, following penalty will be applicable. This amount will be deducted from the invoice raised by the contractor, at the end of the month.

- a. Malfunctioning of meter/totalizer per instance – Rs. 2000/-.
- b. Unauthorized personal handling per instance– Rs. 2000/-.
- c. Penalty for 1-hour delay in reaching at breakdown site after the response time specified in scope of work Section 7 and sub section 9 upto 04 hours – Rs 200/-hour per arm per dispenser.
- d. Penalty in reaching at breakdown site after the response time beyond 04 hours specified in scope of work Section 7 and sub section 9 - Rs 500/-hour per arm per dispenser.
- e. If the shutdown time, which will be calculated from the time the dispenser is offered to service person on reaching site, is extended beyond 4 hours, a penalty of Rs 500/- per hour will be applicable.
- f. Rs 2000/- towards non availability of mandatory spares at operational sites.
- g. Rs. 1000/- per instance for postponement of preventive maintenance for lack of recommended spares.
- h. Rs. 500/- against re-occurrence of repeat complaints due to poor workmanship or partial work.
- i. Rs. 25,000/- and necessary legal actions against any manipulation / malpractice.
- j. If the Technician is not in uniform or not using PPE, then Rs. 500 per instance will be levied as penalty.
- k. Rs. 250/- per instance if the service provider fails to submit Monthly Report by mutually agreed date of Subsequent month/ improper filling of maintenance reports.
- l. The max penalty per month shall not be more than 50% of per month charge against O&M quoted by the supplier.
- m. Contractor shall not deploy the employee of age less than 18 years in any of the activities. If it is found, then it will be viewed seriously and heavy penalty of Rs. 20000/-per instance and also the termination/blacklist will be done from our approved vendor list.

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- n. The contractor shall provide full Personal Protective Equipment (PPE) to each individual employee including, soft hat, eye protection, ear plug, and safety shoes. It is mandatory for all personnel to wear said PPE whilst performing their duties, failing which a penalty@ Rs. 500/- per incidence will be levied in addition to dismissal of the person.
- o. Non-submission of RA/CAMC bills by the 15th day of the subsequent month shall attract a penalty of Rs. 10,000/- per instance. In addition, a penalty of Rs. 100/- per day shall be levied beyond 15 days from the stipulated submission date until the actual date of submission. The stipulated date for bill submission shall be considered as the 15th of the month. All such penalties shall be deducted from the running account (RA) bills.
- If the contractor fails to submit the RA/CAMC bills for a period exceeding three (03) months from the stipulated submission date, for any reason whatsoever, no payment shall be released for the respective months, and the contractor shall forfeit the claim for such payments.
- p. Mis-behaviour of bidder/ bidder's representative with client / customer / dealer's representative/ any other officials would be penalized Rs.1000/- per instance.
- q. If the equipment is down for more than 4 hours on any normal day: Penalty would be applicable as follows:
- i. Up to 12 hours : Deduction will be 25% value of maintenance cost per month of break down dispenser shall be deducted.
- ii. Beyond 12 hours: Deduction will be 50% value of maintenance cost per month of break down dispenser shall be deducted.
- iii. Maximum penalty for any break down is limited to 50% of monthly billing of break down dispenser shall be deducted.
- iv. If dispenser is under break down for more than one calendar month, penalty of 100% of monthly billing of break down dispenser shall be deducted.
- r. If the equipment is down for more than 4 hours beyond mutually agreed preventive maintenance hours on scheduled maintenance day-Penalty would be applicable as follows:
- I. Up to 12 hours : Deduction will be 25% value of maintenance cost of break down dispenser shall be deducted.
- II. Beyond 12 hours: Deduction will be 50% value of maintenance cost of break down dispenser shall be deducted.
- III. Maximum penalty for any break down is limited to 50% of monthly billing of break down dispenser shall be deducted.

In any case, the maximum penalty imposed in a month for non- performance of the equipment would be limited to 50 % of the amount of Maintenance charges to be paid to the contractor per month per dispenser.

A logbook for time record shall be maintained in the Central control room wherein the records shall be made for the time Dispenser develops trouble and the time at which the Contractor rectifies the same and Dispenser put back to service.

In case of any complaint regarding non-fulfilment of any obligation under the contract, Client reserves the right to withhold payment to the Contractor and out of such amount and the security deposit which may held, Client can make such payment as it may consider necessary for smooth and unhindered working of the contract.

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**8) PROGRESS OF WORK:**

The Contractor shall proceed with the Work under the Contract with due expedition and without delay. EIC may direct in what order and at what time the various stages or parts of the work under the Contract shall be performed. If the Contractor can reasonably comply with this direction, the Contractor shall do so. If the Contractor cannot reasonably comply, the Contractor shall notify the EIC in writing giving reasons.

**9) DEFECT LIABILITY PERIOD:**

Defect Liability Period is 3 months from the date of completion of the contract.



Bhagyanagar Gas  
Limited

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**SECTION 9: SCHEDULE OF RATES (SOR)**



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BHAGYANAGAR GAS LIMITED									
<u>Schedule of Rates (SOR)</u>									
Tender Name:- Hiring of Comprehensive Annual Maintenance Contract (AMC) Services for TGT Make Dispensers at Hyderabad, Vijayawada and Kakinada for the Period of 02 Years									
Tender No:- BGL/722/2025-26									
GEM Bid No:- <a href="#">GEM/2026/B/7316092</a>									
Name of Bidder									
Comprehensive Annual Operation and Maintenance of M/s- TGT Make CNG Dispensers and its accessories including all consumables, Spares, Manpower, lubricants, liasoning, carrying out regular, periodical and Breakdown Maintenance as per OEM's specification etc-, excluding electricity charges at following locations:									
PART-A (Hyderabad)									
Sr. No.	Station Name	Dispenser Type	Location	Retail Outlet Owner	Disp. Sr. No.	UOM	Quantity	Unit Rate (Rs.)	Total Amount (Rs.)
A	B	C	D	E	F	G	H	I	J = H*I
1	M/s.Chakra Filling Station	Car Cum Auto	Nampally	HPCL	612075	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid	
2	M/s.Lalitha Devi Petrol Pump	Car Cum Auto	R.P Road	HPCL	612076	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid	
3	M/s.Sapthagiri Filling Station	Car Cum Auto	Meerpet	HPCL	705095	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid	
4	M/s. PBH Petro Hub	Car Cum Auto	Narapally	HPCL	20121329	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid	
5	M/s. Avinash Enterprises	Car Cum Auto	Serilin gampalli	IOCL	20081249	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid	
6	M/s. Malakpet Service Station	Car Cum Auto	Pedda Amberpet	IOCL	20081251	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid	
7	M/s. Gandimaisamma Filling Station	Car Cum Auto	Bahadurpally-2	IOCL	20081248	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid	



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8	M/s. DK & Company	Car Cum Auto	Rudraram	BPCL	20081247	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
9	M/s. HP Auto Care Center Osmania	Car Cum Auto	Tarnaka	HPCL	20121330	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
10	M/s. COCO Hitech City IOC Petrol Bunk	Car Cum Auto	Madhapur	IOCL	20121328	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
11	M/s. Janata Service Station	Car Cum Auto	Hassan nagar	HPCL	20091270	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
12	M/s. Thumu Venkat Rao Filling Station	Car Cum Auto	Moosapet	BPCL	21011361	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
13	M/s. Thumu Venkat Rao Filling Station	Car Cum Auto	Moosapet	BPCL	20121327	Month	22.09	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
14	M/s. Bhagyanagar Gas Limited, COCO	Car Cum Auto	Saroornagar	BGL	21011358	Month	18.51	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
15	M/s. Hi Tech Filling Station	Car Cum Auto	Hafeezpet - 1	BPCL	20091268	Month	15.78	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
16	M/s. Star Quality fuel Station	Car Cum Auto	Pet-basheerbagh	IOCL	21011357	Month	16.27	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
17	M/s. Mahmood Filling Station	Car Cum Auto	Yousufguda	BPCL	20091271	Month	20.84	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
18	M/s. Cyber Filling Station	Car Cum Auto	Madinaguda	IOCL	20121331	Month	16.01	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
19	M/s. RK Anuraga Fuel Mart	Car Cum Auto	Karmanghat	HPCL	21011359	Month	23.47	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
20	M/s. Indubaala Fuel Needs	Car Cum Auto	Kompalli	HPCL	21011360	Month	5.29	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
21	Liasoning Charges for W&M, Legal Metrology, Dispenser Stamping	Car Cum Auto/ Combo	Hyderabad GA	BGL	-	Nos.	8.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid



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22	Liasoning Charges for W&M, Legal Metrology, Dispenser Stamping	Bus	Hyderabad GA	BGL	-	Nos.	4.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
<b>PART-B (Vijayawada)</b>								
1	M/s.BGL, Mother Station-COCO	Car Cum Auto	Vidyadarapuram	BGL	6011063	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
2	M/s.BGL Mother Station-COCO	Car Cum Auto	Vidyadarapuram	BGL	20061193	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
3	M/s.APSRTC Depot	Bus	Vidyadarapuram	BGL	6011061	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
4	M/s.APSRTC Depot	Bus	Vidyadarapuram	BGL	6011064	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
5	M/s.Basaweswara Filling station	Car Cum Auto	Ajitsingh Nagar	HPCL	20091142	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
6	M/s.Prakash Fuel Point	Car Cum Auto	Auto Nagar	HPCL	20031146	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
7	M/s.S V K Fuel & Retail Store	Car Cum Auto	Ambapuram	HPCL	20061194	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
8	M/s.District Jail	Car Cum Auto	Gandhi Nagar	HPCL	20061192	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
9	M/s.District Jail	Car Cum Auto	Gandhi Nagar	HPCL	20061176	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
10	M/s.Ravi Kiran Filling Station	Car Cum Auto	Enikepadu	HPCL	20061175	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
11	M/s.Bharathi Raghava Fuel Station	Car Cum Auto	Ambapuram	IOCL	20061174	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid



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12	M/s.Surya Filling Station	Car Cum Auto	Ayodhyanagar	HPCL	20061177	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
13	M/s.Lakshmi Ganapathi Filling Station	Car Cum Auto	Gollapudi	IOCL	20061178	Month	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
14	Liasoning Charges for W&M, Legal Metrology, Dispenser Stamping	Car Cum Auto/ Combo	Vijayawada GA	BGL	-	Nos.	4.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
15	Liasoning Charges for W&M, Legal Metrology, Dispenser Stamping	Bus	Vijayawada GA	BGL	-	Nos.	4.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
<b>PART-C (Kakinada)</b>								
1	M/s.Raja filling station	Car Cum Auto	Turangi	BPCL	20031143	Months	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
2	M/s.TSN Reddy Agencies	Car Cum Auto	Uppalanka	IOCL	20031145	Months	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
3	M/s.Sri Vivekananda Agencies	Car Cum Auto	Sarpavaram	IOCL	20091269	Months	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
4	M/s.J P Fuels	Car Cum Auto	Cinema Road	HPCL	20031144	Months	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
5	M/s.Naga Jyothi Filling Station	Car Cum Auto	Samalkota	IOCL	20091267	Months	24.00	Not to be quoted and same shall be uploaded in the SOR of unpriced bid
							<b>Sub Total :</b>	-
							<b>GST%</b>	
							<b>GST Amount (Rs.)</b>	-
<b>Grand Total amount in Rs. (Inclusive of all applicable taxes and duties) :</b>								<b>This amount to be specified in the financial bid</b>
<b>Amount in Words:-</b>								



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**Note:-**

1	The quoted rates shall remain fixed for the entire period of the Contract.
2	The above quantities shall increase or decrease as per the actual site requirements.
3	The Vendor to follow-up as per the applicable procedures & execute Stamping of CNG Dispensers with concerned W&M, LM department for all the CNG Dispensers installed within the due dates; for the Dispensers installed and operated at BGL/RTC Stations the liasoning charges shall be paid as per the quoted rates of respective GA.
4	The above-mentioned locations are indicative and subject to change. BGL reserves the right to add, delete, or modify the locations and associated requirements at its sole discretion in line with business requirement, without any change in the agreed rates and terms of the contract.

**Note:-**

- a). **The bidder must quote the total amount incl. of GST for the entire service/Job as a single Lot on Lump Sum basis in the financial bid in the Gem Portal.**
- b). **In addition to above the bidder is requested to submit/upload the price breakup (as per the format given in the BGL tender document, which is also available at quantifiable specification/ standard of the service/BOQ under additional qualification/ data required of the Gem bid document ) in the financial bid in Gem portal in the getting the SOR item wise rate.**