

CONTENT

SECTION 7: SCOPE OF WORK

SECTION 8: SPECIAL CONTRACT CONDITION

SECTION 9: SCHEDULE OF RATES

SECTION 7: SCOPE OF WORK

Scope of Work for SAP Production Support - GROW With SAP

I. Overview

Bhagyanagar Gas Limited (BGL) a Joint Venture of GAIL (India) and Hindustan Petroleum(HPCL) "Requests for Proposal" (RFP) for **Production Support** for its SAP Implementation on **GROW With SAP on S4 HANA Public Cloud, for a period of three years**. BGL is the sole supplier of City Gas for the City of Hyderabad, Vijayawada and Kakinada. Bidder will respond to this bid in two parts i.e. in two separate envelopes one containing the technical bid and the other price bid.

BGL being a gas utility company, is supplying gas to users of Compressed Natural Gas(CNG) for vehicles, Piped Natural Gas (PNG) to Industrial, Commercial and household customers.

The “City Gas Distribution” is being supervised by a regulatory board viz. PNGRB (Petroleum Natural Gases Regulatory Board) under the aegis of Ministry of Petroleum and Natural Gas.

II. Key Inputs to Bidder.

1. BGL went live on GROW With SAP on 24th March 2025 with version 2602.0.65.
2. Modules implemented are as under:
 - a. Sales & Distribution encompassing sales of CNG, PNG sales to Industrial, Commercial and scrap / miscellaneous sales.
 - b. Enterprise Asset Management.
 - c. Sourcing, Procurement and Quality Management.
 - d. Projects System
 - e. Finance & Controlling
3. BGL is a single legal entity and has a single company code.
4. BGL has three Geographical Areas (GA), as mentioned in preceding section, all the financial reporting that is done at the corporate level is also done at level of these Geographical areas too.
5. The GAs have been mapped as “Business Areas” and the product lines like CNG, PNG, CBG, Miscellaneous are Segments in SAP.
6. Sales organization is single while the distribution channels are OMC, PMC Pvt, BGL COCO etc. The divisions are product lines of BGL.

7. The GAs are categorized as Plant and corresponding to every GA there is a virtual plant for the contractors. The storage locations for the contractors of respective GA are under the contractor plant for the GA.
8. All the documents viz: Blue Prints, User Manuals and Configuration documents have been uploaded in a central repository the access to which will be provided on award of contract.
9. For each of the functional module mentioned above in SL.No.2 BGL has assigned a Power user. However, the system landscape on Cloud, Roles and Authorizations and Developments are managed by the existing support partner.
10. Cloud License Metrics for BGL:
 - a. 26 Full Use Equivalent Premium Edition of Grow with SAP.
 - b. One component of SAP Document and Reporting Compliance.
 - c. Cloud Platform Voucher worth Rs.1,79,859/- per annum. It should be noted that all the developments carried out till date has been managed through these cloud vouchers.
11. Developments undertaken:

Sr. No.	Report / Development Names
1	Debtors Aging Report
2	Creditor Aging report
3	Cash Receipt generation for payments from Customers
4	CBG Process Implementation
5	Joint Ticketing report
6	STO process Implementation
7	Dunning Process
8	Payments via QR Code
9	Purchase Order Print
10	Purchase Requisition Print

12. The application for Domestic PNG (D-PNG) customers, Payroll and Employee claims are outside of SAP. The total sales and customer balances from the D-PNG application are updated once in a month against single G/L (GA-wise) in SAP. The amount disbursed on account of salaries are settled against single G/L of "Salary and Wages" (GA-wise) in SAP. However, for claims, individual G/L for each employee is maintained and is entered manually from the reports of application of claims.
13. Post the Go-Live on March'2025, Hypercare phase commenced which lasted till 15th August 2025.
14. All issues are being logged in an issue management tool of existing Implementation Partner. The module wise breakup of the calls logged till date are as under:
 - MM Module: 94 tickets
 - FICO Module: 102 tickets
 - SD Module: 16 tickets
 - EAM-PM Module: 9 tickets
 - Basis Module: 6 tickets

III. General Scope of Services and Specification

1. Given the backdrop of the ERP implementation in BGL, BGL seeks for a **comprehensive** Application Management Support (AMS) from bidders through a mix of following methodologies:
 - Consultant of Finance module will be available at BGL office Hyderabad for 7 working days, commencing from the second week of the month which immediately follows the closure of each fiscal quarter. Additionally, the consultant will also serve as the coordinator / interface between BGL and the bidder's team. She / He will report to BGL's Finance HOD.
 - Consultant for Material Management & Inventory will be available on-site (BGL office) once in a fortnight, not exceeding two days in a month. During that time the consultant will be fully dedicated for BGL support and not shared. Consultant will report to Power User of the module for BGL
 - For all other modules Off site support on a shared service mode.
 - Making resources available on site On Call basis, as per BGL's requirement.
2. Module wise deployment of bidder consultants will be as mentioned in the matrix below:

Sr. No.	Module	Mode	Level of Support
1.	Finance	Off Site & On-Site (7 working days, commencing from the second week of the month which immediately follows the closure of each fiscal quarter)	L1, L2 and L3
2.	Sourcing and Procurement	Off Site & On-Site (For 2 days in Quater)	L1, L2, L3
3.	Project Systems	Off Site	L2, L3
4.	Enterprise Asset Management		
5.	Sales		
6.	ABAP BTP Consultant	Off Site	L1, L2, L3
7.	BASIS		

Note:

- a. **On-site / Off-site consultant (Finance)**, in addition to attending support tickets will also cater to change requests irrespective of its duration which will be treated as a component of support when the consultant is present on-site.
- b. L1 indicates issues of simple complexity, L2 indicates issues of medium complexity and L3 are complex issues.

3. Bidder will take hand-over from the existing implementation partner in three – four calendar weeks. During the takeover process bidder's key consultants and project head will available on-site at BGL Office
4. BGL though have been allotted the Cloud Application Life Cycle Management (ALM) server but the same has not been appropriately configured. As part of the scope of Production Support bidder will configure the ALM, specifically the Issue management where BGL will log issues and bidder organization will update it with resolution status.
5. **Experience of Bidder Resources (Functional - other than Finance):** The bidder resources must have at-least 3 years of experience of SAP production support, which will include at least 1 year in RISE / GROW With SAP in addition to 2 years of experience in the business domain. Additional weightage will be granted to bidders who propose to depute resources with experience in the domain of Oil & Gas / Utility
6. **Experience of Bidder Resources (Finance):** The bidder resource must have at-least 5 years of experience of SAP implementation and production support, which will include at least 1 year in RISE / GROW With SAP. Additionally, 2 years of experience in the Finance Domain is desired.
NOTE: Unsatisfactory performance of the Finance consultant may even lead to foreclosure of the contract.
7. **Experience of Bidder Resources (Technical):**
 - **ABAP:** 4 years of ABAP development out of which 1 year in BTP.
 - **Fiori:** 2 years of experience in Fiori
 - **BASIS:** Three years of experience in BASIS administration. Must have administrative experience of SAP's Public Cloud for at least 1 year. She/He must have done cloud activities like server provisioning.
8. The bidder must assure the following services in minimum but not limited to (irrespective of on-site / off-site) as given in the Table-1 below:

Sl.No.	Support Type	Activities
1.	Functional Support	<ul style="list-style-type: none"> • Provide functional support at the application level. • Trouble shooting of failure of implemented functionality • Changes in functionality mapping and Reports within the agreed periphery of "Change Request" • Development functional specifications for minor enhancement • Resolve data related discrepancy. • Documentation of configuration changes • Testing of configuration changes prior to transporting to Production. • Resolve inter-modular issues and issues related to integration. • Update documentation wherever required.
2.	ABAP	<ul style="list-style-type: none"> • Fix any bug within the existing development • Train and hand-hold BGL developers • Carry out new developments which does not require more than 6 man days of effort in a quarter. • Carry out enhancements in existing developments • Performance tuning of existing development

		<ul style="list-style-type: none"> Amend / Create new Technical Specifications Adjustment of Programs due to migration to higher version hot packs and version upgrades
3.	BASIS	<ul style="list-style-type: none"> Management of all servers viz. Identity Access Management and Configuration of ALM. Transportation management across Development, Quality and Production Roles and Authorizations by ensuring that conflicts in Segregation of Duties. In the event of a noticeable conflict while assigning Authorization it should be communicated to BGL project in-charge in writing. In coordination with team of SAP must ensure that recoverable backups are happening daily.

Table – 1

9. The bidder consultants will refer to ALM and should respond to BGL based on the severity of call logged. BGL proposes the following severity resolution matrix:

Sl. No.	Severity Category	Definition	Response Time in hours	Resolution time in hours
1.	S1: Critical	Business has been impacted and operation has been halted	Immediate	4 hours
2.	S2: Very High	The impact has been on a group of users and / or has the potential to turn into S1, this may include the degradation of performance	Immediate	08 hours
3.	S3: Normal	Errors and bugs in functionality which does not have impact on the business functionality	08 hours	16 hours
4.	S3: Minor and cosmetic	These are cosmetic changes and enquires	16 hours	4 days

Table - 2

10. All consultants will refer to ALM every two hours to check on the assignment of issues. Any “Critical / Very High” issue will additionally also be intimated telephonically to project manager of contractor.

11. As a part of support bidder will carry-out configuration / development in SAP arising due to alteration of statutory guidelines like tax, legal, excise etc. These changes will not be categorized as a change request.
12. Presently natural gas is not within the purview of GST, if due to any changes in the guidelines of the Government of India, Natural Gas comes in the ambit of GST, the bidder should map the requisite changes without any extra financials.
13. Bidder representative will coordinate with SAP for any product related issues. BGL will provide all the connects for the same.
14. Periodic health check and performance review of the system in coordination with SAP will also be carried out.
15. **Period of Invoicing will start only after confirmation from BGL EIC on successful handing over & taking over of support services**

IV. Miscellaneous Terms and Conditions

1. The bidder should mobilize all its resources within three weeks of award of contract. The date of mobilization will be considered as the commencement date of the contract.
2. Bidder will provide details like Name, Mobile Number and e-Mail ID of all the consultants deputed for the project.
3. Replacement of resources due to reason whatsoever should happen with a proper handover. **Bidder as a response to this bid will detail out the hand-over take-over mechanism.**
4. Bidder organization will provide full 5 days training to BGL's developer on ABAP and BTP.
5. Bidder organization will provide 2 full day training for BASIS with focus on Identity Access Management, Server provisioning on public cloud, transport / change management, roles and authorization.
6. Bidder will familiarize the Power Users of BGL with the functionality and usage of ALM.
7. As a part of this contract bidder will configure standard Fiori apps for mobile.
8. Bidder will utilize the complimentary cloud vouchers for ABAP development. However, it is to be noted that, BGL is contemplating procurement of licenses for "Business Application Studio".
9. It is desirable that bidder organization will have an operating office in Hyderabad / Secunderabad.
10. Bidder's Project Manager should have a fortnightly review meeting with the Project In-charge of BGL. The minutes of the meeting should be circulated to the top management of both the organization and bottlenecks to be highlighted.
11. Any change involving 6-man days effort within a quarter will be considered within the support framework.
12. All changes carried out must be documented in the relevant Configuration Document, Functional and Technical Specification which will be uploaded in the central repository of BGL.
13. On-site resource (Finance) of the bidder will abide by the official timings of BGL including holidays. For the onsite resources Saturday will be an optional working day depending upon the requirement of the business needs. The off-site help should be available 9.30 AM to 7.00 PM (Monday – Saturday). However, during exigencies like period end closing and where the system is impacted with any critical issue the support should be available as per the terms laid down in *Table-2*, irrespective of working / non-working day [*including Sunday and non-working days*].
14. Leave taken by the on-site resource (Finance) needs to be first approved by SAP Head of BGL and then by the Project Manager of the Bidder organization. It is expected that the leave taken by the consultant during the on-site presence will be compensated appropriately.
15. Bidder will provide periodic report from ALM on the issues logged and resolved.

16. All issues will be assigned to the bidder organization from the 14th day of the commencement of the contract.
17. The contract will be for three years, if the performance of the execution of contract is satisfactory, BGL may extend the period of contract by six more months on same terms and conditions. Further, it is to be noted that BGL will carry out periodic reviews of the performance of bidder and if found unsatisfactory contract may be foreclosed as per the terms and conditions mentioned in the General Conditions of Contract.
18. Bidder on conclusion of the contract period must ensure smooth transition to the new vendor taking over from them, failing which last invoice of the bidder will be withheld.
19. On-site resource of bidder will be provided a decent sitting space with internet, by BGL.
20. Bidder will Sign a Non-Disclosure Agreement on award of contract as per **Annexure – II. Bidder will take extreme care and reasonable security measures to safeguard Personal Data (Personal Identifiable Information) of the customers, employees, contractors, contract employees etc. [Data Principal] of BGL as per the provisions of DPDP Act 2023. Bidder will not share any personal data of Data Principals of BGL to third parties.**

V. Penalties

With reference to Sl.No. 9 of the “General Scope of Services and Specifications” a penalty will get levied on their monthly invoice, in accordance to the Table – 3 below:

Sl. No.	Severity Level	% of Resolution not met within target	Penalty imposed
1.	S1: Critical	> 9.9%	3% of the bidder's monthly invoice value
2.	S2:Very High	> 10.9%	2% of the bidder's monthly invoice value
3.	S3:Normal	>14.9%	1% of the bidder's monthly invoice value

Table – 3

Note:

1. The penalty will not be levied on the first two months of the contract, it will commence from the third month.

VI. Total penalty will not exceed more than 5% of the monthly invoice value.

VII. Bidder's Response Sheet

It is mandatory that bidder shall provide all details, which will form the part of the Contract. These details shall be the basis for BGL to evaluate bidder's competence and ability to carry out the services defined in the above sections. Submission of all specified details is mandatory and any tender not complying with this requirement shall be rejected. **Bidder shall provide**

sufficient details (in one page) as to why they believe they have the capabilities to carry out SAP Production Support on GROW with SAP as detailed out in the earlier sections.

1. General Information

Sl.No.	Details Required	Bidder's Response
a.	Name of Bidder:	
b.	Business Address :	
c.	Telephone Number	
d.	Fax Number	
e.	e-Mail Address	
f.	Contact Person	
g.	GSTN	
h.	Bankers	

2. Bidder Representative

a. Bidder Representative shall be:

- Name :
- Position :
- Address :
- Telephone no.:

b. Bidder nominated deputy (ies) shall be:

- Name :
- Position :
- Address :
- Telephone no.:

c. The above –nominated deputy (ies) are nominated to act on behalf of Bidder Representative in what manner?

3. Details of Bidder Personnel

C.V of Bidder Personnel who will be available for the execution of services is to be enclosed with each CV having the following details in the minimum:

- Name
- Position Proposed in BGL Project:
- Age:
- Education / Qualifications:

- SAP Certified [Yes / No]
- Position in the Company
- Employment History
 - Domain Experience (For Functional)
 - SAP Functional Experience / Technical Experience [For ABAP & BASIS]

4. Bidder's Organization Chart

Bidder's Organization structure proposed for the contract, indicating reporting levels within bidder's organization and proposed lines of contact / communication with BGL for the staff whose CV are included should be identified on the Organization Chart attached. *[Please include those CVs whom you are likely to depute for BGL]*

Additionally, bidder will enclose escalation matrix containing contact of personnel to be contacted during exigencies or S1 level of calls.

5. Bidder's QA/QC System

Bidder should detail out their Quality Plan to execute the contract.

6. Method Statement and Contract Execution Plan

A detailed Method Statement should be submitted showing the procedure and arrangements the Bidder shall follow in executing the Services. Bidder shall also submit detail Execution Plan by tabulating the compliance to Scope and providing a call flow diagram for off-site support.

7. Subcontracting

BGL will not prefer to have any part of this Contract to be sub-contracted.

8. Bidder's Previous Experience

Contractor will submit the details of executing similar contract in the past two years in the following manner notarized and certified by chartered Engineer.

- Contract Title / Description
- Client Details
- Start Date
- End Date (if ongoing give percentage completed)
- Contract Value
- Number of Personnel involved by discipline.

ANNEXURE – I [Broad Coverage of Modules]

Please note that the Annexure is just a preliminary overview of the processes mapped. On award of contract all necessary documents will be shared with the new support partner.

I. Procurement & Inventory

A. Gas Purchase

1. Purchase Requisition (PR) is created followed by creation of PO (Purchase order).
2. The freight and other charges that are required for procurement is added in PO through different condition types.
3. Once the approver, approves that PO, GRN (Goods Receipt Note) can be done with reference to that PO.
4. After the GRN process Invoice verification process is done and then Finance team can process the payment.
5. The material code for NG (Natural Gas) differs across each geographical area (GA).
6. NG is classified under the Material Type ROH (Raw Material), as it is an input for further production or processing.
7. Compressed Natural Gas (CNG), once manufactured, will be classified under Material Type FERT (Finished Product), as it is the final product of the manufacturing process.
8. Material transfer from NG to CNG happens at this stage.
9. The CNG / PNG are sold in SCM (Standard Cubic Meter is the Unit of Measurement), however an alternative unit of measurement MMBTU is also maintained. The supplier of NG, GAIL India bills in MMBTU.

B. Other Purchase

1. On creation of PR, RFQ (Request for Quotation) is generated in SAP.
2. Vendors submit their quotations the quotations are compared by F2324 process of S4 HANA cloud
3. Purchase order is given to the vendor who has given the best quotation. The PO has two level of approval.
4. On receipt of materials GRN is generated followed by Quality inspection process.
5. Inventory is updated simultaneously and stock of the material is unrestricted.
6. Payment processing is done post invoice verification.
7. For procurement of services the process is similar.

8. The Service Order generated for External Services details the services, timeline, agreed prices and special condition.
9. **Period of Invoicing will start only after confirmation from BGL EIC on successful handing over & taking over of support services**
10. Account assignment objects such as cost centre are automatically picked up.
11. Service Entry Sheet (SES) for services are created by appropriately validating with open quantities.
12. SES has the following functionalities:
 - i. Tax applicable flows from the Service Order automatically.
 - ii. Last SES tick has been configured.
13. The payment to vendor follow the standard route of Invoice Verification.

C. Inventory

The following processes are mapped:

- a. Goods Receipt
- b. Goods Issue
- c. Transfer posting between plants
- d. Returns of defective goods
- e. Material Reconciliation and Inventory counting

D. Other Highlights

1. Down Payment
2. Three way matching for Invoice Verification
3. Automatic Account Determination
4. Contract process for Long term contracts
5. Material are managed in MM with price control settings

II. Quality Management

An extension of the Procurement and Inventory Management, standard SAP has been used to map the Quality Management. The Key Data Structure are as under:

- Sampling Procedure
- Master Inspection Characteristics
- Inspection Plan
- QM View of Material Master

The two major processes mapped are:

- Result recording against inspection lot
- Usage decision against inspection lot

III. Sales

Sales process of CNG, Industrial PNG and Miscellaneous Sales have been mapped. The following processes have been mapped:

1. Standard Order-to-Cash Process – This is used for PNG business, scrap sales and service sale
2. Consignment sales process – This is used for CNG business.
3. VAT Invoice: Sales Order -> Out Bound Delivery -> Post Good Issue -> VAT Invoice.
4. Sales Credit Memo Process
 - a. Credit Note for quantity
 - b. Credit Note for Value
5. Same for the Debit Note as Credit note
6. Credit Management for customers
7. Sales has integration with Material Management, Inventory Management and Finance
8. Dunning Process has been also mapped
9. Customer balances and receipt of payment. Customer payment terms have been configured.
10. Bank guarantee has also been mapped in the system.

IV. Project Systems

1. The Project Systems (PS) has the following main heads:
 - CNG
 - Steel
 - Industrial PNG
 - Commercial PNG
 - Domestic PNG
2. Each of the above has two categories viz: CAPEX & OPEX
3. The basic project hierarchies are as follows:
 - Project Definition
 - Work Break Down Structure
 - Activities
4. The following has been mapped:
 - Project initiation and structuring
 - Project budgeting
 - Project execution
 - Project cost settlement and capitalization
 - Project closure
5. Integration with other Modules:
 - Procurement and Inventory
 - a. Material requirements are handled through maintenance order
 - b. For services rendered by contract Service Order. SES are generated when bills are received from the service vendor.
 - c. Material transfer from BGL store to contractor store (Plant to Plant)\
 - d. Material consumption and inventory.
 - Finance
 - a. Cost Centers
 - b. Profit Centers
 - c. Planned vs actual cost in work order.

- d. Order and project settlement.

V. Enterprise Asset Management

Enterprise Asset Management covers the following:

1. Management of Technical Objects
 - i. Functional location
 - ii. Equipment
2. Measuring Points and Counters
 - i. Measuring Points
 - ii. Counters
3. Maintenance Processing
 - i. Maintenance Notification
 - ii. Maintenance Order
 - iii. Completion confirmation
 - iv. History
 - v. Catalog
4. Preventive Maintenance
 - i. Maintenance planning
 - a. Maintenance Plans
 - b. Scheduling of Maintenance Plans
 - ii. Work scheduling
 - a. Task lists
 - b. Extras
5. Information Systems
 - i. Standard Analysis Reports
 - ii. List-Editing Reports

The Enterprise Asset Management System is mostly used for the following:

1. Breakdown maintenance where notifications are generally created by Emergency Control Room.
2. Routine Maintenance.
3. Preventive Maintenance
4. Overhead Maintenance
5. Meter Reading Process
6. LCV Movement Tracking

The generic steps in all the maintenance are:

1. Creation of Notification
2. Notification is converted to order for booking the cost of materials and services
3. Release of order
4. Creation of Purchase Requisition and Purchase order
5. Goods issue against order
6. Update the tasks completed against the notification

7. Complete SES for external services taken
8. Do TECO in the system.
9. Order settlement executed by Finance
10. For operational maintenance orders may be created without notification.
11. Maintenance plans are created for proactive maintenance.

Integration of EAM With Other Modules

Integration with Projects System

- Work Breakdown Structure (WBS) for Project use
- The Improvement Order (Work Order) to be used by the Project department, is to be settled to WBS.

Integration with Materials Management

- The material requirement is handled through a Maintenance order.
- If the material is not available in the stock (stock item), then a Reservation will get created. The goods for a PO will be received and after due quality check, it will be transferred to stock by MM so that it will be available for Maintenance.
- The spares, which were reserved for maintenance orders, will be issued to Maintenance by MM against the Maintenance Order number.

Integration with Financial Accounting & Controlling

- Cost Centers
- Profit Center in case of Project Work Order
- Maintenance Order costing
- Order settlement
 - Settlement of Maintenance orders is carried out through CC.
 - For O&M, each Maintenance order is to be settled to a cost center fully.

VI. Finance

The major processes mapped are as under:

1. General Ledger Accounting
2. Accounts Receivable
3. Accounts Payable
4. Assets Management
5. Electronic Payment and Auto Bank Reconciliation
6. Cost Centre Accounting
7. Profit Centre Accounting
8. India Specific Localization Processes
9. Period End Processing

SECTION 8: SPECIAL CONTRACT CONDITION

- The bidder consultants will refer to Cloud ALM-Application Lifecycle Management.
- Bidder should respond to BGL based on the severity of call logged.
- BGL proposes the following severity resolution matrix:

Sl. No.	Severity Category	Definition	Response Time in hours	Resolution time in hours
5.	S1: Critical	Business has been impacted and operation has been halted	Immediate	4 hours
6.	S2: Very High	The impact has been on a group of users and / or has the potential to turn into S1, this may include the degradation of performance	Immediate	08 hours
7.	S3: Normal	Errors and bugs in functionality which does not have impact on the business functionality	08 hours	16 hours
8.	S3: Minor and cosmetic	These are cosmetic changes and enquires	16 hours	4 days

- All consultants will refer to ALM every two hours to check on the assignment of issues. Any “Critical / Very High” issue will additionally also be intimated telephonically to project manager of contractor.
- As a part of support bidder will carry-out configuration / development in SAP arising due to alteration of statutory guidelines like tax, legal, excise etc. These changes will not be categorized as a change request.
- Presently natural gas is not within the purview of GST, if due to any changes in the guidelines of the Government of India, Natural Gas comes in the ambit of GST, the bidder should map the requisite changes without any extra financials.

- Bidder representative will coordinate with SAP for any product related issues. BGL will provide all the connects for the same.
- Periodic health check and performance review of the system in coordination with SAP will also be carried out.

Penalties

Penalty shall be levied on the monthly invoice, in accordance to the Table below:

Sl. No.	Severity Level	% of Resolution not met within target	Penalty imposed
4.	S1: Critical	> 9.9%	3% of the bidder's monthly invoice value
5.	S2:Very High	> 10.9%	2% of the bidder's monthly invoice value
6.	S3:Normal	>14.9%	1% of the bidder's monthly invoice value

Note:

- The penalty will not be levied on the first two months of the contract, it will commence from the third month.
- Total penalty will not exceed more than 5% of the monthly invoice value.

SECURITY DEPOSIT/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 annualize 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.

CONTRACT PERIOD:

The Contract shall be Valid for a Period of Three years from the date of Issue of FOA/LOA

**Mobilization period**

Mobilization period is within 3 weeks after issuing the FOA/work order or as per the Officer in Charge's instructions.

SECTION 9: SCHEDULE OF RATES



TENDER FOR HIRING OF SERVICES FOR SAP APPLICATION SUPPORT

Bid Document No. BGL/745/2026-27

Volume II
of II

BHAGYANAGAR GAS LIMITED					
SCHEDULE OF RATES					
SUB: TENDER FOR HIRING OF SERVICES FOR SAP APPLICATION SUPPORT					
Bid Document No. BGL/745/2026-27					
NAME OF THE BIDDER					
Sr. No.	Description	Units	Qty.	Basic Rate / Unit (Rs)	Total Amount (Rs)
			A	B	C = A x B
1	Providing support for SAP Production as per scope of work.	Months	36	Not to be quoted and same shall be uploaded in unpriced bid	
2	Training of ABAP & BTP	Days	5	Not to be quoted and same shall be uploaded in unpriced bid	
3	Training of BASIS for Public Cloud as mentioned in the Scope of Work	Days	2	Not to be quoted and same shall be uploaded in unpriced bid	
4	For Change Requests (exceeding 6 man-days of effort) and specialized techno-functional consultancy support as and when required	Man-Days	30	Not to be quoted and same shall be uploaded in unpriced bid	
Total Amount (Rs) in figures				Not to be quoted and same shall be uploaded in unpriced bid	
GST @ 18%				Not to be quoted and same shall be uploaded in unpriced bid	
Grand Total (Rs.) including all Taxes and Duties (This Amount to be incorporated in the financial bid of GEM)				This amount to be specified in the financial bid	

NOTES TO SCHEDULE OF RATES

- 1) 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
- 2) 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.
- 3) Bidder shall include their cost of project management, knowledge transfer from existing implementation & support partner and help desk activities.
- 4) Invoice to be raised at the end of each month of service by the bidder organization. BGL will process the payment within 30 days of receipt of invoice.
- 5) Onsite consultant of bidder will submit her/ his timesheet approved by their project manager to Head of SAP of BGL for her / his concurrence, prior to processing of the invoice for the month.
- 6) **With reference to Sl.No.4 of Schedule of Rates, please note that bidder's consultant might have to be available on-site, so please consider the component and quote.**
- 7) No charges other than those specified in the Schedule of Rates shall be paid to the Bidder.
- 8) **Period of Invoicing will start only after confirmation from BGL EIC on successful handing over & taking over of support services.**