



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

BID DOCUMENT FOR

**HIRING OF O&M SERVICES FOR BGL OPERATED CNG STATIONS AT
CGS, MOTHER STATIONS, COCO STATIONS, DBS & ONLINE CNG
STATIONS IN HYDERABAD GA FOR THE PERIOD OF 02 YEARS**

**UNDER OPEN DOMESTIC
COMPETITIVE BIDDING**

Bid Document No.: BGL/749/2026-27

VOLUME-II of II



Bhagyanagar
Gas Limited

**HIRING OF O&M SERVICES FOR BGL OPERATED CNG STATIONS AT
CGS, MOTHER STATIONS, COCO STATIONS, DBS & ONLINE CNG
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BID DOCUMENT NO. BGL/749/2026-27**

Volume II
of II

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Bhagyanagar Gas Ltd.
Bhagyanagar
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**SECTION 7
SCOPE OF WORK**

SCOPE OF WORK (SOW)

Bhagyanagar Gas limited (BGL) intends to hire Services for Operation & Maintenance activities for the existing and upcoming CNG stations in Hyderabad GA (2 nos. of BGL Mother Stations / 01 No. BGL-COCO Station, 2 No's. of TSRTC Bus Depots and 75 No's. of CNG stations in OMC Retail Outlets CNG stations) for a period of 24 months. Nos. of these stations are increasing / changing as per BGL requirement / plan, and resources deployed under this contract may be utilized for all set ups across Hyderabad geographical area of BGL depending upon requirement of BGL.

The estimated CNG Stations and CNG equipment at each station are as under:

Type	Existing Station(s)	Tentative equipment at each station
CGS	Mother Stations: 02 No's	Mother station: 1. 2 nos. of Dispensers (if any additional) 2. 11(6+5) No's loading points 3. 6 (3+3) No's. Cascades 4. 2 (1+1) No's UPS 5. 7 (4+3) No's. of Compressors 6. 2 (1+1) No's. Transformers
DBS	COCO	COCO, Saroornagar: 1. 2 No's Booster Compressors 2. 3 No's Dispensers (02 arms each Dis.) 3. 3 No's Cascades 4. 1 No. UPS. 5. 1. No. Transformer.
TSRTC	02 No's. Online: 01no. DBS: 01 no.	Each depot consists of 1. 2 No's Compressors 2. 2 No's Dispensers 3. 1 No. UPS 4. 1 No. loading / 02 No's Unloading points 5. 2 No's Transformer.
Retail Outlets	75 No's OMC Ro's	Each Outlet consists of 1. 1 or 2 No's. of Dispenser 2. 1 No. Cascade 3. 1 No. UPS 4. 1 No. Compressor

* Progressively & Tentatively

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

Forecourt Operations of BGL CGS Cum Mother Station: (Shamirpet)

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

For SOR Item (1) CGD Operations & Supervisory Services (Round the clock in Shifts-24x7) at Mother Station, Shamirpet.

1. CNG station management service:

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

- Overall Supervision/management of all activities being handled by Agency/ Contractor. The resource deployed by Agency/ Contractor shall act as authorized representative of the Agency/ Contractor for that station and hence manage the scope of resources as given for other SORs related to Forecourt Management activities.
- Preparation of bills/invoices for retail sales to customers.
- Preparation of report for gas sale and Collecting cash for all retail sales and depositing cash in the designated bank account of BGL. or handing over the cash to the authorized cash collection agency of the designated bank.
- The money collected shall be deposited in the designated account, (which shall be informed by Bhagyanagar Gas Limited) on T + 1 day basis i.e. money collected on one day to be deposited in the BGL account latest by next working day. No extra Payment shall be paid for providing arrangements for safe handling, transportation and deposition of money as cost for providing so deemed to have been quoted/ included in other SOR item(s).
- Maintaining and recording the meter readings and gas quality data, electrical energy meter readings etc.
- Monitoring both the activities of dispenser sales and cascade unloading and filling.
- Ensuring proper housekeeping and up keeping of the whole premises including public amenities like toilets while supervising/ managing the activities to be performed by the deployed resource for housekeeping / station upkeep.
- Ensuring that safety norms are being followed while dispensing CNG and cascade filling. The resource shall be managing, supervising or undergoing the activities wherever necessary to ensure the activities to be performed by the deployed DSMs / Salesmen at the station.
- Maintain the Compliant/ Suggestion register & update to BGL.
- Any other activity as directed by BGL Officials from time to time for smooth operation of CNG station.
- Responsible for Overall Supervision of all activities being handled by contractor/OEM'S as per OEM recommendations.
- Loading & Unloading of CNG gas dispatch to DBS / DS stations.
- LCV logbook filling.
- Monitoring the record of Noting time & LCV cascade pressure at the time of dispatch and receipt of LCV by the technician/LCV filler.
- Efficiently managing LCV fleet movement.
- Excise invoice preparation for LCV movement, KM, cash sale etc.
- Preparing excise invoice for retail sales and making bills for retail sales.
- Take electrical meter readings
- Oversee both the activities of dispenser sales and cascade filling
- Overall responsible for complete housekeeping and cleanliness of the premises as well as equipment.
- Coordinate with DBS for their daily closing & opening readings of dispensers. And keeping

a permanent record.

- Daily attendance of Fillers, Technician, security etc.
- Shift wise updation of log sheets.
- Nominated Format updation shift wise.
- Update the station logbook shift wise.
- Allocation of manpower shift wise according to the shift schedule.
- Attending and resolving customer issues at Forecourt.
- Responsible for safe dispensing and filling operations & ensure that all the manpower deployed are trained in Fire Fighting and has STC.
- Complaint Reporting of any equipment problem and any problem or any information at MS/DBS to BGL Control room.
- Overall control over the manpower of other contractual staff working in the shift.
- Ensure Manpower availability at dispensers all the time in the shift and manage accordingly.
- Maintain the discipline of the manpower in the shift.
- Keen Monitoring of the filling activities of fillers specially to avoid filling of vehicles without valid documents, any kind of malpractice with equipment.
- Filling the vehicles in queue by coordinating with the security guard.
- Ensure the wearing of PPEs in the shift and reporting the non-compliance to station in-charge.
- Ensure the proper handling of equipment at the station like dispenser etc
- Assigning work to staff under contract & Manpower handling under GA
- Preparing the shift schedule and circulating the same to concerned BGL station in-charge, make the manpower to adhere to the schedule.
- Ensure the Uniform, Company Identity, PPEs to all the manpower and keep the record for the same, sharing the data with concerned BGL authorities is mandatory.
- Maintain daily report of attendance at different workplace, verification from station in-charge periodically.
- Maintaining the Assets in good condition. Any loss & damage to any BGL assets would be recovered from the contractor.
- Cash Handling and Cash Deposit responsibility. Ensuring the gas sale is balanced with the cash/credits/online transaction amount.
- Preparation of gas consumption data through Gail / PIL, online compressor, DBS stations, DRS, MRS, SR, Industrial costumer
- Coordination with CGS/ Loading facility team/technician for gas consumption, maintenance of allied accessories, upkeeping of CGS, leakage testing, Valve operation.
- Maintaining data of odorizing units under CGS.

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

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

- 1.1.3. The supervisor shall instruct the operators to pass on the daily readings of dispensers between 06.00 a.m. to 06.00 a.m. on the next day to the BGL office/ Control room. The contractor shall compile the readings for all the outlets and pass on the same to BGL control room or any other office designated by BGL via e-mail on or before 7.00 A.M. daily. The format for reporting the readings shall be taken from BGL. The dispenser totalizer readings shall be recorded at the beginning of each shift i.e. 06:00 hrs., 14:00 hrs. & 22:00 hrs. and shall be provided to BGL or any other offices as per the instructions of BGL. The DPR readings should be maintained in the log book on a separate page. The format for DPR will be given by BGL.
- 1.1.4. The operator shall ensure proper and effective implementation of “Complaint Log System”. The complaint log-book shall be maintained by the station manager and all complaints/breakdowns of CNG equipment (i.e. compressor, tubing installation, air compressor, UPS, electrical installation within the electric room etc) in addition leakages shall be reported to BGL and a unique complaint number obtained. All entries shall be made in the complaint log-book legibly and in completeness. The format shall be provided by BGL.
- 1.1.5. The Contractor has to ensure proper up keeping (maintenance) of plants, flowers, greenery, landscape, hoardings, notice board, etc. which are properties of BGL.
- 1.1.6. The Contractor has to bear the Cost to Recouping of the First aid box.
- 1.1.7. As per Legal Metrology Act, all CNG dispensers are re-stamped and sealed every year. BGL intends to hire support services for visiting legal metrology office(s) for submission of application with prescribed statutory fee(s) well ahead of due date of dispenser stamping, liaison with Legal Metrology department for taking appointment of visiting inspector(s), coordinating with officials for facilitating their visit(s) for re-stamping and sealing of dispensers installed at CNG stations within due date.
- 1.1.8. Monitoring of all resources 24 hours x 365 days to handle any type of emergency and first response at any incident site after communication received from BGL / any other source within the stipulated response time.
- 1.1.9. Reporting Management Information System (MIS) to BGL O&M team. Collection of data and operational parameters and reporting to BGL as per management information system (MIS) and communication systems / training to manpower including operational software as directed by BGL.
- 1.1.10. Supervisor shall co-ordinate and assist/ liaison for the services related to the operations, e.g. electricity, telephone, water supply, testing & calibration, statutory issues etc. from time to time.
- 1.1.11. Scope includes from Submission of application to obtaining the certificate from W&M officials. Required Master flow meter, application for stamping of flowmeter(s) and statutory payment fees shall be provided by BGL.

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

Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)

Forecourt Operations of BGL CGS Cum Mother Station (Hafeezpet):

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

2. For SOR Item (2), Supervisory Services (Round the clock in Shifts-24x7) at Mother Station, Hafeezpet.

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

- Overall Supervision/management of all activities being handled by Agency/ Contractor. The resource deployed by Agency/ Contractor shall act as authorized representative of the Agency/ Contractor for that station and hence manage the scope of resources as given for other SORs related to Forecourt Management activities.
- Maintaining and recording the meter readings and gas quality data, electrical energy meter readings etc.
- Ensuring proper housekeeping and up keeping of the whole premises including public amenities like toilets while supervising/ managing the activities to be performed by the deployed resource for housekeeping / station upkeep.
- Ensuring that safety norms are being followed while dispensing CNG and cascade filling. The resource shall be managing, supervising or undergoing the activities wherever necessary to ensure the activities to be performed by the deployed DSMs / Salesmen at the station.
- Maintain the Compliant/ Suggestion register & update to BGL.
- Any other activity as directed by BGL Officials from time to time for smooth operation of CNG station.
- Responsible for Overall Supervision of all activities being handled by contractor/OEM'S as per OEM recommendations.
- Loading & Unloading of CNG gas dispatch to DBS / DS stations.
- LCV logbook filling.
- Monitoring the record of Noting time & LCV cascade pressure at the time of dispatch and receipt of LCV by the technician/LCV filler.
- Efficiently managing LCV fleet movement.
- Excise invoice preparation for LCV movement, KM, etc.
- Preparing excise invoice for retail sales and making bills for retail sales.
- Take electrical meter readings
- Oversee both the activities of cascade filling
- Overall responsible for complete housekeeping and cleanliness of the premises as well as equipment.
- Daily attendance of Fillers, Technician, security etc.
- Shift wise updation of log sheets.
- Nominated Format updation shift wise.
- Update the station logbook shift wise.
- Allocation of manpower shift wise according to the shift schedule.

- Attending and resolving customer issues at Forecourt.
- Responsible for safe dispensing and filling operations & ensure that all the manpower deployed are trained in Fire Fighting and has STC.
- Complaint Reporting of any equipment problem and any problem or any information at MS/DBS to BGL Control room.
- Overall control over the manpower of other contractual staff working in the shift.
- Ensure Manpower availability at dispensers all the time in the shift and manage accordingly.
- Maintain the discipline of the manpower in the shift.
- Keen Monitoring of the filling activities of fillers specially to avoid filling of vehicles without valid documents, any kind of malpractice with equipment.
- Filling the vehicles in queue by coordinating with the security guard.
- Ensure the wearing of PPEs in the shift and reporting the non-compliance to station in-charge.
- Ensure the proper handling of equipment at the station like dispenser etc
- Assigning work to staff under contract & Manpower handling under GA
- Preparing the shift schedule and circulating the same to concerned BGL station in-charge, make the manpower to adhere to the schedule.
- Ensure the Uniform, Company Identity, PPEs to all the manpower and keep the record for the same, sharing the data with concerned BGL authorities is mandatory.
- Maintain daily report of attendance at different workplace, verification from station in-charge periodically.
- Maintaining the Assets in good condition. Any loss & damage to any BGL assets would be recovered from the contractor.
- Coordination with CGS/ Loading facility team/technician for gas consumption, maintenance of allied accessories, upkeeping of CGS, leakage testing, Valve operation.

Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)

Forecourt Operations of BGL COCO-Station (Saroornagar):

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

3. For SOR Item (3), Supervisory Services (Round the clock in Shifts-24x7) at COCO Saroornagar.

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

- Overall Supervision/management of all activities being handled by Agency/ Contractor. The resource deployed by Agency/ Contractor shall act as authorized representative of the Agency/ Contractor for that station and hence manage the scope of resources as given for other SORs related to Forecourt Management activities.

- Preparation of bills/invoices for retail sales to customers.
- Preparation of report for gas sale and Collecting cash for all retail sales and depositing cash in the designated bank account of BGL. or handing over the cash to the authorized cash collection agency of the designated bank.
- The money collected shall be deposited in the designated account, (which shall be informed by Bhagyanagar Gas Limited) on T + 1 day basis i.e. money collected on one day to be deposited in the BGL account latest by next working day. No extra Payment shall be paid for providing arrangements for safe handling, transportation and deposition of money as cost for providing so deemed to have been quoted/ included in other SOR item(s).
- Maintaining and recording the meter readings and gas quality data, electrical energy meter readings etc.
- Monitoring both the activities of dispenser sales and cascade unloading and filling.
- Ensuring proper housekeeping and up keeping of the whole premises including public amenities like toilets while supervising/ managing the activities to be performed by the deployed resource for housekeeping / station upkeep.
- Ensuring that safety norms are being followed while dispensing CNG and cascade filling. The resource shall be managing, supervising or undergoing the activities wherever necessary to ensure the activities to be performed by the deployed Salesmen at the station.
- Maintain the Compliant/ Suggestion register & update to BGL.
- Any other activity as directed by BGL Officials from time to time for smooth operation of CNG station.
- Responsible for Overall Supervision of all activities being handled by contractor/OEM'S as per OEM recommendations.
- Unloading of CNG gas dispatch to DBS / DS stations.
- LCV logbook filling.
- Monitoring the record of Noting time & LCV cascade pressure at the time of dispatch and receipt of LCV by the technician/LCV filler.
- Take electrical meter readings
- Oversee both the activities of dispenser sales and cascade filling
- Overall responsible for complete housekeeping and cleanliness of the premises as well as equipment.
- Daily attendance of Fillers, Technician, security etc.
- Shift wise updation of log sheets.
- Update the station logbook shift wise.
- Allocation of manpower shift wise according to the shift schedule.
- Attending and resolving customer issues at Forecourt.
- Responsible for safe dispensing and filling operations & ensure that all the manpower deployed are trained in Fire Fighting and has STC.
- Complaint Reporting of any equipment problem and any problem or any information at DBS to BGL Control room.
- Overall control over the manpower of other contractual staff working in the shift.
- Ensure Manpower availability at dispensers all the time in the shift and manage accordingly.
- Maintain the discipline of the manpower in the shift.
- Keen Monitoring of the filling activities of fillers specially to avoid filling of vehicles without valid documents, any kind of malpractice with equipment.
- Filling the vehicles in queue by coordinating with the security guard.
- Ensure the wearing of PPEs in the shift and reporting the non-compliance to station in-charge.
- Ensure the proper handling of equipment at the station like dispenser etc
- Assigning work to staff under contract & Manpower handling under GA
- Preparing the shift schedule and circulating the same to concerned BGL station in-charge,

make the manpower to adhere to the schedule.

- Ensure the Uniform, Company Identity, PPEs to all the manpower and keep the record for the same, sharing the data with concerned BGL authorities is mandatory.
- Maintain daily report of attendance at different workplace, verification from station in-charge periodically.
- Maintaining the Assets in good condition. Any loss & damage to any BGL assets would be recovered from the contractor.
- Cash Handling and Cash Deposit responsibility. Ensuring the gas sale is balanced with the cash/credits/online transaction amount.

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

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

3.1.3. The supervisor shall instruct the operators to pass on the daily readings of dispensers between 06.00 a.m. to 06.00 a.m. on the next day to the BGL office/ Control room. The contractor shall compile the readings for all the outlets and pass on the same to BGL control room or any other office designated by BGL via e-mail on or before 7.00 A.M. daily. The format for reporting the readings shall be taken from BGL. The dispenser totalizer readings shall be recorded at the beginning of each shift i.e. 06:00 hrs., 14:00 hrs. & 22:00 hrs. and shall be provided to BGL or any other offices as per the instructions of BGL. The DPR readings should be maintained in the log book on a separate page.

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

3.1.5. The Contractor has to ensure proper up keeping (maintenance) of plants, flowers, greenery, landscape, hoardings, notice board, etc. which are properties of BGL.

3.1.6. The Contractor has to bear the Cost to Recouping of the First aid box.

3.1.7. Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)

4. For SOR Item (4), CNG Dispensing Cum Technical Services (Round the clock in Shifts-

24x7) at Mother Station, Shamirpet/ COCO Saroornagar/ TSRTC Depots - Medchal & Hakimpet.

4.1.1 Providing Services for CNG Dispensing Cum Technical Services:

Services for dispensing of CNG to Automobiles/ Mobile cascades

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

- Overall responsible for all activities related to sales from the CNG dispensers irrespective of type of dispenser (Bus/Car or Single/Double arm).
- Dispensing CNG to vehicles and to collect cash, refund the balance and issue cash receipt to the customers.
- In case the customer makes the payment through credit/ debit card & e-wallet (like PayTM, Mobikwik etc), the contractor should ensure the reconciliation of the payment . The contractor is solely responsible for any discrepancy in sales amount.
- Courteous conduct with the customers.
- Handing over cash to the shift in charge after every sale/ shift. Handing over the payment receipt slips/summary slip of the POS machine to the Station Manager after the end of the shift.
- Maintain record of the payment received through other e-wallet services.
- To manage the vehicle queue for smooth refueling of vehicles.
- To note opening and closing readings of each arm of the dispensers before and after every shift and reporting the same to the shift in charge
- To maintain the Dispenser reading logbook as per the guidelines of BGL
- To check and attend to the minor gas leaks from tubing/fittings around the CNG station and from the dispensers and reporting to the shift in charge promptly.
- Small Routine/minor maintenance jobs for Dispensers.
- Ensuring safety norms while dispensing CNG to vehicles.

Associated Jobs:

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

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

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

- **LCV filling Area:**

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

● **Cascade area:**

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

● **GENSET area:**

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

● **SUPERVISION OF UPS:**

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

● **Electrical Panels:**

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

● **CNG Station complex up keeping & general maintenance:**

- 4.1.2 The contractor has to take care of BGL COCO CNG Stations (Mother Station / Online / DBS / DS) for Maintenance & up keeping of the entire station including forecourt, Office,

Compressor area etc.

Agency/Contractor has to follow up for the following jobs at each of the BGL operating stations, but not limited to:

- 4.1.3 Maintaining cleanliness of the CNG Station and other associated facilities like toilet etc
- 4.1.4 Maintaining cleanliness of the area around Dispensers, compressor, Gen sets and other machinery in the station.
- 4.1.5 Removal of wild vegetation growth within the Station.
- 4.1.6 Maintaining Housekeeping history card as per the BGL format and displayed in the station.
- 4.1.7 Floor care and upkeep of Station and office building, including vertical surface, corners, toilets, urinals, windows including its glasses, doors, venetian blinds, ceiling/false ceiling, ceiling fans, electrical fixtures, paper trays, telephone, computer, filing cabinets, dustbins, almirahs and other office furniture's such as tables, chairs etc.
- 4.1.8 Mopping of non-carpet floors, perfumed disinfectant spray of station office rooms, removal of garbage, waste material & disposal at the nearest public dustbin/ municipal dumping yard outside the Station complex.
- 4.1.9 Soak pit /sceptic Tank cleaning half yearly / as required.
- 4.1.10 Removal of honey bee comb –spot if required & necessary housekeeping as per instruction of EIC. Vendors may engage / take assistance from a third party pest control agency, if they deemed fit so.
- 4.1.11 The deployed services shall be required to carryout filling activities and also CNG , PNG maintenance activities as instructed by EIC.
- 4.1.12 Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)

5. For SOR Item (5), CNG Loading Cum Technical Services (Round the clock in Shifts-24x7) at Mother Station, Hafeezpet.

5.1.1 Providing Services for CNG Loading Cum Technical Services:

Services for dispensing CNG to Automobiles/ Mobile cascades

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

Associated Jobs:

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

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

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

● **LCV filling Area:**

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

● **Cascade area:**

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

● **GENSET area:**

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

● **SUPERVISION OF UPS:**

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

● **Electrical Panels:**

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

● **CNG Station complex up keeping & general maintenance:**

- 5.1.2 The contractor has to take care of BGL CNG Station (Mother Station / Online) for Maintenance & up keeping of the entire station including forecourt, Office, Compressor area etc. Agency/Contractor has to follow up for the following jobs at each of the BGL operating stations, but not limited to:
- 5.1.3 Maintaining cleanliness of the CNG Station and other associated facilities like toilet etc
- 5.1.4 Maintaining cleanliness of the area around, compressor, Gen sets and other machinery in the station.
- 5.1.5 Removal of wild vegetation growth within the Station.
- 5.1.6 Maintaining Housekeeping history card as per the BGL format and displayed in the station.
- 5.1.7 Floor care and upkeep of Station and office building, including vertical surface, corners, toilets, urinals, windows including its glasses, doors, venetian blinds, ceiling/false ceiling, ceiling fans, electrical fixtures, paper trays, telephone, computer, filing cabinets, dustbins, almirahs and other office furniture's such as tables, chairs etc.
- 5.1.8 Mopping of non-carpet floors, perfumed disinfectant spray of station office rooms, removal of garbage, waste material & disposal at the nearest public dustbin/ municipal dumping yard outside the Station complex.
- 5.1.9 Soak pit /sceptic Tank cleaning half yearly / as required.
- 5.1.10 Removal of honey bee comb –spot if required & necessary housekeeping as per instruction of EIC. Vendors may engage / take assistance from a third party pest control agency, if they deemed fit so.
- 5.1.11 The deployed services shall be required to carryout filling activities and also CNG , PNG maintenance activities as instructed by EIC.
- 5.1.12 Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)

6. For SOR Item (6), Safety Cum Technical Services (Round the clock in Shifts-24x7) at Mother Station, Shamirpet.

6.1.1 Providing Services for Safety cum Technical Services:

Scope of technician services are already described above under 3.2 against CNG services
Scope of services of safety incharge is broadly classified below but not limited to:

Infrastructure in CGD Network:

- City Gate Station comprising of Odorizing unit, Isolation valves, metering etc.
- CNG Stations: Compressors, Dispensers, Cascades, LCV filling points, Power Generators, Air Compressors, Electrical Motors & Switchgears,
- District Regulating Station(DRS),
- Meter Regulating Station(MRS) for Industrial, Commercial & Domestic Customers,

➤ Light Commercial Vehicles(LCV),

➤ Various stores & warehouses,

In CNG stations(on-line as well as mother), there are either Engine or Motor driven compressor of either 650 SCMH or 1200 SCMH capacity compressor which compresses gas up to 255 Kg/cm² with a suction pressure of 14-19 Kg/cm² or as per availability of pressure. In stationary cascades, gas stored at a pressure of 255 Kg/cm² & CNG is dispensed in vehicles at 200 Kg/cm² through the dispenser. SS tubes are also laid in the trench for transportation of CNG up to the dispenser via cascade. CNG is dispensed in public vehicles & CGD networks including CNG stations are installed in city area or outside the

city. Any kind of mishap can happen if utmost safety measures are not adopted. Any kind of mishap will result in a larger implication on the inhabitants surrounding the installation.

Safety is required at every stage of operation & maintenance of all the equipment installed at various locations like CNG station, CGS & CGD. Unless & until adequate safety measures are taken, it is highly risky to operate & maintain CGD Network. Fire & safety training to all the persons deployed /entrusted to carry out operation & maintenance is required. It is also necessary to inculcate safe working habits amongst the employees so as to avoid any kind of unsafe acts & unsafe conditions which may create accidents in future. It is mandatory to keep adequate no. of fire extinguishers at CNG stations, DRS, MRS, CGS & customer premises as per Gas Cylinder Rules and as per PESO (formerly known as CCoE) approval accorded. It is also necessary to have adequate fire & gas detectors inside the enclosure of the compressor enclosure and automatic release of fire extinguishers should be ensured.

In the business of City Gas Distribution (CGD), large nos. of customers like domestic, commercial & domestic customers are involved. In addition, CNG is filled in huge no. of public vehicles. Moreover, with CGD infrastructure being laid & operated in & around the city area, the large population will be highly affected in case of any kind of untoward incident.

Our first & foremost effort should be to operate & maintain the CGD Network in a safe & healthy manner without creating unsafe conditions & without doing unsafe acts so that any kind mishap can be averted. Best effort should be made to create a safe & healthy working environment by adopting/promoting safe work practices, procedures & by taking care of behavioral safety aspects.

The contractor shall ensure adequate nos. of technical resources for execution of fire & safety related activities as mentioned above

Responsibility of Fireman (skilled) Firefighting, fire prevention, fire protection, safety standby duty, safety round, operation of various firefighting appliances, testing, checking/maintenance of firefighting equipment, lifting/ loading/ unloading of fire & safety equipment related materials & all other F&S related activities as per instruction of BGL OIC/ safety in-charge/EIC.

Reporting to F&S in-charge of respective sites. In case of emergency during odd hours & off day's rush to the site for firefighting & rescue operation.

He Shall also provide the services for following F&S related activities: Developing of documents, formats & procedures relating to Fire & Safety, preparing the draft technical specification, documents, formats & procedures for related matters/issues, maintaining records for all equipment/appliances relating Fire & Safety, preparing various safety reports, preparing presentations, ensuring that all records/files are maintained, preparing the list of statutory & legal requirement to be complied w.r.t. safety, visiting to installations under his respective Geographical area (City) jurisdiction for F&S related activity, To provide support in firefighting

training programs in societies, vehicle drivers, school children, plumbers, contractors and all stake holders, Managing Firemen/supervisor activities, preparing monthly/annual F&S activity schedule, to support in Incident investigation, attending emergency calls/firefighting, to support for organizing meeting with local administration/agency, preparing the list of firefighting equipment, appliances & PPEs available at various sites shall provide service to Fire & Safety officer/HOD(F&S)/EIC at respective site as per the requirement which may arise time to time.

Qualification shall be minimum Diploma in Industrial Safety from any Govt. / Govt. recognized Private institute and at least two years' experience in any industry / company (Private /Govt.), preferably Oil & Gas Industry.

General Guidelines for Emergency / Breakdown / Shutdown Activities

- i. The damages & leakages shall be first attended by squeezing the pipelines and in case of unsafe conditions as per the assessment of BGL in charges, pipeline network shall be isolated through Isolation valves.
- ii. In case of any accident on CGD Network or at the consumer's premises, the site supervisors / technicians should immediately rush to the affected site, assess the situation, and coordinate with BGL. They should close / shut off the upstream isolation valve / control valve installed on the network or from CGS if required. Use of CGS valves shall not be done without consent from BGL representative /EIC.
- iii. Bidder shall also be responsible for coordination with local government/semi government/private agencies/ other utilities agencies/ Police, Fire Brigade and hospital / dispensaries etc. for emergency/ breakdown help / rescue.
- iv. Coordination with hospital/dispensary and provision of ambulance/fire brigade as and when required.
- v. Bidder shall train their personnel as per BGL guidelines for handling emergencies.
- vi. Bidder shall plan bi-monthly meetings for improvements / suggestions through learning from experiences. This meeting will also be attended by BGL representatives / coordinator for review of emergency handling / management.
- vii. Bidder shall shut down the pipeline inlet system at isolation valves of all stations in case of fire and major gas leak, excess odorant smell, stoppage of supply from gas source or supplier. However, BGL shall be consulted in such shut down / emergency.
- viii. Bidder shall not neglect even a small leak, if detected. He shall immediately act upon to check / arrest the leak, which may result in disaster, if the gas catches fire. In case of heavy leakage or burst pipes the exposed gas jet becomes potentially hazardous; hence, the area should be isolated, vent safely and replace the affected portion of the affected area. They should also inform all the concerned.
- ix. Bidder shall be very much vigilant in monitoring this type of situation. If this kind of situation arises then the bidder shall inform BGL. Only one thing must be kept in mind while taking any emergency action that human life has the topmost priority, followed by safety of the permanent installation.
- x. Bidder Maintenance team members should immediately inform the responsible authorities to take immediate and proper action to control the emergency accident hazard / fire and save man and machine / gas distribution pipelines, and public utilities in the vicinity of the affected area.
- xi. The bidder shall prepare a call note for each complaint, which will be kept & preserved as record.
- xii. In case of excess odorization / dosing, action shall be initiated as per the plan by bidder's personnel, including effective public / mass announcement, control of situation, safe venting of gas, attending consumer complaints door to door.

- Providing arrangements for safe handling, transportation and deposition of money as collected at COCO station during Forecourt Operations while executing SOR item(s)
- Providing automobile / fuel sufficient for mobilizing individual manpower deployed at CNG set ups across Hyderabad GA of BGL and at all formats of CNG stations (viz. COCO/DODO/Full DODO/ OMC Ros etc.) / personal GPS locators for all the resources provided under SOR items
- Providing tools / tackles etc. during execution of services by the resources deployed under SOR above in SOW.
- Providing suitable mode for communication (Telephone or Mobile phone) at each of locations where Forecourt Management related services are being provided by the contractor while executing SOR item(s) .
- Cash Handling / Transportation / Deposition of Money as detailed / elaborated in SCC
- Providing / Maintaining & Recouping the First Aid Box at each of the COCO CNG stations of BGL.
- Any other expenditure / cost / margin the bidder considers as necessary for performing service(s) mentioned anywhere / elsewhere in the tender / SOW/ SCC and not listed above specifically.
- Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)

7. For SOR Item (7), Control Room Operation Services (Round the clock in Shifts-24x7) at BGL Head Office.

7.1.1 Providing Services for CNG Control Room:

BGL has set up a control room for which required resources deployment has been given in SOR. Required services shall be intimated by EIC for deployment whenever needed. The services so required / duties to be performed by the manpower deployed under this SOR are following but not limited to

- Management of Complaints (viz. maintaining complaint log books in hard and in soft form, attending calls / emails for complaints / communication(s) i.r.o the same), issuing unique identification no. / complaint no. to the complainant, identifying the gravity of the complaints as per induction / training being imparted by BGL from time to time, channelizing the incoming complaints to respective designated attendee, taking follow ups for complaint resolutions, providing updated feedback i.r.o the complaints, updating the complaint log books as per format provided by BGL, resolving the same / complaint closures, preparing reports related to complaint handling and releasing the same to the designated personnel, intimating the resolution for closure of complaint / updated status of complaint on regular basis through telephone / other electronic means.
- Control Room personnel shall schedule and monitor the movement of LCVs / HCVs so deployed by BGL for DS / DBS / Decompression units / others and maintain the expedition among the fleet stake holders for ensuring minimum time for re-filling / travelling/ unloading/loading so that CNG is made available across Hyderabad GA without reportable figures / least possible figures related to the scenario when CNG is not available [Dry-Time] at DS / DBS station(s) spread across entire GA. Control room is to report Dry Time report as per format as provided by BGL.
- The Control Room shall keep record of the movement of resources deployed in CNG set up

for monitoring by the respective officials for optimization etc.

- Providing services as mentioned under head Providing Services for up keeping of data in case of his non-deployment/ absence of Data Entry Operator.
- Any other work as per requirement of BGL not specifically listed above.

7.1.2 Providing Services for up keeping of data:

Services are required for up keeping of data i.r.o the following:

- Preparation of fortnightly Joint tickets i.r.o the CNG sales in OMC ROs
- Maintaining the daily CNG dispensers totalizer readings, CPNG, IPNG consumption readings of individual customers in 3GA's , gas intake joint ticketing's on daily basis
- Entry of LCV dispatches and other details required for generation of RG-1.
- Updating the above mentioned data in tally
- Preparation of fortnightly joint tickets for both CNG, PNG, CNG customers through tally
- Updation of various commercial CNG customer consumption details in tally and preparation of invoices.
- Obtaining data from various sources and preparing DPR as per the format approved by BGL (CNG Stations / CNG equipment/ LCVs etc)
- Gas Reconciliation reports
- Upkeep of Vendor / Contractor payments
- Maintain validity of Statutory permissions
- Conditions of Statutory approvals
- Compliance of various audit observations
- Performing duties of the CNG control room set up (given in clause 3.8 of SCC) during the shift period, till the time, such set up does not come in existence
- Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)

8. For SOR Item (8), CNG Maintenance Services (Mechanical) (General Shift) at Mother Station, Shamirpet/ Mother Station, Hafeezpet/ COCO Saroornagar.

8.1.1 Providing Services for CNG Maintenance Services (Mechanical) :

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

Providing Services for Mechanical Maintenance

Following Mechanical equipment are generally installed in the CNG Station:

- Stationary Cascades of various Capacity (2250, 2325, 3000, 4500 WL)
- Mobile Cascades (3000 WL)
- Mass Flow Meters
- High Pressure Hoses

- High Pressure SS Tubes, Fittings, Valves
- DG Genset
- Air Compressors and Tyre Inflator
- Air Vessels
- Process Pipeline with Flanges
- Process isolation Valves (Ball, Globe, Gate & plug) of different sizes (1/2" to 8") at Mother Station/ Online Stations/ DBS/DS including Under Ground valves within CNG Station as well as Upstream and Down Stream Valves

To carry out leak checks of CNG station piping, cascades, etc. To meet any emergency to rectify/arrest the Station piping / CNG leaks at various BGL CNG Stations (COCO stations as well as other stations in ROs/ TSRTC CNG Stations) as well as Mobile cascades while transporting CNG across Hyderabad.

8.1.2 Stationary/Mobile Cascades: -

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

8.1.3 Mass Flow Meter: -

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

8.1.4 High Pressure Hoses:

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

8.1.5 High Pressure SS Tubes, Fittings, Valves: -

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

8.1.6 Air Vessels:

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

8.1.7 Fire Extinguisher & Sand Bucket:

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

8.1.8 Record Up-Keeping: - The records for all maintenance activities shall be carried out in line with maintenance schedule & in the maintenance formats provided by BGL. CONTRACTOR to

maintain operation & maintenance records/Data entry in hard copy as well in the system as per the instruction of Engineer-In-Charge for which necessary training will be provided by BGL.

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

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

8.1.10 Instrumentation Maintenance

Following Instruments are generally installed in the CNG Station:

- Mass Flow Meters
- Dispensers
- Compressors
- UPS
- Genset
- Billing Machine
- SAP (In future)
- CCTV
- PSVs, Pressure Gauges, Temperature gauges
- CO2 Flooding System / Fire Extinguishers
- UV / LEL / Portable LEL detectors

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

8.1.11 Mass Flow Meter: -

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

8.1.12 Dispensers: -

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

8.1.13 Compressors: -

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

8.1.14 SCADA:

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

8.1.15 CCTV:

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

8.1.16 PSVs, Pressure Gauges:

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

- Coordination with various OEMs for timely preventive / predictive Maintenance of Dispensers, Compressors, other instruments etc.
- Ensuring calibration of all instruments before due date by the appointed agency(s) by BGL
- Updation of price change in Dispensers as and when required
- Coordinating for Calibration of pressure gauges installed in station piping and

Cascades

- Ensuring healthiness of Fire equipment and informing the damage noticed etc. to BGL for rectification by respective department
- Corrective action to minimize reconciliation errors
- Cabling and termination for modification works
- Checking LEL
- Ensuring operation of SOPs
- Providing Tool Box, Multi meter, Teflon Tape etc at each station
- Record upkeeping

Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)

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

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

9. For SOR Item (9), CNG Maintenance Services (Electrical) (General Shift) at Mother Station, Shamirpet/ Mother Station, Hafeezpet/ COCO Saroornagar.

9.1.1 Providing Services for CNG Maintenance Services (Electrical) :

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

Providing Services for Electrical Maintenance

Following electrical equipment are generally installed in the CNG Station:

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

- Emergency shut down switches, etc.

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

9.1.2 Battery Bank: -

Presently in a few stations BGL has installed 1 KVA online UPS without battery bank and is planning to install 3 KVA UPS with battery banks and at other stations BGL has installed 3 KVA UPS with battery bank at remaining CNG stations. The contractor has to carry out the regular checking of battery banks at individual stations as per direction of EIC. If any battery or numbers of batteries is found faulty; the same should be replaced by the Contractor. The scope includes lifting batteries from BGL Store; delivery at CNG station, removal of old batteries and fixing of new batteries. The replacement of batteries should be planned without affecting the operation of the CNG station. Transport so required for carrying batteries or any other spare(s) etc. shall be provided by BGL.

9.1.3 UPS: -

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

9.1.4 Earthing System: -

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

9.1.5 Transformer: -

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

9.1.6 Lighting & AC: -

The contractor shall carry out the preventive maintenance and replacement of faulty indoor, outdoor and canopy lights. The scope includes procurement of new lights or any faulty parts/damaged i.e. Junction box, glands, lugs removal of faulty light and fixing of new light,

arresting any cable faults, arrangement of ladders or lifter etc. The scope includes breakdown maintenance of AC & fans also at BGL CNG stations. All lights, junction box, hiring of lifter/ladder for work on height, breakdown maintenance charges of AC shall be supplied by BGL to contractor against taxable invoice and remaining site level work shall be in the scope of bidder.

9.1.7 Diesel Generator (DG): -

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

9.1.8 Bore-well: -

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

9.1.9 Electrical Panels: -

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

9.1.10 Air Compressor & Tyre-Inflator: -

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

9.1.11 TGSPDCL Power:

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

9.1.12 Record Up-Keeping: -

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

9.1.13 Supply of Tools:

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

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

Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)

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

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

10. For SOR Item (10), GIS Services (General shift) at BGL Head Office.

10.1.1 Providing Services For GIS Services:

- Providing services for BGL WebGIS works by Checking of given As-builts details for all 03 GAs with respect to bills submitted (RA & Final), Capture the Pipeline network data (Steel and MDPE) from given As-builts for 03 GAs, Capture the network Assets details from given As-builts drawing, Checking & collecting data details of BGL Assets for CNG, CPNG, IPNG etc with Co-ordinates for Uploading in GIS. Editing the Captured data for Conversion., Conversion of Captured data for Uploading GIS (.Shp and its formats), Assign attribute details for Conversion data for Uploading GIS., etc & Associated Jobs.
- Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)

11. For SOR Item (11), O&M Support Services - CNG (General shift) at BGL Head Office.

11.1.1 Providing Services For O&M Support Services:

- O&M Support Services shall be overall In-charge of entire O&M activities. He will be a coordinator to interact/ interface with the OWNER/ its representative. He will be responsible for execution of all relevant work such as Manning / establishment of control room activities, Patrolling & monitoring of Operation, Maintaining Record, Reporting and periodic / emergency maintenance.
- SAP Billing, Preparing Power bills, 03 GAs CNG Sales, LCV Trips, Checking and Uploading data in Intranet, Followup for CNG Stations W&M Stampings/ Hydrotesting of cascades/ PESO Licenses, Preparing consolidated data for 03 GAs, MIS reports, LCV dispatch quantities WO Wise/ Filling station wise, Sales for CNG stations, Assisting in file notes, Cost calculations, 03 GAs Stamping and PESO certificates Uploading in Intranet, Maintain all bills photo copy and New stations Asset manuals and Testing reports in one drive, Maintaining 03 GAs Equipments running hours, W&M LM Dispensers stamping Slot bookings, etc & Associated Jobs.
- As per Legal Metrology Act, all CNG dispensers are re-stamped and sealed every year. BGL intends to hire support services for visiting legal metrology office(s) for submission of application with prescribed statutory fee(s) well ahead of due date of dispenser stamping, liaison with Legal Metrology department for taking appointment of visiting inspector(s), coordinating with officials for facilitating their visit(s) for re-stamping and sealing of dispensers installed at CNG stations within due date.
- O&M Supervisor shall be overall In-charge of entire O&M activities. He will be a coordinator to interact/ interface with the OWNER/ its representative. He will be responsible for execution of all relevant work such as Manning/ establishment of control room activities, Patrolling & monitoring of Operation, Maintaining Record, Reporting and periodic / emergency maintenance.
- O&M Supervisor has to ensure the smooth & trouble-free operation of all the equipment, installation & associated facilities, gas supply, administrative functions, HSE, consumer service, Liaisoning, etc includes assisting OWNER in Gas Reconciliation. Also, he shall be responsible for stores / assets management, co- ordination for major jobs with OWNER / its representatives. He shall plan all the activities according to the approved plan by BGL and shall monitor the same. He will be responsible for inventory management, especially for essential spares / assets management. Supervisor will be responsible for supervision, monitoring and execution of day-to-day shift duties effectively pertaining to emergency handling, preventive maintenance of all assets/network as per schedule, consumer complaints / services. Apart from above, he shall be responsible for day-to- day reporting, data logging for the activities performed as per MIS. He shall also be responsible for Liaison with local authorities, etc. He must be competent in maintenance and troubleshooting related to PNG network breakdowns.
- Monitoring of all resources 24 hours x 365 days to handle any type of emergency and first response at any incident site after communication received from BGL / any other source within the stipulated response time.
- Supervisor shall co-ordinate and assist/ liaison for the services related to the operations, e.g. electricity, telephone, water supply, testing & calibration, statutory issues etc. from time to time.
- Scope includes from Submission of application to obtaining the certificate from W&M

officials. Required Master flow meter, application for stamping of flowmeter(s) and statutory payment fees shall be provided by BGL.

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

Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period).

Tentative Quantities:

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

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

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

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

Note :

1. The quantities, location and scope of services indicated in the contract are tentative, BGL reserves the right to vary the quantities, change of service locations as per its operational requirements without any change in the unit rates or other terms and conditions of the contract.

2. The rates quoted by the bidder shall remain firm and unchanged during the entire duration of the contract. No escalation, on any ground whatsoever, shall be admissible. The quoted rates shall be deemed to include all statutory liabilities and compliance costs such as insurance, PF, ESI, Uniforms, PPEs, Tools & Tackles, Conveyance, Administrative Overheads, and any other charges required for satisfactory execution of services as per SOW.

3. For Line item no.8 & 9, conveyance allowance to be provided for all 07 services per day to carry out the job at sites & quoted rate shall be inclusive of conveyance allowance as required for effective performance of Services.

4. For required No. of Services per day, Contractor to consider (Round the clock in Shifts = 365 service days/year & General Shift = 317 service days/year only; Man Day = 08 working hours). (Refer below tables in conjunction with Schedule of Rates)

SOR - Sr.No	Service Category
1 & 11	Highly Skilled
2 to 10	Skilled

Wage period and monthly wages: Wage period shall be monthly and wages for a month shall be calculated by multiplying daily rate of Minimum Wages by 26 for general & 30.42 for shift pattern. Deduction in case of any days of absence other than weekly days of rest shall be calculated using the following formula:

Deduction for absence = days of absence x (monthly wages / number of days in the relevant month)

5. The services provided shall be available on continuous basis.

**HIRING OF O&M SERVICES FOR BGL OPERATED CNG STATIONS AT
CGS, MOTHER STATIONS, COCO STATIONS, DBS & ONLINE CNG
STATIONS IN HYDERABAD GA FOR THE PERIOD OF 02 YEARS
BID DOCUMENT NO. BGL/749/2026-27**

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Sr. No.	Required Services / Location	CGD Operations & Supervisor y Services	Supervisor y Services	Supervisor y Services	CNG Dispensin g Cum Technical Services	CNG Loading Cum Technic al Services	Safety cum Technic al Services	Control room Operatio n Services	CNG Maintenanc e Services (Mechanica l)	CNG Maintenanc e Services (Electrical)	GIS Service s	O&M Suppor t Service s (CNG)	Tota l
1	Mother station, Shamirpet	3.00			3.00		3.00		1.00	1.00			11.00
2	Mother station-2, Hafeezpet		3.00			3.00			1.00	1.00			8.00
3	BGL COCO, Saroornagar			3.00	9.00				1.00	2.00			15.00
4	TSRTC depot , Medchal				3.00								3.00
5	TSRTC depot , Hakimpet				3.00								3.00
6	Control Room/ HO							6.00			1.00	1.00	8.00
Total		3.00	3.00	3.00	18.00	3.00	3.00	6.00	3.00	4.00	1.00	1.00	48.00



Bhagyanagar
Gas Limited

**HIRING OF O&M SERVICES FOR BGL OPERATED CNG STATIONS AT
CGS, MOTHER STATIONS, COCO STATIONS, DBS & ONLINE CNG
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BID DOCUMENT NO. BGL/705/2025-26**

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SECTION- 8

SPECIAL CONDITIONS OF CONTRACT

SPECIAL TERMS AND CONDITIONS OF CONTRACT

GENERAL INFORMATION: -

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

SPECIAL TERMS AND CONDITIONS OF CONTRACT

1. Payment Procedure

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

- 1.2.5 Any other documents required as per the laws of the land.
- 1.3 The final bill shall be submitted by the Agency/Contractor within a month from the date of completion of the contract. Payment for the first / last month will be done on pro- rata basis for the number of days or qty. the contract was deployed.
- 1.4 The contractor has to submit No claim certificate along with the Indemnity Bond of Rs. 100/- duly notarized from Notary indemnifying Bhagyanagar Gas Ltd Limited from all liabilities w.r.t. the persons engaged by the contractor regarding payment of wages, Provident Fund/ESI contributions, Insurance and other payments in Performa Indemnity Bond.
- 1.4.0 Notwithstanding anything above, in case of any further requirements under the law or statutes due to amendment or change in law, the same should be complied by the contractor.
- 1.4.1 Compliance Certificate by his Chartered Accountant that all GST has been paid against each submitted invoices.
- 1.4.2 Quantity deviation statement showing awarded Vs executed quantity and value.
- 1.5 **Payment Authority:** Engineer- Incharge Bhagyanagar Gas Limited, Hyderabad. Invoices sent through post/courier shall be super scribed as Work Order No., Date, Invoice No., Bill Amount, Name of EIC on the envelope
- 2.** Bhagyanagar Gas Ltd has full right to award the work in full or in parts.
- 3. Interpretation of Documents:** In case of contradiction between Indian Standard, General Conditions of Contract, Special Conditions of Contract, Specifications, Schedule of Rates, the following shall prevail in order of precedence:
- Letter of acceptance along with statement of Agreed variations.
 - Letter of Intent / Fax of Acceptance
 - Schedule of Rates, Scope of Work as enclosures to letter of acceptance
 - Job Specifications & Drawings Technical / Material Specifications
 - Special Conditions of Contract
 - General Conditions of Contract
 - Indian Standards
 - Other Applicable Standards
- 4. Accommodation/ Transportation:** The contractor shall make his own arrangement for the accommodation of his personal at respective locations and subsequent transportation arrangement for them from their place of residence to workplace or any other place as required and company shall have no obligation in this respect. Conveyance to be arranged by the contractor for mechanical & electrical related site visits to the CNG/ other stations as per the requirement for works.
- 5. Medical:** As per Telangana factory Rules, all the workers working therein shall be subjected to pre-employment medical checkup and periodical examination as applicable. Hence Deployed manpower must be medically fit and shall have a certificate issued from registered doctor. The certificate shall be revalidated at least on an annual basis or as per doctor's advice. No additional payment shall be made to the contractor. The company shall not be responsible for providing any medical assistance to the contractor personnel.
- 6. Training of Manpower To Be Deployed:** For operation of CNG stations, the manpower/employees deployed at CNG stations shall be trained in basic firefighting.
- 7. Uniform:** The Agency / Contractor shall ensure its employees, while on duty, wear such uniforms. The dress code for uniforms shall be as prescribed by Bhagyanagar Gas Ltd.

However, Bhagyanagar Gas Ltd shall not reimburse the cost of safety kits and livery sets/year. Contractor to provide not exceeding the minimum requirements as below:

Description	Set / no./pair
Cotton Shirts	Two nos. / year
Cotton Trousers	Two nos. /year
Socks	Two pairs/ year
Safety Shoes	One pair/ resource for the contract period
Safety Helmet	One / resource for the entire contract period
Rain Coat	One / resource for the entire contract period
Sling Type Cash Collection Bag	One Bag Per Dispenser / Year

The contractor has to ensure that all the deployed services always attend duty in prescribed safety kits and liveries (Shirts, trousers, shoes & shocks and cap). Safety kit & liveries shall be provided by the contractor as per list and quantity tabulated in the SCC.

The number of resources / services required to be deployed by the contractor at site(s). In case of replacing any existing manpower / resource, the contractor has to provide Uniform/PPE/Applicable Kits & Liveries (2 sets/year/person) within 7 days of deployment at his own cost to avoid penalties as mentioned elsewhere. No payment shall be paid by Bhagyanagar Gas Ltd for providing Uniform/PPE/Applicable Kits & Liveries

8. Engineer –In-Charge: -

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

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

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

11. Liability / Indemnity:

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

- 11.6 Contractor himself shall be fully and exclusively responsible for any damage to the equipment or any personal injury to operator or any other person in the employment of the contractor, occupant or any property.
- 11.7 The contractor will be solely responsible for any consequences under laws arising out of any accidents caused to property / persons. The contractor shall also be responsible for any claim / compensation that arises due to damage / cause of injuries / disabilities / death etc. during the contract period Bhagyanagar Gas Ltd. will not be responsible for any claim / compensation that arises due to damages / injuries under any circumstances in which the equipment is engaged for Bhagyanagar Gas Ltd. duty.
- 12 **Indemnity Agreement:** Contractor shall exclusively be liable for non-compliance of the provision of any act, laws, rules and regulations having bearing over engagement of workers directly or indirectly for execution of work and the Contractor hereby undertake to indemnify the company against all actions, suits, proceedings, claims, damages demands, losses, etc. which may arise under minimum wages act, payment of wages act, workman compensation act, personnel injury (compensation insurance) act ESI Act, Fatal Accident Act, Industrial Dispute Act, Shops and Establishment Act, Employees Provident Fund Act, Family Pension and deposit Linked Insurance Scheme or any other act or statutes not herein specifically mentioned but having director or indirect application for the persons engaged under this contract. (A certificate to this effect shall be submitted by the Contractor immediately on receipt of LOA).
- 13 **Income Tax:** Income tax at the prevailing rates as applicable from time to time shall be deducted from contractor's bill as per income tax act and quoted rates shall be deemed to be including this. The contractor has to enclose the PAN card.
- 14 **Provident Fund ACT:** Contractor shall strictly comply with the provisions of Employees Provident Fund Act. In case the RPFC challan / receipt, as above, is not furnished, Owner shall deduct suitably of the payable amount from contractor's running bill and retain the same as a deposit. Such retaining amounts shall be refunded to the Contractor on production of RPFC challan / receipt for the period covered by the related running bill.
- 15 **Registration under Goods and Service Tax (GST):** Attested copy of certificate for registration under applicable provisions of GST must accompany the tender. In case any unregistered bidder is submitting their bid, their prices will be loaded with applicable GST (CGST & SGST / UTGST or IGST) during evaluation of bid. Where Bhagyanagar Gas Ltd is entitled for input credit of GST (CGST & SGST / UTGST or IGST), the same will be considered during evaluation as per evaluation methodology of tender document.
- 16 **Health Safety and Environment (HSE) Management:**
- 16.1 After the award of the contract, a detailed Health, Safety and Environment (HSE) program to be followed for execution of contract under various divisions of works will be mutually discussed and agreed between Contractors & Client. The Contractor shall establish, document and maintain an effective Health, Safety and Environment (HSE) management system. The Contractor shall adhere to the Health, Safety and Environment (HSE) management system as per Bhagyanagar Gas Ltd. Specification and General Conditions of Contract.

16.2 It will be the Contractor's responsibility to acquaint his site staff and operatives with all current safety legislation, statutory requirements and Bhagyanagar Gas Ltd.'s safety standards. In addition, before any work takes place all the Contractor's operatives shall be given training in site safety by the trained person under supervision of Bhagyanagar Gas Ltd. No work will be allowed to carry out without Proper PPE to the workers.

17 **Rules & Regulations:** Contractor shall observe in addition to the specified and respective specifications all the local laws, ordinances, rules and regulations and legislations pertaining to the work and shall be responsible for extra costs arising from violations of the same.

18 **Permissions:** While doing the work, it is the responsibility of the contractor to take all the necessary permissions.

19 Termination Of The Contract:

If the contractor fails to complete the work as per the details given above to complete the work in stipulated time as per satisfaction of the engineer in-charge or fails to observe all terms and conditions of this contract, BGL may terminate the Contract by issuing a one- week notice. In such case BGL may get executed the balance SOR Quantities by engaging other agency/agencies on the risk and cost of the contractor as per the relevant clauses in GCC. 16.2

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

20 General:

- i. The Contractor shall deploy the required number of support services as per Scope of work in terms of the contract. In case required to meet operational requirements, the Contractor shall augment the same as per direction of Engineer-in-Charge.
- ii. The Contractor is required to carry out all services as mentioned in the Scope of Services and Schedule of Rates on all the 365 days including Sunday and all holidays and round the clock.
- 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.
- iv. Contractor shall provide Authorized representative to co-ordinate the services on daily basis And to interact with Engineer-in-Charge and deployed workmen.
- v. The workforce deployed by the Contractor for O&M services at CNG installation / PNG installations shall be of Sound relevant technical professional expertise which is otherwise also essential from the safety point of view of the personnel of the Contractor as well as for the installation.
- vi. The contractor has to ensure the safety of man and equipment all the time. Damages of Equipment due to negligence will be recovered as per the decision of Engineer-in- Charge, which will be final.
- vii. Regarding work completion, the decision of the Engineer-in-Charge will be final and binding.
- viii. The Contractor shall make his own arrangements to provide all facilities like boarding and transport etc. to his workman.
- ix. All personnel of the Contractor entering on work premises shall be properly and neatly dressed and shall wear uniform, ID cards, badges while working on premises of the company including work sites.

- x. The contractor shall maintain a proper record of his working employee's attendance and payment made to them.
- xi. The Contractor's representative / supervisor shall report daily to the Bhagyanagar Gas Ltd' Shift-in-Charge or EIC for day to day working.
- xii. All the safety rules and regulations prevailing and applicable from time to time at the installations as directed by BGL will be strictly adhered to by the contractor.
- xiii. The rates quoted by the Contractor must be inclusive of all taxes, duties, service tax, work contract tax and any other levies, contractor's share of P.F. and insurance charges, contractor's profit and any other expenditure etc.
- xiv. It will be the responsibility of the Contractor to pay as per the minimum wages as directed by RLC (Regional Labour Commissioner-Central) at any point of time in line with Minimum Wage Act 1948.
- xv. The services shall be provided in terms of shift pattern on the round the clock basis.
- xvi. The Contractor is responsible to provide effective and efficient services in all shifts and assure that there is no disruption in the services for want of any resources.
- xvii. All the jobs mentioned under scope of services shall be carried out as per sound engineering practices, work procedure documentation and as per the guidelines / direction of engineer-in-charge or authorized representative.
- xviii. Bhagyanagar Gas Ltd reserves the right to avail partly or all the services as mentioned in the SOR for respective stations.
- xix. Contractor shall in no case lease/ transfer/ sublet the job awarded to the contractor
- xx. The Agency / contractor shall remove the employee or worker who is found guilty of misconduct or negligence while on duty or whose conduct is not in order. The decision regarding this shall be taken by the EIC.
- xxi. The Agency / contractor shall take due care of the equipment installed at the CNG stations and ensure that the same are operated by properly trained people in a prudent manner. In case of any breakdown in or damage to or defect in the equipment, the Agency / contractor shall immediately notify to the concerned officer of Bhagyanagar Gas Ltd and shall not operate the equipment till clearance is given by Bhagyanagar Gas Ltd.
- xxii. The Agency / contractor shall follow the safety procedures, from time to time, specified by Bhagyanagar Gas Ltd in operating the Outlet and handling of CNG. The Agency / contractor shall ensure full and strict compliance with the guidelines, norms, rules, stipulations etc. as may be prescribed by PESO, Chief Fire Officer (CFO), and any other statutory authorities from time to time in respect of safe handling, storage and Sale of CNG at the Site.
- xxiii. The Agency / contractor shall ensure compliance with all such safety guidelines/ directives given by Bhagyanagar Gas Ltd from time to time which may include but not be limited to checking of metallic plates (fitted on body of the vehicle signifying make of CNG conversion Kit, CNG cylinder, validity thereof etc.) endorsement in RC book (Issued by Regional Transport Office) of the Vehicle prior to filling CNG in the Vehicle etc.
- xxiv. The work is to be carried out in "Restricted Area" (i.e. operating area not open for all being hazardous in nature) and Agency/Contractor shall work as per the instructions of Site Engineer/ Engineer-In-Charge.
- xxv. The Agency/Contractor shall arrange at his own cost the boarding, lodging & to and fro transportation for his staff.
- xxvi. During the contract period, a qualified bidder or his staff /crew cannot resort to strike or other means of agitation on any ground, which affects the operations. Any absence of crew / staff shall be viewed seriously and the contract is liable to be terminated by BHAGYANAGAR GAS LTD. Withholding all balance dues of contract and deposits and

- including encashment of performance bond.
- xxvii. The contractor shall liaise/ deal with the local operational issues in consultation with local authorities like police, fire brigade and other concerned authorities to protect the BHAGYANAGAR GAS LTD. assets.
- xxviii. Delay / Interruption in the operation service: The agency/Contractor will deploy qualified, efficient and experienced personnel to discharge the contractual obligations effectively. At any circumstances, any delay or interruption in the operation services shall not be entertained.
- xxix. Display of various safety instructions in the CNG filling facilities for creating safety awareness among the operators and customers shall be in the scope of the bidder. The safety instructions shall be displayed as per the instruction of the Bhagyanagar Gas Ltd at the time of making the same. The materials of the safety instruction shall be provided by the Bhagyanagar Gas Ltd.
- xxx. The Operators shall follow safe operating procedure (SOP) along with the instructions /recommendation as given by OEM of compressor/dispenser/cascade/Gas Genset/UPS etc. shall be strictly followed to ensure safety.
- xxxi. The Operators shall follow emergency response producers strictly during emergency situations to ensure safety of manpower/assets.
- xxxii. The operator shall immediately operate ESD (emergency shutdown) and close the isolation valve of the affected cylinder of stationary cascade in case of safety disc rupture. Apart from this the situations could arise such as high-pressure gas release from tubing, fire in electric panels etc. The operator shall operate any of the ESDs located at places at each outlet and isolate the main gas inlet valve and main electric supply switch of the compressor/ CNG system.
- xxxiii. The operators shall ensure that no flammable materials shall be possessed/stored/accumulated inside station premises.
- xxxiv. The contractor shall provide suitable mode for communication (Telephone or Mobile phone) at each location. The Contractor shall provide mobile phones for all the maintenance engineer/technician. The rates quoted for service charges shall be inclusive of this and no separate payment will be made to the contractor on this account. This mode of communication shall be used for the purpose of official communications in respect of operation/maintenance/DPR. The communication mode should remain activated during contract period. Mobile phones shall be used away from the dispensing and compressor area, so as to prevent any untoward incident.
- xxxv. The contractor shall ensure strict discipline and shall be responsible for smooth operation of the CNG station.
- xxxvi. The contractor shall provide training once in a year to their operators on basic firefighting through reputed professional agencies.
- xxxvii. Service Agency/ Contractor shall maintain general purpose tools & tackles to perform the jobs of minor maintenance. Minor maintenance shall include jobs like minor leak arrests from joints in dispensers, cascades, piping, minor civil/electrical maintenance etc. Such jobs shall not require any expertise.
- xxxviii. The Agency/Contractor shall arrange at his own cost the boarding, lodging & to and fro transportation for his staff.
- xxxix. The Agency / contractor shall be responsible for ensuring that its employees conduct themselves in a proper manner and are courteous to customers

STANDARD CONDITIONS OF SCC: PART I

Standard HR Clauses

The following clauses should be incorporated / defined in SCC:-

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

Sr. No	Services to be Performed	Minimum Qualification	Minimum Experience
A.1	CGD Operations / Supervisory Services & O&M Support Services (For SOR Item No. 1)	Graduate in Engineering discipline. Computer knowledge is compulsory along with working expertise in MS Excel / Word. / SAP	3-years experience in CNG Station / OMC Retail Outlets / LPG Dispensing station.
A-2	Supervisory Services (For SOR Item No. 2)	Graduate in any discipline or Diploma in Engineering discipline. Computer knowledge is compulsory along with working expertise in MS Excel / Word.	2-year experience in CNG Station / OMC Retail Outlets / LPG Dispensing station.
A-3	Supervisory Services (For SOR Item No. 3)	Graduate in any discipline or Diploma in Engineering discipline. Computer knowledge is compulsory along with working expertise in MS Excel / Word.	2-year experience in CNG Station / OMC Retail Outlets / LPG Dispensing station.
A-4	CNG Dispensing Cum Technical Services (For SOR Item No. 4)	12th (Intermediate) pass in any discipline, or ITI in any discipline.	2-year experience in LPG Dispensing Station/CNG Station/ OMC Retail Outlet for fuel dispensing. Preference shall be given to a person who knows Telugu / Hindi Language.



Bhagyanagar
Gas Limited

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A-5	CNG Loading Cum Technical Services (For SOR Item No. 5)	12th (Intermediate) pass in any discipline, or ITI in any discipline.	2-year experience in LPG Dispensing Station/CNG Station/ OMC Retail Outlet for fuel dispensing. Preference shall be given to a person who knows Telugu / Hindi Language.
A-6	Safety Cum Technical Services (For SOR Item No. 6)	Qualification shall be minimum Diploma in Industrial Safety from any Govt. / Govt. recognized Private institute	For Diploma Min. 02 years' experience in any industry / company (Private /Govt.), preferably Oil & Gas Industry.
A-7	Control Room operators & GIS Services (For SOR Item No. 7)	Engineering Degree/ Diploma/ Graduate, preferably in Science stream. Computer knowledge is compulsory along with working expertise in MS Excel / MS Word.	Minimum 2-year relevant experience.
A-8	CNG Maintenance Services (Mechanical) (For SOR Item No. 8)	ITI / Diploma in any discipline. Preferably Mech / instrumentation.	3 years'experience in relevant discipline in operation and maintenance of natural Gas /CNG stations in City Gas Distribution companies or Oil & Gas/ Power Plants/ Chemical Industries experience or ITI or diploma.
A-9	CNG Maintenance Services (Electrical) (For SOR Item No. 9)	ITI / Diploma in any discipline. Preferably Mech / electrical / instrumentation.	having 03 years of experience relevant discipline in Electrical maintenance of natural gas/ CNG stations in City gas distribution companies or oil & gas / power plants/ chemical industries

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A-10	GIS Services (For SOR Item No. 10)	Engineering Degree/ Graduate, preferably in Science stream. Computer knowledge is compulsory along with working expertise in GIS services, MS Excel / MS Word.	Minimum 2-year relevant experience. in Web GIS Works
A-11	O&M Support Services (For SOR Item No. 11)	Graduate in Engineering discipline. Computer knowledge is compulsory along with working expertise in MS Excel / Word. / SAP	Minimum 3-years relevant experience.

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

5. *Cost of minimum resources to be deployed:*

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

Notified Wage rate for different categories

01 man day service = 365 service days for round the clock, and 317 service days for General Shift Service, payment shall be made proportionately on monthly charges

Based on the prevailing labour legislations governing contract labour as brought out in Standard Conditions of SCC - Part-II, Part- III and Part-IV, the Bidder/Contractor is required to consider the monthly cost of deploying minimum number of resources / average monthly resources (whichever is applicable) based on the following and “Quote” accordingly:

Note:

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

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

6. Uniform:

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

7. Biometric System:

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

8. Deficiency:

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

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

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

c) List of deficiencies and penalties thereof:

List of deficiencies and penalties thereof

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

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

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

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

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

9. Performance:

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

10. Documents for technical bid qualification:

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

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

11. PERIOD OF CONTRACT:

- a) The contract shall be initially for a **period of 24 months from the date of FOA**, extendable for a **further period of 06 months** at the option of BHAGYANAGAR GAS LTD on the same rates/terms and conditions and such extension will be binding on the contractor.
- b) **MOBILISATION PERIOD:** The deployment for the services shall be within 01 week from the date of FOI / FOA. In case of failure, BGL reserves the right to cancel the contract.
- c) The date of commencement of the contract for reckoning the period shall be the date of FOA.
- d) BHAGYANAGAR GAS LTD shall have the right to terminate the contract by giving 15 days' notice during the contract period.
- e) BHAGYANAGAR GAS LTD also reserves the right to reduce the period of contract at the time of award of contract itself or during the course of the contract without assigning any reason thereof

12. Notwithstanding anything above, in case of any further requirements under the law or statutes due to amendment or change in law, the same should be complied by the contractor.
13. **Change in quantities of items during execution:** If the quantities of any item(s) change to any extent due to any reason whatsoever, the contractor shall be bound to execute them at the rates quoted by him. The decision of Engineer-in-Charge shall be final and binding.
14. Self-assessment of work: The quoted rates shall be deemed to have been arrived after first hand self-assessment of the work front by the Contractor by visiting the concerned location of execution of contract prior to submission of their offer and shall give no reason whatsoever to request for any increase/revision in their quoted/awarded rates and not being aware of local conditions.
15. The contractor shall also provide services on Saturday, holidays including Sundays (until and unless instructed otherwise by EIC) and nothing extra shall be payable on this account. The Contractor shall make his own arrangement for housing himself and his staff. BGL will not provide any accommodation.
16. The Service provider shall defend and indemnify BHAGYANAGAR GAS LTD from all suits, actions, claims, demands, liabilities, damages and expenses arising out of personal injury or death resulting therefrom to any of its personnel, while providing the services.
17. Performance Evaluation of contracts as per C&P circulars/guidelines/procedure is applicable. The contract has to attend Quarterly Review Meetings for Contract Health Monitoring purpose(s) and resolving issues related to work(s) from time to time.

18. CONTRACT PERFORMANCE SECURITY / SECURITY DEPOSIT:

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

Or

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

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

Annexure-II

STANDARD CONDITIONS OF SCC: PART II

Compliances under various Labour Laws

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

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

1.1. Minimum Wages:

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

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

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

1.2. Payment of Wages:

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

1.3. Payment of Bonus:

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

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

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

2. *Leaves/ Leave with wages/ Holiday:*

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

The Contractor shall extend the leave with wages and maintain the Register of Leave pertaining to the resource deployed. The payment towards un-availed leave, as per the Factories Act, 1948 / Shops & Establishment Act, shall be settled with the resource at the time of closure of the contract or separation of resource from the contract by the contractor.

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

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

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

4. *The Employees' State Insurance Act, 1948 (If applicable and as per prevailing rates)*
 - a) The Contractor shall have his own ESI code No. allotted by Employees' State Insurance Corporation (ESIC) as required under the Employees' State Insurance Act, 1948.
 - b) The Contractor has to arrange **Smart Cards (i.e. ESI Identity Card) /e-Pehchan Card** for the resource(s) engaged by him from the Corporation.
5. *The Employees' Compensation Act 1923 (wherever applicable)*

In case, the work place is out of the notified coverage area under ESIC i.e. ESIC is not implemented in the area **or** in case of excluded employees under ESIC, the Contractor is required to take Employee Compensation / Workmen Compensation Policy from IRDAI approved Insurance Company taking into consideration the maximum compensation liability as per provisions of Employees' Compensation Act, 1923. It must be ensured that the contractor/contracting firm should extend coverage to the contract workers through Employee Compensation Policy, to meet the Compensation Liability under Employee's Compensation Act, 1923 **along with Medi-claim Floater Policy with a coverage of Rs 3 Lakhs per resource covering his/ her spouse and two children.**
6. *The Payment of Gratuity Act, 1972*

In case of Death or permanent disablement of a resource during execution of work under the contract, the Contractor has to pay the Gratuity as per the provision under the Payment of Gratuity Act, 1972 to the nominee(s) of the resource as per the details maintained in the duly signed Nomination Form maintained by the Contractor. The proof of disbursement may be submitted to the EIC for claiming reimbursement of amount paid towards death Gratuity from BHAGYANAGAR GAS LTD.
7. *The Contract Labour (R&A) Act, 1970*
 - a) The Contractor is required to obtain Labour license under the provisions of the Contract Labour (R&A) Act, 1970 from the office of Licensing Officer, Central Labour Authority, Ministry of Labour and Employment, Govt. of India having jurisdiction of the Region.
 - b) The Contractor shall discharge obligations as provided under the Contract Labour (R&A) Act, 1970 rules and regulations framed under the same and enforced from time to time.
 - c) The Contractor shall ensure regular and effective supervision and control over the resources deployed for which a supervisor / representative of the Contractor should be available at all the times for giving suitable direction for undertaking the Contractual Obligations.
 - d) The Contractor is solely responsible for payment of wages to each resource deployed by him and such wages shall be paid before the expiry of such period as may be prescribed.
 - e) It shall be the duty of the Contractor to ensure the disbursement of wages to resource(s) through e-banking/digital mode. In case the resource does not have a bank account, the disbursement of wages may be made in cash in the presence of the Engineer-in-charge / authorized representative of BHAGYANAGAR GAS LTD initially and Contractor shall simultaneously arrange for opening the bank account of each contract labour deployed by him.
 - f) In case, the Contractor fails to make payment of wages and deposit of PF contribution within the prescribed period or makes short payment of wages / short deposit of PF contribution, **it shall be treated as FAILURE and action as per the provisions of General Conditions of**

contract shall be taken. Further, BHAGYANAGAR GAS LTD as Principal Employer, will make payment of wages in full or the unpaid balance due, as the case may be, to the resource(s) deployed by the Contractor and deposit the PF contribution with PF authorities. Such amounts will be recovered from the Contractor either by deduction from any amount payable to the Contractor under any contract or as a debt payable by the Contractor.

8. The contractor is required to comply with all applicable labour laws and regulations including, but not limited to the following:
- a) The Factories Act, 1948 / The Shops & Establishment Act, 1948 (which ever applicable)
 - b) The Maternity Benefit Act, 1961
 - c) The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act 1979 & Building and Other Construction Workers Welfare Cess Act, 1996
 - d) The Inter State Migrant Workmen (RECS) Act 1979 (if applicable)
 - e) Contract Labour (R&A) Act-1970
 - f) Employees' Provident Fund & Misc. Provisions Act- 1952
 - g) Employees' State Insurance Act-1948
 - h) Employees' Compensation Act, 1923
 - i) Payment of Gratuity Act, 1972 / 2025.
 - j) Minimum of Wages Act,1948
 - k) The Payment of Wages Act,1936
 - l) The Payment of Bonus Act,1965

Annexure- III

STANDARD CONDITIONS OF SCC: PART III

Responsibilities of the Contractor

Responsibilities of the Contractor

1. The Contractor shall be solely responsible and indemnify BHAGYANAGAR GAS LTD against all charges, dues, claim etc. arising out of the disputes relating to the dues and employment of resources, if any, deployed by him.
2. The Contractor shall indemnify BHAGYANAGAR GAS LTD against all losses or damages, if any, caused to it on account of acts of the resource(s) deployed by him.
3. The Contractor shall indemnify BHAGYANAGAR GAS LTD from all claims, demands, actions, cost and charges etc. brought by any court, competent authority / statutory authorities against BHAGYANAGAR GAS LTD.
4. The Contractor shall also indemnify BHAGYANAGAR GAS LTD for any action brought against him for violation, non-compliance of any act, rules & regulation of center / state / local statutory authorities.
5. All resources deployed by the Contractor are deemed to be on the rolls of the Contractor.
6. **Age:** No resource below the age of 18 years shall be deployed by the contractor for the execution of the contract. However, the maximum age of resources deployed under the contract would be 60 years. (In case of Security and Fire & Safety Service, no resource below the age of 18 years shall be deployed by the contractor for the execution of the contract. However, in view of the nature of business operation and nature of duty, for efficacy & efficiency purposes, resources will be deployed up to the age of 58 years. However, the age limit can be relaxed for a further period of two (024 Months) up to the age of 60 years if the contract worker is competent, efficient and medically fit i.e. physically fit with good health, good eye sight without any disease. The contractor has to produce Medical Fitness Certificate, to this effect, against such contract workers if deployed beyond 58 years)
7. **Appointment/Nomination of supervisor:**
As a part of the contract, the Contractor is required to appoint/nominate a supervisor (s) who will supervise, control and give directions to the resource(s) for discharging the contractual obligations. Accordingly, the Contractor has to give in writing the name and contact details of the supervisor (s) to the EIC. A copy of the same is also to be sent to HR In-charge and Security In-charge for records.
8. A copy of the Letter of Acceptance (LOA) should be submitted to the Security Department by the Contractor / his representative or supervisor for facilitating the movement of resource(s) including machine & materials involved in the contract.
9. The resources to be deputed/ deployed by the Contractor shall observe all security, fire and safety rules of BHAGYANAGAR GAS LTD while at the site/work. All existing and amended safety / fire rules of BHAGYANAGAR GAS LTD are to be followed at the work site by the Contractor and his deployed resource(s).

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

21. Police verification

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

Annexure- IV

STANDARD CONDITIONS OF SCC: PART IV

Compliance of Government of India Directives

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

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

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

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

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

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

Annexure-V

STANDARD CONDITIONS OF SCC: PART V

Records and Registers

1. Documents to be submitted by the Contractor to EIC at various stages during the currency of the contract

a) Immediately after issuance/receiving of Letter of Acceptance (LOA)

- i.** Details as required for issuance of **FORM - VII (Notice of Commencement of Work)**
- ii.** Application for issuance of **FORM –III (Form of Certificate by Principal Employer)** for obtaining Labour License from Licensing Authority for engaging 20 or more resources.
- iii.** Copy of **FORM - VI (License)** before commencement of work if 20 or more resources are engaged.
- iv.** Copy of **Provident Fund Registration Certificate** issued by concerned Regional Provident Fund Commissioner.
- v.** Copy of **ESI Registration Certificate** issued by concerned ESIC.
- vi.** Copies **Insurance Policy(ies)** as mentioned at *Annexure-iv*
- vii.** Copy of **Labour Identification Number (i.e. LIN)** Registration done in **Shram Suvidha Portal** of Govt. of India.
- viii.** Copy of registration under the Building and other Construction Workers (RE&CS) Act, 1996 in case the contractor employs ten or more building workers in any building or other construction work.

b) At the time of submission of monthly bills

- i.** Copy of **Employee Register in FORM – A** under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017 (to be replaced by FORM – IV (of Code on Wages-2019, after it comes into force). Copy of **Wage Register in FORM – B** under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017 (to be replaced by Register of Wages, Overtime, Fine, Deduction for damage and Loss in FORM – I of Code on Wages-2019, after it comes into force) duly certified by **authorized representative** of the Contractor and **authorised person** in BHAGYANAGAR GAS LTD certifying as “***Certified that the amount shown in the column No. ---- has been paid to the workman concerned in my presence on (date) at - (place)***” along with a copy of **bank statement** duly certified by the bank and **Copy of online transaction statement against each resource with details of name** as proof of **Cashless Transaction / Payment of wages through e-banking/digital mode**.
- ii.** As a part of compliance and proof of depositing Provident Fund, EDLI and ESI contributions the Contractor shall submit copies of the ***Separate eChallans / ECR***, bank receipts/bank statement in respect of resources deployed in BHAGYANAGAR GAS LTD in the previous month in this contract. The documents should also contain details of resources, PF account No., ESI No., contributions of resources and employer etc.
- iii.** Dully filled in details as per *Annexure- i*.

- iv. Copy of Wage Slips in FORM XIX
- v. Proof of deposit of Cess Under The Building and Other Construction Workers' Welfare Cess Act, 1996, (if applicable)

c) At the time of closure of contract

- i. **Indemnity Bond** of Rs. 100/- duly notarized from Notary indemnifying BHAGYANAGAR GAS LTD from all liabilities w.r.t. the resource engaged by the Contractor regarding payment of wages, Provident Fund/ESI contributions, Insurance and other statutory payments. Format for Indemnity Bond as per Volume I of II.
- ii. Copy of the **Wage Register** in **FORM – B** (to be replaced by FORM-I of Code on Wages-2019 after it comes into force) for the last month.
- iii. Copies of **Service Certificates** issue to resource in **FORM VIII**
- iv. Copy of the ECR related to EPF and ESIC Compliance in respect of Resource.
- v. Details as required for issuance of **FORM - VII (Notice of Completion of Work)**
- vi. Copies of FORM-C & FORM –D under the Payment of Bonus Act 1965 as proof of payment towards Bonus.
- vii. Copy of proof towards release of Leave Encashment
- viii. Copies of No Dues Certificate from contract workers stating they have received all statutory payments and social benefits.
- ix. Proof towards PF KYC compliance of contract workers.
- x. Proof of deposit of total Cess under The Building and Other Construction Workers' Welfare Cess Act, 1996, (if applicable) with final assessment from respective Cess Collectors(s).

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

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

allotted:

- (10) ESI Code No. allotted by ESIC office: _____
- (11) Labour License No. _____ dated _____
- (12) Validity period of Labour License from _____ to _____
- (13) Detail of Resource engaged by the Contractor:
- (14) Copy of Wage Register in FORM – B (to be replaced by FORM-I as per Code on Wages-2019, after it comes into force)
- (15) Details of deposit of contribution towards EPF:
- a) EPF Challan No. _____ Amount _____ Date _____
- (16) Details of Deposition of contribution towards ESI
- a) ESI Challan No. _____ Amount _____ Date _____
- (17) Whether any arrangement / agreement has been entered with any resource for extending benefits under Inter-State Migrant Workmen (RE&CS) Act, 1979:_(Yes / No)
- If Yes, No. of such Inter-State Migrant Workers: _____

SIGNATURE OF CONTRACTOR/AUTHORIZED REPRESENTATIVE

Place:

Date:



Bhagyanagar
Gas Limited

**HIRING OF O&M SERVICES FOR BGL OPERATED CNG STATIONS AT
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Summary of Insurance Policies

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

S. N.	SCHEME	APPLICABILITY	PREMIUM/ CONTRIBUTION	SUM ASSURED/ BENEFITS	REMARKS
1	The Employees' State Insurance Act, 1948	Applicable to all resources of the Contractor (within ESI wage limit) working in notified area.	3.25% of wages by employer 0.75% of wages by employees	Benefits under the Employees' State Insurance Act, 1948.	
2	The Employees' Compensation Act, 1923 (in lieu of ESI – mentioned at Sl. 1)	Applicable to excluded employees under ESI and those who are working in non-notified area to extend similar benefits as available under ESI Act, 1948	Premium to be calculated considering wage limit under EC Act, 1923 (i.e. Rs. 15,000/- p.m currently)	Maximum Compensation Liability under Employee's Compensation Act, 1923 along with a Mediclaim Floater policy with a coverage of Rs 3 Lakh per resource covering his/ her spouse and two children	Provides compensation and medical facilities to resources.
4	Pradhan Matri Suraksha Bima Yojana (PMSBY)	Eligibility – age group 18 to 70 years	Rs. 20/- per annum	Accidental death and permanent disability: (i) Permanent total disability – Rs. 2 lakhs. (ii) Permanent partial disability – Rs. 1 Lakh.	
5	Pradhan Mantri Jeevan Jyoti Bima Yojana	Eligibility – age group 18 to 50 years. (can continue upto 55 years)	Rs. 436/- per annum.	Risk coverage – Rs. 2 Lakhs- in case of death due to any reason	



Bhagyanagar
Gas Limited

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(PMJJB)

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

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

The bidder undertakes that he has quoted the service charge / rates considering all above points. Signature of Bidder : _____



Bhagyanagar Gas Ltd.
Bhagyanagar
Gas Limited

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



HIRING OF O&M SERVICES FOR BGL OPERATED CNG STATIONS AT CGS, MOTHER STATIONS, COCO STATIONS, DBS & ONLINE CNG STATIONS IN HYDERABAD GA FOR THE PERIOD OF 02 YEARS
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SCHEDULE OF RATES (SOR)

TENDER NO.- BGL/749/2026-27

NAME OF TENDER: HIRING OF O&M SERVICES FOR BGL OPERATED CNG STATIONS AT CGS, MOTHER STATIONS, COCO STATIONS, DBS & ONLINE CNG STATIONS IN HYDERABAD GA FOR THE PERIOD OF 02 YEARS

Name of Bidder:

Sr. No.	Description of Item	UOM	Quantity	Unit Rate (Rs.)	Total Amount (Rs.)
A	B	C	D	E	F = (D x E)
1	CGD Operations & Supervisory Services (Round the clock in Shifts-24x7) at Mother Station, Shamirpet. Providing CGD Operations cum supervisory services by supervising CNG O&M teams, coordinating field activities, ensuring adherence to safety procedures, maintaining records, and reporting to BGL officials. Supervision of technical services/ assistance services, ensuring completion of assigned tasks, maintaining logs and documentation. Providing CNG Station Management Services (i.e. Sales Accounting, Cash Collection, Reconciliation of Sales, Cash Transportation and Deposit in designated Bank A/C of BGL or handing over of cash to Bank/ collection agency, Record Keeping, Billing activities, LCV Management and filling Mobile Cascade(s) at station(s) based on pressure at various daughter booster stations, decompression unit(s), industrial / commercial or any other type of sale, etc & ASSOCIATED JOBS) Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)	Man Days	2190		



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2	Supervisory Services (Round the clock in Shifts-24x7) at Mother Station, Hafeezpet. Providing supervisory services in supervising CNG O&M teams, coordinating field activities, ensuring adherence to safety procedures, maintaining records, and reporting to BGL officials. Supervision of technical services/ assistance services, ensuring completion of assigned tasks, maintaining logs and documentation. Providing CNG Station Management Services (i.e. Sales Accounting, Reconciliation of Sales, Record Keeping, LCV Management and filling Mobile Cascade(s) at station(s) based on pressure at various daughter booster stations, decompression unit(s) or any other type of sale, etc & ASSOCIATED JOBS). Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)	Man Days	2190	
3	Supervisory Services (Round the clock in Shifts-24x7) at COCO Saroornagar Providing supervisory services in supervising CNG O&M teams, coordinating field activities, ensuring adherence to safety procedures, maintaining records, and reporting to BGL officials. Supervision of technical services/ assistance services, ensuring completion of assigned tasks, maintaining logs and documentation. Providing CNG Station Management Services (i.e. Sales Accounting, Cash Collection, Reconciliation of Sales, Cash Transportation and Deposit in designated Bank A/C of BGL or handing over of cash to Bank/ collection agency, Record Keeping, LCV Management and Unloading Mobile Cascade(s) at station(s) based on pressure at daughter booster stations, etc & ASSOCIATED JOBS). Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)	Man Days	2190	



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4	CNG Dispensing Cum Technical Services (Round the clock in Shifts-24x7) at Mother Station, Shamirpet/ COCO Saroornagar/ TSRTC Depots - Medchal & Hakimpet Dispensing of CNG to Public Vehicles/Automobiles/ buses/LCV's/Commercial Vehicles/etc, to collect cash, refund balance, issue invoice / bills of sale, operate various modes of transaction(s) as desired by Bhagyanagar Gas Ltd., queue Management to dispense the CNG to customer at the earliest, Providing technical Support Services for taking up maintenance & operational activities, etc & ASSOCIATED JOBS. Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)	Man Days	13140		
5	CNG Loading Cum Technical Services (Round the clock in Shifts-24x7) at Mother Station, Hafeezpet. LCV Loadings, Issuing Excise gate passes, providing technical Support Services for taking up maintenance & operational activities, etc & ASSOCIATED JOBS. Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)	Man Days	2190		
6	Safety Cum Technical Services (Round the clock in Shifts-24x7) at Mother Station, Shamirpet. Services in fire & safety related activities in Projects and O&M of BGL like coordination with BGL officials, Daily inspection of vehicles, construction machinery, tools and equipments and according to the checklist. Ensuring all documentation is in place prior to commencement of works, Ensure Permit systems, Daily site inspections and reporting issues in a timely manner, Daily inspection of vehicles, construction machinery, tools and equipment and according to the checklist, Maintenance of daily labour record, data maintenance, data security, Supervision of usage of proper safety equipment/ methods required for particular job tasks / activities, Recording of the correct/ incorrect safety practices followed at site and action taken for rectification of the same, Assistance in periodic safety training, safety induction, Conduct daily tool box talk at site for labors, Staff and Visitors, Monitoring hygiene, cleanliness, Supervising proper housekeeping, Check Fire extinguishers periodically, etc & ASSOCIATED JOBS. Deployment of Resources & Performing the Works detailed as per Scope of Work and any other	Man Days	2190		



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	works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)				
7	Control Room Operation Services (Round the clock in Shifts-24x7) at BGL Head Office. Operating CNG control Room for LCV planning , scheduling of LCV dispatches, GPS tracking, pipeline pressure monitoring, entering of data in SAP, Templet Generation through SAP Format, CNG sales reading updation on daily basis, monitoring of maintenance schedules, receipt of complaints through telephone and communication channels by deploying source(s) / operators on round the clock basis for coordinating with OR/And channelizing resources. monitoring of 3GA's to be done from Control room, etc & ASSOCIATED JOBS. Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)	Man Days	4380		
8	CNG Maintenance Services (Mechanical) (General Shift) at Mother Station, Shamirpet/ Mother Station, Hafeezpet/ COCO Saroornagar. Providing mechanical maintenance support Services for taking up in-house maintenance & operational activities for CNG activities like on site maintenance of Cascades, Dispensers, SS tubings, Leak checks. Responding to all emergency situations related to BGL assets. Calibration activities of Pressure relief valves, pressure gauges, Pressure transmitters and Temperature gauges, Performing Leak detection and rectification works, Any other works required for smooth operation and maintenance, etc & ASSOCIATED JOBS for BGL assets at all types of CNG Stations (Mother Stations/ COCO/ TSRTC Depots/ OMC RO etc.) in Hyderabad GA. Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)	Man Days	1902		



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9	CNG Maintenance Services (Electrical) (General Shift) at Mother Station, Shamirpet/ Mother Station, Hafeezpet/ COCO Saroornagar. Providing electrical maintenance support Services holding valid electrical license for taking up in-house maintenance & operational activities for CNG activities like LT Electrical systems, Maintenance of electrical sub-station, panels, pumps, operation of feeders, lighting, earth pits, all Electrical equipments, Regular inspection of electrical connections, Ensuring isolation, earthing, and safety interlocks during maintenance etc and Any other works required for smooth operation and maintenance, etc & ASSOCIATED JOBS for BGL assets at all types of CNG Stations (Mother Stations/ COCO/ TSRTC Depots/ OMC RO etc.) in Hyderabad GA. Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)	Man Days	2536	
10	GIS Services (General shift) at BGL Head Office. Providing services for BGL WebGIS works by Checking of given As-builts details for all 03 GAs with respect to bills submitted (RA & Final), Capture the Pipeline network data (Steel and MDPE) from given As-builts for 03 GAs, Capture the network Assets details from given As-builts drawing, Checking & collecting data details of BGL Assets for CNG, CPNG, IPNG etc with Co-ordinates for Uploading in GIS. Editing the Captured data for Conversion., Conversion of Captured data for Uploading GIS (.Shp and its formats), Assign attribute details for Conversion data for Uploading GIS., etc & ASSOCIATED JOBS. Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)	Man Days	634	



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11	O&M Support Services - CNG (General shift) at BGL Head Office. Providing services for SAP Billing, Preparing Power bills, 03 GAs CNG Sales, LCV Trips, Checking and Uploading data in Intranet, Followup for CNG Stations W&M Stampings/ Hydrotesting of cascades/ PESO Licenses, Preparing consolidated data for 03 GAs, MIS reports, LCV dispatch quantities WO Wise/ Filling station wise, Sales for CNG stations, Assisting in file notes, Cost calculations, 03 GAs Stamping and PESO certificates Uploading in Intranet, Maintain all bills photo copy and New stations Asset manuals and Testing reports in one drive, Maintaining 03 GAs Equipment's running hours, W&M LM Dispensers stamping Slot bookings, etc & ASSOCIATED JOBS. Deployment of Resources & Performing the Works detailed as per Scope of Work and any other works as instructed by EIC / BGL representatives. (SOW) and Direction of EIC. (Quantity = No. of services per day X Total No. of Service days during the Contract period)	Man Days	634	
(A) Sub Total (Excl. GST)(Rs.)				
GST %				
(B) GST AMOUNT (Rs.)				
(C = A+B) Grand Total (Incl. of GST) (Rs.)				
Note : 1.The quantities, location and scope of services indicated in the contract are tentative, BGL reserves the right to vary the quantities, change of service locations as per its operational requirements without any change in the unit rates or other terms and conditions of the contract. 2. The rates quoted by the bidder shall remain firm and unchanged during the entire duration of the contract. No escalation, on any ground whatsoever, shall be admissible. The quoted rates shall be deemed to include all statutory liabilities and compliance costs such as insurance, PF, ESI, uniforms, PPEs, tools & tackles, conveyance, administrative overheads, and any other charges required for satisfactory execution of services as per SOW. 3. For Line-Item No.8 & 9, conveyance allowance to be provided for all 07 services per day to carry out the job at sites & quoted rate shall be inclusive of conveyance allowance as required for effective performance of Services. 4. For required No. of Services per day, Contractor to consider (Round the clock in Shifts = 365 service days/year & General Shift = 317 service days/year only; Man Day = 08 working hours). 5. The provided services shall be available on continuous basis. 6. During the tenure of the contract, the Contractor must ensure the payment of minimum wages, as notified by the Central Government or State Government whichever is higher.				