



Tender for Comprehensive Annual Maintenance  
Contract for Dispensers of BGL at Hyderabad &  
Vijayawada for a period of Three (03) years.

VOLUME II  
OF II

Bid Document No. BGL/ 233 /2013-14

# **BHAGYANAGAR GAS LIMITED**

(A JOINT VENTURE OF HPCL & GAIL)

## **BID DOCUMENT FOR**

**Comprehensive Annual Maintenance Contract for  
Dispensers of BGL at Hyderabad & Vijayawada for a  
period of Three (03) Years.**

**UNDER LIMITED DOMESTIC  
COMPETITIVE BIDDING IN TWO BID SYSTEM**

**Bid Document No.: BGL/ 233/2013-14**

**VOLUME-II of II**



Bhagyanagar Gas Ltd.  
BHAGYANAGAR GAS  
LIMITED

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## **SECTION 7**

# **SERVICE REQUISITION**

**Service requisition for Comprehensive AMC of car/ Bus Dispensers (NIRMAL make):**

| S.No | Station name  | Make of Dispenser | Proposed Period (Months) |
|------|---|-------------------|--------------------------|
| 1    | APSRTC, Governorpet-II Depot (Dispenser-1), Vijayawada    | Nirmal            | 36                       |
| 2    | APSRTC, Governorpet-II Depot (Dispenser-2), Vijayawada    | Nirmal            | 35 Months & 23 Days      |
| 3    | APSRTC, Ibrahimpatnam Depot (Dispenser-1 & 2), Vijayawada | Nirmal            | 26 Months & 25 Days      |
| 4    | COCO, Saroornagar, (Dispenser-1 & 2), Hyderabad           | Nirmal            | 26 Months & 24 Days      |




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## **SECTION 8 SCOPE OF WORK**

|  |  |                            |
|--|--|----------------------------|
|  <p>BHAGYANAGAR GAS<br/>LIMITED</p> | <p>Tender for Comprehensive Annual Maintenance<br/>Contract for Dispensers of BGL at Hyderabad &amp;<br/>Vijayawada for a period of Three (03) years.</p> <p>Bid Document No. BGL/233 /2013-14</p> | <p>VOLUME II<br/>OF II</p> |
|--|--|----------------------------|

**General Scope of Work:**

The Contractor must follow the Operation & Maintenance requirement as stated below but not limited to and ensure to provide trouble free services to the satisfaction of the owner.

**1. Accommodation / transportation / medical**

The contractor shall make his own arrangement for the accommodation of his personnel at respective locations and subsequent transportation arrangement for them from their place of residence to work place or any other place as required and company shall have no obligation in this respect. The company shall not be responsible for providing any medical assistance to the contractor personnel.

**2. Discipline**

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

**3. Gate pass / identity card**

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

**4. Right to get services carried out through their agencies**

Nothing contained herein shall restrict BGL from accepting similar services from other agencies, at its discretion and at the risk and cost of the contractor, if the contractor fails to provide the said services any time.

**5. Sub-letting of contract**

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

**6 The officer in charge shall have power to**

- i) Issue the Contractor from time to time during the running of the contract such further instructions as shall be necessary for the purpose of proper and adequate execution of the contract and the Contractor shall carry out and bound by the same.
- ii) During the currency of this contract, BGL can increase and/or decrease the number of the services / technicians to meet contractual requirements.

- iii) Order the Contractor to remove or replace any workman whom the company considers incompetent or unsuitable and opinion of the company representative as to the competence of any workman engaged by the Contractor shall be final and binding on the contractor.

### **7. Repatriation and termination**

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

### **8. Compensation for non-fulfilment of obligation under Annual Maintenance Contract (AMC)**

If the Contractor fails to provide the required services,

**Break-down penalty would be applicable as follows:**

- **For Shutdown restored within 5 hours - No Penalty.**
- **For Shutdown restored within 5 to 24 hours – 5% Penalty of the monthly net O&M invoice amount of one unit.**
- **For Shutdown restored within 24 to 72 hours - 10% Penalty of the monthly net O&M invoice amount of one unit.**
- **For Shutdown beyond 72 hours, 20% Penalty.**

**Maximum penalty would be applicable 20% on monthly net invoicing amount of number of dispensers under breakdown.**

### **9. General**

The maintenance services shall be provided on the round the clock basis.

- i) The Contractor shall deploy adequate number of operators and technicians as well as tools & equipment for smooth and proper operation & maintenance of the dispensers supplied in terms of the contract. In case required to meet operational requirements, the Contractor shall augment the same as per direction of Engineer-in-Charge.
- ii) The Contractor is required to carry out all services as mentioned in the Scope of Services and Schedule of Rates on all the 365 days including Sundays and all holidays and around 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. Technician / operator provided shall have minimum qualification of ITI. Contract in person or his authorized representative shall provide the services on daily basis to interact with Engineer-in-Charge and deployed workmen.

- iv) The workforce deployed by the Contractor for O&M services at CNG installation shall be of sound relevant technical professional expertise which is otherwise also essential from the safety point of view of the personnel of the Contractor as well as for the installation.
- v) Contractor has to ensure the safety of man and machine all the times. Damages of equipment due to negligence will be recovered as per the decision of Engineer-in-Charge, which will be final.
- vi) Regarding work completion, the decision of the Engineer-in-Charge will be final and binding.
- vii) The Contractor shall make his own arrangements to provide all facilities like boarding and transport etc. to his workmen.
- viii) All personnel of the Contractor entering on work premises shall be properly and neatly dressed and shall wear uniform, badges while working on premises of the company including work sites.
- ix) Contractor shall maintain proper record of his working employee's attendance and payment made to them.
- x) The Contractor's representative shall report daily to the supervisor at BGL office through telephone from R.O. for day to day working.
- xi) 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
- xii) 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.
- xiii) It will be the responsibility of the Contractor to pay as per the minimum wages of the appropriate government applicable under the Minimum Wage Act 1948.
- xiv) The maintenance services shall be provided on round the clock basis. The Contractor is responsible to provide effective and efficient services round the clock and assure that there is no disruption in the services for want of any resources.
- xv) The Contractor shall establish a central control room to operate 24 hours, seven days a week where complaint regarding non-performance of the equipment in terms of the contract can be lodged. Further, the Contractor shall deploy adequate number of technicians / operators at various site offices in consultation with Engineer-in-Charge to provide trouble free operation & maintenance of the dispensers.
- xvi) All arrangements for communication from control room to the contract person working on job under the services shall be the responsibility of the contractor, viz pagers / walky-talky / telephone.



xvii) All the jobs mentioned under scope of services shall be carried out as per sound engineering practices, work procedure documentation, recommendation of the manufacturer and as per the guidelines / direction of engineer-in-charge of authorized representative.

#### **10. Operation & Maintenance of CNG Dispensers during contract period**

- a) All OEM spares, required for carrying out the operation and maintenance of the complete dispenser during the contract period, including periodic, breakdown maintenance for continuous and uninterrupted operation of dispensers shall be supplied by the contractor at free of cost to the Owner.
- b) The Contractor shall have to keep all the consumables, lubricants, coolant etc. required for carrying out periodic, breakdown, emergency maintenance etc. of the package so as to minimize the down time of the compressor / dispenser.
- c) All tools, tackles and fixtures required for carrying out the above maintenance of the dispensers shall be in scope of the Contractor. The scope will also include handling equipment like crane, forklift, chain pulley block etc. required during the any maintenance activity.
- d) Any expert services required from principal company or OEM shall be arranged by the Contractor or his agent at his own cost. All arrangements like phone, fax, computer, internet etc. required for correspondences with above personnel shall be arranged by the Contractor.
- e) The periodic maintenance required to be done as per OEM recommendation shall be taken up promptly. The Contractor shall provide the detailed preventive maintenance schedule along with
  - i) Estimated down time required for each type of maintenance schedule.
  - ii) List of spares and their quantities required for each type of maintenance schedule per dispenser.
  - iii) Type and number of man days required for each type of maintenance schedule per dispenser.
- f) The Contractor shall use only OEM's certified spares during maintenance. In case, the schedule maintenance of the OEM manual recommends to check and replace parts like valves, regulators, hoses, seal kits, nozzles, breakaways / quick couplers etc. after certain time interval, same shall be replaced or used further only on approval from the BGL representative. However any unto ward consequences for non-replacement of such parts shall be the responsibility of the Contractor.
- g) All routine and periodic checks / inspections required to be done as per OEM recommendation shall be done by the Contractor. Instruments required for above inspection like vernier calliper, micrometer screw gauge, fill gauges, bore gauge etc. shall be in scope of the Contractor and these instruments shall be calibrated every year.

- h) The Contractor shall submit a copy of the daily / weekly / fortnightly / monthly / bio-monthly / quarterly and yearly performance report to the EIC in both soft and hard form. All stationery including the printed material shall be in scope of the Contractor.
- i) All the maintenance / inspection job carried out by the Contractor shall be recorded and the report of the same shall be jointly signed by BGL representative.
- j) The EIC will be final authority to take decision with regards to maintenance or replacement of spares or any disagreement between the Contractor and BGL, during the execution of the contract.
- k) The Contractor shall carry out calibration of gas detectors and flame detectors every six months or earlier as per requirement or instruction of EIC of BGL. Also yearly calibration of all the instruments such as pressure gauges, transmitters, switches, mass flow meters etc shall be in the scope of the Contractor. In addition to the above all safety relief valves shall also be tested and calibrated every year.
- l) Calibration shall be done from government-approved laboratories and shall be carried out at least 15 days prior to the calibration due date.
- m) The periodic maintenance required to be done as per OEM recommendation shall be taken up promptly. The Contractor shall plan such maintenances during non peak hours and in consultancy with the EIC of BGL. Any maintenance that needs to be taken up shall be well planned in advance with due approval of the EIC. The scope shall include preparation of maintenance schedule for carrying out the maintenance during the contract period.

**Brief Scope of Work:**

**1. Equipment under AMC**

AMC proposed will be limited to the equipment listed under Vijayawada and Hyderabad CNG stations as per details given below:

| Sr. No. | Name of Equipment & Make                       | Model & Brief Specification | Qty. (Nos.) |
|---------|--|-----------------------------|-------------|
| 1       | CNG Dispensers of NIRMAL make (Bus Dispensers) | C1-2116B3                   | 04          |
| 2       | CNG Dispensers of NIRMAL make (Car Dispensers) | C1-3315B3                   | 02          |

Other accessories like Air Compressor lines etc. related to the Dispensers.

**2. Contractor team – Rolls and Responsibility**

**Technician:**

The Technician's functions and responsibilities are listed below:

- a) To function as an integral member of the BGL O&M coordination team.

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- b) Interface with Contractor / BGL on all equipment and system issues mobilize any Contractor / BGL resources required for scheduled or unscheduled maintenance.
- c) Assist BGL personnel with development and implementation of sound operating and maintenance strategy and procedures, including corrective action guidance.
- d) Assessments of consumables, operational and maintenance spares, OEM services and raise the requirements, procure the same after getting the necessary approval.
- e) Provide reports as per BGL O&M practices.
- f) Conduct training programs for upgrading O&M resources, participate in all Contractor / BGL sponsored safety trainings.
- g) Collect and provide data as deemed necessary by BGL to analyse equipment performance.
- h) Assist the operation team for all routine, breakdown & scheduled maintenance activities during O&M.
- i) Monitor the performance of equipment's.
- j) They will be part of operation team.

Maintenance team shall be made available for work on 24 Hrs. basis.

### 3. Scope of work – Operation & Maintenance

#### 3.1 Spares & Consumables

All Spares and Consumables like o-rings etc. will be in Contractor scope during the AMC period.

#### 3.2 Tools & Tackles

One set of conventional Mechanical & Electrical general tools for maintenance job shall be provided by Contractor.

#### 3.3 Special Services

- Contractor shall arrange calibration of all the instruments which are installed in the dispenser annually after necessary approval from BGL
- Contractor shall arrange visit of vendor representative for dispenser health check up or routine maintenance depending on site requirement. Services like inspection, breakdown shall be taken care by contractor
- Contractor shall arrange welder / plumber when required with material if required
- Contractor shall arrange any vendor / Software programmer visit when required with parts if required
- Contractor shall provide all necessary lifting equipment
- Contractor shall provide all necessary facilities of any additional repair, welding, testing, calibrations etc.
- OEM services if required for any Overhauls or major maintenance activities
- Maintenance of the instruments, transmitters, controls, switchgear within the battery limit
- Contractor shall provide First Aid box at site
- Contractor shall provide painting of canopy and equipments (if any) annually / as and when required
- Contractor shall supply electrical system / panel which are damaged in case of power failure or power surge
- Contractor has to maintain the dispenser variation in metering quantities below + or - 1%

### 3.4 Additional Services

Contractor shall provide any additional service that may be required, using the expertise and technology of OEM services and should provide a detailed inspection report

### 3.5 Scope for AMC Activities

Contractor shall depute site personnel as enlisted above for carrying out the AMC of the Dispensers

Uninterrupted service shall be provided round the clock including Sundays and other holidays throughout the contract period. Contractor shall advise the schedule / predictive maintenance that need to be carried out and BGL will provide reasonable time period to carry out such work

1. All annual O&M spare parts (regular / breakdown / overhauling) will be in the scope of Contractor.
2. Round the clock trouble free and safe operation and maintenance of the following equipment as per laid down operating procedures
  - a) CNG Dispensers, Gas line with in the battery limit, Valves etc.
  - b) Instrumentation – PTs, TTs, PGs, FTs, Electronic panels, Control valves, PSVs etc.
  - c) Electrical panel, Air line etc.
3. Upkeep of all operational and maintenance records and everyday logging of all the critical parameters of equipment, hours run and any specific maintenance / repairs carried out including material / spares consumed.
4. Continuous vigil on the condition of running equipment.
5. Preventive maintenance schedule of all the equipment to be followed religiously using genuine OEM / OES spares and to be recorded in logbook.
6. Fault finding and troubleshooting of the equipment are carried out and maintain the record of it.
7. Schedule maintenance shall normally be carried out by interacting with Engineer in charge during day time general shift, however routine checks and maintenance to be carried out on round the clock.
8. Upkeep of equipment shall be taken up immediately after completion of maintenance or a repair and area shall be kept neat and clean. The waste generated during maintenance shall be dumped in a designated area within the CNG station.
9. Provide the quality and adequate quantity of lubricating oils and cleaning agent as per OEM Recommendations.
10. Coordinate calibration of the instruments and maintain records.



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11. MIS duties – all Checklists, DPRs, Monthly reports miscellaneous correspondence regarding resource requirements and information required by management as and when required.
12. Providing resources such as tools, cotton waste etc. as required for operations.
13. Providing all personnel with the necessary PPE like Safety shoes, Hand gloves, Cotton uniform etc. and ensure that the personnel shall all the time use PPE when they are at site.
15. Disposal of empty barrels / burnt oil barrels / used and removed spares shall be disposed according to documented procedure.
16. All wastes (hazardous, bio-degradable & non-biodegradable) are stored & disposed off as per documented procedure.



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## **SECTION 9**

# **SPECIAL CONDITIONS OF CONTRACT**

**1. Payment Terms:**

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

**2. Contract Performance Guarantee:**

Within 15 days of the receipt of the notification of award (LOI) from the OWNER, the successful bidder shall furnish the Performance security in accordance with provision of contract in the form provided in the bid document for two years from the date of Work Order.

The Performance security shall be for the amount equal to 7.5% of one year's contract value (excluding taxes & duties) of the contract awarded towards faithful Performance of the contractual obligations and Performance of services. The Performance security shall be in the form of Crossed Demand Draft/Banker's Cheque or Bank Guarantee in favor of BGL, Hyderabad. Bank Guarantee shall be from any Indian scheduled commercial bank or a branch of an International bank situated in India and registered with Reserve Bank of India as scheduled foreign bank in case of Indian bidder and from any reputed International bank or Indian scheduled commercial bank in case of foreign bidder. However, other than the Nationalized Indian Bank, the bank whose BG are furnished, must be commercial banks having net worth in excess of Rs. 100 crores and a declaration to this effect should be made by such commercial bank either in the bank guarantee itself or separately on a letter head, as per proforma enclosed in the Tender Document.

The Bank Guarantee shall be valid for a period of 28 months from the date of issue of LOI / WO.

The Bank Guarantee will be discharged by BGL not later than 3 months from the date of expiration of the seller's obligations under the contract. Defect Liability Period (DLP) is 3 months from the date of completion of the contract.

Failure of the successful bidder to comply with the requirements of this article shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the OWNER may award the order to the next lowest evaluated bidder or call for new bids at its discretion at the risk and cost of the successful Bidder.

**3. Mobilization Period:**

Two weeks from the date of award of Work Order.

**4. Extension of Contract:**

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





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## **SECTION 10**

### **SCHEDULE OF RATES (SOR)**



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**Schedule of Rates (SOR)**

**Tender No:** BGL/ 233 /2013-14

**Item:** Tender for comprehensive Annual Maintenance of Dispensers of BGL at Hyderabad & Vijayawada .

**Car / Bus Dispensers (Make: NIRMAL)**

| S.No | Station name  | Quantity (X) | Proposed Period (months) (Y) | Amount (Rs / Monthly) (Z)    | Total Amount (Rs) (X x Y x Z) |
|------|---|--------------|------------------------------|------------------------------|-------------------------------|
| 1    | APSRTC, Governorpet-II Depot (Dispenser-1), Vijayawada    | 1 No's       | 36                           |                              |                               |
| 2    | APSRTC, Governorpet-II Depot (Dispenser-2), Vijayawada    | 1 No's       | 35 Months & 23 Days          |                              |                               |
| 3    | APSRTC, Ibrahimpatnam Depot (Dispenser-1 & 2), Vijayawada | 2 No's       | 26 Months & 25 Days          |                              |                               |
| 4    | COCO, Saroornagar, (Dispenser-1 & 2), Hyderabad           | 2 No's       | 26 Months & 24 Days          |                              |                               |
|      |   |              |                              | <b>Sub Total in Rs:</b>      |                               |
|      |   |              |                              | <b>Service Tax @ .....%:</b> |                               |
|      |   |              |                              | <b>Grand total in Rs:</b>    |                               |

Note:

- All the Pages of the Schedule of Rates should be signed and stamped by the bidder.
- Bidder should quote exactly as per the format specified in Schedule of Rates.