



## TECHNICAL SCOPE OF WORK FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF DISPENSERS

### 1. SCOPE OF WORK FOR COMPREHENSIVE AMC OF DISPENSERS AT CNG STATION

The scope/specification covers the minimum specified requirement for various activities to be carried out by the Bidder towards Comprehensive Annual Maintenance Rate Contract for dispensers

The Annual Maintenance Contract mainly includes but not limited to;

- Periodic Inspection & Testing.
- Routine / Periodic, Preventive, Emergency / Breakdown and Associated Maintenance.
- All OEM spares, required for carrying out the operation and maintenance of the complete Dispensers with related Accessories during the contract period, including periodic maintenance, breakdown maintenance for continuous and uninterrupted operation of the Dispenser shall be supplied by the Bidder.
- The Bidder shall have to keep all the consumables, required for carrying out periodic, breakdown, emergency maintenance etc. of the Dispenser so as to minimize the down time of the Dispenser with related Accessories.

#### 1.1. MAINTENANCE ACTIVITY

##### 1.1.1. PREVENTIVE / ROUTINE MAINTENANCE

- 1.1.1.1. The Bidder shall confirm to Gujarat Gas Limited about their availability to carry out the maintenance as per the schedule finalized along with EIC.
- 1.1.1.2. The spares (including consumables) required for carrying out preventive maintenance/ breakdown maintenance shall be supplied by Bidder.
- 1.1.1.3. Bidder personnel shall inform the exact time needed for carrying out the maintenance to Gujarat Gas Limited representative. Bidder shall himself get familiarized of the work to be executed and obtain all necessary permit / approval / clearance / authorization to carry work from the Gujarat Gas Limited before starting work at site.
- 1.1.1.4. Without limiting the generality thereon, Bidder shall do all necessary work at each of the job which is complete in all respects.
- 1.1.1.5. Bidder shall ensure that all required consumables such as cotton waste, cleaning solvent, insulation tapes, thinner, soap solution, Teflon tape, soldering gun, torque wrench, power extension board, etc. including required tools & tackles are available on site. Tools shall include Multi meter, Laptop with required software (Prolink, etc.) etc.
- 1.1.1.6. Bidder shall note down the dispenser performance before and after carrying out the maintenance in service report. After completion of work, BIDDER shall produce the compliance report to Gujarat Gas Limited within 24 Hrs. duly signed by station in charge (Dealer / Supervisor). The downtime stipulated in the contract for each type of preventive maintenance shall be adhered to.
- 1.1.1.7. Bidder shall be liable for the consequential cost, in addition to repair cost, arising out of poor workmanship e.g. failure of spare part due to improper fitment. In such case, Bidder has to replace the same spare to Gujarat Gas Limited.
- 1.1.1.8. Bidder shall produce the compliance report of all maintenance activities to Gujarat Gas Limited.
- 1.1.1.9. Bidder shall provide proper communication facilities to all Bidder personnel such as engineers, technicians, etc. to ensure timely attendance of the complaints.
- 1.1.1.10. Bidder shall carry Proving and Zero Calibration of Mass Flow Meter as per frequency suggested by GGL and/or as and when it is required for which GGL will provide Prover equipment's / facility.
- 1.1.1.11. Bidder shall carry out Pressure Gauge, Differential Pressure Gauge, Pressure Transmitter, Safety Relief Valve (SRV) Calibration installed in Dispenser as per the frequency suggested by GGL and Authorization of lab as per the NABL, a detailed calibration/testing report also need to be prepared



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and submitted to GGL.

- 1.1.1.12. All safety relief valves shall also be tested and calibrated every year including replacement with new one if required. Service Provider/OEM shall provide Calibration Certificate for SRV tested as per SMPV rules to be certified by competent authority certified under Factories act 1948/ SMPV (U) Rules 2016.
- 1.1.1.13. Safety Relief Valve shall be tested as per API 527 and GGL Procedure. For testing of Safety relief valve medium shall be Air/Gas or as defined in GGL procedure.
- 1.1.1.14. All preventive / routine maintenance shall be performed in consultation with Gujarat Gas Limited EIC for avoiding any disturbance to forecourt activity.
- 1.1.1.15. All above maintenance shall be carried out within maximum 4 Hours.
- 1.1.1.16. The Bidder shall use only OEM's certified genuine spares during maintenance. In case, the schedule maintenance of the OEM manual recommends checking and replacing parts, same shall be replaced or used further only on approval from the GGL representative. However any untoward consequences for non-replacement of such parts shall be the responsibility of the Bidder.
- 1.1.1.17. Supply of 'O' ring for day to day operation of dispenser is in bidder scope including 'O' ring for NGV and NZS nozzle.
- 1.1.1.18. Periodic Stamping of W&M of dispenser mass flow meter/ mother board as per statutory requirement i.e. once in a year (currently) shall be in GGL Scope. However, Actual charge for re-stamping/ resealing of W&M of dispenser mass flow meter/ mother board as a requirement attributed for maintenance is in bidder scope. Also, on requirement of service provider/ OEM, GGL may pay W&M charges (i.e. W&M stamping charges) for re-stamping/ re-sealing. W&M charges (i.e. W&M stamping charges) will be deducted from monthly invoice of bidder.
- 1.1.1.19. Contractor shall replace components (Filling Hose/Vent Hose/one feet hose etc.) as per the given life cycle. Also, need to replace/ re-certify hoses damaged due to Ageing/ pull out / cracks observed / any leakages. Life cycle of hose shall be provided by the bidder during detailed engineering.
- 1.1.1.20. Supply of NGV Nozzle, NZS to NGV adaptor, NZS Nozzle and NGV to NZS adapter, NZS Probe O-ring, NGV O-ring for operation of dispenser as per GGL requirement is in bidder scope.
- 1.1.1.21. The comprehensive scope included the entire mechanical/ electronics parts/ SMPS/ Power cards / Mother boards, Mass flow meters.
- 1.1.1.22. The failure/ damage of any electronic parts of dispensers with what so ever attribute except natural calamity / disaster, the dispenser part to be replaced within comprehensive scope.
- 1.1.1.23. Bidder shall maintain minimum inventory of required spare and submit the list of minimum inventories on monthly basis on the request of EIC.
- 1.1.1.24. If replaced equipment/parts are not compatible with existing software, Bidder will upgrade/alter the programming of dispenser in the motherboard Or there is any malfunction in the installed software.
- 1.1.1.25. Bidder shall check cut off pressure for both side hose/ each hose and record in maintenance report, if the cut off pressure observed >200 Kg/cm<sup>2</sup>, the final cut off pressure to be set at Max. 200 Kg/cm<sup>2</sup> only and same to be reported in monthly report.

### 1.1.2. BREAKDOWN MAINTANANCE

- 1.1.2.1. On receiving information from the Gujarat Gas Limited representative / Dealer, Bidder shall attend and rectify / repair the dispenser within 12 Hours. Such services shall be extended by them on 24 x 7 basis subject to the force majeure.
- 1.1.2.2. Before proceeding to the station, the Bidder personnel shall collect all necessary spares required for the repair depending on the nature of the complaints received.
- 1.1.2.3. Upon reaching the retail outlet, the Bidder personnel shall contact the Gujarat Gas Limited



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representative to advise his attendance on site, and confirm the breakdown report.

- 1.1.2.4. The Bidder shall coordinate with the Gujarat Gas Limited representative for instructions on undertaking the repair work.
- 1.1.2.5. After attending & solving the complaint, the Bidder shall inform to Gujarat Gas Limited.
- 1.1.2.6. Any damage of Breakaway coupling after decoupling in condition of hose pull out, the replacement or repairing of breakaway coupling/adjoining parts are in scope of Bidder.
- 1.1.2.7. Breakdown maintenance due to any malfunctioning / not performing of dispenser due to voltage fluctuation or electricity incoming fault is in bidder scope.

### 1.2. GENERAL TERMS & CONDITIONS

- 1.2.1. The services shall be provided 24 hrs a day, 365 days a year. Bidder shall be responsible to provide effective and efficient services on round the clock basis and ensure that there is no disruption in the services for want of any resources.
- 1.2.2. Bidder shall deploy adequate number of technicians / supervisors / Engineers / helpers as well as tools and equipment for smooth and proper maintenance of the dispensers. They should have adequate experience and should be capable enough to carry out mechanical, electrical and instrumentation work independently.
- 1.2.3. Bidder shall ensure the availability of at least one skilled engineer / technician at pre-decided nodal point agreed by GGL for 24 hrs x 365 days a year for any preventive / breakdown maintenance.
- 1.2.4. Bidder shall submit the Organogram of their maintenance personnel.
- 1.2.5. In case of proven incompetence or Gross Negligence, Owner shall require the replacement of the personnel deployed for Owner's assignment. These personnel shall be replaced with a competent person by the Bidder immediately after taking approval from Owner. Owner also has the right to ask for replacement of Bidder's personnel without assigning any reason.
- 1.2.6. Bidder shall ensure the guarantees / warranties of the material procured/provided.
- 1.2.7. Bidder has to ensure that the spares replaced during Preventive Maintenance/Breakdown are complying with the specs/spares approved by various regulatory authorities like PESO, Department of Legal Metrology, etc.
- 1.2.8. Bidder 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 holidays as per the schedule.
- 1.2.9. Bidder shall allocate 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. Technicians provided shall have minimum qualification of ITI in Fitter, Instrumentation and Electrician.
- 1.2.10. The work force deployed by Bidder for maintenance services shall be of sound relevant technical professional expertise, which is also essential from the safety point of view of the personnel as well as for the installation.
- 1.2.11. Bidder 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 EIC, which will be final.
- 1.2.12. The Bidder shall strictly adhere to all the safety rules and regulations prevailing and applicable from time to time at the installations as directed by Gujarat Gas Limited.
- 1.2.13. Bidder shall make his own arrangements to provide all facilities like traveling, lodging, accommodation / boarding, transportation, office expenses, courier charge, packing & forwarding charge etc.
- 1.2.14. All personnel of Bidder entering the work premises shall be properly and neatly dressed and shall wear uniform, badges and personnel protection equipments like helmets, ear plugs, safety shoes, hand gloves, safety goggles etc. while working on premises of the company including work sites.
- 1.2.15. Bidder shall maintain proper record of his working employee's attendance and payment made to



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them.

- 1.2.16. Bidder shall ensure proper housekeeping after completion of work.
- 1.2.17. Any modification / alteration in software shall be done by Bidder without any extra cost as and when required, after taking permission from GGL.
- 1.2.18. Location of dispenser may be change within Gujarat or o/s Gujarat. Bidder shall provide same service to such equipment without any additional charge. Gujarat Gas Limited shall be responsible for the shifting, transportation, loading, unloading, tubing work, erection & commissioning of dispenser.
- 1.2.19. Bidder shall be fully responsible for emergency management with full attention and correct and effective measures / remedies for break downs at correct time to save or replace the equipment.
- 1.2.20. Bidder shall carry out work with safe operating practice and hand over in well operating condition.
- 1.2.21. Bidder will carry out the additional work (Other CNG Station in region), if asked by Gujarat Gas Limited. Such work will be charged extra on mutually agreement, on written order issued by Gujarat Gas Limited.
- 1.2.22. Bidder shall be submitted work schedule before execution of works & shall take necessary work permit from respective city office of Gujarat Gas Limited.
- 1.2.23. Bidder will carry out routine Preventive Maintenance once in each month, complete overhauling / necessary service of Equipments as specified in the Original Equipment Manufacturers Manual. Bidder shall ensure minimum breakdown of CNG operation while carrying out the work.
- 1.2.24. All the responsibility for the completion of job will be in the Bidder scope.
- 1.2.25. All persons engaged by the BIDDER shall be the Bidder owns employee and they will claim no privileges from Gujarat Gas Limited / Dealer. The Bidder will directly responsible for the administration of his employee as regard general discipline and courteous behaviour.
- 1.2.26. In case of hazard like fire, leakage etc. due to gross negligence of the Bidder personnel, Gujarat Gas Limited reserves the right to impose penalty up to actual damage cost and or termination of work order depending upon the gravity of the situation.
- 1.2.27. Communication to Gujarat Gas Limited as per contingency plan in case of accident during execution of the job.
- 1.2.28. Hot work shall be carried out only after permission of EIC and subject to shut down of station.
- 1.2.29. Work shall be carried out as per OEM service manual recommendation and requirement of Gujarat Gas Limited EIC.
- 1.2.30. The Bidder shall mobilize sufficient resources including all Tools & Tackles, as required for the job based on the target date of completion. All the lifting tools & tackles used by the Bidder shall be duly tested & certified by authorized agency.
- 1.2.31. The Bidder shall arrange collection of the materials as per the requisition made by the Engineer-In-charge from the stores / designated area including loading and unloading.
- 1.2.32. The Bidder shall provide all materials, auxiliary equipment and consumable required for doing the job including operation of auxiliary equipments.
- 1.2.33. GGL shall communicate in writing, in case non-operation/ closure/ temporary closure of CNG Stations is planned for one month or more. In such case, no payment shall be made towards maintenance. No maintenance charges shall be paid for non-working duration of Dispenser on prorata basis.

### 1.3. BIDDER'S RESPONSIBILITY

- 1.3.1. Bidder shall have valid authorisation/license for repair & maintenance of dispenser from W&M authority of respective state throughout contract period.
- 1.3.2. The Bidder shall be responsible for ensuring that works throughout are executed in the most substantial, proper and workmanlike manner with the quality of material and workmanship in strict accordance with the Specifications and to the entire satisfaction of the Engineer-In-Charge. The Bidder



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shall provide all necessary materials, equipments, labour etc. for execution and maintenance of work at its own cost till completion unless otherwise mentioned in the Contract.

- 1.3.3. Accommodation / Transportation / Conveyance / Medical: The Bidder shall make his own arrangement for the accommodation & medical assistance to his personnel at respective locations and subsequent transportation / conveyance arrangement for them from their place of residence to work place or any other place as required unless specifically agreed by Owner in writing and Owner shall have no obligation in this respect. The Owner shall not be responsible for providing any medical assistance to the Bidder personnel.
- 1.3.4. Discipline: The Bidder shall be responsible for the discipline and good behaviour of all his personnel deployed in the services and should any complaint be received against any of his employee, he shall arrange to replace such person(s) within 24 hours of notice issued by the Engineer-in-Charge at his own cost. The decision of the Engineer-in-Charge in this matter shall be final and binding on the Bidder.
- 1.3.5. Gate pass / Identity Card: The Bidder shall arrange for the gate pass & supply / renewal of identity cards to his workforce as per design to be approved by Owner at his own cost, if so required by Owner for security or for any other reasons. Bidder's personnel shall be required to carry their respective Identity Cards while on duty and produce on demand. The Bidder shall issue from time to time a list of the Personnel with names, and their brief work profile.
- 1.3.6. Machines, Equipments, Tools-Tackles:
  - All the Equipment, Tools, Tackles. Special Tools used for the job execution shall always be fit for purpose & If Certification is applicable then equipment should be with its certification validity through appropriate authority.
  - Bidder shall arrange the special tools/general tools to be used while specified installation readiness, commissioning and decommissioning on site in good and healthy conditions as per the requirement.
  - Bidder shall ensure at their own cost, the availability of all consumables and associated accessories other than those mentioned in above, required for the execution of the job.
- 1.3.7. If the dispensers are installed at different GA's then Bidder shall ensure the availability of sufficient resources to ensure the availability of dispenser's agreed in the SLA.

### 1.4. SCOPE OF WORK – GUJARAT GAS LIMITED

- 1.4.1. The maintenance schedule may be advanced / postponed as per the requirement of Gujarat Gas Limited depending upon the prevailing operating conditions. Advancement / postponement of maintenance activity must be confirmed in writing by GGL.
- 1.4.2. Gujarat Gas Limited shall provide site clearance / approval / work permit for carrying out the job as per the prevailing HSE guidelines.
- 1.4.3. Gujarat Gas Limited or its representative shall inspect the entire job. Gujarat Gas Limited shall provide safety guidance & assistance as and when required.
- 1.4.4. Gujarat Gas Limited along with Bidder has to identify risk associated with the job and its control measure.
- 1.4.5. Gujarat Gas Limited shall provide approved the Annual Operation & Maintenance Plan (AOMP) / Schedule for the year. Bidder shall follow GGL AOMP.
- 1.4.6. Gujarat Gas Limited shall undertake all statutory compliances pertaining to the dispensers, however, Bidder shall assist and provide the documents, if any.
- 1.4.7. Gujarat Gas Limited shall provide single phase UPS supply with protection of voltage fluctuation to dispenser. However, Bidder shall ensure voltage / over current protection for all electrical as well as electronic parts in CNG dispenser are not by-passed and advice Gujarat Gas limited for rectification of



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the same.

- 1.4.8. Gujarat Gas Limited shall provide all support at station for configuration in billing / MIS software as & when required. However, Bidder shall deploy their personnel for such works to be performed jointly.
- 1.4.9. Gujarat Gas Limited or its representative shall provide the key of dispenser only for the preventive maintenance or breakdown. Hence, Bidder personnel shall ensure sealing (if applicable) of the dispenser.
- 1.4.10. Gujarat Gas Limited shall provide job details, applicable material specifications, Drawings etc. as per requirement.
- 1.4.11. GGL shall arrange the shutdown for CNG dispensers for maintenance jobs
- 1.4.12. GGL shall arrange prover meter (additional mass flow meter) to check the mass flow meters installed in dispensers at CNG stations.
- 1.4.13. GGL shall arrange transit insurance for the mass flow meter provided by GGL.

### 2. WORK PLANNING:

Bidder shall notify the GGL Engineer nominated for the purposes of the P.O., about all the activities planned for the day through an email/ fax along with the Progress Report. The Bidder shall not commence any works on any given day without intimating the Engineer the location where the Works are to be executed for that particular day.

### 3. EMERGENCY RESPONSE PLAN

In case of any injury or an accident at the site, the Bidder shall immediately inform the Engineer of the incident and further take immediate steps to take the injured person(s) to hospital.

### 4. DOCUMENTATION AND REPORTING

Following documents to be provided by the Bidder

- REPORTS of individual equipment as and when the undertaken for preventive maintenance
- Signed copy of maintenance order issued by GGL.
- Summary of all the dispensers' maintenance for one GA.
- Material/Spares consumption sheet for entire month per GA.
- Dispenser Availability report.
- Root Cause Analysis for Major Failures/ frequent failure of equipments.
- Unmetered gas report for one month.
- PF & ESIC documents of all Maintenance personnel's.
- List of Maintenance Personnel's (Organogram)
- Download of Dispenser log data as per requirement of GGL EIC

Bidder shall thoroughly check the Reports and ensure they are in accordance with the actual site parameters, values, conditions and then only send to Owner.

### 5. SPECIFICATION OF WORK

Work shall be carried out as per GGL specification, OEM Manual, Safe Engineering Practice, HSE practices & Requirement of GGL Authorized representative

### 6. HEALTH, SAFETY, ENVIRONMENT (HSE)

- **Work Permit**





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Bidder shall be issued the necessary work permits or extension of work permit while working at site from the concerned. Bidder shall educate / instruct his laborers for strictly obeying of “No Smoking” at site and ensure adherence to HSSE norms as directed by GGL from time to time.

- **Personnel Protective Equipments**

Bidder shall ensure usage of all suitable Personal Protective Equipments for all the personnel during performing the entire job.

- **Environment**

Bidder shall ensure all prevailing norms for preserving the environmental aspects including safe disposal of oil, grease, paints, edge sharp material & other chemicals. Also, Bidder shall ensure the cleaning the site every day after completion of job.

- **Security**

Bidder shall ensure that the existing installations are not damaged during the job, including security aspects at site for assets, material, personnel, information, etc.

### 7. SUB-LETTING WORKS

No part of CONTRACT / WORK shall, in any manner of degree be transferred, assigned or submitted by the Bidder directly or indirectly to any person, firm or corporation whosoever, without prior written approval from GGL.

### 8. PENALTIES:

- 8.1 Breakdown should be attended within 12 Hours after written/telephonic intimation if bidder fails to attend/resolve the complaint in 12 hrs. then Rs.250/- per Hour subjected to a maximum amount of Rs. 2500 will be levied per instance.
- 8.2 Rs. 1000/- per instance for postponement of preventive maintenance for lack of recommended spares.
- 8.3 In addition to non-payment of the monthly charges, a penalty equivalent to 20% of total monthly invoice per dispenser will be levied against non-performance of the preventive / routine maintenance as per the approved schedule.
- 8.4 Bidder shall use only genuine spares in the dispenser's package. If any deviation observed (use of spurious/ Non OEM parts) then Rs.2000/- will be deducted from the monthly invoice and also may terminate the contract based on GGL management decision.
- 8.5 Rs. 500/- against re-occurrence of repeat complaint due to poor workmanship or partial work.
- 8.6 Rs.25000/- and necessary legal actions against any manipulation / malpractice.
- 8.7 Rs.1000/- per instance if the service provider fails to submit Monthly Report by mutually agreed date of Subsequent month.
- 8.8 Rs.1000/- per instance if the service provider fails to submit RCA Report for Major Failure within 1 Month.
- 8.9 Rs. 100/- per day per dispenser, if bidder fails to supply 'O' ring.
- 8.10 Rs. 500/- per day per dispenser, if bidder fails to supply NGV Nozzle, NZS to NGV adaptor, NZS Nozzle and NGV to NZS adapter for operation of dispenser as per GGL requirement.
- 8.11 Rs. 500/- per instance, if meter reading jump in dispenser.
- 8.12 In any case, the maximum penalty imposed in a month for any of the above reasons except for penalty imposed against Legal actions for malpractice/manipulation shall be limited to or equivalent of 50% of the basic value of the invoice (excluding taxes) specified per month per Dispenser under the Operations & Maintenance contract.