



TECHNICAL SCOPE OF WORK FOR COMPREHENSIVE OPERATION AND MAINTENANCE OF ENGINE DRIVEN CNG COMPRESSOR

Document No.: GGL/TS/CNG/C-O&M/ENGINE DRIVEN COMPRESSOR/SOW

1. SCOPE OF WORK

- 1.1. Operation and Maintenance of all the equipment supplied within battery limit of tender scope of supply i.e. CNG compressors, Dispenser, Cascade and UPS (If supplied with compressor) shall be considered under this service order.
- 1.2. CNG Compressor along with its accessories like SCADA System, PRS, Priority Panel, Canopy etc. are included in the scope of work of this contract.
- 1.3. Operation of DG set is included in the scope of work of this contract. It involves activities like, operating DG set in case of power failure, recording the parameters of DG set in the log sheet provided by GUJARAT Gas Ltd and record keeping of the Diesel which is used for DG operations, etc.
- 1.4. The Service Provider/OEM shall carry out calibration of gas detectors and flame detectors every Year, in case the GD or FD is malfunctioning in routine operation; it will be rectified/replaced by OEM/SERVICE PROVIDER.
- 1.5. Also yearly calibration of all the instruments such as pressure gauges, Pressure transmitters, Pressure switches, Temperature Gauges, Temperature Transmitter, RTD, Explosive Meter, Electrical meters (Multifunction meter, Volt meter, Amp. meter, protection relays, etc.), etc. shall be in the scope of the Service Provider.
- 1.6. The Service provider/OEM shall carry out thickness measurement, visual inspection and hydro test etc. of Pressure vessels in accordance with Factory Act & necessary Form 11 or applicable FORM as per state factory act certified by competent person approved under the Factory Act shall be submitted to GGL.
- 1.7. Quarterly monitoring of Vibration & Noise level is in the scope of OEM/SERVICE PROVIDER.
- 1.8. 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.
- 1.9. Safety Relief Valve shall be tested as per API 527 and GGL Procedure. Testing medium shall be Air or Gas.
- 1.10. The service provider/OEM must follow the OPERATION & MAINTENANCE requirement as stated below but not limited to and ensure trouble free services to the satisfaction of the OWNER.
- 1.11. The Service provider/OEM shall carry out painting and maintenance of canopy including replacement with new one if required.
- 1.12. Maintenance of all parts, equipment's inside the canopy of compressor shall be performed.
- 1.13. Log-sheets and registers for maintenance work reporting shall be brought by Service Provider as per the format approved by GUJARAT GAS LTD.
- 1.14. Bidder need to perform maintenance of the cascade, LCV Fill post and mechanical tubing (if supplied by bidder) as per Latest GGL AOMP for this contract. However, Hydrotesting of cascade as per statutory requirement shall be in GGL scope.



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- 1.15. All painting of compressors and associated material is in the scope of work under this contract which should not be limited to compressor acoustic internal & external painting on yearly basis.
- 1.16. Also, rusted / corroded parts observed (if any) needs to be repaired / replaced / painted as per the compliance requirement and satisfaction of the GGL EIC
- 1.17. OEM/ Service provider shall put all effort to repair/ rectify problems in the engine. If engine requires replacement, Bidder will replace the engine inside the compressor. No additional charges shall be paid to the bidder
- 1.18. OEM to ensure firm earthing connectivity with earth strips of electrical instruments / equipments/ compressor body as well as its internal components and ensure separate instrument earthing, if provided initially.
- 1.19. Safety instruments logic function checks / interlock checks to be done to ensure system healthiness during all hourly maintenance of compressor. Parameter wise reports to be submitted to GGL EIC as and when required.
- 1.20. Operators and Technicians deployed for O&M Service shall have experience in the type of services required. Skill level shall be ensured by the bidder to comply GGL Technical scope
- 1.21. Minimum qualification of Operator shall be 2 year ITI (Electrical, Mechanical, Fitter and Automobile).
- 1.22. Bidder shall follow instructions provided on compressor for start and stop of compressor.
- 1.23. All compliance certificate required by statutory authority will be provided by bidder to GGL without any cost during entire contract period.
- 1.24. Bidder will provide list of service set-up in the locations falling under Gujarat Gas Limited for handling maintenance activities.
- 1.25. Bidder shall maintain Inventory/ Spares for trouble free operations for locations falling under Gujarat Gas Limited.
- 1.26. Bidder will follow all required safety and work procedures of GGL as implemented or upgraded time to time.
- 1.27. Bidder shall send daily report, weekly report, fortnightly report and monthly report to GGL. In addition to these reports, vendor shall submit the reports required by GGL EIC.

2. SERVICE CONDITIONS:

Process for Permission to engage external vendors experienced in handling of CNG compressors:

- 2.1. Before engaging the services of external agencies, OEM/SERVICE PROVIDER has to submit the credentials of the party they wish to engage.
- 2.2. On getting approval from GUJARAT Gas, OEM/SERVICE PROVIDER to provide relevant technical and HSE training to the personnel engaged by issuing them individual identity card with a validity of one year. The identity cards will be renewed every year by the service provider based on the competency and performance of his person. .
- 2.3. OEM/SERVICE PROVIDER can utilize services of trained technicians of their authorized vendor as mention above for handling minor maintenance activities like monthly preventive maintenance and other maintenance activities that need not require opening of pressurized crank case, handling HT connections and other highly hazardous activities.



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- 2.4. Training module with the details of the training that will be imparted, schedule for refresher training and continuous updation of the credential of the personnel engaged should be under the scope of the OEM/SERVICE PROVIDER.
- 2.5. OEM/SERVICE PROVIDER should notify any change in manpower to concerned EIC of GUJARAT GAS Ltd with details like Name, address, photograph and details of training imparted. The change in manpower shall be allowed only after the approval of EIC-GGL
- 2.6. Other equipments supplied by OEM/SERVICE PROVIDER as a part of the package should be available for station operation. In case the breakdown of any one of the equipments like air compressor impacts the sale of the station then penalty will be applicable as per the clauses mentioned below. The above does not release the OEM/SERVICE PROVIDER from the responsibility of putting the equipment back in operation as agreed between OEM/SERVICE PROVIDER and EIC.
- 2.7. The service provider/OEM shall make his own arrangement for the accommodation of his personnel at respective locations and subsequent transportation for them from their work place of residence to work place or any other place as required. GUJARAT GAS LTD. shall have no obligation in this respect. GUJARAT GAS LTD. shall not be responsible for providing any medical assistance to the Service Provider personnel.
- 2.8. The service provider/OEM shall be responsible for the discipline, good behaviour of all his personnel & ensure that all his personnel deployed in services are well-dressed in uniform. In case any complaint is received against any of his employee, he shall arrange to replace such person(s) within 24 hrs of notice issued by GGL Engineer in charge. The decision of the "EIC" shall be final & binding on the Vendor.
- 2.9. The Service Provider/OEM shall arrange to supply & renew identity cards to his workforce at his own cost if so required by the PURCHASER/OWNER (GUJARAT GAS LTD.) for security or any other reasons. Those Vendor's persons shall carry their I. D. cards while on duty & shall produce the same on demand.
- 2.10. Sub-letting of the contract shall not be allowed without prior permission of GUJARAT GAS LTD. (GGL) in writing. If the services are not provided as per required time (the services called for 365 days including Sundays, which is defined by GUJARAT GAS LTD., nothing contained herein shall restrict PURCHASER/OWNER to get services carried out through other agency at the risk & cost of Vendor.
- 2.11. It may be noted that the technicians and supervisor can be kept in consultation with GUJARAT GAS LTD as per distance/time between the allotted refuelling stations.
- 2.12. However acceptance by GGL on the number of technicians/supervisor to be mobilised shall not leave OEM/Service Provider from his responsibility to ensure machinery BDT loss not to exceed defined limits and GUJARAT GAS LTD. shall recover the Penalty as per the penalty clause for major or minor breakdown.
- 2.13. Only sound & experienced persons shall be deployed for the works. The supervisor shall report daily to representative of GUJARAT GAS LTD for day to day working. The Gujarat Gas Ltd shall also review and approve preventive schedule (generally as per OEM/SERVICE PROVIDER recommendation) prepared for the package application.
- 2.14. The supervisor shall ensure the safety of all machines & men during the entire course of all operation & onsite repairs as well as offsite repairs & maintenance works.
- 2.15. All deployed persons of the Service Provider, shall arrange snacks/lunch/dinner for themselves. GUJARAT GAS LTD shall not have any obligation to provide the same. All the persons deployed, shall have minimum acceptable



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proficiency in written and speaking skills in Hindi and Gujarati, except for helper who can have required proficiency in Gujarati speaking.

- 2.16. If any of the persons found not competent for his work after deployment, it shall be in the interest of contractor to replace him immediately on the instructions of EIC-GGL.
- 2.17. The rates shall be inclusive of supply of all "OEM/SERVICE PROVIDER" (Original Equipment Manufacturer) spares parts, special proprietary tools of the compressor package, general tools, other general hardware, pipe flanges, oil, lubricant, coolant, all gases etc., consumables consumed & inclusive of all taxes, duties, octroi including the total wages of his persons deployed.
- 2.18. Before attending to any Planned Maintenance, OEM/SERVICE PROVIDER shall ensure availability of all recommended spares (as per OEM/SERVICE PROVIDER Manual) to be replaced. Non availability of recommended spare and consequent postponement of scheduled maintenance will be liable for penalty as per penalty terms mentioned in this document.
- 2.19. Employees employed by the Service Provider will not enjoy any legal rights of the Employee of Gujarat Gas Ltd & will not be considered as an Employee of Gujarat Gas Ltd at any point of time during/after the contract.

All other terms and conditions shall be as per referred order/ documents.

3. SPECIAL CONDITION OF CONTRACT:

- 3.1. Critical spares such as heat exchanger motor & engine etc. should be readily available with OEM/SERVICE PROVIDER to reduce the Breakdown time of Compressor. Also bidder will be penalised if not resolved/replaced within in timeline.
- 3.2. During replacement of Engine or any other item, to & fro transportation of engine/ any other item from store/workshop to site is in the scope of OEM/SERVICE PROVIDER, hiring of hydra/crane charges should be in the scope of OEM/SERVICE PROVIDER

3.3. Maintenance of CO2 flooding system as per IS 2190:

- 3.3.1 Frequency for CO2 flooding system should be maintained as Monthly, Quarterly & Yearly and as per the IS standard-2190.
- 3.3.2 Hydro testing of cylinders of CO2 flooding system should be maintained as once in five years. Hydrotesting of high-pressure cylinders shall be as per IS 8451: 2009
- 3.3.3 Bidder shall arrange Spare/additional cylinder require during hydro testing of CO2 flooding system.
- 3.3.4 During Periodic testing, if GUJARAT Gas Ltd empties the CO2 cylinder then in those cases CO2 cylinders will be filled by GUJARAT Gas Ltd., however during routine operation/scheduled maintenance, if the CO2 cylinder gets emptied out then it shall be filled by OEM/SERVICE PROVIDER.
- 3.3.5 If the failure is observed replacement of the component shall be in scope of OEM/SERVICE PROVIDER.
- 3.3.6 Inspection, testing, maintenance & hydrotesting of fire extinguishers is in scope of bidder. Bidder to follow IS: 2190 and AOMP of GGL for maintenance and records.

4. DOCUMENTATION & REPORTING



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- 4.1. Service Provider shall Record / Maintain Reports
 - 4.1.1. Daily and Monthly Operational report
 - 4.1.2. Maintenance reports
 - 4.1.3. Maintenance Order Copy
 - 4.1.4. Site service reports including consumption statement of spares
 - 4.1.5. Root cause analysis reports
 - 4.1.6. Gas / Spares reconciliation reports, etc.
 - 4.1.7. Log books
 - 4.1.8. Any other report required by OWNER on time to time basis.
- 4.2. Service Provider 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. PENALTIES

5.1. Penalty for availability of compressor package:

Breakdown time (BDT) will be considered from the time breakdown was logged in the log book to the time machines was put back in operation as per the log book at the site / Herein after known as logging of complaint). Classification of nature of breakdown into minor or major will be decided by EIC along with the OEM/SERVICE PROVIDER representative, based on the complexities of work involved and the efforts that are put in for attending the breakdown. For converting major to minor breakdown, due approval from Zonal Head is needed.

Indicative list of minor / major breakdowns are given for guiding the site.

5.2. Minor breakdown:

- 5.2.1. Any minor maintenance activity should be attended with 8 hours from time the breakdown is logged, if the time of attending is more than 8 hours Gujarat Gas Ltd. debits Rs.5000 for every 4 hours.
- 5.2.2. Activities that can fall under minor breakdowns are:
 - 5.2.2.1. Replacing/repairing mechanical instruments related to faults and alarms like PT, TT, GD, FD, etc.
 - 5.2.2.2. Replacement of electrical instruments like timers, contactors, barriers, fuses, protective relays, SMPS, etc.
 - 5.2.2.3. Replacement of failed O rings/gaskets fitted on SRVs, repair of suction/discharge valves, PRV settings, filter clean up/element replacement, repair of Water pump coupler or belt, repair of Heat exchanger coupler or belt, cleaning of heater coils, Air compressor break down, etc.
 - 5.2.2.4. Replacement or repair of spark plug, ignition coil, air starter etc. for engine

5.3. Major breakdown on a normal day :

- 5.3.1. Any major breakdown should be resolved within 24 hours from the time the breakdown is logged. If the time for attending break down is more than 24 hrs, then Gujarat Gas Ltd. debits Rs.15000 for every day of the delay (beyond 24 hrs. of BDT).
- 5.3.2. The following will be exempted while calculating BDT of 24 hrs however, GGL decision will be final whether to consider the exclusion of down time or not:



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- 5.3.2.1. In case if the services for attending major maintenance are to be provided by third party like fabrication work shop, Engine Major Maintenance, etc., then Sundays/ Public Holidays / Intervening holidays will be excluded from arriving at B/D time.
- 5.3.2.2. Time required for identifying the breakdown if the type of breakdown is not as per known logical sequence of operations.
- 5.3.2.3. Breakdown has to be attended at OEM/SERVICE PROVIDER's designated workshop and cannot be attended at site. However, the total continuous downtime shall not be more than 36 hours.
- 5.3.2.4. Attending to Breakdown needs activities like fabrication, casting, forging, or any other that takes time however, and the total continuous downtime shall not be more than 36.0 hours.
- 5.3.3. Activities that can fall under major breakdowns are:
 - 5.3.3.1. Any work related to opening of the compressor like crank case, piston rod, packing rings etc.
 - 5.3.3.2. Breakdown involves replacement of water pump, repair of heat exchanger/ coils / fins etc.
 - 5.3.3.3. Electrical / instrument breakdown involving PLC replacement.
 - 5.3.3.4. Any work related to opening of engine like cylinder head, piston, piston rod, radiator replacement etc.
 - 5.3.3.5. Any work related to repair/replacement of jacket water pump, turbocharger, exhaust manifold etc.

5.4. Total breakdown time over the Quarter

- 5.4.1. OEM/SERVICE PROVIDER has to ensure that the complete package is available for operation for a minimum of 98% of the working hours in a Quarter.
- 5.4.2. Penalty for Compressor package shall be applicable either for minor/ major breakdown time or for availability of compressor package; whichever is higher.

$$\% \text{ Availability of the Machine} = (T-B)/T$$

Where

B = Total no. of breakdown hours recorded in log book.

T = Total number of hours in a Quarter to be calculated by considering 24 Hours of running of the machine per day.

If the equipment availability is less than 98% in a Quarter, then penalty shall be applicable as follows:

Compressor Availability for Entire Quarter - 98 % to 100%

% of Penalty to be levied against basic value of invoice - 0 %

Compressor Availability for Entire Quarter - 96% to less than 98%



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% of Penalty to be levied against basic value of invoice - 5%

Compressor Availability for Entire Quarter - 91% to less than 96%

% of Penalty to be levied against basic value of invoice - 10%

Compressor Availability for Entire Quarter - 85% to less than 91%

% of Penalty to be levied against basic value of invoice - 20%

Compressor Availability for Entire Quarter - 81% to less than 85%

% of Penalty to be levied against basic value of invoice - 30%

Compressor Availability for Entire Quarter - 75% to less than 81%

% of Penalty to be levied against basic value of invoice - 40%

Compressor Availability for Entire Quarter - 0% to less than 75%

% of Penalty to be levied against basic value of invoice - 50%

5.4.3. Penalty for Availability arising due to Minor or Major Breakdown penalty will be monitored and calculated on Quarterly Basis. Penalty will be levied on the basic value of invoice value of 3rd month of the Quarter.

5.5. On Schedule Maintenance Day:

5.5.1. OEM/SERVICE PROVIDER shall carry out recommended schedule/preventive maintenance of equipments. OEM/SERVICE PROVIDER has to submit time required for each type of scheduled maintenance as per O&M manual and get one time approval from EIC-Gujarat Gas Ltd.

5.5.2. If the package is down beyond the time indicated in the agreed scheduled maintenance period, then OEM/SERVICE PROVIDER will be penalized as per penalty terms proposed above for minor/major break down.

NOTE:

OEM/SERVICE PROVIDER can get approval for waiver of penalty from Zonal Head by giving proper justification for the delay in attending the breakdown or on categorization of type of breakdown (Minor / Major) if it is not covered in list given above.

5.6. Penalty for Gas Loss:

The Compressor package shall consist 4 nos of Mass Flow meters which shall measure



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- Gas flowing through the inlet of Compressor (Suction Mass Flow Meter),
- Gas flowing through the outlet of Compressor (Discharge Mass Flow Meter),
- Gas flowing through the common Ventline of the Compressor (Vent Flow meter).
- Gas flowing in inside engine for fuel.

5.6.1 Penalty for direct venting of Gas:-

Quantity of gas that is measured in the Vent mass flow meter beyond % Value arrived from gas loss in Kg quoted by the Bidder (this % limit is arrived after considering the accuracy of the meters) will be considered for debiting the Penalty.

The Monthly penalty for Venting of Gas from the compressor shall be the calculated as follows:

$$GY \text{ (in Rs)} = (GT - (GG + GM)) \times F$$

Where:

GY = Penalty for direct venting of gas beyond the limit of guaranteed vent gas loss quoted by bidder on n-procure

GT = Actual Vent Loss (In Kg) for the month (Difference between Vent Mass Flow meter reading during the month) :-

Total direct Venting Gas Loss by the compressor should be calculated by subtracting the Opening Flow Meter Reading from Closing Flow Meter reading installed for measuring Vent gas loss

Guaranteed Vent Gas Loss (in Kg) for month (GG):-

% Value arrived from gas loss in Kg quoted by the Bidder in the N-procure portal x Subtraction of the Opening suction Flow Meter Reading from Closing suction Flow Meter reading installed for measuring of compressor suction gas value during the month

GG = % Value arrived from gas loss in Kg quoted by the Bidder in the N-procure portal x Difference between Suction Mass Flow meter reading during the month

F = Actual per Kg cost charged of natural Gas to be calculated as mentioned in Clause 5.6

GM = Gas vented during any Preventive maintenance (only for those maintenance mentioned in the OEM manual or approved by GGL EIC for the reasons attributed to GGL) should not be considered for deduction of Penalty.

5.6.2 Penalty for Other Gas Loss:-

The limit for Gas loss of compressor is specified as 1.0%, this limit is arrived after considering the accuracy of the meters.

Penalty for Other Gas Loss is calculated based on the following formula:

A = Consumption of Gas measured through the Suction Flow Meter



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B = Consumption of Gas measured through the Discharge Flow Meter

C = Consumption of Gas measured through the Vent Flow Meter

D = Gas flowing in inside engine for fuel.

E = Penalty for Other Gas Loss beyond the limit of 1.0%

$E = A - (B + C + D)$

- 5.6.3 Gas loss monitoring is within the scope of OEM/SERVICE PROVIDER and systems should be in place by OEM/SERVICE PROVIDER for taking necessary action immediately on observing gas loss beyond the limit specified below for the month.

EIC may Penalize OEM/SERVICE PROVIDER by considering monthly average loss of 1.0% as the specified limit. OEM/SERVICE PROVIDER can get approval for waiver of penalty from Zonal Head by giving proper justification for gas loss beyond the specified limit.

- 5.6.4 Gas Loss shall be calculated on monthly basis. Gas Loss Penalty will not be applicable for those compressors where suction flowmeter is not installed in the compressor inlet.

- 5.6.5 Amount to be penalized should be arrived at by reducing Excise duty, VAT and dealer commission from the applicable "Retail Selling Price" (RSP):

Dealer commissioning considered as a part of pricing = A

Gas price in Rs. without dealer commission (B) = $RSP - A$

Applicable VAT in Rs. (C) = $B - (B / (1 + VAT/100))$

(Where VAT is Value Added Tax in %)

Gas price in Rs. without VAT (D) = $B - C$

Applicable Excise Duty in Rs. (E) = $D - (D / (1 + ED/100))$

(Where ED is Excise Duty in %)

Gas price in Rs. without ED (F) = $D - E$

So net Gas price to be considered for debiting towards gas loss (between suction and discharge MFMs) is "F" given above.

5.7. Penalty for Fuel Consumption:

The Monthly penalty for Fuel per package shall be the calculated as follows:

$PY \text{ (in Rs)} = (P_T - P_G) \times C_P \times ((\text{Actual Running hours of Compressor during the month}) \text{ or } (12 \text{ hours} \times \text{no. of days in month}), \text{ whichever is higher})$

Where,

PY = Penalty Cost

Actual Fuel Consumption (Kg/Hr) for the month (P_T) :-

Total Fuel Consumed by the compressor should be calculated by subtracting the Opening Flow Meter Reading from Closing Flow Meter reading installed for measuring Engine Fuel Consumption



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PT = Difference between Flow meter reading / Actual Running Hours of Compressor during the month

Guaranteed Fuel Consumption (in Kg/Hr) for month (P_G):-

Value quoted by the Bidder in the N-procure portal

PG = Value Quoted by Bidder

C_P = Actual per Kg cost charged of natural Gas to be calculated as mentioned in Clause 5.6

5.8. Other penalties:

- 5.8.1 If the operator is not available for any of the working shift, the service provider/OEM/SERVICE PROVIDER will be penalized Rs.500 per instance. However, levying of penalty does not relieve service provider/OEM/SERVICE PROVIDER from ensuring that the absence of manpower does not affect the operation of the machine.
- 5.8.2 If the operator is not in uniform or not using PPE then Rs.1000 per instance will be levied as penalty.
- 5.8.3 Rs.1000/- per instance to be levied for Noncompliance to Gujarat Gas Ltd Limited Life savers. Instance will be restricted to one per day for the same Service Provider for same site.
- 5.8.4 Timeline for preventive maintenance & corrective maintenance to be decided between EIC & OEM/SERVICE PROVIDER in a document (either through Mail or MOM). Penalty of Rs. 1000 per week will be applicable in case there is delay in the SLA for execution of Maintenance.
- 5.8.5 If it is observed that bidder fails to comply with guaranteed parameter by reducing suction pressure, penalty of Rs. 1000/- per day shall be levied in addition to Penalty for fuel consumption on the bidder
- 5.8.6 **Penalty for Spillage of Oil:**
 - i. No penalty for 1st Oil Spillage/Leakage/seepage for Awareness Creation to Operators/ Maintenance team.
 - ii. Rs. 500/- per instance for 2nd Oil Spillage / Leakage/seepage.
 - iii. Rs. 1000/- per instance From 3rd Oil Spillage /Leakage/seepage onwards.
- 5.8.7 **Penalty for Un-Trained Operator:**
 - i. Rs. 1000/- for 1st instance of deployment of Un-Trained Operator with warning letter.
 - ii. Rs. 2000/- per instance for 2nd deployment of Un-Trained Operator with 2nd warning letter.
 - iii. Rs. 5000/- per instance from 3rd deployment of Un-Trained Operator with Final warning letter
- 5.8.8 **Penalty for Documentation:**
 - i. Rs.1000/- per instance if the service provider fails to submit Monthly Report by mutually agreed date of Subsequent month.
 - ii. If the service provider fails to submit RCA Report for Major Failure within 1 Month, Penalty of Rs. 1000 per week will be applicable.
- 5.9. Rs. 1000/- per instance for Un-availability of First-Aid Box in line with GGL process requirement.
- 5.10. Rs. 500/- per instance for poor housekeep inside compressor
- 5.11. In any case, the maximum penalty imposed in a month for any of the above reasons except for penalty imposed against Gas loss and Penalty for fuel Consumption shall be limited to or equivalent of 50% of the basic value of the invoice (excluding taxes) specified per month per package under the Operations & Maintenance contract.



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- 5.12. Penalty amount rose for a particular package due to any reasons excluding penalty levied against Gas loss and fuel Consumption should not be carried forward to other months or to the other packages being handled by OEM/SERVICE PROVIDER.
- 5.13. Penalty Rs. 1000/ per week for not carrying site acceptance test (SAT), after completion of two months from the date of start of commercial operation of the CNG station.
- 5.14. All other terms and conditions as per referred order, amendments as well as referred documents.

6. SPARES MANAGEMENT :

- 6.1. 1st preference for utilisation of spares shall be given to the spares available with client. The invoice value for spares utilised will be debited from the monthly invoice of OEM/SERVICE PROVIDER.
- 6.2. Supply and installation of All (Electrical, Mechanical, Instrumentation, hoses, etc.) Spares and Consumables required for Routine, non-routine, breakdown & Emergency Operations of all CNG Compressors along with related Accessories.
- 6.3. Service Provider has to submit the list of spares which they are consuming for each scheduled Routine Operation (Both for Running hours based maintenance and time based maintenance) and service provider shall follow the schedule replacements irrespective of the condition of equipment.
- 6.4. Inventory: service provider has to submit the list of Inventory which they have been maintaining with in the location to maintain the machines as per Service Level Agreement uptime.
- 6.5. Service provider shall change all the identified spares, Replacement of spares will be performed as per the OEM/SERVICE PROVIDER manual at the frequency mentioned in the OEM/SERVICE PROVIDER manual.
- 6.6. Supply of all consumables like Compressor lube oil, Crankcase oil, Grease etc.
- 6.7. Service provider shall carry all the required preventive, proactive and breakdown maintenances including supply of spares, repair kits, etc.
- 6.8. Service provider need to define the replacement frequency of Spares as per OEM/SERVICE PROVIDER recommendation specified in O&M Manual in coordination with Gujarat Gas Ltd and service provider need to continue to follow the replacement/maintenance frequency irrespective of the condition,
- 6.9. Identify and maintain the Inventory required operating the station Round the clock i.e. 24x7. The Service Provider shall be solely responsible for procuring and maintaining consumables spares for routine and preventive maintenance viz. Lube oil, gas/ oil filters, grease, O-rings for filters etc. to be available on round the clock basis at site.
- 6.10. Keep proper records for the spare parts, lube oil and other consumables utilized during the O&M activities on daily/monthly /yearly basis.
- 6.11. The Service Provider shall advise Owner promptly if any correspondence/ warranty claim may be taken up with the supplier of any of the equipment installed in the package or a claim may be made under any warranty claim.
- 6.12. During the execution of the contract service provider must allow Gujarat Gas Ltd. to verify the availability of Spares required for Planned & Breakdown Job.

7. CONTRACT PERIOD:

The tenure of the contract will be specified in the SOR of this tender.



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8. TERMS AND MODE OF PAYMENT:

100% of the undisputed payment shall be released within thirty days from date of submission of invoice duly certified by Engineer-in-Charge, to the Service Provider on submission of following in addition to the document specified in section.

- 8.1. Invoice in triplicate (Service Provider to raise monthly invoice only).
- 8.2. Certificate from Engineer-in-Charge (EIC) for carrying out scope of work / activities in accordance with contract conditions. Verification report / Certificate from EIC confirming renewal / valid certificates required as per statutory requirement.
- 8.3. NOC from the respective civic agencies (if applicable).
- 8.4. Challan / receipt of payment made to Regional Provident Fund Commission (RPFC) for the preceding month.
- 8.5. All manuals and test certificates (if applicable) of the materials supplied to OWNER.
- 8.6. All payments under this contract shall be subject to income tax deduction i.e. Tax Deducted at sources (TDS) as may be applicable under the prevailing statute at the time of payment or its being due to the 'Service Provider'.
- 8.7. Service Providers shall in addition to other construction taxes also be responsible for payment of Cess under the Building & Other Construction Workers Welfare Cess Act, 1966 and same will be deposited with relevant authorities with intimation to the company.
- 8.8. Documents specified in Clause – 4
- 8.9. GGL shall communicate in writing, in case non-operation/ closure/ temporary closure of Compressor or CNG Stations is planned for one month or more. In such case, no payment shall be made towards operation and maintenance. However, in case if the machine is not under operation and the manpower demobilization notice is not issued by GGL, due to reasons not attributed to Bidder, then Operation charges as per SOR shall be paid for idling manpower but no maintenance charges shall be paid for non-working duration of compressor on pro-rata basis. Manpower demobilization period shall be jointly decided by GGL EIC and Bidder. However, demobilization period shall not be more than one month.



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ANNEXURE 1: QHSE REQUIREMENTS

1. **SCOPE AND APPLICATION**

Contractor/Service providers are the key stake holder and an integral part of Gujarat Gas Ltd (GGL's) business. Contractors'/Service provider' Quality, Health, Safety and Environment (QHSE) performance reflects on the company's business performance and reputation. GGL has established QHSE Management Systems, Procedures & Guidelines to ensure compliance with GGL's QHSE requirements. These requirements apply to all jobs whilst conducting work for GGL including; Project, Construction, Operation & Maintenance, Field Operations and Services within any given contract or agreement.

The overall objective of QHSE management in contract/agreement is to improve the company and Contractor's/Service providers' QHSE performance in all aspects of activities. Active and on-going participation by both the GGL and Contractor/Service provider is essential to achieve this objective.

2. **RESPONSIBILITIES**

It is responsibility of GGL management and staffs to ensure that all Contractors/Service providers work under their direction & control are provided with relevant Integrated Management System (IMS) Policies, Procedures & Guidelines that describe the GGL requirements for undertaking work within the company. It is also the responsibility of Contractors/Service providers to ensure that their staff are informed of and comply with GGL's requirement whilst working for the company.

GGL HSE department provides advice and assistance on QHSE requirements across the complete spectrum of all work activities. Contract Owner (Department Head) and Contract Holder (Work in-charge) are responsible to ensure safe execution of work/service include the following:

- Ensuring that the QHSE Policy, Procedures & Guidelines are known and understood by all contractors'/service providers' staff and work force
- Monitoring, Inspecting & Auditing execution of work, activities to ensure adherence to the QHSE compliance requirements

The Contractors'/Service provider' will take the responsibility for implementation of GGL's QHSE Policy, Procedures, Guidelines and other requirements with the advice and support of the GGL's Contract Owner / Contract Holder and HSE representative.

Contractor/Service provider to ensure that all aspects relating to QHSE are adequately addressed and implemented in accordance with the GGL QHSE requirements and QHSE Management Plan, which shall include the management processes and activities to be implemented during the course of work with GGL.

Contractor/Service provider shall be responsible for ensuring that adequate HSE resources are put in place to enable satisfactory implementation of QHSE Management Plan.



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This responsibility also applies to ensure the Health and Safety of the people are directly and indirectly engaged / involved whilst working or present at GGL's work area / sites.

3. **MOBILIZATION**

- Post selection and awarding of contract, GGL shall arrange a kick-off meeting with Contractor/Service provider where GGL team members Contract Owner (CO), Contract Holder (CH) & HSE representative) will discuss on QHSE Management aspects / plan and requirements in order to make sure that Contractor/Service provider and their team are fully understand the expectation of GGL. During the meeting, QHSE Management Plan shall be discussed and agreed between GGL and Contractor/Service provider
- Contractor/Service Provider shall ensure that all tools, tackles, equipment, machineries & instruments are adequately deployed and are 'Fit for Purpose'. Pre mobilisation checks/inspection shall be carried out by GGL team for the same before the start of work.
- GGL emphasizes on the importance of the Health and Fitness of all staff/work force deployed at GGL work sites. Contractor/Service provider shall adhere to medical check-up as per the GGL Health check-up matrix (as applicable)
- A proper HSE orientation and training will be organised by GGL for the Contractor/Service provider workforce before the start of work; under no circumstances should the Contractor/Service provider commence the work unless they have undergone the HSE training (as applicable).
- All the Bidder's workmen shall mandatorily participate in all HSE training programs arranged by Owner's HSE Department – Basic Safety Training & Fire-fighting Training at the time of deployment and refresher trainings at frequency defined by Owner.
- Bidder shall arrange First-Aid training program before deployment & refresher trainings at Owner defined frequency for all operators, O&M staff and other workmen from reputed training organizations qualified by GGL. Prior permission of CNG in Charge / EIC is mandatory for arranging such trainings. No any additional cost shall be paid by the Owner for such trainings. In case GGL organizes such trainings, the training cost will be recovered from the bidder.
- Bidder shall also ensure technical competency training for operators, O&M staff and other workmen, covering all aspects of the job to be performed and related safety practices to be followed. Bidder shall submit Technical Competency Training Certificate issued by Bidder/OEM before deployment and ensure refresher trainings at regular intervals.
- Bidder shall ensure that all of its manpower mandatorily attend any safety & technical awareness / incident lesson learning sessions / briefing arranged by GGL in-house.
- Contractor/Service provider shall ensure that all their staff/work force are provided required Personal Protective Equipment (PPEs) as per GGL PPE matrix (as applicable)
- Contractor/Service Provider shall ensure all required emergency arrangements like Medical treatment, FIRST AID box and Fire fighting equipment (as applicable)

4. **EXECUTION**



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Contractor/Service provider is responsible to ensure the compliance with GGL QHSE requirements. GGL overall QHSE performance is directly influenced by the contractors' performance.

- Contractor/Service provider is responsible for QHSE compliance monitoring at site/work activities to ensure that work/activity is performed in a safe manner. Moreover, they are responsible for reporting of all incidents, Hazard and Near Miss that might happen during work/activity
- Contractor/Service provider shall follow and comply with GGL "Work Permit" system
- During work execution and activities, GGL team will regularly monitor and evaluate the performance of the Contractor/Service provider to identify the shortfalls and weaknesses and assist to improve the overall performance including QHSE performance through CPAR process (as applicable)

We believe that everyone at GGL, Employees, Contractors, Service providers and Associates have the right to go home safely to their families.

QHSE Defaults and Penalties		
Sr. No.	Description	Penalty amount
1	Work without PtW/WA	Rs. 1,000/- per instance
2	Non-compliance - Safety Training Card (STC)	Rs. 1,000/- per instance
3	Non-compliance - Health Check up	Rs. 2500/- per person
4	Non-compliance - PPEs	Rs. 500/- per instance

Remark: Issuance of MEMO against HSE non compliances including above mentioned defaults shall be decided by Contract Holder

5. QHSE GUIDELINE (AS APPLICABLE) FOR ALL TYPE OF CONTRACTS

5.1 CONTRACTOR/SERVICE PROVIDER

- a) shall ensure that all staff/work force comply with the requirements of the GGL HSE Management System, QHSE policy, standard, procedures, guideline, plan & Life Savers at work site
- b) shall ensure issuance of Identity Card to their team members
- c) shall apply and obtain Permit to work (PtW/WA) before start of the work
- d) shall arrange work related Personal Protective Equipment (PPEs) for their staff/work force and ensure proper use during the execution of job
- e) shall carry out the work within the duty hours/office hours. No Work shall be carried out without permission of GGL's representative beyond the official duty hours unless otherwise agreed upon prior to start of work and recorded appropriately
- f) shall ensure that all tools, tackles, appliances, machines, vehicles, instruments or other equipment are Fit for Purpose and maintained safe working condition at all times and are used only by authorized and competent persons
- g) shall ensure that all the QHSE requirements are properly discussed for any sub-contracted activities with GGL. No such activity shall be performed without clearance from GGL management



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- h) shall ensure that all Hazards, Near miss, accident, incident, injuries are reported promptly to GGL. Action arises due to reported Hazards, Near miss, incident investigation; audit/inspection shall be closed out as per agreed timelines with site in-charge
 - i) shall deploy staff & work force trained, qualified and competent for the work and well aware of risks and mitigation action/s for the activities undertaken
 - j) shall make necessary arrangements for safe custody of equipment, materials in stores/warehouse and at site
 - k) shall ensure safe transportation, storage and handling of materials to prevent any damage which may impair safe performance of the equipment / material etc
 - l) shall initiate immediate actions to hospitalize injured person(s)
 - m) shall ensure an injury free, incident free workplace and protect people from harm caused by work activities
 - n) shall ensure use of seatbelts while driving four-wheeler and use of crash helmet for Two wheeler riders during job execution
 - o) shall ensure Lock out and Tag out (LOTO) after de-energizing and double check before starting any jobs. In case of conducting job for the purpose of fault finding & monitoring of voltage & current it is to be considered live working and all PPE'S to be worn to avoid exposure of flash arc current
 - p) shall take note that the use of open wires in sockets, use of wires with tape joints shall not be accepted at work site.
 - q) shall ensure proper collection, storage and disposal of solid / liquid waste as per GGL procedure and guideline
 - r) staff/work force shall not smoke or resort to misuse of drugs, medicines or alcohol while on duty
- 5.2 In case of any incident like fire, gas leakage etc. due to gross negligence of the Contractor's staff/work force, GGL reserves the right to impose penalty up to actual damage cost and or termination of work order depending upon the gravity of the situation.
- 5.3 Any breach of the QHSE requirements shall be deemed by the company to be a material breach of the terms & condition of the contract. GGL shall be entitled to take appropriate actions including instructing the contractor to (a) remedy the breach; (b) suspend the work or (c) terminate the contract.
- 5.4 All activities shall be carried out as per GGL's documented procedures and QHSE requirements, deviation from it shall be dealt with very strictly.

6. **PENALTY MATRIX RELATED TO INJURY CASES**

Sr. No.	Parameter	Penalty (INR)
1	Fatal incident	For each fatal case in an incident either 1,00,000/- or 10 % of total contract value, whichever is lower
2	Lost time injury	For each injury case in an incident either 20,000/- or 5 % of total contract value, whichever is lower



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3	Medical Treatment case/ Restricted workday case (Excluding animal/ insect bite cases)	For each injury case in an incident either 10,000/- or 2 % of total contract value, whichever is lower
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Note: Penalty shall be imposed over and above the payment & compensation that would be made by the service provider to the injured person or family of deceased vide the statutory provisions.



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ANNEXURE 2: CPAR

Typical Format for CPAR

 GUJARAT GAS		Contractor Performance Assessment Report (CPAR)		Doc. No. : HSE-F-28	
				Rev. No. : 06	
				Eff Date : 01.11.2021	
GA / Function:		Month of Evaluation:			
Location:		Department:			
Type of Work/Service:		Work order number:			
Name of the Contractor / Firm:		Contractor Name:			
Contractor Work In-charge:		GGL Work In-charge:			
		Actual Marks	Maximum Marks	CATEGORY	Total Score
A. Business Performance (Weightage 70%)					
1	Business targets achieved within SLA or scheduled / agreed timelines	140	140	(Work Done/Work allotted)*140	
B. Contract Management (Weightage 5%)					
1	Timely deployment & mobilization of qualified, competent and trained manpower & equipment	2	2	Non-compliance/ Un-adherence Full compliance/ Adherence Not applicable	0 2 NA
2	Supply of materials and equipment as per contractual requirements within timelines	2	2		
3	Effective liaison with permission issuing authority / with private entity / other utilities	2	2		
4	Timely resolution of Complaints & settlement of all site issues	2	2		
5	Maintain complete records at the site & Submission of reports, Invoices / RA bills in time and promptly closing of queries	2	2		
C. Quality Controls (Weightage 5%)					
1	Quality of Workmanship / Job execution / Services	2	2	<90% compliance 90 - 99% compliance 100% compliance/ Adherence Not applicable	0 1 2 NA
2	Quality of Supervision, Inspection etc.	2	2		
3	Quality of Tools & Tackles, Equipment, Instruments used for GGL work	2	2		
4	Quality of materials used for GGL work (Supplied by Contractor)	2	2		
5	Proper storage and handling of materials & equipment at store, camp and at site	2	2		
D. HSE Compliance (Weightage 10%)					
1	Adherence to use of PPE's at site	4	4	Non-compliance/ Un-adherence Partial Compliance Full compliance/ Adherence Not applicable	0 2 4 NA
2	Immediate incident reporting & management	4	4		
3	Proper Waste management (collection, storage and disposal)	4	4		
4	Minimum 2 Work place inspection per month by Project Manager / Contractor owner & Reporting of minimum 2 numbers of job related Hazard / Near-miss per month	4	4		
5	No overdue actions from reported Hazard / Near-miss / WPI (Work Place Inspection) / Safety tour / Internal or External Audit Observations	4	4		
E. Life Saver (Weightage 5%)					
1	Compliance to GGL Life Savers	10	10	<80% compliance >=80% to <90% compliance >=90% compliance	0 5 10
F. Other Key Performance (Weightage 5%)					
1	Compliance with Statutory & Legal requirements	5	5	Non-compliance/ Un-adherence Full compliance/ Adherence Not applicable	0 5 NA
2	Closure of recommendation from previous month CPAR to the satisfaction of GGL	5	5	<80% closeout 80% - 90% closeout >90% closeout Not applicable	0 3 5 NA
NOTE : N/A (not applicable) should be used if the ratings are not going to be applied to a particular area for evaluation					
Total Actual Marks (A+B+C+D+E+F)		200			
Total Maximum Marks = All Applicable line items of (B*2 + C*2 + D*4 + F*5) + 10 + 140		200			
CPAR Score = Total Actual Marks / Total Maximum Marks x 100		100%			
Performance Category (as per Table-1 of HSE-P-08)		Exceptional <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Below Satisfactory <input type="checkbox"/>	Poor <input type="checkbox"/>
Recommendations for Improvements (to be reviewed next month):					
1					
2					
3					
Evaluator (GGL)		Contractor Representative			
Reviewed by GA / Function Team	Designation & Name	Signature & Date		Signature & Date	
	Work in charge				
	Technical / Function Manager				
	HSE Representative				
Approved by		GA Head / Function Head			



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*Format for CPAR calculation shall be bidder information only. CPAR format may change during contract period,
Prevailing format shall be considered for CPAR calculation purpose.



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PENALTY MATRIX FOR CPAR

Sr. No.	Parameter	Service level Agreement	Penalty
1	CPAR Section Business Performance -	CPAR Score of Business Performance section > 75% of the applicable points	In addition to corrective action by contractor at his own cost, Penalty of Rs.5,000 will be levied if monthly Business Performance points are less than 75% of the applicable points
2	CPAR Section Quality Control -	CPAR Score of quality control section > 50% of the applicable points	In addition to corrective action by contractor at his own cost, Penalty of Rs.3,000 will be levied if monthly quality control points are less than 50% of the applicable points
3	CPAR Section - Contract Management -	CPAR Score of Contract Management - CPAR Section > 50% of applicable points	Penalty of Rs.3,000 will be levied if monthly Contract Management - CPAR points are less than 50% of applicable points
4	CPAR Section - HSE and Life Saver Compliance –	CPAR Score of HSE & Life saver section > 50% of applicable points	Penalty of Rs.3,000 will be levied if monthly HSE & Life saver points are less than 50% of applicable points