SCOPE OF WORK

1. North East Gas Distribution Company Limited intends to hire forecourt management services for the upcoming CGD Infrastructure in GA 11.03 for a period of 03 years. Nos. of stations are increasing / changing as per North East Gas Distribution Company Limited requirement / plan, and resources so deployed under this contract may be utilized for all set ups across GA 11.03 depending upon requirement of NEGDCL.
2. The estimated CNG Stations and CNG equipment at each station are as under:

Type	Tentative Infrastructure at each station
MOTHER STATION	Compressors, Cascades, Dispensers, Sales Building, Piping (CS, SS, PE), Electrical Panels, All other accessories etc.
CGS	DRS, Odorizing Skid, Check Metering Skid, Sales Building / Porta Cabin, Piping (CS, SS, PE), Electrical Panels, All other accessories etc.

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

2.1.1. Forecourt Operations of NEGDCL CGS, CNG Station: The activities under Scope of work shall be divided among the SOR items in each station as per following:

a) CNG station management service: Services for Station Management (SOR item no. 1).
b) CNG dispensing services: Services for dispensing of CNG to Automobiles/ Mobile cascades (SOR item no. 2).
c) CNG Station complex up keeping & general maintenance: Maintenance & up keeping of CNG station (SOR item no. 3)
d) Security service: Deployment of Semi-skilled category Security Guard (without arms) (SOR item no. 4)
e) Station Technician (Mechanical) service: Services for Mechanical technician works (SOR item no. 5)
f) Station Technician (Electrical) service: Services for Electrical technician works (SOR item no. 5)
g) Helper: Services for assisting the above personnels and to ensure smooth daily operations and maintain inventories. (SOR item no. 6)
h) Supply of Material: Supply of required material and consumables (BOQ2) for housekeeping and smooth operation of the station being managed by the contractor while deploying resources as per SOR nos. 1 to 6 respectively as detailed in 1. (Description of Work / Service) of SOQ.

3. Scope of Services:

3.1. Services for CNG station management (SOR item no. 1): These services are required for NEGDCL's CGS & CNG Stations (Mother Station/ Online/ DBS / DS) to perform Station Management jobs like sales accounting, cash collection and depositing, record-keeping, overall station management including Management of Mobile Cascades mounted on LCVs / HCVs based on defined guidelines and instructions from NEGDCL at various Daughter Booster/ Decompression Stations, supervising and ensuring station upkeep and housekeeping, safety & security of the assets installed at CNG station(s) & associated jobs.

The resource so deployed under this SOR shall be on-duty station manager and managing / taking care overall smooth operations of all activities of said station.

3.1.1. Services: Under this SOR/Head, Agency/Contractor has to perform the followings jobs at the MOTHER station and CGS, but not limited to:

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

b) Preparation of bills/invoices for retail sales to customers.

c) Arrangement of POS machine, UPI etc. Cash collection should be minimized.

d) Preparation of report for gas sale on daily basis and Collecting cash for all retail sales and depositing cash in the designated bank account of NEGDCL or handing over the cash to the authorized cash collection agency of the designated bank.

e) All the cash received at station and money collected through UPI, credit, debit card shall be deposited in the designated bank account of NEGDCL, (which shall be informed by North East Gas Distribution Company Limited) on T + 1 day basis i.e. money collected on one day to be deposited in the NEGDCL account latest by next working day. No extra Payment shall be paid for providing arrangements for safe handling, transportation and deposition of money as cost for providing so deemed to have been quoted / included in other SOR item(s).

f) Maintaining and recording the meter readings and gas quality data, electrical energy meter readings etc.

g) Monitoring both the activities of dispenser sales and cascade filling.

h) Ensuring proper housekeeping and up keeping of the whole premises including public amenities like toilets while supervising / managing the activities to be performed by the deployed resource for housekeeping / station upkeep.

i) Ensuring that safety norms are being followed while dispensing CNG and cascade filling. The resource shall be managing, supervising or undergoing the activities wherever necessary to ensure the activities to be performed by the deployed DSMs / Salesmen at the station.

j) Maintain the Compliant / Suggestion register & update to North East Gas Distribution Company Limited.

k) Any other activity as directed by North East Gas Distribution Company Limited Officials from time to time for smooth operation of CNG station.

l) Associated Jobs: These jobs are minor in nature, and services for these jobs are not of continuous nature. Hence, the station manager shall be responsible for executing these jobs from time to time, taking help of the available resources under the station manager.

m) The associated jobs shall include the service for cascade operation, LCV / HCV filling point operation, Genset operation, and its related activities. No separate payment shall

be made for these associated jobs. The expenses towards these services shall be deemed to have been included in the lump sum service charges (S.N. 1 of SOR).

n) The details of the associated jobs as mentioned at k & l above are as below:

i. <u>O&M at CGS:</u>

a) Collecting NG intake data from supplier of gas, as and when required and as per standard format of NEGDCL, as per EIC.
b) To prepare and maintain all registers/logbooks assisting in preparation of DPR, fortnigh invoices & reports and monthly invoices & reports etc.
c) Overseeing housekeeping and cleanliness of the stations
d) Collect and provide data as deemed necessary by NEGDCL to analyze operational performance.
e) Upkeep maintenance record of Pressure Gauge (PG), Temperature Gauge (TG), Pressure Transmitter (PT), Temperature Transmitter (TT), Diff. Pressure Transmitter (DPT), Level Gauge/transmitter (LT), Pressure Switch, and its complete loop checking.
f) Observing flow meters and panels at CGS Cum Mother Station and informing EIC in case of abnormality. Recording of various parameters like Pressure, Temp, Flow Rate etc. and any malfunctioning report of the valves, instruments / equipment to be given in NEGDCL control room whenever occurs.
g) Ensuring that the Operations & Maintenance activities within the CNG Station(s) are being taken up with utmost safety.
h) Emergency response in case of requirement including operation of fire &safety appliances installed in the Station.
i) Any other work which are not mentioned under scope has to be carried out as per directions of EIC.

ii. <u>LCV/HCV filling Area:</u>

a) LCV/HCV (Light Commercial Vehicle/ Heavy Commercial Vehicle) filling point for dispensing to mobile CNG cascades, proper and smooth operation of the same to be ensured.
b) Responsible for all activities related to filling of mobile Cascades including connection/removal of hose with LCV/HCV.
c) Responsible for ensuring filling CNG into mobile cascades - Noting initial and final pressure and quantity of CNG filled in each mobile cascade, maintaining LCV/HCV filling log book and reporting the same to the NEGDCL.
d) Responsible to maintain the Logbooks of Mobile Cascade, Compressor readings, etc. as per the guidelines of NEGDCL.
e) Responsible for preparing excise invoice for LCV/HCV dispatch.
f) Responsible for getting attended minor maintenance jobs such as gas leaks from tubing/fittings of the LCV/HCV filling point.
g) Responsible for ensuring proper cleanliness in & around the LCV/HCV filling point.
h) Responsible for informing NEGDCL Maintenance team about any problem/ non- performing of equipment immediately.
i) Responsible for undertaking any other activity as directed by NEGDCL Officials from time to time for smooth operation of the LCV/HCV filling point.

iii. <u>Cascade area:</u>

a) Noting of pressure from gauges of low, high & medium banks in the cascade.
b) Operating of cascade valves.
c) Responsible for getting attended minor maintenance jobs such as gas leaks

from tubing/fittings of the cascades.

d) Responsible for undertaking any other activity as directed by North East Gas Distribution Company Limited Officials from time to time for smooth operation of the CNG cascades.

iv. <u>GENSET area:</u>
Responsible for operation of the generator set, if installed at the station, including taking its daily operating readings and parameters, notifying North East Gas Distribution Company Limited personnel in case of any failure or abnormality in its operation, and general upkeep of the equipment.

v. <u>SUPERVISION OF UPS:</u>
Responsible for monitoring the parameters of UPS installed at the CNG Station. Any abnormality in UPS operation has to be promptly informed to the concerned North East Gas Distribution Company Limited Officials.

vi. <u>Electrical Panels:</u>
Responsible for operation of the ACDB/PDB Panel, notifying North East Gas Distribution Company Limited personnel in case of any failure or abnormality in its function, and general upkeep of the panel.

3.1.2. The deployed station manager by the contractor / agency has to attend all visiting customers or on-call customers of the CNG cum Mother station with courtesy and with mindset of performing service with smile. He is to attend the grievance of customers with utmost efficient and effective manner and in turn intimating to the designated resolution point / person in North East Gas Distribution Company Limited or his contractor / agency.

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

3.1.3. The contractor shall instruct the operators to pass on the daily readings of dispenser between 06.00 a.m. to 10.00 p.m. on next day to NEGDCL office. The contractor shall compile the readings for all the outlets and pass on the same to North East Gas Distribution Company Limited office or any other office designated by NEGDCL via e-mail on or before 8.00 A.M. daily. The format for reporting the readings shall be taken from NEGDCL. The dispenser totalizer readings shall be recorded at the beginning of each shift i.e. 0600 hrs. & 1400 hrs. and shall be provided to North East Gas Distribution Company Limited office, as per the instructions of NEGDCL. The DPR readings should be maintained in the log book on a separate page. The format for DPR will be given by NEGDCL.

3.1.4. The operator shall ensure proper and effective implementation of "Complaint Log System". The complaint log-book shall be maintained by the station manager and all complaints/breakdowns of CNG equipment (i.e. compressor, tubing installation, air compressor, UPS, electrical installation within the electric room etc) in addition leakages shall be reported to North East Gas Distribution Company Limited and a unique complaint

number obtained. All entries shall be made in the complaint log-book legibly and in completeness. The format shall be provided by NORTH EAST GAS DISTRIBUTION COMPANY LIMITED.

3.1.5. The Contractor has to ensure proper up keeping (maintenance) of plants, flowers, greenery, landscape, hoardings, notice board, etc. which are properties of North East Gas Distribution Company Limited.

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

3.2. Services for Station Technician (mechanical) (SOR item no. 5) – This SOR is mainly for looking after all the mechanical related servicing, checking & rectification works at both CGS and Mother station; as and when required and as the case may be.

3.2.1 Services: Under this SOR/Head, Agency/Contractor has to perform the followings jobs at the MOTHER station and CGS, but not limited to,

a) Dismantling & Reinstallation of Mass Flow Meters installed at CGS Cum Mother Station / Online Stations / DBS etc. involving proper isolation of valves & complete venting, removal of Meter Prover & disconnection, opening of the stud / nuts & proper alignment with tubing of Mass Flow Meter, checking for any NG leak from end fitting connections by leak test using soap solution etc. (all works shall be carried out under the supervision of EIC).
b) Servicing, checking and rectification of Pressure Transmitters, Temperature Transmitters (Thermo stats, Thermo couples) all other instrumentation in the Dispensers and compressor Packages.
c) Servicing and checking of Pressure Transmitters and Temperature Transmitters and Safety Valves and any other type of Instrumentation (Flame detectors, Gas detectors, etc.,) in the Dispensers and Compressor Packages. Finding the faults and rectification of the instrumentation, regular checking of PG TG DPG, PT, RT, RTD
d) Having Knowledge of usage of Mechanical measuring meters, instruments and its repair.
e) Providing services to usage of all the Mechanical measuring instruments, maintenance of the mechanical instruments and having good knowledge in calibration of the above specified instruments.
f) Removal and reinstallation of Mass Flow sensor / transmitter and its re- wiring and complete loop checking etc.
g) Removal and reinstallation of Mass Flow Meter sensor and complete loop checking upto control panel.
h) Checking and maintenance of Hydraulic/ Pneumatic Unit and its instruments for proper functioning at Actuated Valves.
i) Rectification / arrest the NG leaks.
j) Providing services for filling CNG to cascades.
k) Maintenance of mobile/storage cascade for changing of brass / SS fittings like cylinder valves, burst disc, bull nose, ball valves, manifold repairs etc., SS tubing/bending works as per requirement.
l) Assisting in maintenance (schedule/preventive/breakdown) of compressors. Performing leak checks of mobile cascades, station piping etc. as per requirement of NEGDCL.

m) Taking ppm concentration at required locations and noting in the registers.
n) Providing services for updating the Registers of inventory/stores and reconciliation of the same on monthly basis.
o) Up keep & Maintenance of all Equipment and piping at CGS & Mother station.
p) Removing, dismantling, servicing, assembling and installation of Process / FW Valves (Ball, Globe, Gate & plug) of different sizes (1/2" to 12") at CGS Cum Mother Station/ DRS.
q) For Process Valve - Check for passing / not passing by draining NG through drain plug, both in open & closed condition. Check for smooth operation of valves & greasing the stem & sealant injection if required. Check the Hand wheel lock pin, if required, replace it. Cleaning & greasing of all studs & nuts. Check all the bolts & nuts for tightness. Check for any NG leak from end flange connections by leak test using soap solution. Dismounting & mounting of valves for maintenance work, if required.
r) For FW Network Valve - Check for passing / not passing of valve, removal/reassembling of valve from line if required.
s) Providing services for removing, dismantling, cleaning, assembling and installation of Process / FW network, Flange & Gasket of sizes at CGS Cum Mother Station/ Online Stations/ DBS etc. for the sizes (2" to 12")
t) Complete isolation of the System and replacement of Gaskets and leak checking with Soap solution.
u) Servicing, greasing, oiling, Sealant Injection etc. of all types of valves of various sizes at CGS & Mother Station.
v) Dismantling, servicing & reinstallation, Maintenance of Metering Skids etc.
w) Any other works which are not mentioned under scope has to be carried out as per directions of EIC

3.3. Services for Station Technician (Electrical) (SOR item no. 5) – This SOR is mainly for looking after all the electrical related upkeeping & maintenance of all the electrical panels, feeders, equipment at both CGS and Mother station; as and when required and as the case may be.

3.3.1 <u>Services</u>: Under this SOR/Head, Agency/Contractor has to perform the followings jobs at the MOTHER station and CGS, but not limited to,

a) Providing support services for maintenance of electrical sub-station, panels and feeders including the maintenance works on double pole structures.
b) Upkeep and maintenance of indoor / outdoor lighting system. Monitoring of earthing system and its maintenance.
c) Monitoring of power availability / quality.
d) Liaising with lineman of APDCL for proper supply, restoration of power and assisting in overall electrical operation and maintenance of the station.
e) Monitor and log all essential parameters of the electrical equipment and report/record if any discrepancy in operational parameters.
f) Responsible for updating logbooks/records/ registers for electrical readings, data capturing, maintenance activities, DG set records etc.
g) Maintenance of DG set, UPS and batteries installed at CGS Cum Mother Station and all CNG stations. Maintaining records and Reconciliation of diesel used for DG sets on daily basis.

h) Ensuring unit power factor at CGS Cum Mother Station by replacing capacitors as and when required.
i) Maintenance of Star / Delta and R-DOL starters available in Station.
j) Laying, glanding, jointing and termination of power cables and wiring of Industrial/Domestic wiring.
k) Any other works which are not mentioned under scope has to be carried out as per directions of EIC.

3.4. CNG dispensing services (SOR item no. 2): These services are required for North East Gas Distribution Company Limited CNG CUM MOTHER Stations for dispensing of CNG to Automobiles/ Mobile cascades and to collect cash, refund the balance and issue bill to the customers through billing machine or manual receipt.

3.4.1. Services: Under this SOR/Head, Agency/Contractor has to perform the followings jobs at each North East Gas Distribution Company Limited MOTHER station, but not limited to:

a) Overall responsible for all activities related to sales from the CNG dispensers irrespective of type of dispenser (Bus/Car or Single/Double arm).
b) Dispensing of CNG to vehicles and to collect cash, refund the balance and issue bill to the customers. These services include taking the payment from the customer through credit/ debit/Prepaid card using POS machine, e-wallet (e.g. PayTM), Promotional coupon etc. The POS Machine, Billing machine, e-wallet facility shall be provided by the contractor only along with the supply of Paper roll/Manual bill book/registers are in the scope of bidder and NEGDCL shall not make any additional payment. Bidder shall also bear all the charges related to online payment system.
c) It will the responsibility of the bidder to make up for all the losses incurred by the company for any complaint received against any misappropriation of funds through online transaction i.e., transfer through POS machine, credit, debit card etc. by the bidder.
d) Courteous conduct with the customers.
e) Handing over cash/ payment receipt slips/ summary slip of POS machine to the Station in-charge after every shift. Maintain record of the payment received through PayTM and other e-wallet services.
f) To manage the vehicle queue for smooth refueling of vehicles and traffic marshalling.
g) To note opening and closing readings of each arm of the dispensers before and after every shift and reporting the same to the Station in-charge.
h) To maintain the Dispenser reading logbook as per the guidelines of North East Gas Distribution Company Limited.
i) To check and attend the minor gas leaks from tubing/fittings around the CNG station and from the dispensers and reporting to the Station in-charge promptly.
j) Small Routine/minor maintenance jobs for Dispensers.
k) Ensuring safety norms including checking & recording the validity of CNG on-board cylinder/kit while dispensing of CNG to vehicles.

3.5. CNG Station complex up keeping & general housekeeping / maintenance (SOR item no. 3): These services are required for NEGDCL CGS CUM MOTHER Stations (Mother Station / Online / DBS / DS) for Maintenance & up keeping of entire station including forecourt, Office, Compressor area etc. Housekeeping of the entire CNG Station in totality including Civil structures shall be the responsibility of the Contractor to keep it in the environmentally safe and clean condition. The Contractor must always keep the entire plant; it's all equipment, facilities, buildings and sheds, premises and roads, footpaths, walkways etc. in highest level of cleanliness and aesthetic look

3.5.1. Services: Under this SOR/Head, Agency/Contractor has to perform the following jobs at each of the North East Gas Distribution Company Limited MOTHER stations, but not limited to:

a) Maintaining cleanliness of the CNG Station complex and other associated facilities like toilet, compressor area etc.
b) Maintaining cleanliness of the area around Dispensers, compressor, Gas Gensets, Transformer area, LCV Loading & Unloading Area and other machinery in the station.
c) Removal of wild vegetation growth within the Station.
d) Maintaining Housekeeping history card as per the NEGDCL format and displayed in the station.
e) Floor care and upkeep of Station and office building, including vertical surface, corners, toilets, urinals, windows including its glasses, doors, venetian blinds, ceiling/false ceiling, ceiling fans, electrical fixtures, paper trays, telephone, computer, filing cabinets, dustbins, almirahs and other office furniture's such as tables, chairs etc.
f) Moping of non-carpet floors, perfumed disinfectant spray of station office rooms, removal of garbage, waste material & disposal at the nearest public dustbin/ municipal dumping yard outside the Station complex.
g) Soak pit /sceptic Tank cleaning half yearly / as required.
h) Removal of honey bee comb –spot if required & necessary housekeeping as per instruction of EIC. Vendor may engage / take assistance third party pest control agency, if they deemed fit so.

3.6 Security Service at CNG station (SOR item no. 4):

3.6.1 Bidder shall provide the services for deployment of security guard for which they may hire the services from a security agency by sub contracting. Security services shall encompass the following conditions not limited to:

a. The bidder or the Security agency should be a registered security agency under the Private Security Agency (Regulation) Act, 2005. License issued under the Act should be enclosed.
b. The bidder or the Agency must have a valid license for operating as a Private Security Agency (PSA) at Assam. Valid PSA Certificate should be enclosed.

c. Latest police verification certificate in respect of Security guard that to be provided by the bidder shall be submitted within a period of one month on entering into the contract. In the case of change of any worker, payment of wages for that worker will be released only after submission of police verification. PVR to be obtained and furnished by the bidder.

d. The bidder or the agency should not have been blacklisted by any State/Central Government NEGDCL/PSU/Agency in the past for breach of general or specific conditions of contract, fraudulent, unethical or corrupt business practices. In this regard an up-to-date affidavit on Non-Judicial Stamp Paper from public notary/ legal competent authority is to be submitted.

e. The bidder or the agency must have a branch/ local office at Assam and Proof against the same should be submitted.

f. The bidder shall be responsible for the security of the entire premises of including the building, structure, movable and immovable properties throughout the period of contract in basis as per following details:

Number of Security staffs required	Monthly/ daily basis
3 no's of Security Guard (1 no's for per shift) with three shifts on 8-hour duty against each SOR item no. 4	Monthly basis

g. The above-mentioned duty roster is tentative; the bidder would deploy security guards in the premise as per direction of NEGDCL.

h. However, if NEGDCL requires additional manpower for the above positions, the bidder should provide the additional manpower at the same rate quoted in the bid with the same terms & conditions. Similarly, NEGDCL may decrease the no. of manpower deployed at sole its discretion.

i. The bidder would specify one amongst the security personnel engaged as the Supervisor, who would conform to the norms of being selected as a supervisor in accordance with Private Security Services (Regulation) Act 2005.

j. The Supervisor should ensure that no bad habits like taking alcohol, gutkha or other addicted drugs is encountered during duty hrs. Non-compliance of the same would cause Blacklisting/Debarring of the Agency.

k. The security Guards would be of minimum 20 years and maximum of 45 years of age.

l. No person, other than the staff shall be allowed to enter into the premises without valid Entry Pass. The Security Guard on duty should ensure the genuineness of the visitors while permitting entry.

m. The security personnel shall not permit Contractor / Workmen to carry out any work inside the premises unless they hold a valid Work Order/Pass.

n. The Agency should be vigil in checking inward and outward movement of materials.

o. No visitor shall be allowed entry before and after the prescribed office hours unless the officer, with whom such visitor has business, specifically requests for his entry.

p. The duty roster for a week starting from Sunday to Saturday of security guards with names posted on different shifts shall be submitted to concerned official one-week in advance.

q. On weekly off days and holidays any staff member entering the office will register his/her name and time of arrival and departure, in the Register provided with the security guards.

r. NEGDCL will not provide any accommodation and transportation facilities for security personnel. The bidder shall make its own accommodation arrangement for the security personnel posted at designated places.

s. Security Guards provided should be physically fit to perform the duties of Security Guard and should be able to read and write Assamese, Hindi and English.

t. The bidder and its security Guards shall take necessary action as may be directed by the NEGDCL to prevent theft, pilferage, burglary, loss or damage to any of the NEGDCL's property inside or outside the building or connected with or meant for the office given to them specifically for guarding.

u. A log sheet, specifying daily reporting and relieving time of security guards shall be maintained for each guard. The bidder should submit duly filled in log sheet, signed by the controlling officer, along with the bill, on monthly basis

v. Guards should wear the uniform with Logo, while on duty, as prescribed by the bidder with approval of the NEGDCL.

w. The Agency shall issue ID Cards to the Security Guards who will be deployed with the NEGDCL.

x. Guards should have undergone proper training on all security related issues, should be decent and well behaved. They should be sincere, disciplined, courteous and punctual. Any act of misdemeanor or misconduct in the part of the guards will lead to penalty/security forfeiture.

y. Guards should be trained to undertake preventive firefighting operations in the event of commencement of fire with the available firefighting equipment's installed in the office premise of the NEGDCL to the extent possible with the said appliances.

z. Replacement of security guards should be provided in the event of sickness or in any other circumstances, when the guard is absent, with approval of the NEGDCL

3.6.2 Education Qualification: The security guards to be deployed by the bidder must have passed at least class 10th and must have working knowledge of Assamese/Hindi/English. The bidder shall have to maintain registers as required by the Organization from time to time at their own cost. The firm shall submit copies of the discharge certificates and proof of educational qualification of the security guards at the time of execution of agreement and get them verified by the NEGDCL before deploying the security guards. The document shall also be verified for any change in the security guards.