



**HPOIL GAS PRIVATE LIMITED**  
(A Joint Venture of HPCL & OIL)

**TENDER FOR  
HIRING OF AGENCY FOR PROVIDING COMPREHENSIVE  
ANNUAL MAINTENANCE SERVICE OF DISPENSERS  
INSTALLED AT AMBALA-KURUKSHETRA & KOLHAPUR GA**

**TECHNICAL VOLUME**

**TENDER NO. HOGPL/2024-25/C&P/018**  
**DATE: 15.01.2025**

**TECHNICAL VOLUME**

**COMPREHENSIVE ANNUAL  
MAINTENANCE OF CNG DISPENSERS  
(TGT & COMPAC MAKE)**

## 1. INTRODUCTION

Hindustan Petroleum Corporation Limited (HPCL) is a Central Public Sector with a Maharatna Status, and a Forbes 2000 and Global Fortune 500 company incorporated in 1974 engaged in refining and marketing of petroleum products with its headquarters in Mumbai, Maharashtra.

Oil India Limited (OIL) is a premier Indian National Oil Company engaged in the business of exploration, development and production of crude oil and natural gas, transportation of crude oil and production of LPG founded in 1959 with its headquarters in Duliajan, Assam.

A JVC has been incorporated in the name of HPOIL GAS PRIVATE LIMITED, which has received the authorization from PNGRB vide letter PNGRB/CGD/BID/8/2018/GA/District dated 22/02/2018 to Lay, Build and Operate City Gas Distribution networks in and vide letter PNGRB/CGD/BID/8/2017/BEC/GA-dated 06/03/2018 to Lay, Build and Operate City Gas Distribution networks in Kolhapur & Ambala Kurukshetra GA District.

## 2. Service Requisition

**Proposed AMC will be Limited to the equipment Listed/installed CNG Stations at Ambala-Kurukshetra & Kolhapur GA as below:**

Sr. No	Description	Unit	Qty
<b>KOLHAPUR GA</b>			
1	Lump sum Comprehensive Annual Servicing, Repair & maintenance charges per CNG dispensers (TGT & Compac make) inclusive of manpower, spares, consumables etc. AMC will consist of two parts. a) Preventive maintenance at regular interval as per standards & recommendation of OEM b) Break down maintenance as and when required within AMC by OEM/Non-OEMs. Equipment downtime shall not be max 04 hrs from the time intimated via telephone/Email. <b>Total Dispenser – 29 nos.</b>	Machine Months	537.86
<b>AMBALA - KURUKSHETRA GA</b>			
2	Lump sum Comprehensive Annual Servicing, Repair & maintenance charges per CNG dispensers (TGT & Compac make) inclusive of manpower, spare, consumables etc. AMC will consist of two parts. a) Preventive maintenance at regular interval as per standards & recommendation of OEM b) Break down maintenance as and when required within AMC by OEM/Non-OEMs. Equipment downtime shall not be max 04 hrs from the time intimated via telephone/Email. <b>Total Dispenser - 42 nos.</b>	Machine Months	650.64

## 3. Scope of work

Hiring Service Agency for Comprehensive Annual Maintenance Contract (CAMC)

Services for M/s TGT & M/s Compac make Dispensers.

### 3.1 Detail Scope of work:

**Group 1:** CAMC of Dispensers at HPOIL Gas Kolhapur GA:

SERVICE LOCATION AT KOLHAPUR, MAHARASHTRA			
S.No	CNG Station	Location	Type of Dispenser
1	HP Highway Services Car	Vadgaon	Car
2	Gaikwad Petrolink Car	Kasba Vadgaon	
3	Dev giri Autoline	Kasba Vadgaon	
4	Disha Station CAR	HERALE	
5	Devkar Auto	Rankala	
6	Londhe petroleum	Gadhinglaj	
7	Vakratund Fuels	sarvade	
8	Bahiraji petroleum	murgud	
9	Sushant Transport	Ajara	
10	Laxmi petroleum	Malakapur	
11	Indian Auto Station.	Shiroli	
12	Hajare petroleum	WASHI	
13	Tare Fules	Shirol	
14	Panchganga	Ichalkarnji	
15	Kesarkar Petroleum	Uttur	
16	Umiya Petro center	Udyam nagar	
17	JB petrolinks	Ichalkarnji	
18	HP Highway Services	Vadgaon	
19	Sudarshan Petroleum	GOKUL SHIRGAON	
20	Deepraj Petroleum	PANHALA	
21	Mangave Automobile	Kondigire	
22	Konduskar Petroleum	Rajarampuri	
23	Warna Petroleum	Warnanagr	
24	Sudarshan Petroleum Bus	GOKUL SHIRGAON	Bus
25	Gaikwad Petrolink BUS	Kasba Vadgaon	
26	HP Highway Services Bus	Vadgaon	
27	Disha Station BUS	HERALE	
28	MS Kagal	Kagal	
29	MS Kagal	Kagal	

**Group 2:** CAMC of Dispensers at HPOIL Gas Ambala - Kurukshetra GA:

SERVICE LOCATION AT AMBALA - KURUKSHETRA GA, HARYANA			
S.No	CNG Station	Location	Type of Dispenser
1	M/s Balaji Filling Station	Teora, Kurukshetra	Car
2	M/s Balaji Filling Station	Teora, Kurukshetra	
3	HPOIL Gas - CGS	Jalbera, Ambala	
4	M/s Abhay Highways	Mohra, Ambala	
5	M/s Premium HP Centre	Saha, Ambala	
6	M/s Fateh Filling Station	Khan Ahmedpur, Ambala	

7	M/s COCO Ramgarh	Ramgarh, Kurukshetra	
8	M/s CM HP Centre	Panjokhara, Ambala	
9	M/s HP Dhillon Filling Station	Khanpur Kolian, Kurukshetra	
10	M/s SNSK Filling Station, Ladwa	Ladwa, Kurukshetra	
11	M/s Lacchmandass Filling Station	Sirsma, Kurukshetra	
12	M/s Gautam Filling Station	Sakhraon, Ambala	
13	M/s HP Akshay Filling Station	Gumthala Garhu, Kurukshetra	
14	M/s G-Line Fuels Point	Magharpura, Ambala	
15	M/s RJ Filling Station	Nalvi, Kurukshetra	
16	M/s Sidhu Energy Station	Ismailabad, Kurukshetra	
17	M/s Navbharat Filling Station	Padlu, Ambala	
18	M/s Dhantori Filling Station	Dhantori, Kurukshetra	
19	M/s HP Dhillon Filling Station	Khanpur Kolian, Kurukshetra	
20	M/s Shiv Shakti Motor Company	Manav Chowk, Ambala	
21	M/s Jai Sachidanand HP Centre	Kalpi, Ambala	
22	M/s Sharma Oil Co.	Ambala Cantt	
23	M/s HP Naggal Filling Station	Naggal, Ambala	
24	M/s Shree Ganesha Filling Station	Patti Jattan, Ambala	
25	M/s IOCL Dhillon Service Station	Nanhera, Ambala	
26	M/s Krishana FS (Jio-BP)	Shahbad, Kurukshetra	
27	M/s Aman Fuel Point	Kaliana, Kurukshetra	
28	M/s Jail Filling Station	Pipli, Kurukshetra	
29	M/s Jail Filling Station	Pipli, Kurukshetra	Bus
30	M/s Sharma Fuel Point	Ballana, Ambala	
31	M/s IOCL Dhillon Service Station	Nanhera, Ambala	
32	M/s Krishana FS (Jio-BP)	Shahbad, Kurukshetra	
33	M/s COCO Ramgarh	Ramgarh, Kurukshetra	
34	M/s Dhantori Highway Junction	Dhantori, Kurukshetra	
35	M/s Aman Fuel Point	Kaliana, Kurukshetra	
36	M/s Abhay Highways	Mohra, Ambala	
37	M/s Rishi Markanda Filling Station	Dehar, Ambala	
38	M/s SNSK Filling Station, Ladwa	Ladwa, Kurukshetra	
39	M/s Lachhmandass Filling Station	Sirsma, Kurukshetra	
40	M/s Shiv Shakti Motor Company	Manav Chowk, Ambala	
41	M/s Sharma Oil Co.	Ambala Cantt	
42	M/s Jai Sachidanand HP Centre	Kalpi, Ambala	

#### 4. Scope of work of comprehensive annual maintenance (CAMC)

##### 4.1 General:

This contract covers the provision of services to undertake Comprehensive Maintenance as per the Company schedule and Breakdown repair of CNG dispensers as & when complaints are received from CNG control room/EIC. For the purpose of clarity, the agency providing maintenance services for the above dispensers shall, herein after being referred to as "Contractor" and the company hiring the services of the agency will, herein after being referred to as

"Company" (HOGPL).

"Comprehensive Maintenance refers to preventive maintenance of equipment as per schedule which includes breakdown, equipment spare parts replacement, engineering and labor charges."

#### **4.2 Accommodation / transportation / medical**

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

#### **4.3 Discipline**

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

#### **4.4 Gate pass / identity card**

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

#### **4.5 Right to get services carried out through their agencies**

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

#### **4.6 Sub-letting of contract**

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

#### **4.7 HPOIL shall have power to-**

Issue the Contractor from time to time during the running of the contract such further instructions as shall be necessary for the purpose of proper and adequate execution of the contract and the Contractor shall carry out and bound by the same.

During the course of this contract, HPOIL can increase and/or decrease the number of the services / technicians to meet contractual requirements.

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

## **5. Preventive Maintenance:**

To carry out the Preventive & Breakdown maintenance of dispensers strictly in accordance with the schedule provided by Company / OEM Manual.

The Contractor shall confirm to Company their availability to carry out the Maintenance in advance.

Contractor shall depute a technically competent persons for the maintenance services and to receive instructions from Engineer-in-charge or his representative under respective GA.

The spares required for carrying out preventive maintenance shall be in the scope of Contractor. (contractor ensures all critical spares will be available under GA, ensure PTW before carrying out any PM/BD) The contractor personnel shall inform the exact time to the EIC before and after carrying out the maintenance. Contractor shall confirm to HPOIL about their availability to carry out the maintenance as per the schedule finalized along with Engineer In-Charge.

The Contractor shall ensure all required consumables such as nozzle O'ring, cotton waste, cleaning solvent, insulation tapes, thinner, soap solution, Teflon tape, fill probes, adaptors, hex nipples etc. including required tools & tackles, are available on site. Supply of consumables, tools & tackles etc. is in the scope of Contractor. Tools shall include multi meters, Laptop with required software (prolink etc.,)

### **5.1 Machines, Equipment, Tools-Tackles:**

All the Equipment, Tools, Tackles. Special Tools used for the job execution shall always be fit for purpose & If Certification is applicable than equipment should be with its certification validity through appropriate authority.

Contractor 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.

Contractor 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.

Contractor shall note down the dispenser performance before and after carrying out the maintenance. Contractor to submit report of Percentage difference between Mass Flow Meter and Non-resettable Totalizer on fortnight or Monthly basis as per order of EIC. Later on after continuous operation, if calibration of installed Mass Flow Meter will be required. Same will be executed by Contractor at site with the help of laptop and suitable software. Only in case of lab calibration, if established by Contractor in front of HOGPL Site Incharge through proving exercise by Standard Master Calibration Device (CNG Prover), During CAMC Contractor will be entitled to send the Mass Flow Meter, PG, PT, safety relief valve for calibration at its own cost. While change of CNG rate under GA, contractor shall ensure availability of his personnel at site. They should also ensure availability of their personnel at the time of dispenser stamping as a part of O&M requirement.

Preventive maintenance will be carried out on Monthly basis during non-peak hours in consultation with EIC. Any maintenance that needs to be taken up shall be well

planned in advance with due approval of EIC.

The contractor shall produce the compliance report of each maintenance activity on the next Working day to the Engineer - In - Charge. Compliance report shall be descriptive in nature. Provide proper communication facilities to all contractor personnel such as engineers, Technicians etc.

Contractor shall carry Proving and Zero Calibration of Mass Flow Meter as per frequency suggested by HPOIL and/or as and when it is required for which HPOIL will provide Prover equipment's / facility. Only manpower for the same shall be provided by Contractor within the scope of work.

Contractor shall carry out PG/PT Calibration installed in Dispenser as per the frequency suggested by HPOIL, a detailed calibration/testing report also needs to be prepared and submitted to HPOIL.

The contractor shall use only OEM's certified genuine spares during maintenance. In this 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 HPOIL representative. However, any untoward consequences for non-replacement of such parts shall be the responsibility of the Contractor & if Downtime of Station increases applicable Penalty Terms will be imposed.

The contractor shall inform the Company, names and mobile numbers of all the service personnel who will be deployed for providing the services during the CAMC. An alternate number will also be informed to the company, which can be contacted in case all service personnel's mobile are not reachable. Changes, if any, will be notified to the company.

## **6. Break down Repair:**

On receiving information from the CNG control room/Dealer, contractor shall ensure that his team reaches the concerned retail outlet. Attend to dispenser breakdown service calls on 24X7 basis. The service personnel will report to the call site within 4 hours from the time of receiving service call in respective GA's site or at whatever site dispensers are installed (Prior Information will be provided for location of installation of Dispensers).

Before proceeding to the outlet, the contractor personnel shall collect all necessary spares required for the repair depending on the nature of the complaints received. Upon reaching the retail outlet, the contractor personnel shall contact the CNG Control room to advise his attendance on site and confirm the breakdown reporting. The contractor shall coordinate with the Company representative for instructions on undertaking the repair work. After solving the complaint, the contractor shall inform CNG control room. Provide proper communication facilities to all contractor personnel such as engineers, technicians etc., Maintain records of the services provided, and submit the same to the company, once in a Month.

The contractor shall ensure no unauthorized person should attend the BD/PM of dispenser.



All spares & Consumables required during AMC & dispenser operation are in the contractor's Scope. The Contractor shall submit the list of critical spares which are to be stored necessarily in the bidder's store during AMC. The contractor shall provide training to filler boy for safe filling pressure of CNG into the vehicles and record should be maintained of that training.

## **7. Reports to be submitted:**

- Reports (in soft copy and print form) of individual equipment as and when the dispensers are undertaken for preventive maintenance/break down/on complaint service. Report shall be descriptive in nature including nature and quantity of material used or repaired.
- Monthly cumulative list on preventive maintenance/breakdown repair/ on complaint service of dispensers carried out with actual date and time of service.
- Monthly cumulative list on consumption of spares in each dispenser consumed during preventive maintenance/breakdown repair/ on complaint service attend.
- Separate analysis report on breakdown if anything particular occurred which needs special attention.
- Report of Percentage difference between Mass Flow Meter and Non-resettable Totalizer as per guaranteed parameter declared at the time of supply.
- Availability of spares report at Kolhapur GA & Ambala Kurukshetra GA store needs to be submitted every month.

## **8. Break down penalty: (During CAMC Period)**

In case, the contractor's service personnel are unable to reach the break down site within stipulated time, or is unable to complete the maintenance within stipulated time, following penalty will be applicable. This amount will be deducted from the invoice raised by the contractor, at the end of the month.

- Malfunctioning of meter/totalizer per instance – Rs. 2000.
- Unauthorized personal handling – Rs. 2000 per instance.
- Authorized person should attend the breakdown in case of hose pulling, if there is any major breakdown due to hose pulling, it will be reimbursed by HOGPL.
- Penalty for 1-hour delay in reaching at all site (ie, within 5 hours instead of 4 hours) – Rs 500/- per arm per dispenser.
- Penalty for 2-hour delay in reaching at all site (ie, within 6 hours instead of 4 hours)- Rs 1000/- per arm per dispenser.
- If the shutdown time, which will be calculated from the time the dispenser is offered to service person on reaching site, is extended beyond 4 hours, a penalty of Rs 500/- per hour will be applicable.
- Rs 2000 towards non availability of mandatory spares at operational sites.
- Rs. 1000/- per instance for postponement of preventive maintenance for lack of recommended spares.
- Rs. 500/- against re-occurrence of repeat complaint due to poor workmanship or partial work.
- Rs. 25,000/- and necessary legal actions against any manipulation / malpractice.
- If the Technician is not in uniform or not using PPE, then Rs. 500 per instance will be levied as penalty.
- Rs. 250/- per instance if the service provider fails to submit Monthly Report by mutually agreed date of Subsequent month.

- Rs. 250/- per instance if the service provider fails to submit RCA Report for Major Failure within 1 Month.
- The max penalty per month shall not be more than 50% of per month charge against O&M quoted by the supplier.
- Contractor shall not deploy the employee of age less than 18 years in any of the activities. If it is found, then it will be viewed seriously and heavy penalty of Rs. 20000/-per instance and also the termination/blacklist will be done from our approved vendor list.
- The contractor shall provide full Personal Protective Equipment (PPE) to each individual employee including, soft hat, eye protection, ear plug, and safety shoes. It is mandatory for all personnel to wear said PPE whilst performing their duties, failing which a penalty@ Rs. 500/- per incidence will be levied in addition to dismissal of the person.

#### **9. The round the clock basis maintenance services:**

- The Contractor shall deploy adequate number of operators and technicians as well as tools & equipment for smooth and proper operation & maintenance of the dispensers supplied in terms of the contract. In case required to meet operational requirements, the Contractor shall augment the same as per direction of Engineer-in-Charge.
- The Contractor is required to carry out all services as mentioned in the Scope of Services and Schedule of Rates on all the 365 days including Sunday and all holiday and around the clock.
- The Contractor shall allow weekly rest and daily working hours to his workmen as per the relevant Act / Law / and Rule made there under. However, no work shall be left incomplete / unattended on any holiday / weekly rest. Technician / operator provided shall have minimum qualification of ITI. Contract in person or his authorized. representative shall provide the services on daily basis to interact with Engineer-in- Charge and deployed workmen.
- Contractor has to ensure the safety of man and machine all the times. Damages of equipment due to negligence will be recovered as per the decision of Engineer-in-Charge, which will be final.
- Regarding work completion, the decision of the Engineer-in-Charge will be final and binding.
- The Contractor shall make his own arrangements to provide all facilities like boarding and transport etc. to his workmen.
- All personnel of the Contractor entering on work premises shall be properly and neatly dressed and shall wear uniform, badges while working on premises of the company including work sites.
- The Contractor's representative shall report daily to the supervisor at HPOIL office for day to day working.
- All the safety rules and regulations prevailing and applicable from time to time at the installations as directed by HPOIL will be strictly adhered to by the contractor
- The rates quoted by the Contractor must be inclusive of all taxes, duties, service tax, work contract tax and any other levies, contractor's share of P.F. and insurance charges, contractor's profit and any other expenditure etc.
- It will be the responsibility of the Contractor to pay as per the minimum wages of the appropriate government applicable under the Minimum Wage Act 1948 as per RLC-C).
- HPOIL is not liable to pay any escalation in wages, whether there is any increase or

decrease in wages during the contract period.

- The maintenance services shall be provided on a round-the clock basis. The Contractor is responsible to provide effective and efficient services round the clock and assure that there is no disruption in the services for want of any resources.
- The Contractor shall establish a central control room to operate 24 hours, seven days a week where complaint regarding non-performance of the equipment in terms of the contract can be lodged.

#### **10. Special Services**

- Contractor shall arrange calibration of all the instruments which are installed in the dispenser annually after necessary approval from HPOIL.
- Contractor shall arrange visit of vendor representative for dispenser health checkup or routine maintenance depending on site requirement. Services like inspection, breakdown shall be taken care by contractor.
- Contractor shall arrange welder / plumber when required with material if required.
- Contractor shall arrange any vendor / Software programmer visit when required with parts (mother board, power card etc.) if required.
- Contractor shall provide all necessary lifting equipment.
- Contractor shall provide all necessary facilities of any additional repair, welding, testing, calibrations etc.
- OEM services if required for any Overhauls or major maintenance activities.

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

#### **11. Contract Repatriation and termination**

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