



SCOPE OF WORK AND TECHNICAL SPECIFICATIONS

FOR

Procurement of 10 VC devices with 5 year's extended on-site warranty and support.

1. Introduction

Gujarat Gas Limited (GGL) ,started its operations with the primary objective to procure, distribute and utilize natural gas and allied technology. GGL is one of the very few natural gas distribution service providers in the country and a major player in the state of Gujarat.

GGL's values falls around following five corporate principles:

- Customer Orientation
- Team Work
- Commitment
- Growth
- Trust and
- Safety

In tune with its core values, GGL has the passion to excel. The company has established state of art technology in various levels of pipeline, distribution and management, and practiced Quality-HSE as a way of life for Continual Improvements, Employee engagement and Safety. To prove its trustworthiness and concern for the environment, GGL has adopted an integrated management system of Quality, Environment and Safety Management Systems (QESMS).

2. Requirement:

Requirement	Room Size	Qty.
CISCO Room Kit Mini (CS-KIT-MINI-K9) and 55" Professional Display unit with 5 years extended Warranty. (Configuration as per Annexure A)	Small	5
CISCO Room Kit (CS-KIT-K9) and 55" Professional Display unit with 5 years extended Warranty. (Configuration as per Annexure B)	Medium	5

3. SCOPE OF WORK:

1. The Scope of the work is to Supply, Installation & Maintenance of all the VC devices as mentioned in section 3.1.
2. Bidder should validate the minimum features and configurations as per type of VC devices mentioned in annexure (A) and (B) respectively.
3. Deliver Location as per Purchase order.
4. The VC Installation must complete within 3 months post the PO is awarded.

3.1. Vendor should ensure to fulfill following points:

1. The price to be quoted with Five year's extended (Total 5 years i.e. 1+4) warranty.
2. The multi-functional devices should be networked and will be connected to the organization's network.
3. The devices must be new and not refurbished.
4. POP-UP Box Installation must be Scope of Vendor.
5. Installation at the designated sites to be done by the vendor.
6. All consumables and spares must be of **OEM** only. No compatible consumables and spares are allowed.
7. The Vendor shall deliver devices at as per the delivery schedule on receipt of the Purchase order from the GGL.

8. Vendor is expected to provide all required peripherals with the related hardware, cables drivers etc.
9. The vendor has to ensure that extended warranty should be mapped (Total 5 Years) from the date of delivery.
10. The Vendor will be the single point of contact to the GGL.
11. Vendor should obtain the delivery challan along with installation completion certificate from the GGL and it should be attached with the invoice.

4. Warranty:

1. The Vendor/supplier shall provide on-site comprehensive warranty of the VC Devices for the period of 5 years. It should be clearly visible for all the VC Devices support portal and supporting should be provided as a screen shot along with the invoices.
2. The purchaser is not liable to pay any extra charges on any account during warranty period.
3. Any part or parts fail or proved defective within the on-site warranty period specified above, owing to defect in design, material or workmanship, the Vendor/supplier shall have to replace them at the place of installation without asking for any charges.
4. During the warranty period, expert(s) shall be deputed at site by the Vendor/supplier next Business day from the date of request from purchaser, to rectify and fixing the defects of devices at the location where VC devices supplied. The cost of deputation of expert(s) and any other associated expenditure shall be borne by the Vendor/supplier.

5. SLA

Support Process – Email, Telephone, Remote, Onsite, and Provide Ticket ID to measure SLA

Service Window: 9:00am to 7:00pm (Monday to Saturday)

- On phone/telephonic support within 30 mins.
- Onsite support within 4 hours
- Next day resolution or replacement or standby

6. Support Mechanism

Centralized telephone number shall be provided to GGL as single point of contact for logging call.

Vendor/Partner shall provide SPOC and Escalation Matrix right up to the Top of the organization.

- Vendor must give ticket number for logged calls and mechanism to track and trace back all the history of earlier tickets.
- Vendor/Partner should have back-to-back Warranty support with OEM in case supplier/ service provider.

7. Defect Liability: No Applicable

8. Payment Terms: One month from the date of delivery and subject to submission of hard copies of Invoices

9. Delivery Time: within one month from the date of issuance of PO.

10. Liquid Damage: As per standard GGL T&C.

11. GGL'S Scope of Supply:

1. GGL shall provide access to Contractor at Site.
2. GGL shall provide location address, support Team Members names his contact number for support to execute the job.

QHSE Requirements:

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.

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:

1. Ensuring that the QHSE Policy, Procedures & Guidelines are known and understood by all contractors'/service providers' staff and work force
2. 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.

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.

EXECUTION

1. Contractor/Service provider is responsible to ensure the compliance with GGL QHSE requirements. GGL overall QHSE performance is directly influenced by the contractors' performance.
2. 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
3. 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)
4. 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 (As applicable)		
SN	Description	Penalty amount (will be decided by Contract Owner)
1	Lost Time Injury	Rs. 5000/Instance
2	Non-compliance - HSE Engineer	NA
3	Un authorised work	NA
4	Work without PtW/WA	NA
5	Non-compliance - Safety Training Card (STC)	NA
6	Non-compliance - Health Check up	NA
7	Non-compliance - PPEs	NA

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

QHSE GUIDELINE (AS APPLICABLE) FOR ALL TYPE OF CONTRACTS

- 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
- 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 shall ensure safe transportation, storage and handling of materials to prevent any damage which may impair safe performance of the equipment / material etc .

Shall initiate immediate actions to hospitalize injured person(s)

- k) Shall ensure an injury free, incident free workplace and protect people from harm caused by work activities
- l) Shall ensure use of seatbelts while driving four-wheeler and use of crash helmet for Two wheeler riders during job execution
- m) 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
- n) Shall take note that the use of open wires in sockets, use of wires with tape joints shall not be accepted at work site.
- o) Shall ensure proper collection, storage and disposal of solid / liquid waste as per GGL procedure and guideline
- p) Staff/work force shall not smoke or resort to misuse of drugs, medicines or alcohol while on duty
 - 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.
 - 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.

All activities shall be carried out as per GGL's documented procedures and QHSE requirements, deviation from it shall be dealt with very strictly.

Contractor shall ensure that all tools, appliances, machines, vehicles or other equipment, are in safe working condition .

- All activities shall be carried out as per GGL documented procedure and HSE requirement, and deviation from it shall be dealt with very strictly.

Annexure A (Small Room)

Minimum SPECIFICATIONS - VC Devices Set for Various GGL offices			
Item Description	Make	Model	Qty.
CISCO Room Kit Mini (CS-KIT-MINI-K9) with All Accessories.	Cisco	CS-KIT-MINI-K9 CON-ECDN- CSKITMINI)	1
CISCO Room Kit Mini (CON-ECDN-CSKITMINI)-5 Years Comprehensive Warranty Support.			
55" Professional Display unit Wall Mounted Kit -3 Years Comprehensive Warranty Support.	Compatible HD 4K Display unit		1
2 years of care pack for warranty extension of Display Unit			
Table mount POP-UP Box /cable cubby with 2xpower sockets, 1xHDMI, 1xVGA, 1xAudio, 1xUSB, 2x RJ45	Super	TP-222	1
Cable HDMI-HDMI - Kramer 25 ft.	Kramer	HM-HM/25	1
One time Installation and configuration/integration with all devices in existing VC setup.	OEM	Service	1

Annexure B (Medium Room)

Minimum SPECIFICATIONS - VC Devices Set for Various GGL offices			
Item Description	Make	Model	Qty.
CISCO Room Kit (CS-KIT-K9) - with All Accessories.	Cisco	CS-KIT-MINI-K9 CON-ECDN-CSKITK9	1
CISCO Room Kit (CON-ECDN-CSKITK9) - 5 Years Comprehensive Warranty Support.			
55” Professional Display Unit Wall Mounted Kit -3 Years Comprehensive Warranty Support.	Compatible HD 4K Display unit -		1
2 years of care pack for warranty extension of Display Unit			
Table mount POP-UP Box /cable cubby with 2xpower sockets, 1xHDMI, 1xVGA, 1xAudio, 1xUSB, 2x RJ45	Super	TP-222	1
Cable HDMI-HDMI - Kramer 25 ft.	Kramer	HM-HM/25	1
One time Installation and configuration/integration with all devices in existing VC setup.	OEM	Service	1