

Ref. Tender No. BGL/530/2021-22, dated 15.09.2021

Sub: Tender for Hiring Services of Software Vendor for Development of Software Package for Domestic PNG segment having Modules for, Billing & CRM, and Optional Modules (Customer Onboarding, DMA & LMC, Consumer Apps, CRM app)

REPLIES TO PRE-BID QUERIES

Sr. no	Section of Bid Document	Vol	Page no	Description	Bidder Queries	BGL Remarks / Clarifications
1 i)					Bidder requested to consider following:	
					1. Consortium bid may be allowed	Tender conditions prevails
					2. Technical edibility of the consortium may be allowed/ accepted.	Tender conditions prevails
					3. Billing and CRM Experience in Telecom may be allowed.	Tender conditions prevails
ii)	Sec-I Bidder Eligibility Criteria	Vol-I of II	Pages 14 to 17	Bid Evaluation Criteria	Bidder is requested for a clear information about RFP's Bidder's Eligibility Criteria- Technical	Tender conditions prevails
2	Sec-I Bidder Eligibility Criteria	Vol-I of II	Pages 14 to 17	Bid Evaluation Criteria	Bidder requested you to consider, along with conditions of executed/completed order kindly include Ongoing/in Execution orders in the space of MBC for CGD	Please find Page 15 of Vol I of II, Section-I- Bidder Evaluation criteria Notes, cl. No.(i).
3	Sec-I Bidder Eligibility Criteria			Qualification Criterion	Bidder wants a confirmation regarding the value of work orders with including applicable taxes.	The technical eligibility amount is incl. of all taxes & duties

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					<p>Some of the CGDs have given separate work orders for these modules. We believe that total of separate work order values will be treated as 1 work order for these modules.</p> <p>For eg if we have 3 work orders and completion certificates for</p> <p>a) metering Rs 2L b) billing Rs 3L c) Collection Rs 2L</p> <p>The total of 3 work orders will be Rs 7L which is more than the required value of Rs 6.84L and will qualify on this point.</p>	<p>Bidder to satisfy the experience in a single work order/ contract as mentioned in BEC criteria cl. No: 1.1</p>
4	Sec-I Bidder Eligibility Criteria	Vol-I of II	Page no.14	<p>The bidder should have executed/completed at least one work order / contract not less than value of Rs. 6.84 lacs for providing IT implementation projects on end-to-end basis for Meter Reading & Bill distribution and Payment collections on web based & Mobile based platform for Domestic Piped Natural Gas supply for City Gas Distribution Companies / Power Distribution Companies or boards in India during last 7 years to be</p>	<p>We would like to request you to kindly accept outside India Project for the same. We are interested to bid in this tender.</p>	<p>Tender conditions prevails</p>

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				reckoned from the bid due date.		
5 i)	Sec-I Bidder Eligibility Criteria	Vol-I of II	Page no.14	Bid Eligibility Criteria	Bidder is requesting to Normalize and Modify the Bidder Eligibility Criteria as follows:	
ii)					The bidder should have executed/completed at least one work order/contract not less than value of Rs. 6.84 lacs for providing IT implementation projects on end-to-end basis for Meter Reading & Bill distribution and Payment collections on web based & Mobile based platform for Domestic Piped Natural Gas Supply for City Gas Distribution Companies/Power Distribution Companies or boards in India/Abroad during last 7 years to be reckoned from the bid due date.	Tender conditions prevails
iii)					Bidder is requesting to accept the outside India project so that they can participate.	Tender conditions prevails
6	Sec-I Bidder Eligibility Criteria	Vol-I of II	Page no. 14	The bidder should have executed/completed at least one work order / contract not less than value of Rs. 6.84 lacs for providing IT implementation projects on end-to-end basis for Meter Reading & Bill distribution and	We have done several multi-national project on the similar scope. Request you to kindly normalize the clause by: The bidder should have executed/completed at least one work order / contract not less than value of Rs. 6.84 lacs for providing IT implementation projects on end-to-end basis for Meter Reading & Bill distribution and Payment collections on web based & Mobile based platform for Domestic Piped	May refer to eligibility on the basis of Foreign based company, cl. No 1.4(a)

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				Payment collections on web based & Mobile based platform for Domestic Piped Natural Gas supply for City Gas Distribution Companies / Power Distribution Companies or boards in India during last 7 years to be reckoned from the bid due date.	Natural Gas supply for City Gas Distribution Companies / Power Distribution Companies or boards during last 7 years to be reckoned from the bid due date.	
7 i)			44, Point No : 1.3	Quarterly payments shall be made at the end of the quarter	Payment will be released within 30 days from the date of submission of Invoice.	Tender conditions prevails
ii)			46, Point No : 1.4	Maximum PRS for all the delays combined shall be limited to maximum of 5% of total contract price as per the GCC	Maximum PRS for all the delays combined shall be limited to maximum of 3% of total contract price as per the GCC	Tender conditions prevails
iii)			14, Point No : 1.2	Bidder should also have valid certifications for ISO/IEC-9001:2015 and ISO/ IEC 27001: 2013 and should have its own office in India	Bidder should also have valid certifications for ISO/IEC-9001:2015, ISO 140001:2015, ISO 20000-1:2018, ISO/ IEC 27001: 2013, ISO 45001:2018.	Tender conditions prevails

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iv)	Sec-I Bidder Eligibility Criteria	Vol-I of II	Page no.14	BEC - Bidders' Eligibility Criteria	Bidder proposed for amendment in BID documents as follows: The bidder shall possess a valid SEI/CMMI Institute certified CMMI level 5.	Tender conditions prevails
					The Bidder shall have experience of implementation of Three similar work orders (Total Revenue Management / Billing & CRM modules) in at least Three CGD / Power Distribution utilities anywhere in India during last five (5) years as on date of bid submission. Each project should have minimum 20 lakhs consumers and have been operational for at least 24 months.	Tender conditions prevails
					Bidder proposed for amendment in BID documents as follows : The bidder should have executed successfully at least one work orders for the development of Software Package for Billing & CRM modules of value not less than Rs. 5 crores against a single order in any one of the previous Five (5) years prior to due date of bid submission.	Tender conditions prevails
					Bidder proposed for amendment in BID documents as follows: The said software is successfully working at least two year for the last 3 years. Performance letter should be submitted.	Tender conditions prevails

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					Bidder proposed for amendment in BID documents as follows: Minimum average annual Turnover of the firm during the last three financial years should be 50 crores.	Tender conditions prevails
					Bidder proposed for amendment in BID documents as follows: The firm should have a positive net worth for the past three financial years duly certified by CA.	Tender conditions prevails
					Bidder proposed for amendment in BID documents as follows: The bidder shall be a legal entity registered as a Private Limited or Public Limited under company's act 1956 and should possess a valid EPF, ESI, GST, PAN.	Tender conditions prevails
8	Sec-7 : Scope of Work	Vol-II of II	Page11 of 51	Scope of Work	Clarification / Addition regarding the Scope of Work	2.2 (I) Successful Bidder should understand and design the process flow within the various activities within the Modules and flow of activities between related modules for completeness of activities in consultation with BGL from time to time. The bidder shall account & design the logics for approvals by various levels of officials and back and forth processes and include the same in the offered price.

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9	RFQ	Vol-I of II	Page 2 of 131	General	Bidder informed that it is needed to put up a quality proposal with all compliance to solution requirements and infrastructure details align to the tender requirements and all conditions. In view of this and considering upcoming festival time of Dusshera, vendor requested to extend the due date for submission of bids upto 21.10.2021	Tender condition prevails