

**Ref. Tender No. BGL/576/2023-24, dated. 14.06.2023**

**Sub: Tender Procurement and Implementation of an integrated application on SAAS model for connecting BGL's PNG Customers, Meter Reading, Billing, Customer Accounting, CRM, After Sales and Projects activities including Mobile Apps.**

**REPLIES TO PRE-BID QUERIES**

	Vol & Section	Page no	Clause /Description	Bidder Queries	BGL Remarks / Clarifications
	<b>Commercial Queries</b>				
1	Volume I of II, Section-1, Bidder Eligibility Criteria. (BEC)	Pg 14 of 161	<b>FINANCIAL: BEC CRITERIA</b> <b>2.1 Annual Turnover:</b> The minimum annual turnover achieved by the bidder as per their audited financial results in any one of the last three preceding financial years i.e., FY 2020-21, FY2021-22 & FY2022-23 shall be <b>Rs. 32,50,000/-</b> <b>2.2 Net worth:</b> Net worth of the bidder should be positive as per audited financial results of the immediate preceding financial year. <b>2.3 Working Capital:</b> The minimum working capital of the bidder as per audited financial results of the immediate preceding	Annual turnover required is 32,50,000 and Working Capital is 6,500,000. Is 6,500,000 correct or should it be 6,50,000? Please clarify Also, for 2.2, Can we submit Audited statements from last 2 years instead of 3?	<b>2.3 Working Capital:</b> <b>The minimum working capital of the bidder as per audited financial results of the immediate preceding financial year (i.e., FY2022-23 ) shall be Rs. 6,50,0000/-</b> <b><u>TO BE READ AS</u></b> <b>The minimum working capital of the bidder as per audited financial results of the immediate preceding financial year (i.e., FY2022-23 ) shall be Rs. 6,50,000/-</b>

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			financial year (i.e., FY2022-23 ) shall be Rs. <b>6,50,0000/-</b>		
2	Volume I of II	Pg 6 of 161)	Covering letter	Bidder requested whether any covering letter required in a particular format.	<b>No particular format for covering letter, but an index showing th documents listed with page numbers may be provided for easy access of documents.</b>
3	Volume I of II, Section-1, Bidder Eligibility Criteria. (BEC)	Pg 18 of 161	For Sr. No. 3: Copy of the PO/WO/ FOA and completion certificates –completion certificates are mandatory	Bidder informed that there is an on-going contract with customer and What will be the criteria for completion certificates in this case.	<b>Since Bynry is the existing partner appropriate consideration will be given for the same</b>
4	Volume I of II, Section-1, Bidder Eligibility Criteria. (BEC)	Pg 17, 18, Vol I	Evaluation Methodology	Bidder informed that that they are in between 50 L - 1 Cr for which What will be the evaluation criteria for that? And why have you decided to go with those numbers?	<b>We will go in accordance to whatever is mentioned in the QCBS and evaluation criteria as per QCBC prevails.</b>
5	Volume I of II, Section-1, Bidder Eligibility Criteria. (BEC)	Pg 17, 18, Vol I	Evaluation Methodology	Bidder enquired the reason for having such a criteria for the experience in CGD sector. Since technology in CGD is a relatively sunrise scenario, can the overall experience be considered instead.	<b>In the BEC we have mentioned CGD but in the QCBS its mentioned "in CGD sector and Utility Vertical" and bidder may submit the documents accordingly.</b>
6	Volume II of II, Section-7, Scope of Work (SOW)	Pg 24,25 of 36	Project Roll out charter deliverable and Responsibility Matrix	Bidder queried that whether the R&A matrix given in the tender a template & What is the expectation out of the R&A matrix.	<b>The R&amp;A (Responsibility and Accountability Matrix) is essential to manage the timelines and deliverables of each phase of the project</b>

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7		17 of 161	Evaluation Methodology 3.1. Number of projects implemented in CGD sector and Utility vertical	Can number of projects be considered as number of Districts in One PO?	<b>We can look into it provided the scope of each district is varied and for that you will have to provide the supporting documentary evidences.</b>
8	Vol I of II , Section-3 Instructions to Bidders	Pg 44 of 161	<b>Unpriced Bid Opening :</b> BGL will open bids, in the presence of bidders' designated representatives who choose to attend, at date, time and location stipulated in the bid document. The bidders' representatives, who are present shall sign a bid opening register evidencing their attendance. <b>Priced Bid Opening:</b> BGL will open the price bids of those bidders who meet the qualification requirement and whose bids is determined to be technically and commercially responsive. Bidders selected for opening of their price bids shall be informed about the date of price bid opening. Bidders may depute their authorized representative to attend the bid opening. The bidders' representatives, who are present shall sign a register evidencing their attendance and may be required to be present on a short notice.	Bidder asked that whether priced and unpriced bid opening be conducted physically. It is mentioned that the attendance may be required at a short notice and requested to elaborate.	<b>The Unpriced and Priced Bids will be opened separately through BGL e-tender portal. Prior intimation for priced bid opening shall be declared by issuing a corrigendum to Techno-commercially qualified bidders.</b>

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9	Volume I of II, Section-1, Bidder Eligibility Criteria. (BEC)	14	2.3 Working Capital: The minimum working capital of the bidder as per audited financial results of the immediate preceding financial year (i.e., FY2022-23 ) shall be Rs. 6,50,0000/-	Minimum working capital to be increased atleast 10 times to ensure quality bids	<b>Please cl. no.01 to replies to pre- bid queries.</b>
<b>Technical Queries</b>					
10	Volume II of II, Section-7, Scope of Work (SOW)	Page 4 of 36	Clause - I. Information to bidder. The present application is developed using PYTHON 2.7 – Django and MySQL database. Bidder will carry out data migration from the existing application to the new application.	Bidder requested clarification on whether the current service provider will offer support for migrating the existing data to the new applications.	<b>BGL expects the existing service provider will provide support for migration data. Basically , they will provide the data in mySQL database.</b>
11	Volume II of II, Section-7, Scope of Work (SOW)	Page 4 of 36	4. Bidder must review the features of the existing Bynry applications and ensure that all the features are available with their application.	In order to review the existing features, we require extensive support from the current service provider to understand the applications and facilitate knowledge transfer.	<b>To see the features we can have a session / live – demo of the application virtually.</b>

	Vol & Section	Page no	Clause /Description	Bidder Queries	BGL Remarks / Clarifications
12	Volume II of II, Section-7, Scope of Work (SOW)	Page 5 of 36	18. Mapping the New Connection Process (Domestic) -i. Bidder solution should identify all the societies / buildings uniquely where gas supply is reaching or will reach. Each and every premise (customer's premise) should be mapped to the building with 1:N relationship. The building should be identified by unique id and an address. Further the information of potential customers, Project vendor, NOC of the society, the Service Regulator (SR) etc. should be entered in the system.	Bidder queried that whether it is needed to handle the mapping of new connections, or will the BGL team take care of the mapping if vendor provide the option in the application.	<b>BGL expects the proposed solution should be capable of having the feature, entry of the data will be done by BGL user.</b>
13	Volume II of II, Section-7, Scope of Work (SOW)	Page 10 of 36	Legacy Data: The CRN created in existing platform needs to be migrated as it is along with its Registration ID. In the present platform CRN is allotted only after Move-In while in the bidder's application it is proposed to have the CRN immediately after Registration. The bidder should propose the method of legacy data migration in response to this bid.	The support from the existing service provider is necessary to ensure a smooth and successful migration of legacy data, without any data loss.	<b>BGL expects the existing service provider will provide support for migration data. Basically , they will provide the data in mySQL database.</b>

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14	Volume II of II, Section-7, Scope of Work (SOW)	Page 11 of 36	Cl. 20 Meter Management & Meter Reading- f. Additionally meter readings can be obtained from the customer through the Consumer mobile App / WhatsApp / SMS. So a situation might arise where readings are received from all sources. Bidder's solution should be intelligent to pickup the latest (highest?) reading.	BGL is responsible for providing the WhatsApp chatbot and incoming SMS gateway to fulfill the specified requirements. We kindly request clarification on whether, in addition to meter readings, there is a need to incorporate any other notification or information sharing services via the WhatsApp and SMS gateway.	<b>BGL does have a WhatsApp chatbot. There we will have an option where customer will enter the meter reading based on her/his CRN. You need to integrate the data in your platform. We do not have incoming SMS as of now, however we kept in the scope so that you can keep a provision in your application. As of now no requirements for notification.</b>
15	Volume II of II, Section-7, Scope of Work (SOW)	Page 13 of 36	23. Customer Relationship Management a. Customers can connect with BGL by following means: ✓ Walk-In ✓ E-Mail ✓ Call the CRM help desk ✓ Website ✓ Customer App	Bidder requested clarification on whether the helpdesk is maintained by BGL or if the service provider needs to deploy manpower to run the helpdesk.	<b>Deployment of manpower for CRM is not in the purview present scope.</b>
16	Volume II of II, Section-7, Scope of Work (SOW)	Page 4 of 36	Bidder must review the features of the existing Bynry applications and ensure that all the features are available with their application.	Bidder requested for features are available in the Bynry Application and whether BGL have list of features that the Bynry system can achieve.	<b>BGL is using the Bynry Application for last three years so BGL is in a position to explain the features of existing Bynry application</b>
17	Volume II, Section-7, SOW, Clause 36.e	Page 4 of 36	BGL is in the possession of Android based Meter Reading and Spot billing devices, these devices to be utilized by bidder organization to deploy their solution.	Bidder asked about the no of devices are to be tested.	<b>3-4 Devices</b>

	Vol & Section	Page no	Clause /Description	Bidder Queries	BGL Remarks / Clarifications
18	Volume II, Section-8, SCC	Page 4 of 36	The City Gas entities are governed by the norms of PNGRB (Petroleum Natural Gas Regulatory Board), so all the reporting requirements those needs to be submitted to PNGRB should be generated with few clicks from the proposed application.	Bidder queried that whether BGL have specific reporting requirements format or it is available on PGNRP website and BGL can furnish the reporting details to be present in the SAAS Solution.	<b>There are specific requirements of PNGRB, as per our understanding if the entire scope as mentioned in the tender document is mapped then generating reports for PNGRB will not be a challenge</b>
19	Volume II, Section-8, SCC	Page 4 of 36	"Environments - QA, PROD" Uptime - 99.9 % , 24*7 Multiple payment GW integration including UPI. Should declare Data Download Capability. Bidder is expected to provide details on the data Migration. Project module and workflow on it with. Control Room Ops and After sales Disaster Recovery Daily backup configuration Issue tracking system DB table details.	As the expectation is SAAS based application, everything will be handled by and in custody of SAAS application services provider. Under SAAS solution, Sharing these details may not be applicable under circumstances. Will these component be valued in terms of points valuation. If yes, what will be the weightage?	<b>The valuation criteria are clearly explained in QCBS matrix . The lesser information you provide on these criteria more the adverse impact on your evaluation.</b>
20	Volume II, Section-7, SOW, Clause 36.e	Page 16 of 36	"Bidder must provide one year warranty of the application, post the conclusion of the warranty maintenance contract will be effective. The warranty period will commence from the date of Go-Live.	Bidder asked whether it is subscription model and why separate warranty is required.	<b>Separate warranty is needed to ensure that the process that you map in your application does not fail after a point of time. If due to some circumstances it happens you are bound to fix it, that is the whole purpose of Warranty.</b>

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21	Volume II, Section-9, Schedule of Rates	pg 34 - 36	Schedule of Rates mentioned in tender is as per Software Development Model	Throughout the tender it is mentioned that BGL wants to use the platform/application on a SaaS model. In this case, wouldn't the pricing be based upon per consumer? How will AMC be a part of this?	<b>The pricing will be as mentioned in the SOR, it is independent of number of customers</b>
22	Volume II, Section-8, SCC, Clause 17	Page 20 of 36	As part of the method statement bidder will tabulate each of the item mentioned in Section-II, III, and IV, confirm its compliance and wherever elaborate response has been requested should be adequately elucidated.[Please refer ANNEXURE – III for a sampler]	Section II, III and IV are unclear. Please specify which sections are you referring to? Also please clarify if Annexure -III (sampler) is to be replicated with the information that stands true to the organization.	<b>Apologies for the misunderstanding, go by the sections on "Information to Bidder" and "General Scope of Services and Specification". Yes Annexure III is to be replicated for the entire scope and to be read inline with Scope of Work.</b>
23	Vol-II of II, Section-7, SOW/ Services	Page 4 of 36	1.4 Info to bidder	Bidder informed review application from binary.	<b>As per Section-3: Instructions to Bidders (ITB), CL. No 6,1 &amp; 6.2 , The Bidder is advised to visit and examine the site of works and its surroundings and obtain for itself on its own responsibility all information that may be necessaryfor preparing the Bid and entering into a Contract for the required job. The costsof visiting the site shall be borne by the Bidder.</b>



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24	Vol-II of II, Section-7, SOW/ Services	Page 9 of 36	19 Mapping the New Connection Process (Industrial & Commercial[I&C])	Not clear with the sentence “Prepaid Meters: In many I&C customers pre-paid meters are used. The scope of which will be finalized post award of contract.”	<b>The management and billing of customers of prepaid meters has to be different from the postpaid ones which can be discuss on award of contract</b>
25	Volume II, Section-8, SCC, Clause 17	Page 14 of 36	24 Projects	It is just entry of project milestone and progress or project management in detail ?	<b>Milestones and not detailed project management. However the project hierarchies along with the entire scope as mentioned in the tender document needs to be covered.</b>
26	Vol-II of II, Section-7, Scope of Work	Page 16 of 36	26/d Other Essential	As this is a SaaS model, How and why the bidder will disclose the data model? However BGL will get data dump at the end of contract as requested.	<b>This is a requirement please accept. Moreover we will be able to develop various reports by connecting to the database without bothering you.</b>
27	Vol-II of II, Section-7, Scope of Work	Page 17 of 36	26/g VAPT	Bidder queried that who will bare the VAPT cost.	<b>BGL</b>
28	Vol-II of II, Section-7, Scope of Work	Page 17 of 36	26/i Execution	Bidder requested to elaborate on the meaning of 20% execution on site.	<b>That is during the project phases we will be needing your experts to visit BGL office for face to face deliberation and especially prior to GO-Live(Go-Live preparation phase) which will constitute 20% of the project time</b>
29	Vol-II of II,Section-7, Scope of Work	Page 17 of 36	26/j Training	Whether the training can be onsite and If so how many sessions.	<b>Two on-site trainings and balance 2 – 3 can be offsite</b>
30	Vol-II of II,Section-7, Scope of Work	Page 18 of 36	16/m GIS	Bidder requested about the details of the solution/provider ad whether if it is in-house, efficiency matrix may be declared.	<b>This is not in-house, the solution is from M/s Ananth Technologies</b>

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31	Vol-II of II,Section-8, SCC,	Page 30 of 36	1.2 Timeline, Deliverable and Payments	Warranty period : 1 year to be covered after the Go-live of Phase -I & Phase - II separately. Does this mean 1 year after completion of phase II.	<b>Bidder understanding is correct.</b>
32	Vol-II of II,Section-8, SCC,	Page 31 of 36	1.6 Defect Liability Period / Guarantee / Warrantee Period:	Bidder informed that this is SaaS based contract and how to expect installation or service after completion of contract.	<b>There will not be any separate Installation as such and DLP period shall be upto end of warranty/ Guarrantee period.</b>
33	Vol-II of II, Section-7, Scope of Work	Page 04 of 36	I.1: BGL is using the application of Bynry	Bidder queried about the OEM company support to bidder in providing the data.	<b>BGL expects Bynry to support basically &amp; they will provide the data in MySQL database</b>
34	Vol-II of II,Section-7, Scope of Work	Page 04 of 36	I.1: BGL is using the application of Bynry	Bidder queried whether this application have all the historical data fields as required in new Scope and If not, to elaborate what is not available.	<b>No not all data is available in what is required in new scope, like basic customer data, billing data, meter reading data, customer balances are there in existing application.</b>
35	Vol-II of II,Section-7, Scope of Work	Page 04 of 36	I.2: It is expected that data will be scheduled to be uploaded and downloaded from TALLY.	Bidder raised query that Is there a requirement of downloading (integrating) any data points from Tally to New Solution and to elaborate, in case , if required.	<b>There is no requirement of direct integration but data can be downloaded from Tally like for material stock of vendor stores</b>
36	Vol-II of II,Section-7, Scope of Work	Page 04 of 36	I.8: all the reporting requirements those needs to be submitted to PNGRB should be generated	Bidder queried about the number of reports required to be generated.	<b>Around 5 - 7 nos. of reports.</b>

	<b>Vol &amp; Section</b>	<b>Page no</b>	<b>Clause /Description</b>	<b>Bidder Queries</b>	<b>BGL Remarks / Clarifications</b>
37	Vol-II of II,Section-7, Scope of Work	Page 04 of 36	II 12: The bidder should host the application in a secured cloud by applying appropriate SSL.	Bidder enquired that whether BGL will provide the domain and SSL.	<b>BGL will not provide domain and SSL and bidder to quote as mentioned in SOR.</b>
38	Vol-II of II,Section-7, Scope of Work	Page 04 of 36	II 15: solution should be capable of multiple payment gateway integrations including UPI.	Does BGL have an existing agreement with Payment gateways, UPI, BBPS etc? Are the API's from the Banks available?	<b>Yes integration with PayU and BBPS is there in the existing system</b>
39	Vol-II of II,Section-7, Scope of Work	Page 05 of 36	II 18 (I):- The building should be identified by unique id and an address.	Bidder raised query that whether existing data have building/House ID's.	<b>Building data is not there in present system</b>
40	Vol-II of II,Section-7, Scope of Work	Page 05 of 36	II 18 (i) :-Project vendor, NOC of the society, the Service Regulator (SR) etc. should be entered in the system	bidder enquired whether the Service regulator have a unique ID/QR inscribed on it.	<b>Service Regulator can be provided an Id we can identify a SR with following combination GA-CA-DRS-Proj ID-SR Serial Number (system generated). However this can be finalized during discussion of SRS.</b>
41	Vol-II of II,Section-7, Scope of Work	Page 05 of 36	II 18. Iv a.The customer makes payment by cheque.	How solution would know if Chq is cleared? Does BGL have a tie-up with bank for Chq status API?	<b>Present system of entering / upload of cheque details can be continued and once the payment is cleared which is communicated to the Finance department by bank through their statement, then it approved by Finance in the system. Subsequently this credited to customer. We are expecting the bank statement which will be in MS-EXCEL to be directly uploaded in bidder's solution</b>

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42	Vol-II of II,Section-7, Scope of Work	Page 6 of 36	II 18. Iv L.:- Capture the Latitude / Longitude of the customer premises accurately to the extent possible and update the same in Master Data	Is there a requirement of visualising customer locations on Web GIS in this scope? GPS accuracy if taken using mobile (that too from inside the house) does not give any accuracy (sometimes more than 25 meters etc). This exercise is futile.	<b>The geolocations whatever are captured can be taken to BGL's GIS solution either through an API or data downloads. Presently also it happens.</b>
43	Vol-II of II,Section-7, Scope of Work	Page 14 of 36	24.c: - Project solution: Management of project budget and cost:	Is solution required to generate PO's to vendors? Is this for purchases and activities both? Is it required to generate cost of each installation?	<b>It will be a statistical PO as mentioned the Scope of Work. This will be for monitoring the project cost. PO is not needed for each installation this can be for a project definition / project area</b>
44	Vol-II of II,Section-7, Scope of Work	Page 14 of 36	24.g: Steel and MP line laying are to be monitored in details the joints used in each line should be available in the application	Are welding and fusion joints to be recorded with testing reports? Is mobile app required for the construction teams? Is solution required to generate daily progress, pipe-book, GIS based on the activity and materials entered in mobile apps by various agencies?	<b>Yes, except GIS. Material consumption to be recorded in the system.</b>
45	Vol-II of II,Section-7, Scope of Work	Page 18 of 36	I m:- Integration with GIS	Is BGL existing GIS having a Web enterprise component? Does it have full fledged CGD data model?. Will it support linear referencing so as to comply to the requirement of Location identification of CGD assets? If not, request for a SOR item for integrated WEB GIS system with CGD data model development.	<b>BGL is having a GIS. Referencing of Assets can happen through an API provided by bidder or even daily data downloads and upload to GIS. GIS is not a part of SOW.</b>
46	Vol-II of II,Section-7, Scope of Work	Page 19 of 36	T:- Project Phases	It is mentioned that phase 2 is to be completed within 25 weeks from LOA.	<b>Yes within 6 months.</b>

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47	Vol-II of II,Section-7, Scope of Work	Page 20 of 36	27.d.:- C.V of Contractor Personnel who will be available for the execution of services	Please elaborate of the role of personnel execution of services. How man would be required?	<b>This will be needed to evaluate you on QCBS</b>
48			General	Bidder asked that the proposed solution is for how many district and What is approximate quantity of historical data.It is also Request for separate line item in SOR for existing Data migration.	<b>The solution presently is for Hyderabad, Kakinada and Vijayawada. The approximate quantity of data is for 50,000 customers. You may build data migration cost in SL. No.1 of SOR</b>
49	Vol-II of II,Section-8, SCC	Page 29 of 36	clause 34: Only Opne source software/ tool's needs to be used	Bidder queried that Is it compulsory to use Open source or can we use .NET CORE 5.0/6.0/ MS SQL/ Server /SQL Express / IIS for application development.	<b>Using Open Source is not mandatory. Please note BGL will not pay for the licenses of database and application platform.</b>
50	Vol-II of II,Section-7, Scope of Work	Page 6 of 36	18. New Connection Process (Domestic)	Point h: The payment received must be booked through a sales order which will be updated to Tally.CRM-Metering-Billing-Collection system , henceforth referred as RMS (Revenue Management System), will capture payables and payments in new connection in the form of Quotations and Clearing documents. Necessary financial info may be sent (or uploaded) in TALLY for Sales Order generation in Tally.	<b>This can be finalized post award of contract</b>

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51	Vol-II of II,Section-7, Scope of Work	Page 6 of 36	18. New Connection Process (Domestic)	Point L: Mobile App for the Last Mile Connectivity's (LMC) ii. Update of inventory consumption - - RMS platform will have meter master data management module,but will not have inventory module. Information of connected meters may be sent to ERP (Tally) system for Inventory update at ERP end. vi. Photo Requirements are to be finalized for sizing purposes	<b>Inventory is needed for the contract store that data can be scheduled to be downloaded from TALLY and once the consumption happens then the data to be scheduled to be uploaded to TALLY</b>
52	Vol-II of II,Section-7, Scope of Work	Page 9 of 36	Service Order -2 & 3	It is mentioned that: 'Prepaid Meters: In many I&C customers pre-paid meters are used. The scope of which will be finalized post award of contract.' However detailed scope outlining is required at the Bid Stage .	<b>The scope for Prepaid Meters will be finalized post award of contract. However, detailed scope outlining is required at the Bid Stage.</b>
53	Vol-II of II,Section-7, Scope of Work	Page 11 of 36	20. Meter Management and Meter Reading	f. Additionally meter readings can be obtained from the customer through the Consumer mobile App / WhatsApp / SMS. -- SMS / WhatsApp integration seems in scope. Pls confirm ?	<b>WhatsApp integration is not necessary but download of data from our WhatsApp Chatbot will take place</b>
54	Vol-II of II, Section-7, Scope of Work	Page 14 of 36	24. Projects	Project Systems is to be handled in ERP. It will not be a part of RMS.	<b>The Scope of Work is as mentioned in Tender document is final</b>
55	Vol-II of II, Section-7, Scope of Work	Page 15 of 36	25. Control Room Operation and After Sales	Bidder requested to confirm Points i to iii to consider implementation of OMS.	<b>No ,it will not be considered</b>

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56	Vol-II of II ,Section-7, Scope of Work	Page 16 of 36	25. Control Room Operation and After Sales	iv: For gas leaks and meter running fast appropriate business processes of BGL is being drafted which will be shared on award of contract. Detailed scope outlining is required at the Bid Stage.	<b>If business process for the Particular clause is in process and cannot be shared. particulars pertaining to the same will be mutually discussed on award of contract.</b>
57	Vol-II of II, Section-7, Scope of Work	Page 16 of 36	25. Control Room Operation and After Sales	v. & vi.: Maintenance Management, Work Permit Management are ERP processes. These will not be part of RMS.	<b>Scope of Work is Final</b>
58	Vol-II of II, Section-7, Scope of Work	Page 16 of 36	25. Control Room Operation and After Sales	viii. Material Requisition is to be handled in ERP. It will not be a part of RMS. RMS will only replicate Meter and associated Equipment master from ERP.	<b>Scope of Work is Final</b>
59	Vol-II of II, Section-7, Scope of Work	Page 17 of 36	25. Control Room Operation and After Sales	h. Mobile Apps scope:--- These are only for consumer ? Or also for Utility users ?--- What is LMC App ?--- The O&M after Sales / emergency App is for maintenance ? Then that will not be in RMS.	<b>Mobile App is for BGL's consumer both PNG &amp; CNG scope clearly mentioned; LMC is Last Mile Connectivity of Domestic Customers which will record the final material consumption in the kitchen and indicate in the system that the customer has been Moved-In O&amp;M/After Sales App is for maintenance.</b>
60	Vol-II of II, Section-7, Scope of Work	Page 18 of 36	25. Control Room Operation and After Sales	m. Integration with GIS & supply of the Geo locations of the customers to the GIS: Scope of Bidder is not clear	<b>While registration of the customer GIS coordinates will be recorded and you will provide an API using which GIS will poll the data to its application</b>

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61	Vol-II of II, Section-7, Scope of Work	General	SECTION-7: SCOPE OF WORK	<p>Scope of Bid as understood from document. To be confirmed by BGL:</p> <ul style="list-style-type: none"> <li>a. Connection Management: Connection of Domestic, Builder Category, Industrial &amp; Commercial Consumers.</li> <li>b. Meter Management and Meter Reading.</li> <li>c. Billing (includes Spot Billing) and Outstanding Management and Collection (includes payment gateway integration).</li> <li>d. Disconnection Management.</li> <li>e. Customer Relationship Management -- essentially a Complaint Management System.</li> <li>f. Projects. (TCS Comment: Not proposed in RMS)</li> <li>g. Control Room Operation and After Sales - includes outage management, Plant Maintenance, Permit process. (TCS Comment: PM and permit process are not proposed in RMS)</li> <li>h. Reports &amp; Dashboards</li> </ul> <p>Mobile Apps:</p> <ul style="list-style-type: none"> <li>i. Registration</li> <li>ii. Meter Reading</li> <li>iii. Spot Billing</li> <li>iv. Collection</li> <li>v. Customer Facing Mobile App i.e. which can be downloaded from playstore by customers (TCS Comment: Detailed scope to be shared)</li> <li>vi. LMC App (TCS Comment: Need</li> </ul>	<b>Yes, broadly covered.</b>



	Vol & Section	Page no	Clause /Description	Bidder Queries	BGL Remarks / Clarifications
				<p>further clarification)  vii. O&amp;M after Sales / emergency App (TCS Comment: Need further clarification)  Integrations:  a.Integration with GIS (TCS Comment: Need further clarification)  b. APIs for Payment Gateway integrations  c. API for Meter data polling from AMR  Additional query:  a. Scope mentioned is very high level and not in details. In majority part it is mentioned that scope will be shared after contract award. But scope detailed outlining is required before bid submission.</p>	

	Vol & Section	Page no	Clause /Description	Bidder Queries	BGL Remarks / Clarifications
62	Vol-II of II, Section-8, Special Conditions of Contract (SCC)	Page 28 of 36	1.1 8 Vendor to Structure as per any 3 Tier architecture landscape comprising of Development Server, Testing Server & Production Server. The servers (Physical and cloud) will be hired by BGL.	Request to provide no. of consumers at the beginning and at the end of project duration, so that bidder can provide optimum cloud sizing.	<b>Beginning is 47000 Nos and end of project duration i.e. after two years cannot be predicted right now</b>
63	Vol-II of II, Section-7, Scope of Work	Page 14 of 36	1.1 Bidder must have implemented an ERP solution with similar Scope of Work in at-least one City Gas Distribution company in India with domestic customer base of at least 40,000 nos customers in last SEVEN years.	Request to accept Similar Scope of Work (ERP/RMS) in any utility service viz. Power/ Water/ Gas/ Telecom. As consumer number under City Gas Distribution is increasing day by day, BGL should opt for a strong and scalable RMS right from beginning. To ensure quality bids, plz increase experience to manage customer base of 50 Lakh at least in last 10 years.	<b>Tender Condition prevails</b>
64	Vol-II of II, Section-7, Scope of Work	Page 14 of 36	2.1 Annual Turnover: The minimum annual turnover achieved by the bidder as per their audited financial results in any one of the last three preceding financial years i.e., FY 2020-21, FY2021-22 & FY2022-23 shall be Rs. 32,50,000/-	Minimum annual turnover to be increased atleast 10 times to ensure quality bids	<b>Tender Condition prevails</b>
65	Vol-II of II, Section-7, Scope of Work	Page 17 of 36	7. EVALUATION METHODOLOGY: 1.2 Revenue of the firm for last three financial year	Needs to be changed to $\geq 100$ Crore: $5 \geq 50$ Crore: 3, $< 10$ Crore: 0	<b>Tender Condition prevails</b>

	<b>Vol &amp; Section</b>	<b>Page no</b>	<b>Clause /Description</b>	<b>Bidder Queries</b>	<b>BGL Remarks / Clarifications</b>
66	Vol-II of II, Section-7, Scope of Work	Page 17 of 36	7. EVALUATION METHODOLOGY: 2.1 Experience of Team-Leader in CGD Sector who will be engaged with BGL for this project	Needs to be changed to "Experience of Team-Leader in CGD/Utility/Telecom Sector who will be engaged with BGL for this project"	<b>Tender Condition prevails</b>
67	Vol-II of II, Section-7, Scope of Work	Page 17 of 36	7. EVALUATION METHODOLOGY: 3.1 Number of projects implemented in CGD sector and Utility vertical	Needs to be changed to "Number of projects implemented in CGD sector, Utility and Telecom vertical"	<b>Tender Condition prevails</b>
68	Vol-II of II, Section-7, Scope of Work	Page 18 of 36	7. EVALUATION METHODOLOGY: 4.1 Solution being used by CGD	Needs to be changed to "Solution being used by CGD/Utility/Telecom"	<b>Tender Condition prevails</b>
69	Vol-II of II, Section-7, Scope of Work	Page 18 of 36	7. EVALUATION METHODOLOGY: c) For Sr. No. 3: Copy of the PO/WO/ FOA and completion certificates – completion certificates are mandatory.	Needs to be changed to " Copy of the PO/WO/ FOA or completion self- certificates"	<b>Tender Condition prevails</b>

	Vol & Section	Page no	Clause /Description	Bidder Queries	BGL Remarks / Clarifications
70	Vol-II of II, Section-7, Scope of Work	Page 04 of 36	12. Performance Guarantee: 12.1 Within 30 days after the SELLER'S receipt of notification of award of the CONTRACT, the SELLER shall furnish Performance Guarantee in the form of Bank Guarantee/irrevocable Letter of Credit to the PURCHASER, in the form provided in the Bidding Documents, for an amount equivalent to 10% of the total value of the CONTRACT.	Needs to changed to 2.5% or 3%	<b>Tender Condition prevails</b>
71			<b>General: NEW CLAUSE PROPOSED</b>	To ensure better bids, request to add the following requirement: "Bidder should have CMMi (Capability Maturity Model Integration) Level 5 and IEC/ISO 27001 Certification (Software Development & Customization)".	<b>Tender Condition prevails</b>
72	Vol I of II , Section-1 Bidder Eligibility Criteria	Page 06 of 36	14.1 Bidder Is Advised To Quote Strictly As Per Terms And Conditions Of Tender Document And Not To Stipulate Any Deviation/ Exceptions.	All theses clauses are self contradictory. For best techno- commercial and scalable solution, such important bid should accept deviation (to be mentioned in Form	<b>Tender Condition prevails.</b>

	<b>Vol &amp; Section</b>	<b>Page no</b>	<b>Clause /Description</b>	<b>Bidder Queries</b>	<b>BGL Remarks / Clarifications</b>
73	Vol I of II, Section-1 Bidder Eligibility Criteria	Page 11 of 36	3. c) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.	F6) Other mentioned clauses should be amended accordingly.	
74	Vol I of II, Section-3, Instructions to bidders	Page 40 of 36	19.1 ZERO DEVIATION: Deviation to terms and conditions of "Bidding Documents" may lead to rejection of bid. BGL will accept bids based on terms & conditions of "Bidding Documents" only.		
75	Vol I of II, Section-5, Forms & Formats	Page 100 of 161	Form F6: EXCEPTION AND DEVIATION STATEMENT		