

Ref. Tender No: BGL/591/2023-24 of Dated 9-8-2023.

Sub: Engagement of agency for Meter Reading, Bill Distribution, Debtor's Management & Data verification for DPNG and CPNG segments in Hyderabad GA.

### REPLIES TO PRE-BID QUERIES

Sl.no.	Vol & Section	Page no	Clause /Description	Bidder Queries	BGL Remarks / Clarifications
<b>Technical Queries</b>					
1	Vol II of II, Sec-8, Scope of Work	Page 11 of 38	Scope of work	It has been discussed in pre bid meeting on 18th August 2023 that there are around 45,000 Domestic PNG consumers in total for all 3 locations of Hyderabad, Vijayawada and Kakinada and to be billed bimonthly so that around 22,500 consumers to be billed every month. Whereas SOR serial No.1 of all 3 locations showing around 45,000 consumers to be billed every month for a period of 3 Years. Need clarification on the same as per SOR.	As per tender document the estimated nos. are given. As on date we are billing approx. 45000 DPNG customers bi-monthly. Further, estimated figures as per SOR arrived as per BGL plan inline with which new commissining of customers are happening.
2	Vol II of II,SOR	Page 37 of 38	SI.No.2	Seek clarification on SI.No. 2 of SOR on how the Nos are arrived.	The nos. are arrived as per present prevailing requirements in the respective GA.
3	General Query			The long outstanding amount for 3 locations is around Rs. 15 crores.	As mentioned in the SOR items of respective GA's
4	Vol II of II	Page 8 of 38	SI. No.9	sl No. 9 illustration, Long outstanding dues if not recovered in total within 6 months of contract period,. As stated in illustration out of 10,000 only 9000 recovered within 6 months and 1000 not recovered for next 3 months after initial 6 months. How the penalty is calculated. The penalty is recoverable against commission of long outstanding amount or against current month billing Amount.	1. No penalty will be applicable on 1st 6 months of recovery period of long outstanding. 2. Post completion of 6months, the penalty calculation is explained in detail in illustration. The illustration is reproduced for your reference: 2.1.: Case 1: When part amount of the net long outstanding amount (as applicable for the month) is collected than applicable penalty is 30% of the commision paid by BGL on the amount collected. 2.2.: Case 2: When no amount is collected of the net long outstanding amount (as applicable for the month) is collected than applicable penalty is 30% of the commision on net long outstanding amount (as applicable for the month) by BGL.
5	Vol II of II	Page 26 of 38	SI. No.29	Disconnection policy by BGL. How to serve the disconnection notices. The same disconnection date can be printed in every bill by default.	BGL will share the list of gas bill non payment defaulter (defaulter who didn't paid the gas bills for 2 consecutive billing cycle). Pls. refer tender clause no. 29-32
6	Vol II of II,SCC	Page 19 of 38	SI.No 35	As per the personal discussions held on 21st August at BGL office, it is stated that No penalty for unbilled consumers. Whereas SCC of 19 of 38 page SI No. 35 delay in schedule billing penalty of Rs. 500 per customer. Is it unreasonable?.	It was not communicated that there would not be any penalty. The penalty to be leived as per tender clause no. 35 under A.1 - Category 1.
7	Vol II of II, SCC	Page 19 of 38	SI. No.38	SCC of 19 of 38 page SI No. 38 states that Apart from Bill distribution, the agency should ensure to deliver hard copy (A4 size) of bill also to consumers. This leads to the 2nd visit to the consumer for bill distribution.. It requires a 2nd visit. Is it mandatory?	Since, spot bill method is followed and is estimated bill. An actual bill copy (A4) to be distributed to customer either by hard copy or soft copy and distribution record shall be shared. It is optional and physical delivery is on case-to-case basis
8	General Query			Please confirm whether Payment collection App with Swap Card/Net Banking also provided by BGL or not.	Yes, pls. refer tender clause no. 37 under scope of work SOR item no. 1 (Meter reading and bill distribution of DPNG consumers)

9	Vol II of II, SCC	Page 25 of 38	Sl. No.21	Sl No. 21 states that the agency will be paid only for the amount which is directly collected by the vendor's representative. For Regular payment or for the Long outstanding amount payment, the agency needs to set up a system like SMS, Whatsapp message, Tele calling, Email or personal visit. It is always preferred to see that Consumer/customer directly pay to the BGL account. This condition is hazardous in the process. Please clear the stand.	<b>The vendor shall be paid only for the amount which is directly collected by vendor's representative through online/DD/Cheque/POS. the details of such payments to be provided by vendor in the prescribed format. If any customer pays through any other mode UPI, PAYU, BBPS etc. or any other payment channels, vendor shall provide relevant ref. no. of the aforesaid payment. Thus, vendor shall be paid only for the collection which is directly collected by his representative and the payment for which he has provided the reference no. Pls refer clause no 21 of C section scope of work SOR item- Debtor's Management an Data Verification</b>
10	Vol II of II,SCC			Precisely what is required for smooth / cordial relations between BGL and Agency a. For all bills generated and distributed to consumers should be paid. We will assure 95% to 98% billing of consumers with a lien period of 3 months. b. For all long standing payments or regular payments whether direct payment / collected by agencies representative, commision should be paid to the Agency. As per SCC we are getting penalised for non collection of payments. If there is no penalty on the agency, the agency can be paid only for collections made by them. c. Continuous Billing from 1st to End of the month should be provided so as each consumer will be billed bi-monthly only. d. Followup for collection will be with a separate team remotely/personal visits but we will educate the consumers for online payment.	<b>A. Pls. refer clause 6&amp;7 of SCC for penalty against non collection of payments. B. Each customer shall be billed bi-monthly as per our biling schedule. Pls. refer clause no. 12 point 5 of SCC under Price reduction schedule and penalties.</b>
11	Vol I of II, BEC	Page No. 13 of 149	Financial BEC	Sir, We are Registered with ROC dated Feb.2021, So we have Financial only last 2 years FY 2021-2022 And FY2022-2023 but we qualified your financial clouse in both years,May I participate in the tender ?	<b>Agreed</b>