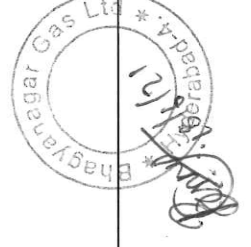


Ref. Tender No. BGL/524/2021-22, dated. 03.06.2021

Sub: Tender for Engagement of an agency for Meter Reading, Bill Distribution, Debtor's Management & Data verification services for DPNG segment in Hyderabad and Vijayawada Cities.

REPLIES TO PRE-BID QUERIES

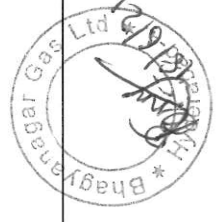
Sr.no	Section of Bid Document	Vol	Page no	Description	Bidder Queries	BGL Remarks / Clarifications
1.	Section 1: BEC Technical	I	13 of 133	BEC Technical Cl. no. 1 (i) & (ii) & 1 (a)	In Today's scenario meter reading, bill distribution, Collection and debtors management is not limited to manual ways, with advancement of digital era, newer technology has come. we introduced discounted wallet for enabling payment for electricity utility, we have been working on AI driven meter reading management and prediction based defaulters reduction for Gas Utility at Delhi . We would wish to implement such technology at BGL, given an opportunity. Request you to Kindly include experience in <i>(a) meter reading through OCR/AI (b) Payment defaulter/debtors prediction.</i>	Software will be provided by BGL. BEC experience sought by bidder is Not Tenable.
2	Section 1: BEC - Financial	I	14 of 133	1. Annual Turnover : The minimum annual turnover achieved by the bidder as per their audited financial results in any one of the 3 (three) immediate preceding financial years i.e. FY 2018-19, FY 2019-20, & FY 2020-21, shall be Rs. 44.22 lakhs. 2. Net Worth : Net worth of the bidder should be positive as per the immediate preceding year's	COVID impact has led to the late realization of payment. In order to have a level playing field for experienced players and innovative new players, we request if you can consider the clauses of (1) Minimum financial turnover of 25 lakhs for any of the financial year in last 3 years	Tender Conditions prevails



Sr.no	Section of Bid Document	Vol	Page no	Description	Bidder Queries	BGL Remarks / Clarifications
				audited financial results i.e. in FY 2020-21. 3. Working Capital : The minimum working capital of the bidder as per the immediate preceding years audited financial results i.e. in FY 2020-21, shall be as given Rs. 8.85 lakhs.	(2) Minimum financial net worth in the last financial to be considered as 4 Lakhs.	
3.	Section 1: BEC Technical	I		General	Bidder requested to confirm whether they can submit the Technical/ Financial experience with the old company and if they participate in the tender with a new Company Name.	Bidder is required to submit all the required documents in its name.
4.	Section 8 : Scope of Work	II	14	Cl. No. A.1 -Point 2 : Mobiles handset with android OS with Bluetooth printer/APOS device (Hand held device) which shall be used for meter reading collection and bill distribution should have to be arranged by the agency to their agents at their own cost. It is the responsibility of the agency to get the devices integrated with BGL Billing applications.	Bidder requested to confirm "What shall be the Specification of BT Printer, Thermal Paper, Mobile Phone, APOS Device".	Bidder to select the reliable Bluetooth printers or APOS devices as per his experience for spot billing. Both Thermal and normal paper printers are acceptable.
5.	Section 9 : Schedule of Rates (SOR)	II	35	Total Quantity - 2,66,100	Bidder requested to confirm whether consumers are to be read monthly or Bi-monthly at both the locations	The 266100 nos are cumulative estimated quantity of bills spread over 12 Bi monthly billing cycles in contract.
6.	Section 8 : Scope of Work	II	11	Billing customers of Hyderabad GA are 6200 no's and Vijayawada GA are 3200 no's as on 31.03.2021	Bidder requested to confirm "What are these consumers, once all the consumers have been shown as 2,66100 in SOR".	It is based on the estimated increase in the current consumers in each bill cycle.



Sr.no	Section of Bid Document	Vol	Page no	Description	Bidder Queries	BGL Remarks / Clarifications
7	Section-8 : Scope of Work	II	12	Scope of work for SOR item No. 1 – (Meter Reading and Bill distribution of Domestic PNGCustomers):Cl. No.4: Agency shall ensure to appoint minimum one-meter reader per 750 nos. of domestic customers for meter reading, bill distribution, debt recovery and data verification jobs.	Each docket allotted to one meter reader should contain at least 750 consumers and said docket Should not be altered. The docket should be designed such a way that all the consumers are distributed contiguously in one particular area like Kompally (or) Medchal (or) Kutbiguda etc.	Tender Conditions Prevails.
8	Section-8 : Scope of Work	II		Scope of Work – General	Bidder requested to provide proper billing software so that the bill distributors can reach the Particular meter area without much problem.	Will be Provided.
9	Section-8 : Scope of Work	II		Scope of Work - General	In the prevailing pandemic situation, it will not be easy to reach either billing target or collection Target within the schedule time. Hence the penalties for delaying billing should be deferred for Period of 3 billing cycles from the 1st billing cycle.	Tender Conditions Prevails.
10	Section-8 : Scope of Work	II		Scope of Work – General	In respect of old arrears collections please take in to consideration the violent reaction of several Consumers before deducting the payment based on percentage of collections. Hence bidder requested that they should be paid at the rate they quote and not on a percentage basis which will not be viable For bill collection.	Tender Conditions Prevails.



Sr.no	Section of Bid Document	Vol	Page no	Description	Bidder Queries	BGL Remarks / Clarifications
11	Section- 7 : Special Condition of Contract	II	7	Cl. no. 7 : Penalties	The penalties that are being proposed to be levied are too heavy considering that there will be Only 10,000 customers for both cities of Hyderabad and Vijayawada, as on the date of tender. Hence deploying too many people will not be viable and will be difficult to send people to far flung places without having substantial number of consumers. There are several Problems with consumers who are against the demand for payment of arrear dues	After award of contract, Penalties are waived for one time, for the SOR quantities, as informed by EIC, which are being executed in the first billing cycle during the beginning of the contract. Tender conditions prevails for remaining period of contract.
12	Section- 8 : Scope of Work	II		Scope of Work – General		Tender Conditions Prevails.
13	Section- 8 : Scope of Work	II		Scope of Work - General	Bidder suggested that the billing should be on monthly basis not on bi-monthly basis as in this system the company is supplying gas on day-1 and collecting after 45 days because of bi-monthly billing.	Tender Conditions Prevails.

