

TENDER FOR ENGAGEMENT OF AGENCY WITH SOFTWARE EXPERTISE FOR SALES GENERATION, CUSTOMER MANAGEMENT WITH FIELD SERVICES INCLUDING GAS METER READING & BILL DISTRIBUTION FOR DOMESTIC AND COMMERCIAL CONSUMERS

Tender No: AGCL/CGD/ONLINE METER READING/2023/477/1 Dtd 19/07/2023

SL No	Page No	Section/Clause	Contents	Queries	Reply of AGCL
1	15	1.7	Bidder will get preference who has prior experience to handling direct marketing projects, where bidder has engaged manpower for field sales/ payment collection& payment gateway software.	Request to modify it to Bidder will get preference who has prior experience to handling direct marketing/software projects, where bidder has engaged manpower for field sales/ payment collection or payment gateway software software.	Tender conditions prevail
2	15	1.9	Bidder must have completed software project within the last 7years, reckoned from original bid closing datein any Govt department/PSU/Govt. Bodies / Govt. Institution as below: a) Three similar completed works costing not less than the amount of Rs. 1,95,80,000.00 each. Or b) Two similar completed works costing not less than the amount of Rs.2,44,75,000.00 each. Or c) One similar completed work costing not less than the amount of Rs.3,91,60,000.00. PO Copies and completion certificate to be submitted	Bidder must have completed software project within the last 7 years, reckoned from original bid closing datein any Govt. department/PSU/Govt. Bodies / Govt. Institution as below: a) Three similar completed works costing not less than the amount of Rs. 90, 00, 000. 00 each. Or b) Two similar completed works costing not less than the amount of Rs.1, 80, 00, 000. 00 each. Or c) One similar completed work costing not less than the amount of Rs.2, 50, 00, 000. 00. PO Copies and completion certificate to be submitted	Tender conditions prevail
3	15	1.10	Bidder has to integrate all the software applications with the Existing ERP System of AGCL. Self Declaration in bidder's letter head to be submitted along with the technical bid.	1. what is the existing ERP? 2. API from existing ERP, is within the scope or third party vendor will provide? 3. what are the kinds of integration required? 4. Integration will be required real time? 5. Will all customers be created in the existing ERP?	1. The existing ERP is S for HANA 2.API from existing ERP shall be provided by ERP team 3.I 4.Not required in real time 5.Yes.
4	16	1.12	The bidder should have labour license to engage resources for such activities. Labour license and PF certificate to be furnished.	Experience	Labour license shall be required as per the law
5	16	1.13	The bidder should have work compensation policy for its employees in addition to ESIC registration or any reputed insurance. The existing policy document to be furnished along with ESIC registration document.	1. Request to consider total employees including PF and ESIC. 2. Can non it employees like helper, driver, cook, admin, HR, Marketing & Sales etc can also be added in the manpower list? 3. Request to consider man power 45 IT professional with PF and also company should have ESIC registration for unskill labour. 4. Will the man power of group company eligible?	Tender conditions prevail
6	16	Notes to BEC Clause 1.0 above: a)	Definition of 'Similar Work': Experience of software business.	Point 1.7 and BEC clause 1.0 (a) not matching for similar work definition. Request to 1.7 to be as follows: 1.7 with software business	Tender conditions prevail
7	17	1.15	The qualification and work experiences of key personnel to be deployed by the bidder must be in accordance with the requirement as per the SCOPE OF WORK.	Kindly specify the experience	SCOPE OF WORK is already well defined.
8	17	2.1	Annual Financial Turnover of the bidder during any of the preceding 03 (Three) financial/accounting years from the original bid closing date should be at least Rs. 2,44,75,000.00	The turn over and experience criteria does n't match. We request to either increase the turn over to 4 cr or reduce single work experience to sl no 2	Tender conditions prevail

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22		A. a,b,c,d	Sales and marketing	It is understood that AGCL already have an existing work with a different vendor for marketing and Sales related activities. Also, door to door activities and promotions are done by the same vendor. Is the scope for this tender also have the same scope and will it contradict as the same consumer can be approached by both the vendor creating confusion.	Job will be continued only by the successful bidder of this tender.
23	Page 58	A. p	Bidder should also have the provision for all the necessary hardware required to run the software, any other devices related for all mentioned work. AGCL will not pay any additional cost for the same. The cost of same should be included in the commission fees for generating the sales connection.	Please clarify	Already well defined in the particular point.
24	Page 58	B	Bidder shall also develop Mobile application (iOS & android based)	Request to omit the iOS based mobile app requirement. As mobile to be provided is only android based.	Tender conditions prevail
25	Page 58	B	Mobile application to be enabled for making payment	1. Is there any available Payment Gateway 2. If payment is done through mobile application will it be required to update to the SAP system also as and when through API 3. If any such requirement of live integration is there is it within the scope of this tender to configure/customise the API and RFC connections	1.Payment Gateway is Available 2.Yes 3.API shall be provided
26	Page 58	B	Bidder's scope of work also include integration of all above application with existing AGCL domestic & Commercial PNG connection	Please explain	AGCL has already 50000 plus existing consumers
27			General Query	Request to add experience of Integration with SAP if it is within the scope	Tender norms prevails
28	Page 58		bidder will also arrange for SMS service	Request to provide an estimated number of consumers and the type of messages that are required to be send. E.g. after meter reading, after bill generation, after payment, payment due etc.	Please see corrigendum-1
29	Page 58		For Spot billing	If billing is generated from SAP ISU Billing, does Spot billing required as it will create duplicacy. AGCL to reconsider or recheck	It is presently kept under Additional/Extra work. However, bidders are advised to quote as in future it may come
30	Page 58		Whatsapp Application for communication	It is understood that the Whatsapp application from Playstore to be used. However, there are charges involved for Whatsapp messages. Will AGCL provide the cost or Vendor needs to consider in scope. And whether the original Whatsapp communication to be used only	Vendor needs to consider under their scope. YES
31	Page 58	viii	Backup/Archiving.	Please explain	Consumer Data Backup
32	Page 58	ix	The application needs to be deployed over ON PREMISE SERVER	Is the server to be provided by AGCL	Yes
33	Page 58	xiii	Printing of bills including printer, papers etc to be generated at concerned grid office of AGCL and distribution of bills to all consumers.	Will the printer, paper etc to be provided by AGCL	Under Vendor's scope
34	Page 58	xiii	Printing of bills including printer, papers etc to be generated at concerned grid office of AGCL and distribution of bills to all consumers.	Will the bills be printed from SAP directly or AGCL requires the same bill to be interfaced from SAP to the application and the application should have the provision to print	Bills shall be printed from SAP

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35	Page 59	Xvi. C	Update the address of clients, meter status and meter locations in the company's directory.	If the address is updated in the app, the same data should flow to SAP to avoid master data duplicacy and to maintain single source of truth. Is the updated address details, contact number etc. required to be interfaced from the application to the SAP system or vice versa. Is the work under the scope of this tender	Any latest Data shall updated in SAP only
36	Page 59	1.a	Configuration of master data such as Gas Price, Distribution Charge etc., which may change every month	Is the data to be derived from SAP ISU Billing system. Or, for temporary phase untill the SAP is functional this platform is required to generate bills and maintain master data	All the data shall be derived from SAP only
37	Page 59		general Query	For Gas billing, VAT is applicable. Are all the calculations for Tax to be configured in the newly developed system	No. Price, tax etc shall be configured in SAP Only
38	Page 59		general Query	Is the system should also generate accounting entries or once the bill is raised data should be sent to existing ERP for generating the accounting entries	All the data shall be derived from SAP only
39	Page 59	1.g	Real time bill payment / receipt update through Online and POS collection mode	Is any POS available	SOR, SI 6
40	Page 59	1.h	Entry of payment vouchers against each bill paid through bank and accordingly system to update bill payment against that customer.	For this API is required through bank and to the SAP system. If the SAP ISU billing system is live does the scope to do the interface is within the scope of this tender or if the current SAP Implementation team will provide the same	Will be available in SAP
41	Page 59	1.j	Prepaid Meter management for future usage.	Please explain the meter management	Not relevant
42	Page 59	1.k	New consumer number creation against existing Consumers and process to get new consumer id from old one and vice versa.	New consumer number to be created in the newly developed application or SAP. Please clarify.	All the data shall be derived from SAP only
43	Page 59	1.l	Publish of bills with both mail and mobile message feature.	For sending both emails and SMS required APIs are required. Is the API costing is required to be paid by the vendor	Please see corrigendum-I
44	Page 59	2	Consumer App	Integration with Bank and SAP is required for the Consumer App. Does prior experience for integration with BANK and SAP is required.	Already defined in SCOPE OF WORK
45			General Query	Can the bio data of field workers and etc can be provided later as accordingly the same personnels working for collection of bills to be recruited	Bio data for Key Personnel
46			General Query	Request to consider bio data for software developers only during bid submission and Annexure I and Annexure II to be provided before mobilizing the manpower	Bio data for Key Personnel
47			1.3.The bidder must have a registered office in state of Assam for last 3 years reckoned from the original bid closing date. Supporting documents has to be furnished in support of the	In order to increase competition, we kindly request that bidders with a registered office in any state of India be allowed to participate. Similarly, we also propose an amendment to the existing criterion as below: 1.3.The bidder must have a registered office in India for last 3 years reckoned from the original bid closing date. Supporting documents has to be furnished in support of the above criterion. In addition, the bidder shall submit a selfdeclaration, confirming their commitment to establish a dedicated office within the state of Assam.	Tender norms prevails

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48		1.11. The bidder must not be under Holiday listing / Blacklisting period by any Govt. body / PSU during the period in which the tender is invited. A notarized undertaking to this effect to be submitted by the participating Bidder along with the tender document.	We would request your kind selves to also exclude the bidders who have been debarred from any power utilities in India and request you to please amend the criterion accordingly 1.11. The bidder must not be under Holiday listing / Blacklisting / Debar period by any Govt. body / PSU during the period in which the tender is invited. A notarized ndertaking to this effect to be submitted by the participating Bidder along with the tender document.	Tender norms prevails
49		7. System Requirement Study and its solution subject to survey and other assessment • Mandatory certificate to be obtained from department for completion of SRS activity	Kindly elaborate how the scoring will be allocated in this criterion.	Marks will be based on proposed solution.
50			Are all the meters that are supposed to be tagged are of same type or there are multiple varieties of the meters	Commercial & Domestic meters are of diaphragm type. However, prefix numbers for domestic & commercial are different
51		Scope of work Point B, sub point xvi , b:	There is point mentioned in Scope of work Point B, sub point xvi , b: "Verification of abnormal readings due to incorrect data entry and fix them" Is there any other chance of abnormal reading except data entry such as faulty meter ? If yes how that could be verified if there is a faulty meter at consumer end.	Please visit www.assamgas.org for viewing AGCL's CGD Policy

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