

				<p align="center"><b>REPLY TO BIDDER'S PRE-BID QUERIES</b></p> <p align="center"><b>SUPPLY OF PRE-PAID AND POST-PAID DOMESTIC DIAPHRAGM METERS FOR CUGL GA's</b></p> <p align="center"><b>(Tender No. P.014714 G 11031 R008 )</b></p>		Document No. Tender No. P.014714 G 11031 R008
						Owner: CENTRAL UP GAS LIMITED (CUGL)
						PMC- Tractebel Engineering Pvt. Ltd.
						Pre-bid meeting held on 12.07.2021 at 1500 HRS IST through VC
						Date: 20.07.2021
S.No.	Vol No.	Page No	Clause No	Clause Description	Bidders Query	CUGL / Tractebel Reply
<b>COMMERCIAL</b>						
1	Volume I of II	8 of 87	5.1.1 & 5.2.1	5.0 SCHEDULE FOR SUPPLY OF STORES / WORK: DELIVERY PERIOD	Due to the global pandemic across the globe and logistical issues we request CUGL to please consider delivery period for 1000 Nos. of Pre-Paid Smart Domestic Gas Meter to be completed within 16 weeks time and delivery schedule of 16 weeks for each lot of Domestic Diaphragm Meters (G1.6)	Tender condition Prevails
2	Volume I of II	11 of 87	9.5	Bid submission due date and time on e-tendering portal - 21.07.2021 till 1500 HRS. IST	We request M/s. CUGL to extend the bid due date by at least two weeks due to the ongoing corona virus pandemic as we are located in the region of Mumbai, Maharashtra wherein our office is working with 50% capacity as per the latest circular issued by the government of Maharashtra.	Tender condition Prevails
3	Volume I of II	44 OF 87	29	FORCE MAJEURE	In lieu of the ongoing global pandemic we request M/s. CUGL to consider corona virus/lockdown/curfew as a force majeure deterrent	GCC Clause no. 29.1 (d) is explicitly clear. Tender condition Prevails
4	Volume I of II	45 OF 87	33	TAXES & DUTIES	Please confirm if bidder can avail customs duty exemption against essentiality certificate for imports	No. Tender Condition Prevails
5	Volume I of II	57 OF 87	20	GUARANTEE / WARRANTY	Kindly, confirm if warranty of twelve (12) months from the date of successful commissioning of individual equipment or Eighteen (18) Months from the date of receipt of last item of a particular lot whichever is earlier is acceptable as this is followed by major CGD companies in India	SCC Clause 20 is explicitly clear. Tender Condition prevails.
6	Volume I of II	5.1.1.	8 of 87	Supply: Delivery of 1000 Nos. of Pre-Paid Smart Domestic Gas Meters shall be completed within 12 (Twelve) weeks from the date of LOA / Intimation from CUGL.	Pl. confirm there will be 1 IOT of 1000 meters to be supply in 12 weeks	IFB Clause no. 5.1 is explicitly clear. All pre-paid meters are to be supplied in one lot . Tender Condition prevails
7	Volume I of II	5.1.2	8 of 87	In case a meter is commissioned in sixth month from the date of receipt of all meters then comprehensive maintenance will start from sixth month & agreed rates for 1sr year will be applicable. In case meter is commissioned after 1 year from the date of receipt of all meters, rate for 2nd year will be applicable.	Pl. confirm the ACMC will be ending at 5 years from the 1st meter commissioned. As the man power will be deployed right from the 1st meter commissioned.	Bidder to refer clause 4.2.2, The duration for Comprehensive Maintenance shall be Five (05) years from the date of receipt of all meters. Tender Condition prevails
8	Volume I of II	14.1.1.2		Balance 10% (Ten Percent) shall be paid within 30 (Thirty) days after commissioning of Meters and completion of all other activities covered in bidders scope on pro-rata basis and submission of final documents. In case Commissioning of Meters could not be executed within 180 days from the date of receipt of meters at CUGL store due to reasons attributable to Purchaser, the 10% payment shall be released against submission of BG valid till the Guarantee / Warranty period.	As already PBG is required , why the submission of addition BG required as delay in commissioning is attributed by purchaser. Purchaser is delaying the payment against the supply with no fault of the supplier. Why additional 10% BG is to be submitted by the supplier.Pl. remove the clause of additional BG of 10%.	Tender Condition prevails

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9	Volume I of II	10	6.6.2	The bidder (manufacturer / dealer / distributor/ subsidiary organization as applicable) must have successfully supplied at least 12,500 nos. Domestic Gas meter (Normal G 1.6) AMR Compatible in past 7 years	We believe, for a total qty. Of 25,000 no's of meters, asked QR is on a much higher side i.e. 50%. Request you to amend it as per the standard i.e. 10 - 15% % of the total requirement which has been followed by most of the Indian CGDs and Consultants. Kindly accept this request for promoting more local manufacturing of Gas meters which will generate more employment and revenue for the Nation and will promote Atma Nirbhar mission of our Hon'ble Prime Minister.	Tender condition Prevails
10	Volume I of II	12	10	Earnest Money / Bid Security	As per govt circular, there are provision of EMD exemption for the bidders due to economy slowdown. (Reference of notice pasted below at page no 5)	There is no exemption on EMD. Bidder to refer clause 10.1 for details. Tender Condition prevails.
11	Volume I of II	41	20.1	Guarantee - Repaired or replaced materials shall be similarly guaranteed by the supplier for a period of no less than twelve (12) months from the date of replacement/repair.	Guarantee/Warranty period of the material would be same as per tender i.e. twelve (12) months from the date of the commercial operation of the Plant for which the materials supplied under the Contract form a part thereof, or twenty four (24) months from the date of last shipment whichever period shall first expire. We request you to please accept the same as fresh warranty won't be possible for repaired/ replaced meters	Tender condition Prevails
12	General	General	GOI of Commerce and Industry Department for Promotion of Industry and Internal Trade (Public Procurement Section), Dated 24 Aug 2020	The undersigned is directed to refer Department of Expenditure Order (Public Procurement No. 1) dated 23.07.2020 mandating that bidders having beneficial ownership in countries which share land border with India will be eligible to bid in public procurement, only if they are registered with the competent authority. Accordingly, the bidders, who have beneficial ownership in countries which share land border with India and intend to participate in public procurement in India, may submit application for "Registration" in the format enclosed as Appendix "A". Bidders are also required to submit application for "Security Clearance" in the format enclosed as Appendix "B". Complete application containing both "Registration" and "Security Clearance" formats, duly filled in, may be submitted in the Office of Joint Secretary (MKN), DPIIT, Room No. 236A, Udyog Bhawan, New Delhi.	Pl. Consider this into the current tender (Reference of notice is pasted below at page no. 4)	Tender condition Prevails
13	Volume I of II	18 of 84	14	14.0 BID SECURITY	. Bid security declaration against EMD....now the days till Dec., 2021 as per Govt. Notification, all CGDs are taking a bid security declaration against EMD...so you should also allow it in your tender.	There is no exemption on EMD. Bidder to refer clause 10.1 for details. Tender Condition prevails.
14	Volume I of II	General	General		This tender is for prepaid and post paid both types of meters. Pls confirm that bidder can quote any or both type of meters independently.	Yes, Bidder can quote for one item or both items. Tender Condition prevails
15	Volume I of II	9 of 84	DETAILS OF BID DOCUMENTS	DETAILS OF BID DOCUMENTS - 9.5 & 9.6	Tender due date should be extended atleast for one week time.	Tender condition Prevails
16	Volume I of II	Delivery Schedule	8 of 87	Supply: Delivery of 1000 Nos. of Pre-Paid Smart Domestic Gas Meters shall be completed within 12 (Twelve) weeks from the date of LOA / Intimation from CUGL.	Considering the overall Covid-crisis situation and the impact faced by the global manufacturing units of electronic components, the delivery of most of the critical components & battery cells is minimum 36-40 weeks. Thus, considering the overall production and manufacturing concerns, minimum delivery period should be 40 weeks.	Tender condition Prevails
17	Volume I of II	10 - Bid security EMD	Dec-87	EMD - Rs 7,06,000	As per the recent notification No. F.9/4/2020-PPD dated 12-Nov-20 issued by Ministry of Finance, Government of India stated that no provision regarding bid security should be kept in the bid document in future and only provision for bid security declaration should be kept in the bid document. We request you to kindly accept Bid security declaration. This has been already implemented by Gail (India) in there recent tenders.	There is no exemption on EMD. Bidder to refer clause 10.1 for details. Tender Condition prevails.
18	Volume I of II	5. Delivery	8/87	Delivery of pre-paid meters - 12 weeks	Considering current pandemic scenario, supply chains are disrupted. We request you to please amend delivery Lead time for pre-paid meters to 22-24 weeks.	Tender condition Prevails
19	Volume I of II	Bid submission	9 of 87	Bid submission due date – 21-Jul-21	We request for extension of bid due date submission for 2 weeks after pre-bid queries reply.	Tender condition Prevails
20	Volume I of II	BEC	9 of 87	The bidder (manufacturer / dealer / distributor/ subsidiary organization as applicable) must have successfully supplied at least 500 nos. Pre-paid Smart Domestic Gas Meters in compliance with applicable codes and standards to an established natural gas distribution company in India, USA & Europe in the last seven years reckoned from the bid due date.	We request you to kindly accept supply of Mechanical or post-paid SMART meters as proven track record for acceptance of experience. We would like to supply pre-paid meters with upgraded technology. This will allow more participation in your tender for pre-paid meters.	Tender condition Prevails

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21	Volume I of II	BEC	9 of 87	The bidder (manufacturer / dealer / distributor/ subsidiary organization as applicable) must have successfully supplied at least 500 nos. Pre-paid Smart Domestic Gas Meters in compliance with applicable codes and standards to an established natural gas distribution company in India, USA & Europe in the last seven years reckoned from the bid due date.	Please accept supply of pre-paid meters to Indonesia as well.	Tender condition Prevails
<b>TECHNICAL</b>						
22	Volume II of II	8 OF 43	4	INSPECTION	Bidder is authorized distributor of foreign Original Equipment Manufacturer (OEM). Kindly, confirm if approved TPIA appointed by OEM will be acceptable	Clause 2.5 of SCC is explicitly clear. Tender condition prevails
23	Volume II of II	15 OF 43	1.1.	PRE-PAID TYPE DIAPHRAGM / THERMAL GAS METER (G1.6)	<p>We strongly suggest M/s. CUGL to go with diaphragm based meters only for G1.6 requirement instead of thermal meters. The reasons are as follows :</p> <p>1. For thermal meters the units of measurement is standard meter cube where as in India the requirement is cubic meters that is followed by diaphragm meters. Also, as per datasheet of Group A the requirement is for CUBIC METER which can only be given by diaphragm meters</p> <p>2. In thermal meters there's is an integrated EVC where in the correction factor comes less than 1. However, as per domestic application requirement the factor should be 1. This can be achieved only by diaphragm meters as the standard correction factor is 1. Therefore, due to this in using thermal meters there will be gas loss to M/s. CUGL leading to major revenue losses to the company.</p> <p>3. Thermal meters use OIML certification which only is a guideline whereas in diaphragm meters we use EN1359 which is a standard. Therefore, diaphragm meters are a far superior and proven technology. Hence, we request M/s. CUGL to consider an apple to apple comparison as both the technologies are different while we suggest to go diaphragm based meters as this will save lot of cost to the company</p>	Tender condition prevails
24	Volume II of II	15 OF 43	1.3.4	SUPPLIER'S SCOPE OF WORK & SERVICES	Please confirm if the bidder can use existing mobile app of M/s. CUGL or does bidder need to develop new mobile app for M/s. CUGL. If in case bidder needs to develop new app please provide detail requirement of application	Mobile app shall be developed by bidder and payment Gateway link will provided by M/s CUGL which will be integrated by Bidder.
25	Volume II of II	15 OF 43	1.3.2.	1.3.2. Recharging facility	Please confirm if bidder's understanding is correct that payment gateway will be provided by CUGL however, web application or mobile application to be build by the bidder through which all the payments can be made online	Bidder understanding is correct
26	Volume II of II	15 OF 43	1.3.2.	1.3 SUPPLIER'S SCOPE OF WORK & SERVICES	Bidder understands that bidder only need to provide Smart Meter and related Head End System, and integration with CUGL's SAP to synchronize the latest consumption, payment, valve actions, etc between Meter and SAP/billing system. Web portal and APP development is not in the scope of bidder. Kindly, confirm	Refer PTS Domestic diaphragm pre paid meter, clause 1.3.3, page 15 of 43 is in bidder's scope.
27	Volume II of II	15 OF 43	1.3.	1.3. SUPPLIER'S SCOPE OF WORK & SERVICES: Location	Bidder request M/s. CUGL to provide details of the installation locations of gas meters. This will help us to derive the exact calculation for price bid. In case this cannot be provided at the moment help us with more directional information to get more clarity on the specific deployment area of the meters	Please be informed the Tender is for all 4 GA's i.e. for Kanpur, Unnao, Bareilly & Jhansi.
28	Volume II of II	16 OF 43	1.3.14	1.3 SUPPLIER'S SCOPE OF WORK & SERVICES: Battery Support	Please confirm if batteries support up to 5 years is acceptable as CAMC is for a period of 5 years	Bidder shall provide spare batteries support as and when required up to 10 year from the date of last supply under this contract.

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29	Volume II of II	16 OF 43	1.3.15	1.3. SUPPLIER'S SCOPE OF WORK & SERVICES: Warranty	Please confirm the warranty of 10 years is applicable only for Group B. Also, the CAMC required for group A is only 5 years and since it is prepaid gas meter having electronic component, warranty cannot be given for more than 5 years. Hence, please confirm warranty of 5 years for schedule A is acceptable	For Comprehensive Maintenance condition bidder to refer commercial volume I of II
30	Volume II of II	17 OF 43	1.3.34.	1.3. SUPPLIER'S SCOPE OF WORK & SERVICES: SAP INTEGRATION	We request CUGL to please provide all the related details towards of server for SAP integration	All the details required for SAP integration will be provided to successful bidder after award of work.
31	Volume II of II	19 OF 43	3	3.0 INFORMATION SYSTEM	Bidder assumes that ISO 270001 is typing mistake and it is ISO27001.	Bidder understanding is correct, this is typing mistake. Bidder to read the same as ISO 27001
32	Volume II of II	21 OF 43	7.2	7.0 METER READING SERVICES.	We request CUGL to accept 97% readings in every billing cycle through AMR system as this is accepted by all major CGD companies considering the network availability issues.	Bidder's request for 97% reading in every billing cycle through AMR system is acceptable.
33	Volume II of II	21 OF 43	6.2	6.2. DATA STORAGE FACILITY	The year wise calendar/holiday can be stored in the system, the system can realize the friendly calendar/holiday requirement through some action, such as non-close valve command, etc. Requesting CUGL to please accept this.	Refer PTS Domestic diaphragm pre paid meter, clause 1.3.10, page 16 of 43 ,this functionality is required.
34	Volume II of II	22 OF 43	8.15.	8.15. BATTERY LIFE REMAINING	The Meter will upload it's remaining battery to sever on daily basis, so the battery remaining can be viewed from portal. At the meter end, the meter has the indication for 20-100% (Sufficient), 10-20% (Low), <10% (Exhaust). Please confirm this is acceptable	Bidder's request is acceptable
35	Volume II of II	24 OF 43	11.3.	11.3. AMR shall provide the following Other Events as a minimum; a. Change of configuration/ Tariff programme	The sever/portal will record change of tariff programme. Request CUGL to please confirm if this is acceptable	Tender condition prevails
36	Volume II of II	26 OF 43	13	13.0 TECHNICAL SPECIFICATION 6. Distance between inlet & outlet connection	Bidder understands that centre to centre distance between Inlet and Outlet connection is 110 +/- 2 mm. Please confirm	Bidder's Understanding is correct
37	Volume II of II	26 OF 43	13	13.0 TECHNICAL SPECIFICATION 8. Accuracy: +/- 3% (Qmin to 0.1Qmax) , +/- 1.5% (0.1Qmax to Qmax)	Request CUGL to please accept the accuracy: +/-3% (Qmin to Qt), +/-1.5% (Qt to Qmax)	Tender condition prevails
38	Volume II of II	26 OF 43	13	13.0 TECHNICAL SPECIFICATION 12. Output: LF/HF/UHF	Our meter will generate the magnetic output to MIU/AMR. Please confirm if this is acceptable	Tender condition prevails
39	Volume II of II	26 OF 43	13	13.0 TECHNICALSPECIFICATION 16. Operating temperature:- 10 to 55 deg C	Requesting CUGL to please accept -25 to +55 deg. C.	Tender condition prevails
40	Volume II of II	26 OF 43	13	13.0 TECHNICAL SPECIFICATION17. Storage Temperature:-10 to 65 Deg.C	Requesting CUGL to please accept -25 to +60 deg. C.	Tender condition prevails
41	Volume II of II	26 OF 43	13	13.0 TECHNICAL SPECIFICATION19. ATEX Approval: Zone-2, IIB Ex-ic IIA T6	Request CUGL to please accept Ex II 3G Ex ic IIA T3 Gc; Ta=-25 Deg.C to +55 Deg.C which confirms that our product is applicable for installation in Zone 2 Group IIB.	Tender condition prevails
42	Volume II of II	1.3.4	14 of 41	Mobile APPS shall be developed by the contractor for customers to view their own billing details, consume parameters, current parameters, battery status etc. APPS shall be compatible to android and iOS operating system	We suggest to use the Mobile APP facility of CUGL where customer will log in and check the meter data and balance information. Separate Mobile APP for 1000 customers should not be envisaged as it will be very costly to run. Bidder will integrate the data with CUGL mobile app facility. PI accept.	Mobile app shall be developed by bidder and payment Gateway link will provided by M/s CUGL which will be integrated by Bidder.
43	Volume II of II	1.3.6	14 of 41	Any damage to meter/AMR/ before handing over of meter to contractor is responsibility of Client. Damage after hand over within contract period shall be in contractor's scope.	The fault under warranty clause of the meter only attract free replacement. PI. confirm.	Replacement of meter is acceptable instead of any repair. Tender Condition Prevails
44	Volume II of II	1.3.7	14 of 41	Provision of alarm/customer complaint with closure report with BP no. shall be logged for 10 Yrs.	up to 5 years as per 4.2.2 of commercial bid it is 5 years max.	For Comprehensive Maintenance condition bidder to refer commercial volume I of II

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45	Volume II of II	1.3.14	15 of 41	Contractor shall provide spare batteries support as and when required up to 10 year from the date of last supply under this contract.	pl. confirm the same is changeable basis	Bidder to provide battery support to purchaser for 10 years from the date of supply which includes Maintenance Period. Tender Condition prevails
46	Volume II of II	1.3.15	15 of 41	The gas meter must have the warranty of 10 years towards design, materials, workmanship & quality of process/ manufacturing of gas meters under this contract for due and intended performance of the same, as delivered under this contract. In the event any defect is found by client/contractor up to a period of 120 months from the date of supplies made under the contract, Contractor will be liable to undertake to replace/rectify such defects at its own costs, within 60 days from the date of intimation or mutually agreed time from	Pl. reconfirm the warranty period of the meter up to 10 years. We request to you to accept standard warranty term 12months from ate of commissioning /24 months. From the date of supply.	Tender condition Prevails
47	Volume II of II	1.3.34	16 of 41	The gas meter must have the warranty of 10 years towards design, materials, workmanship & quality of process/ manufacturing of gas meters under this contract for due and intended performance of the same, as delivered under this contract. In the event any defect is found by client/contractor up to a period of 120 months from the date of supplies made under the contract, Contractor will be liable to undertake to replace/rectify such defects at its own costs, within 60 days from the date of intimation or mutually agreed time from	Pl. clarify on generation of pre payment receipt as payment server is in client scope.	M/s CUGL will only provide the Payment Gateway and for rest of the activities, bidder is responsible.  Tender condition prevails
48	Volume II of II	6.2	20 of 41	Gas meter shall have the facility to configure the Year wise calendar/holiday list for 10 years in the meter from the factory itself or shall be updated where meter associated device get connected with server in case the same is not configured from factory.	We confirm the same is configured in pre paid meter server and comply the functionality of prep paid system as desired in the tender. Pl. confirm	Tender condition prevails
49	Volume II of II	8.6	21 of 41	Contractor shall follow the integration approach as suggested by CLIENT's IT team. Contractor shall deploy their IT & SAP team for integration activity in co-ordination with CLIENT SAP & IT Team.	The deployment of SAP team at site may not be envisaged here. Only co ordination with Client team is required.	Integration with SAP is in bidder's scope. Tender condition prevails
50	Volume II of II	8.13	21 of 41	Real time alarms to CLIENT in case of any malfunction/ tampering. The alarm SMS shall be sent to 3 CLIENT designated phone number and simultaneously email to 3 designated email IDs.	The dashboard is always live and client representative is always monitoring the same on dashboard. This requirement can be eliminated. Pl. confirm.	Tender condition prevails
51	Volume II of II	17.2	27 of 41	TESTING: contractor shall perform testing of the meter at NABL approved labs only. Client shall provide a list of random meters, which shall undergo testing. Testing shall be done in every 12 to 15 months. Testing shall be done for 1 Meter in every lot. Zero tolerance shall be observed, if any meter, which has gone through testing, is found out of range or faulty, it shall be replaced. Contractor shall be liable to pay the penalty.	Is the meter calibration after supply is in scope of bidder , pl. clarify. Also let us know the basis of testing frequency 12 to 15 months is defined.	Calibration before & after supply up to contract period is in bidder's scope. This is required to check meter calibration status at every 12 to 15 month interval.
52	Volume II of II	17.11	28 of 41	Pressure test (External leak testing):	Pl. confirm for electronic meter , pressure test will be carried as per OIML R137 / MID test requirement.	Tender condition prevails
53	Volume II of II	19.5	28 of 41	After successful commissioning of the project contractor shall provide dedicated team of engineers (as per engineering in-charge) in shift A, B & C (each shift is of eight hours) for operation and maintenance of the system. The engineers should be available round the clock.	We envisage the engineer required in day shift and not in three shifts as meter shut off command will be only during office hours. Pl. confirm the day shift only.	Bidder to ensure that, the system shall be operatable for 24 hours and the recharging facility and or any kind of malfunction shall not affect the system and working of meters.
54	Volume II of II	22.4	30 of 41	Contractor to provide 24x7 services for customer.	Pl. confirm the operation of the meter is in scope of purchaser. If Meter Valve trips in case of low credit , the valve will be opened by Purchaser team once the customer will make payments against gas credits. Pl. confirm.	Tender condition prevails

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55	Volume II of II	22	30 of 41	Contractor to provide 24x7 services for customer.	Pl. confirm this contract is pertaining to maintenance of the meters and allied AMR system and not relate to any operational activities.	Tender condition prevails
56	Volume II of II	1	Page 6 of 41	Sim cards	Pl. confirm SIM Card will be in our scope only as we will not be able to pay the SIM charges as the invoice will not be our name in case if we buy SIM cards in the name of Purchaser. We recommend the SIM Card will be in suppliers name and scope.	Bidder shall supply SIM card in their name, all the network charges, Meter to cloud and Cloud to client server to be paid by bidder till their contract terms. It is bidder's responsibility to transfer all the SIMs card in the name of Client after end of contract. All the transfer charges to be paid by bidder, necessary documentary support will be provided by Client during transfer process.
57	Volume II of II	General	General	Meter connectivity - Daily and hourly reading on server	For pre paid functionality and true smart Meter as defined in T4S , daily communication and data availability at client end is mandatory. Pl. confirm this requirement.	Refer PTS Domestic diaphragm pre paid meter, clause 1.3.9, page 16 of 43 for details.
58	Volume II of II	1.3.10	15 of 41	Disconnect Device: Pre paid Smart Meters shall have an in-build disconnect device (Valve) to disconnection of Gas supply on pre-configured events/allocated gas volume/balance (negative). This device shall be mainly used to facilitate functionality like Pre-payment or ON/OFF. The system should be programmed to be user friendly. The system should be configurable to ensure gas supply is not interrupted during out of office hours, weekends or public holidays. Closing event/negative balance/allowance below threshold limit will be discussed with successful bidder during detailed engineering stage. Contractor program meter logic accordingly.	Pl. confirm this will be informed to bidder during the Kick off Meeting so that it can be programmed. Also confirm the requirement of Gas cost change can also be incorporated in pre paid system and it can be remotely handled.	Tender condition prevails
59	Volume II of II	General	General		All the meters are communicating from day 1 of supply of the meters and so we recommend CUGL to plan for the commissioning as soon as they receive. The cost of SIM Card , Cloud service and other allied activities starts for 1000 meters as soon as we supply the meters. We should be fully reimbursed as this activities can not be eliminated and utilized for fewer meters.	Tender condition prevails
60	Volume II of II	11	6.4	Valid approval certificate for compliance of the offered model of the gas meter to the requirement of EN 1359: 1999+A1:2006 or EN 1359-2017 or the latest edition for Diaphragm Gas Meter from any recognized agency	As per PNGRB guideline OIML is also applicable for any type of gas meter (including diaphragm gas meter) and EN:1359 is applicable only for diaphragm gas meters, which clearly means that OIML is also acceptable for diaphragm gas meter and valid OIML certificates should be acceptable to you , kindly confirm. (Reference of PNGRB guideline is pasted below at page no. 4)	Refer PTS Domestic diaphragm pre paid meter, clause 2.2, point no 11. page 19 of 43 for details. Tender condition prevails
61	Volume II of II	35	3.5	The meter shall be equipped with a mechanism to ensure retrofit of a meter interface unit for future upgrade to Remote/Automated Meter Reading System.	MIU unit is a battery operated device so firmware upgrade is not possible through Remote / automated meter reading system only configuration related change is possible , pl. Accept	Bidder's query and refer clause is not interrelated. Tender condition prevails
62	Volume II of II	35	5.3	Process connection shall be ¾" NPT inlet & outlet, conforming to ANSI B 1.20.1 and material shall be brass	We prefer MS material instead of Brass. Kindly accept the same.	Bidder's request is acceptable
63	Volume II of II	37-38	8.3	Each of the boxes of individual gas meter shall be closed /sealed appropriately with a tape, and packing and strength of the box shall be such that same does not get opened or damaged during handling and storing of the same. A set of 4-5 Nos. (Or as deemed suitable by the manufacturer) of individual gas meters shall be packed in a larger box / carton and contents of (larger) box / carton.	We request you to allow for pigeon packing (4 meters in a box), individual meter will also be properly packed in a bubble polythene. Pigeon packing is also safe during transportation , pl. Accept	Tender condition prevails

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64	Volume II of II	39 of 41	4	QUALITY CONTROL TABLE - PRE-PAID SMART METERS  Pressure Absorption Test	Pressure test point requirements in QAP - in prepaid meter QAP this requirement is mentioned but in post-paid meter QAP this is not mentioned. So our understanding is that this is not required in post paid meters. Pls confirm that our understanding is correct	Refer PTS Domestic diaphragm pre paid meter P.014714 - G-11077- I602, clause 10.4,page 39 of 43 for details.
65	Volume II of II	1.3.2	14 of 41	Recharging facility for customer via credit card/ debit card/online/cheque. Customer shall be able to pay through web application or Mobile application. Entire payments shall be made to CLIENT through CLIENT'S payment gateway.	As we understand that the Customer will make payment via credit-card/debit-card/net banking/wallets/etc. and this is integrated to CUGL's payment gateway & SAP. This payment information from CUGL SAP will be transferred to Bidder's server and the recharge on the meter needs to be done as final step., Please confirm.	Bidder's understanding is correct
66	Volume II of II	1.3.3	14 of 41	All the required software for bidirectional communication, meter to cloud server, cloud server to client SAP/payment Gateway server and mobile apps will be developed by contractor. All these networks shall be secured form theft, unauthorize intrusion and malwares.	As we understand that such network establishment is a joint effort between both the Nodes i.e. CUGL & Bidder. Thus, the Bidder can take responsibility of the security of data only with regards to the Bidder's intranet. Please confirm.	M/s CUGL is only responsible of Payment gateway security, rest facilities is ensured by bidder itself.  Bidder is responsible to operatable and workable the system the for 24*7 and M/s CUGL is only responsible for payment gateway.
67	Volume II of II	1.3.4	14 of 41	Mobile APPS shall be developed by the contractor for customers to view their own billing details, consume parameters, current parameters, battery status etc. APPS shall be compatible to android and iOS operating system	As we understand that the customer need to access the complete details from his mobile phone or Laptop with iOS or Android or Huwaei or MI or Windows or any other OS in future. As per our past experiences, we have come across such requirements and realised that there are customers not using iOS or Android phones and cannot access the application. Thus, Bidder proposes to provide a uniform web-application that will be accessible across any platform using the Web-browser and the best of the experiences. This is acceptable globally and thus, CUGL will benefit from the same. Please confirm.	Refer PTS Domestic diaphragm pre paid meter, clause 1.3.2, page 15 of 43 web application is in bidder's scope.
68	Volume II of II	1.3.5	14 of 41	Gas meters shall be installed by the Client. Contractor to ascertain the suitability of location of meter for data communication purpose. Upon receiving site readiness intimation from CLIENT, the Contractor shall initiate the commissioning of metering system for the given location. Commissioning shall involve geo-tagging of the meter, sync of meter data with CLIENT provided data and establishment of communication in all aspects. Contractor shall capture minimum one photograph of the commissioned meter and shall store in server as per advice of Client up to contract period.	As per our past experience, we have observed that it gets very difficult for both, Client & Bidder; to ensure all the site visits being done as per the Contractors (Pipeline) schedule and availability. So, Bidder shall arrange the training for Client representatives during kick-off meeting or at the time of delivery of Gas meters. Training will cover topics like Handling, Storage and Installation of Gas Meters and Bidder shall also try to specify suitable installation locations for Better Communication of Gas meters to the server. Please confirm.	Tender condition prevails
69	Volume II of II	1.3.6	14 of 41	Any damage to meter/AMR/ before handing over of meter to contractor is responsibility of Client. Damage after hand over within contract period shall be in contractor's scope.	Any Damage not pertaining to Bidder, for e.g. Customer Mishandling, tampering, etc. cannot be borne by Bidder. Please confirm.	Tender condition prevails
70	Volume II of II	1.3.9	15 of 41	Meter index readings need to be stored for every hour and collected at server end every 24 hours or as & when required on real time bases. This data shall be relayed to CLIENT in .csv/.xls or any other format as per requirement of CLIENT.	In order to estimate and design the correct battery life, as Bidder we would consider once a day communication for operations upto 10 years. The MIU is configurable to communicate as required by the client. Real-time basis communication is possible only for tamper alarms. Generally the battery life of Prepaid Meters is 5-7years with daily communication. Kindly confirm.	AS per tender same clause, it has been asked for every 24 Hrs means one in a day and as & when required on real time bases.
71	Volume II of II	1.3.10	15 of 41	Disconnect Device: Pre paid Smart Meters shall have an in-build disconnect device (Valve) to disconnection of Gas supply on pre-configured events/allocated gas volume/balance (negative). This device shall be mainly used to facilitate functionality like Pre-payment or ON/OFF. The system should be programmed to be user friendly. The system should be configurable to ensure gas supply is not interrupted during out of office hours, weekends or public holidays. Closing event/negative balance/allowance below threshold limit will be discussed with successful bidder during detailed engineering stage. Contractor program meter logic accordingly.	As we understand that the Valve operations logic will be discussed at the time of PO issuance. Please note that the major technical points are covered in the tender document and as Bidder request the Client to confirm that such logic or engineering points will be closed on Mutual agreements, at later stage. Please confirm.	Tender clause is very clear. Tender condition prevails
72	Volume II of II	1.3.18	15 of 41	Contractor shall establish and demonstrate the signal communication between gas meters and contractor's cloud server to CLIENT.	As we understand that the demonstration of communication / commissioning activity on the server will be done for a set of 10-15nos. Gas meter at site or in factory at the time of inspection. These are smart prepaid meters and the commissioning of 1no. meter or 1000nos. meters involves completeness of the entire system. Please confirm.	This demonstration to be done during factory inspection either on one meter or sets of meters offered during inspection.
73	Volume II of II	1.3.23	16 of 41	CONTRACTOR shall provide facility of viewing and extracting reports according to requirement and in the format desired by CLIENT through dashboards / web-based software. CONTRACTOR to support CLIENT to resolve any issues related in viewing and extracting report and modification of report layout in future as required by CLIENT without any cost implication.	The scope of the Bidder is to undertake Comprehense O&M for 5 years of the supplied system. Thus, any modification in the software limits upto the project period i.e. 1st year of the ARC. Also, in case CUGL requires any modification in the reports/layout then manhours will be charged as modifications or change-in-requirement doesn't fall under Maintenance part. Modification of software layout or report involves IT-Development team and not After Sales Support team as the technical know-how is different for both the roles.	Tender condition prevails
74	Volume II of II	1.3.31	16 of 41	Branding: All components of the Metering System shall be branded as "Property of the asset Client".	As we understand, CUGL logo is required on the Gas-meter Index. Please confirm.	Bidder's understanding is correct

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75	Volume II of II	1.3.34	16 of 41	SAP INTEGRATION: The contractor's scope for SAP integration (bi-directional) shall include meter data capturing, installation information, commissioning information, Customer details, inserting of meter reading, generation of prepayment receipt.	As we understand(just for clarity), SAP integration will be done using web-services or FTP-server based on mutual agreement between both the IT teams (Bidder & CUGL). Please confirm.	SAP details will be provided to successful bidder, methodology of integration will be decided during engineering stage with CUGL IT team.
76	Volume II of II	7.2	20 of 41	READING COVERAGE: CONTRACTOR to perform 100% reading collection activity as per client billing cycle for commissioned meters. CONTRACTOR shall be penalized for not providing 100% reading.	As per the industry standards and the availability of network penetration, 97-98% of the readouts could be achieved directly on the server. However, 2-3% of the readouts could be captured manually, if required. Considering the issues with network availability, even in <b>European Standards also (IEC 62055 for Payment systems)</b> , any prepaid metering system also ask for secondary mode of communication for local recharge option i.e. BLE/Wi-Fi/etc., wherein no network is available at customer location. Please confirm.	Bidder's request for 97% reading in every billing cycle through AMR system is acceptable.
77	Volume II of II	7.3	20 of 41	The CONTRACTOR must submit a minimum of 99.98 % readings in every billing cycle through AMR system i.e. without entering the household. The balance subject to a maximum of 0.02% can be submitted through manual mode and for manual readings CONTRACTOR shall provide the photograph for validation purpose and details of portion wise manual reading shall be provided in dashboard.	We would like to inform CUGL that 99.98% SLA is signed by Cloud Server Service Providers for availability of server. In case of readout services, it should be 97-98% maximum.(refer above point). Also, the metering system is Prepaid type and thus, no billing needs to be done for the respective customers.	Bidder's request for 97% reading in every billing cycle through AMR system is acceptable.
78	Volume II of II	7.4	20 of 41	Client shall share the MRO's (Meter Reading Order) to be collected by the CONTRACTOR for each Billing cycle and the schedule for submission of readings is as follows	As we understand, MRO or Billing system is not applicable for Prepaid system. Daily/weekly/fortnightly/monthly readouts will be available on the server considering 2-way communication of smart meters to server and back. Please confirm.	Bidder's understanding is correct
79	Volume II of II	8.5	21 of 41	The server/cloud server should be OPC compliant.	As we understand, OPC compliance is associated with SCADA server and not applicable for AMR system. However, we believe Client expects Bidder to ensure interoperability of the server with other systems too. Thus, the requirement is OPC/inter-operability of the proposed server. Please confirm.	Refer PTS Domestic diaphragm pre paid meter, clause 8.5, page 21 of 43 , read as " The server/cloud server shall be OPC/Inter-operability compliant.
80	Volume II of II	8.5	21 of 41	The Cloud or Physical Server shall be capable to manage 100,000 consumers at the starting point and shall be scalable to accommodate up to 2 Million consumers over next 5 to 7 years.	The requirement of CUGL is for 1000nos. Prepaid Smart meters and thus, a capacity of 5000nos. (5 times) is enough and anything beyond this could lead to Over-designing the system by more than 200 times and leading to very high cost to the client. However, a Bidder can confirm that the scalability of the system could be upto 2mn consumers at later stage as and when required by the client by adding the necessary hardware/software at the additional cost. Please confirm.	Bidder to ensure, cloud server is capable to add further 10,000 nos. of consumers atleast for future.
81	Volume II of II			Contractor shall ensure the two-way integration with CLIENT system within the 30 days of issuing the Purchase Order.	The timeline of any type of integration is dependent on both the nodal teams (i.e. Bidder IT & CUGL SAP). Thus, the deadline will vary depending on the availability and responses from both sides.	Tender condition prevails
82	Volume II of II	19.5	28 of 41	After successful commissioning of the project contractor shall provide dedicated team of engineers (as per engineering in-charge) in shift A, B & C (each shift is of eight hours) for operation and maintenance of the system. The engineers should be available round the clock.	As we understand, for 1000nos. of Prepaid Smart Meters would be installed across 4 districts; to hire manpower across these districts in 3 shifts will only lead to a huge cost implication on CUGL. Also, the service executives need not be Diploma/Degree holder. The backend service engineers will be Degree/Diploma holders. Thus, we strongly suggest CUGL to let the Bidder make the necessary arrangements (qualification/number) based on the meter installations and handog over. Kindly confirm.	Bidder to ensure that, the deployed manpower is trained and technically sound of electrical and instrumentation works and they are capable to handle the emergency and kind of malfunction occur on site and handle troubleshoot as well.  Tender condition prevails
83	Volume II of II	19.6	28 of 41	Engineers deployed should be diploma engineers in electrical/electronics/ instrumentation field with minimum experience of 2 years on similar system.		
84	Volume II of II	20.1	28 of 41	Contractor shall own the primary responsibility of commissioning and the ASSET shall be considered handed over post NG conversion. Contractor shall ensure commissioning activity is completed within 5 calendar days post installation of the ASSET. Contractor shall be responsible for providing geo-tagging for the ASSET installed in the format provided by CLIENT. Contractor shall provide a report of the geo-tagged ASSETs within 5 calendar days from the time of installation	With a quantity of 1000nos. across 4 districts, we request CUGL to consider the Asset as handed over for O&M from the date of commissioning as the cost of various factors like network service provider, battery-consumption, manpower, cloud server, etc. gets imposed since commissioning of the MIU. Also, the deployment plan and schedule is mandatory from Client's end to understand the overall planning of man-power cost. Kindly confirm.	Tender condition prevails
					In order to estimate the battery-life and get to the most competitive server/network cost, CUGL must share the commissioning & NG conversion plan of the entire lot of 1000nos. Of Gas meters. Without this information it won't be possible to provide the best estimate of Battery-life/Network cost/server-cost/man-power cost/etc. Hence, this is a mandatory requirement.	Tender condition prevails

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85	Volume II of II	23.2	29 of 41	SOP FOR AMR COMPATIBILITY TEST	We would like to inform CUGL that EN1359 is a worldwide Metering Standard available across the globe. It allows Magnetic Pulse gas meter. Kindly note that due to Magnetic Pulse methodology, the meter index values will change in the AMR unit. However, the AMR unit generates and immediate Sabotage alert and it is communicated to the server. Thus, immediate action could be taken by O&M team or CUGL. Hence, Magnetic Pulse meters must qualify. Also, Clause 23.3 is in line with the above principal. Thus, CUGL must allow change in index values on the AMR unit with generation of immediate Alarm. If required then Valve closure will be ensured at the time of Sabotage. Please confirm.	Tender condition prevails
86	Volume II of II	1.0 SCOPE	15of 43	1.1.The scope of work shall cover Design, engineering, manufacturing, testing, inspection, supply, preparation for shipment , transportation, loading & unloading, supervision of installation, commissioning, Network charges, service provider connection, integration with client SAP/payment gateway system of PRE-PAID TYPE DIAPHGRAM/THERMAL GAS METER (G1.6) based on GSM/GPRS/LoRa along with integrated AMR, auto shut off valve, Battery for AMR, SIM cards, cloud server with software, mobile apps facility for customer, unlimited dashboard for client monitoring & controlling, online price change facility, Data hosting, networking components, cables and other associated accessories and documentation etc as per technical requirements/ specification for City Gas Distribution Project	Kindly provide details of areas where prepaid gas meter will be installed to know availability of LoRa network. Based on your inputs on area and no of connections to be done in the area the LoRa network and its charges can be finalized which will help us for quoting the same accordingly for best services	Please be informed the Tender is for all 4 GA's i.e. for Kanpur, Unnao, Bareilly & Jhansi.
87	Volume II of II	1.0 SCOPE			<p>a. Supervision - Gas Meters to be installed in cluster of minimum 50-100nos. instead of scattered locations to gain maximum benefits of Smart Metering system for ontime completion of installation. Also meters installed in gassified or non gassified area must be considered as installed either the case may be.</p> <p>b. Web application on computer/mobile will be provided instead of mobile app and development of mobile app (Customer app, payment app etc) will be in CUGL scope and not in vendor scope.</p> <p>c. Unlimited dashboard - Standard dashboards will be provided and the same will be used until AMC services are completed, any specific dashboards required will be on chargeable basis to client from vendor. Networking components, cables and other associated accessories and documentation etc as per technical requirements/specifications of CGD projects will be having warranty/guarantee for 18 months only and there after it will be chargeable at actual basis. Any theft/damages to hardware will be in scope of client and should not be part of vendor.</p>	<p>a. Tender condition Prevails</p> <p>b.. There is need of mobile app and further if bidder wants to add the web page further then bidder to ensure to develop the web page which can be merged on M/s CUGL web site which can be easily accessible to customers.</p> <p>c. Tender condition Prevails</p>
88	Volume II of II	1.0 SCOPE	15of 43	Note 2. For LoRa connectivity, Vendor shall ensure availability of communication facility in all the areas. It's vendor's responsibility to arrange the same with all required infrastructure without any cost to client in case of non-availability.	Kindly provide details of areas where prepaid gas meter will be installed to know availability of LoRa network. Based on your inputs on area and no of connections to be done in the area the LoRa network and its charges can be finalized which will help us for quoting the same accordingly for best services	Please be informed the Tender is for all 4 GA's i.e. for Kanpur, Unnao, Bareilly & Jhansi and meter will be installed in all the GA's Tender condition Prevails
89	Volume II of II	1.0 SCOPE	15of 43	1.2. Comprehensive Maintenance Services as per SOR of prepaid type SMART Meters including spare, <b>replacement of faulty meter, battery replacement, data collection etc as per tender specification.</b>	Internal - <b>To be considered while preparing costings</b>	Tender condition Prevails
90	Volume II of II	1.0 SCOPE	15of 43	1.3. SUPPLIER'S SCOPE OF WORK & SERVICES 1.3.2. Recharging facility for customer via credit card/ debit card/online/cheque. Customer shall be able to pay through web application or Mobile application. Entire payments shall be made to CLIENT through CLIENT'S payment gateway.	As we understand that the Customer will make payment via credit-card/debit-card/net banking/wallets/etc. and this is integrated to CUGL's payment gateway & SAP. This payment information will be transferred to Bidder's server and once the recharge is done, Bidder's server will communicate the Success/failure to CUGL's SAP/central server. Please confirm.	Bidder's understanding is correct
91	Volume II of II	1.0 SCOPE	15of 43	1.3.3. All the required software for bidirectional communication, meter to cloud server, cloud server to client SAP/payment Gateway server and mobile apps will be developed by contractor. All these networks shall be secured form theft, unauthorized intrusion and malwares.	As we understand that such network establishment is a joint effort between both the Nodes i.e. CUGL & Bidder. Thus, the Bidder can take responsibility of the security of data only with regards to the Bidder's intranet. Please confirm.	<p>M/s CUGL is only responsible of Payment gateway security, rest facilities is ensured by bidder itself.</p> <p>Bidder is responsible to operatable and workable the system the for 24*7 and M/s CUGL is only responsible for payment gateway.</p>
92	Volume II of II	1.0 SCOPE	15of 43	1.3.4. Mobile APPS shall be developed by the contractor for customers to view their own billing details, consume parameters, current parameters, battery status etc. APPS shall be compatible to android and iOS operating system	As we understand that the customer need to access the complete details from his mobile phone with iOS or Android or Huwaei or MI or any other OS in future. As per our past experiences, we have come across such requirements and realised that there are customers not using iOS or Android phones and cannot access the application. Thus, Bidder proposes to provide a uniform web-application that will be accessible across any platform using the Web-browser and the best of the experiences. This is acceptable globally and thus, CUGL will benefit from the same. Please confirm.	Refer PTS Domestic diagram pre paid meter,clause 1.3.2, page 15 of 43 Wb application is in bidder's scope.

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93	Volume II of II	1.0 SCOPE	15of 43	1.3.5. Gas meters shall be installed by the Client. Contractor to ascertain the suitability of location of meter for data communication purpose. Upon receiving site readiness intimation from CLIENT, the Contractor shall initiate the commissioning of metering system for the given location. Commissioning shall involve geo-tagging of the meter, sync of meter data with CLIENT provided data and establishment of communication in all aspects. Contractor shall capture minimum one photograph of the commissioned meter and shall store in server as per advice of Client up to contract period.	As per our past experience, we have observed that it gets very difficult for both, Client & Bidder; to ensure all the site visits being done as per the Contractors (Pipeline) schedule and availability. So, Bidder shall arrange the training for Client representatives during kick-off meeting or at the time of delivery of Gas meters. Training will cover topics like Handling, Storage and Installation of Gas Meters and Bidder shall also try to specify suitable installation locations for Better Communication of Gas meters to the server. Please confirm.	Tender condition prevails
94	Volume II of II	1.0 SCOPE	15of 43	1.3.6. Any damage to meter/AMR/ before handing over of meter to contractor is responsibility of Client. Damage after hand over within contract period shall be in contractor's scope.	Any Damage not pertaining to Bidder, for e.g. Customer Mishandling, tampering, etc. cannot be borne by Bidder. Please confirm.	Tender condition prevails
95	Volume II of II	1.0 SCOPE	15of 43	1.3.7. Provision of alarm/customer complaint with closure report with BP no. shall be logged for 10 Yrs.	We understand that as per tender the services are to be provided for only 5 years so provision of alarm/customer complaint with closure report with BP no shall be logged for 5 years.	Provision of alarm/customer complaint with closure report with BP no. shall be logged for 10 Yrs.
96	Volume II of II	1.0 SCOPE	15of 43	1.3.8. CONTRACTOR shall commission the gas meters within 5 days after CLIENT's intimation of completion of meter installation. Commissioning cost to be included in the meter supply cost, data hosting cost, no separate cost is envisaged for commissioning & and data hosting. Configuration of ASSET ID for each meter after commissioning.	Gas Meters to be installed in cluster of minimum 50-100nos. instead of scattered locations to gain maximum benefits of Smart Metering system for ontime completion of installation. Also <b>meters installed in gassified or non gassified area must be considered as installed either the case may be. Configuration of customer details (MSN No, DSN No, Customer details, address, contact no, email I'd etc should be in the scope of client before registering the customer by client to minimize the time and correctness of data always. All details of customer should be provided by client upfront on client SAP system to vendor before installation and commissioning of meter in field.</b>	it is bidder's responsibility. Tender condition prevails
97	Volume II of II	1.0 SCOPE	16of 43	1.3.9. Meter index readings need to be stored for every hour and collected at server end every 24 hours or as & when required on real time bases. This data shall be relayed to CLIENT in .csv/.xls or any other format as per requirement of CLIENT.	In order to estimate and design the correct battery life, as Bidder we would consider once a day communication for operations upto 10 years. The MIU is configurable to communicate as required by the client. Real-time basis communication is possible only for tamper alarms. Kindly confirm.	AS per tender same clause, it has been asked for every 24 Hrs means one in a day and as & when required on real time bases.
98	Volume II of II	1.0 SCOPE	16of 43	1.3.12. The supplier shall comply with local statutory regulations of Legal metrology and Supplier shall specify and include the hardware/software, which are not specially mentioned but are required to complete the commissioning /functioning of metering system as per specification and statutory requirement.	Client will support vendor for local regulations of hardware/software etc. Any changes in legal metrology requirement in due course will be taken up jointly by client and vendor along with implication of costs if any on at actual basis.	Tender condition Prevails
99	Volume II of II	1.0 SCOPE	16of 43	1.3.14. Contractor shall replace battery in metering unit whenever due before complete drain to ensure uninterrupted gas supply. Its battery shall be replaceable and encapsulated inside the unit casing to avoid tampering. The manufacturer shall apply a physical seal to the battery compartment to prevent the interference from customer. It shall retain all information contained within it during the battery change. Following the battery change, any clock shall maintain the correct time. Contractor shall provide spare batteries support as and when required up to 10 year from the date of last supply under this contract.	We understand that as per tender the services are to be provided for only 5 years so battery replacement related activities will be performed for 5 years only.	Bidder shall provide spare batteries support as and when required up to 10 year from the date of last supply under this contract.
100	Volume II of II	1.0 SCOPE	16of 43	1.3.15. The gas meter must have the warranty of 10 years towards design, materials, workmanship & quality of process/ manufacturing of gas meters under this contract for due and intended performance of the same, as delivered under this contract. In the event any defect is found by client/contractor up to a period of 120 months from the date of supplies made under the contract, Contractor will be liable to undertake to replace/rectify such defects at its own costs, within 60 days from the date of intimation or mutually agreed time frame	We understand that as per tender the services are to be provided for only 5 years so warranty should be 5 years only. Please clarify if client needs battery life required as 10 years same we need to consider in costings	Bidder shall provide spare batteries support as and when required up to 10 year from the date of last supply under this contract.
101	Volume II of II	1.0 SCOPE	16of 43	1.3.16. Contractor shall replace any component of the unit, which is affecting the performance of the unit.	We understand that as per tender the services are to be provided for only 5 years we will consider replace any component of the unit, which is affecting the performance of the unit for 5 years period only	CAMC shall be as stated in Commercial volume I of II CAMC given in technical Vol II of II is stand deleted

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102	Volume II of II	1.0 SCOPE	16of 43	1.3.17. Contractor shall submit the details of O&M plan, which shall be followed throughout the contract period	<b>Vendor will adhere to O&amp;M plan of client and client to allow billing of installation and commissioning as well as monthly billing even if meter is installed in non-gassified area or gassified area. Any usage or non usage of gas by client in kitchen where meter is installed should not stop for billing once installation is completed</b>	Tender condition prevails
103	Volume II of II	1.0 SCOPE	16of 43	1.3.18 Contractor shall establish and demonstrate the signal communication between gas meters and contractor's cloud server to CLIENT	As we understand that the demonstration of communication/commissioning activity on the server will be done for 1no. Gas meter at site or in factory at the time of inspection. Please confirm.	This demonstration to be done during factory inspection either on one meter or sets of meters offered during inspection.
104	Volume II of II	1.0 SCOPE	16of 43	1.3.19. Attend to client's demands regarding report abnormality or absence and provide justification / rectification against any mismatch or issue raised within prescribed period.	Any theft of parts, damages to assets, etc will not impact vendor	Tender condition prevails
105	Volume II of II	1.0 SCOPE	16of 43	1.3.20. There may be a possibility for relocating the existing meter (10% of total supplied quantity) to different location, this meter shall be reconnected and interface with cloud server at no extra cost to CLIENT	We understand that installation/re-installation of gas meter during relocation will be in scope of client and only supervision, commissioning will be in scope of vendor Also Enough time and complete details to be provided to vendor by client on this to complete on time like re-registration of customer will all details etc	Bidder's Understanding is correct
106	Volume II of II	1.0 SCOPE	17 of 43	1.3.23. CONTRACTOR shall provide facility of viewing and extracting reports according to requirement and in the format desired by CLIENT through dashboards / web-based software. CONTRACTOR to support CLIENT to resolve any issues related in viewing and extracting report and modification of report layout in future as required by CLIENT without any cost implication.	The scope of the Bidder is to undertake Comprehence O&M for 5 years of the supplied system. Thus, any modification in the software limits upto the project period i.e. 1st year of the ARC. Also, in case CUGL requires any modification in the reports/layout then manhours will be charged as modifications or change-in-requirement doesn't fall under Maintenance part. Modification of software layout or report involves IT-Development team and not After Sales Support team as the technical know-how is different for both the roles.	Tender condition prevails
107	Volume II of II	1.0 SCOPE	17 of 43	1.3.25. The system supplied by CONTRACTOR shall be suitable to add or delete consumers as and when required by CLIENT. The changes required for addition/deletion in software/system shall be done by the CONTRACTOR. The modification is to be done seamlessly without disturbing the billing system of CLIENT.	Enough <b>time and complete details to be provided to vendor by client on this to complete on time like re-registration of customer will all details etc</b>	Tender condition prevails
108	Volume II of II	1.0 SCOPE	17 of 43	1.3.26. SOFTWARE/FIRMWARE: CONTRACTOR shall be responsible to upgrade any software/firmware as and when required for optimum performance of the services without any cost to CLIENT. CONTRACTOR shall take approval from CLIENT before performing such activity. Any interface issue arising due to such activity shall be under scope of Contractor. The software upgrade shall be seamless and shall not hinder the billing process. System shall be restored within 24 hrs of software or firmware upgrade.	<b>This can be done as and when it is must and time provided to vendor should be enough to do this activity as other service providers and availability of end client is important to do this on time.</b>	Tender condition prevails
109	Volume II of II	1.0 SCOPE	17 of 43	1.3.31 Branding: All components of the Metering System shall be branded as "Property of the asset Client".	As we understand, CUGL logo is required on the Gas-meter Index. Please confirm.	Bidder's understanding is correct
110	Volume II of II	1.0 SCOPE	17 of 43	1.3.32. IDENTIFICATION OF MISHANDLING OF ASSET/EQUIPMENT: contractor shall be responsible to inform the client upon identification of any kind of malpractice or mishandling of ASSET at Customer premises	Clients contractor should take care of this during installation and commissioning. Damages to assets by end customer should not be in the scope of the vendor	This is in bidder's scope after handing over the meter to bidder. Tender condition Prevails.
111	Volume II of II	1.0 SCOPE	17 of 43	1.3.33. IDENTIFICATION OF THEFT OF THE ASSET/EQUIPMENT: contractor shall be responsible to inform the client upon identification of theft of the ASSET at Customer premises	Should be excluded as vendor can not track of any theft same as client	This is in bidder's scope after handing over the meter to bidder. Tender condition Prevails.
112	Volume II of II	1.0 SCOPE	17 of 43	1.3.34. SAP INTEGRATION: The contractor's scope for SAP integration (bi-directional) shall include meter data capturing, installation information, commissioning information, Customer details, inserting of meter reading, generation of prepayment receipt.	As we understand(just for clarity), SAP integration will be done using web-services or FTP-server based on mutual agreement between both the IT teams (Bidder & CUGL). Please confirm.	SAP details will be provided to successful bidder, methodology of integration will be decided during engineering stage with CUGL IT team.

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113	Volume II of II	6.0 METER WITH AMR SYSTEM	20 of 43	AMR should be OPC compliant and should be shared with CLIENT. AMR should have ability to send the data to server directly using Internet/ Ethernet. If any application is required to be installed at server for accessing the data, it will be in the scope of Contractor.	OPC Compliance is majorly related to SCADA based systems. However, as we understand that client requirement is for Inter-operability/Integration of the prepaid system with other systems. This would involve sharing of protocol. Please confirm.	Refer PTS Domestic diaphragm pre paid meter, clause 8.5, page 21 of 43 , read as " The server/cloud server shall be OPC/Inter-operability compliant.
114	Volume II of II	7.0 METER READING SERVICES	21 of 43	7.1. READING COVERAGE: CONTRACTOR to perform 100% reading collection activity as per client billing cycle for commissioned meters. CONTRACTOR shall be penalized for not providing 100% reading.	As per the industry standards and the availability of network penetration, 97 to 98% of the readouts could be achieved directly on the server. However, 2-3% of the readouts could be captured manually, if required. And, for the same reason as per European Standards also (IEC 62055 for Payment systems), any prepaid metering system also ask for secondary mode of communication for local recharge option i.e. BLE/Wi-Fi/etc., wherein no network is available at customer location.	Bidder's request for 97% reading in every billing cycle through AMR system is acceptable.
115	Volume II of II	7.0 METER READING SERVICES	21 of 43	7.2. The CONTRACTOR must submit a minimum of 99.98 % readings in every billing cycle through AMR system i.e. without entering the household. The balance subject to a maximum of 0.02% can be submitted through manual mode and for manual readings CONTRACTOR shall provide the photograph for validation purpose and details of portion wise manual reading shall be provided in dashboard	We would like to inform CUGL that 99.98% SLA is signed by Cloud Server Service Providers for availability of server. In case of readout services, it should be 97-98% maximum. Also, the metering system is Prepaid type and thus, no billing needs to be done for the respective customers.	Bidder's request for 97% reading in every billing cycle through AMR system is acceptable.
116	Volume II of II	7.0 METER READING SERVICES	21 of 43	7.3. CONTRACTOR shall provide the photograph for validation purpose and details of portion wise manual reading shall be provided in dashboard. CONTRACTOR shall be penalized if manual mode reading exceeds 0.02% in each billing cycle	photograph will be provided at the time of Commissioning of Gas meters & MIUs, photography and geo-tagging of the commissioned meters and Installation, commissioning of associated field devices of AMR system, Data collecting devices	Bidder shall provide photograph for validation purpose and details of portion wise manual reading shall be provided in dashboard. CONTRACTOR shall be penalized if manual mode reading exceeds 3% in each billing cycle Tender condition prevails
117	Volume II of II	7.0 METER READING SERVICES	21 of 43	7.4. Client shall share the MRO's (Meter Reading Order) to be collected by the CONTRACTOR for each Billing cycle and the schedule for submission of readings is as follows:	As we understand, MRO or Billing system is not applicable for Prepaid system. Daily/weekly/fortnightly/monthly readouts will be available on the server considering 2-way communication of smart meters to server and back. Please confirm.	Tender condition prevails
118	Volume II of II	7.0 METER READING SERVICES	21 of 43	. For any particular billing cycle if the billing date is Dth day of the month, Client shall provide the MRO to the contractor on D-5th day that is 5 days ahead of the billing day. Contractor to start collecting the meter reading data from Dth day and submit all the meter reading data in the MRO by D+5th day to client complete in all respect. CONTRACTOR shall be penalized in case of failing to submit the reading data complete in all respect by D+5th day	To be decided during kickoff and should be followed well in advance	Tender condition prevails
119	Volume II of II	7.0 METER READING SERVICES	21 of 43	In case urgent meter reading is required for any particular customer (out of portion), the same shall be provided within 1 day.	Urgent requirements of meter reading should be intimated minimum 7 days in advance	Tender condition prevails
120	Volume II of II	7.0 METER READING SERVICES	21 of 43	Client shall separately forward cases where "Zero / low consumption" is recorded and manual checking is required to be done. Then the same shall be carried out within 7 days of submission of such cases	It will be available on web portal and same can be referred	Tender condition prevails
121	Volume II of II	8.0 SERVER	22 of 43	8.14. The software used should be capable of generating trends, alarms and graphics. Any updation /modification in reports/formats as per CLIENT requirement shall be done by the Contractor free of cost	Standard software with standard format will be provided any specific changes will be done on chargeable basis	Tender condition prevails
122	Volume II of II	13.0 TECHNICAL SPECIFICATION	26 of 43	Max. operating pressure - 0.5 bar (0.1 bar of HTL version), internal valve operation upto 0.15 bar	As the meter with valve has maximum design pressure of 200 mbar we can offer operating Pmax as 0.15 bar mentioned on name/fascia plate and same is acceptable	Tender condition prevails
123	Volume II of II	13.0 TECHNICAL SPECIFICATION	26 of 43	Design Pressure - 500mbar-g	Prepaid meter design pressure is 200mbar and Postpaid-Mechanical meter design pressure is 500 mbar. Kindly confirm same is acceptable	Tender condition prevails
124	Volume II of II	13.0 TECHNICAL SPECIFICATION	26 of 43	Storage temperature - "-10 to 65 deg C"	Storage temperature is "-10 to 55 deg C" and same is acceptable. Kindly confirm	Tender condition prevails
125	Volume II of II	13.0 TECHNICAL SPECIFICATION	26 of 43	Casing - Sheet steel with grey white painting (RAL 9002), tamperproof, corrosion resistance.	We will be offering gas meter with Special Ivory RAL 1015 Powder coating on inside and outside of casing hope same is acceptable kindly confirm	Tender condition prevails

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126	Volume II of II	13.0 TECHNICAL SPECIFICATION	26 of 43	Installation - Suitable for outdoor installation.	Our gas meter is suitable for in-door and out-door with due care / covering of gas meter to project from direct sunlight and water droplets by any reason over meter, installation and can meet corrosion resistance as per EN1359 standard	Tender condition prevails
127	Volume II of II	13.0 TECHNICAL SPECIFICATION	27 of 43	Connection Orientation Left side inlet and Right-side outlet type-I quantity as per Client requirement Right side inlet and Left side outlet type-II quantity as per client requirement	We understand that client needs only left side inlet and right side outlet type gas meters and does not needs right side inlet and left side outlet type gas meters	Tender condition prevails
128	Volume II of II	13.0 TECHNICAL SPECIFICATION	27 of 43	Battery - Replaceable/non-replaceable Lithium-Ion battery with minimum lifetime cycle of 10 years. Battery life calculation to be provided.	As the service period is 5 years we understand that battery life should be 5 years. Kindly confirm	Tender condition prevails
129	Volume II of II	13.0 TECHNICAL SPECIFICATION	27 of 43	Notes 3. Reverse rotation of index shall not be allowed. Meter shall be provided with a device to prevent <b>reverse flow</b> of the index	We understand reverse count restrictor is required. Reverse flow restrictor is not available in diaphragm meters. Please confirm.	Bidder's Understanding is correct
130	Volume II of II	14.0 MARKING (AS PER EN1359:2006 LATEST)	27 of 43	14.1. The Gas Meters shall be indelibly marked with details of  3. Direction of flow,	Direction of flow is marked on top of the meter case with embossed arrow	Noted
131	Volume II of II	17.0 INSPECTION AND TESTING	28 of 43	17.2. TESTING: contractor shall perform testing of the meter at NABL approved labs only. Client shall provide a list of random meters, which shall undergo testing. Testing shall be done in every 12 to 15 months. Testing shall be done for 1 Meter in every lot. Zero tolerance shall be observed, if any meter, which has gone through testing, is found out of range or faulty, it shall be replaced. Contractor shall be liable to pay the penalty	We understand that calibration report submitted during supply of gas meter is acceptable and hence testing in every 12 to 15 months is not applicable. Need better clarity on the scope	Calibration before & after supply upto contract period is in bidder's scope. This is required to check meter calibration status at every 12 to 15 month interval.
132	Volume II of II	19.0 MANPOWER	29 of 43	19.5 After successful commissioning of the project contractor shall provide dedicated team of engineers (as per engineering in-charge) in shift A, B & C (each shift is of eight hours) for operation and maintenance of the system. The engineers should be available round the clock.	As we understand, for 1000nos. of Prepaid Smart Meters would be installed across 4 districts; to hire manpower across these districts in 3 shifts will only lead to a huge cost implication on CUGL. Also, these are more like field employees so need not be Diploma or Degree holders. Thus, we strongly suggest CUGL to let the Bidder make the necessary arrangements based on the meter installations and handover. Kindly confirm.	Tender condition prevails
133	Volume II of II	20.0 ASSET HANDOVER & COMMISSIONING:	29 of 43	20.1. Contractor shall own the primary responsibility of commissioning and the ASSET shall be considered handed over post NG conversion. Contractor shall ensure commissioning activity is completed within 5 calendar days post installation of the ASSET. Contractor shall be responsible for providing geo-tagging for the ASSET installed in the format provided by CLIENT. Contractor shall provide a report of the geo-tagged Assets within 5 calendar days from the time of installation.	With a quantity of 1000nos. Across 4 districts, we request CUGL to consider the Asset as handed over for O&M from the date of commissioning as the cost of various factors like network service provider, battery-consumption, manpower, cloud server, etc. gets imposed since commissioning of the MIU. Kindly confirm.	Tender condition prevails
134	Volume II of II	20.0 ASSET HANDOVER & COMMISSIONING:	29 of 43	20.2. Contractor shall submit the minimum one photographs of commissioned meters. Contractor shall retain these photographs at his server for complete duration of contract (i.e. 10 years) and shall provide free access to CLIENT for these photographs as and when required		NA
135	Volume II of II	20.0 ASSET HANDOVER & COMMISSIONING:	29-30 of 43	20.3. Contractor also shall be responsible for re-commissioning of any replaced meters. Contractor shall submit one photograph of the re-commissioning of the meter. Contractor shall retain the photograph at his server for complete duration of contract (i.e. 10 years) and shall provide free access to CLIENT for these photographs as and when required. Contractor shall also submit a monthly report for all the re-commissioned meters	In order to estimate the battery-life and get to the most competitive server/network cost, CUGL must share the commissioning & NG conversion plan of the entire lot of 1000nos. Of Gas meters. Without this information it won't be possible to provide the best estimate of Battery-life/Network cost/server-cost/etc. Hence, this is a mandatory requirement.	Tender condition prevails

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136	Volume II of II	23.0 STANDARD OPERATING PROCEDURE	30-31 of 43	<p>23.2. SOP FOR AMR COMPATIBILITY TEST</p> <p>After the MIU is installed and wired properly on the meter follow these steps to verify that the AMR is working properly:</p> <p>a) Check the mechanical index reading and the reading on the MIU or at the Server are same.</p> <p>b) Check the serial number on the meter body, communication device and server are the same.</p> <p>c) Now move the meter index by blowing air or with the help of low-pressure instrument air for minimum one-meter cube.</p> <p>d) Check the variation on the index, MIU, handheld device and on the server.</p> <p>e) If the increments on all the places are same, then it is demonstrated that the communication is established.</p> <p>f) Now, place a magnet (up to 0.2 Tesla) on meter index and repeat the steps c &amp; d and check the readings of meter Index, MIU and Server.</p> <p>g) If placement of magnet (0.2 tesla) creates any kind of reading <b>mismatch between meter mechanical index reading and reading at server than the meter shall be considered as technically disqualified.</b></p>	<p>As meter will be having magnetic index and as asked MAGNETIC TAMPERING: The meter under test (Gas meter as offered by the bidder) shall be connected via pulse reader. The reading on module will not be matching with mechanical index due to magnetic tamper but alarm will be generated as well as valve will be closed and same will be shown during TPI/Client inspection.</p> <p>We would like to inform CUGL that EN1359 is a worldwide Metering Standard available across the globe. It allows Magnetic Pulse gas meter. Kindly note that due to Magnetic Pulse methodology, the meter index values will change in the AMR unit. However, the AMR unit generates and immediate Sabotage alert and it is communicated to the server. Thus, immediate action could be taken by O&amp;M team or CUGL. Hence, Magnetic Pulse meters must qualify. Also, Clause 23.3 is in line with the above principal. Thus, CUGL must allow change in index values on the AMR unit.</p>	Tender condition prevails
137	Volume II of II	23.3. SOP FOR TAMPER ALARM TEST	31 of 43	<p>Tamper Alarm will be conducted along with the QAP i.e., the Calibration, accuracy, range. Once the meter passes the calibration test at QMIN, QMAX, and at 0.1QMAX flow rate, then the following tests will be conducted on the same apparatus:</p> <p>a) Ensure that the communication is established between the MIU of AMR meter with BIDDER's server.</p> <p>b) Once the communication is established, bring a magnet (up to 0.2 Tesla) near the meter index and keep it there till at least one-meter cube of air is passed through it.</p> <p>c) If meter get stopped with the effect of magnet, meter shall be considered as technically not qualified Or if meter become slow and fails to meet the accuracy class of 1.5 with the effect of magnet on it, the meter shall be considered as technically not qualified and in both the cases, tamper alarm should be generated and if the alarm is not generated meter shall be considered as technically not qualified.</p> <p>d) Repeat the step (a) ensure passage of minimum 1-meter cube of gas,</p> <p>e) Try to remove the MIU from the meter by breaking the seal on removal of MIU the system shall generate alarm for the same and if the alarm is not generated meter shall be considered as technically not qualified.</p> <p>f) Go back to step (a) again, if required.</p>	<p>As this is prepaid gas meter as soon as the magnet comes in the vicinity of the MIU the valve will get closed and no flow will happen and hence calibration can not be performed. Calibration will be done for meter with valve and MIU will be fitted to meter after calibration only.</p> <p>Magnet tamper and valve close can be shown and same is acceptable</p>	Tender condition prevails
138	Volume II of II	PTS - DOMESTIC DIAPHRAGM METER	34 of 43	<p>2.3 Codes, Standard and Legal Requirements</p> <p>Meters shall be approved to EN 1359: 1999+A1:2006 Or EN 1359-2017 or the latest edition or OIML R137- 1&amp;2 latest edition for other type of Gas Meters as per PNGRB regulatory requirement and also with the other applicable codes, standards and legal requirements.</p>	Internal - <b>EN1359:1999+A1:2006 or EN1359:2017???????</b>	Latest version
139	Volume II of II	3.0 DESCRIPTION OF DOMESTIC DIAPHRAGM METERS	35 of 43	3.2. Connections Orientation for G - 1.6 (Normal) shall be left side inlet and right-side Outlet connections.		NA
140	Volume II of II	3.0 DESCRIPTION OF DOMESTIC DIAPHRAGM METERS	35 of 43	3.3. Meters shall be suitable for Outdoor/ Indoor Installations, tamper proof and corrosion resistance for a life period of 10 years	<p>Our gas meter is suitable for in-door and out-door with due care / covering of gas meter to project from direct sunlight and water droplets by any reason over meter, installation and can meet corrosion resistance as per EN1359 standard</p> <p>Corrosion protection will be provided as per EN1359</p>	Tender condition prevails
141	Volume II of II	3.0 DESCRIPTION OF DOMESTIC DIAPHRAGM METERS	35 of 43	<p>3.5. The meter shall be equipped with a mechanism to ensure retrofit of a meter interface unit for future upgrade to Remote/Automated Meter Reading System. For this purpose, provision for pulse generation, compatible with retrofit unit shall be in-built into the meter and shall generate alarm in case of magnetic tempering or shall remain unaffected by an external normal domestic magnetic effect to the best extent possible during the remote meter reading. Diaphragm meters with magnetic pulse principle with a magnetic tamper alarm are acceptable subject to any tampering event by any capacity magnet; alarm has to be generated and recorded in the system and AMR.</p>	<p>As meter will be having magnetic index and as asked MAGNETIC TAMPERING: The meter under test (Gas meter as offered by the bidder) shall be connected via pulse reader. The reading on AMR module will not be matching with mechanical index due to magnetic tamper but alarm will be generated and same will be shown during TPI/Client inspection.</p>	Tender condition prevails

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142	Volume II of II	3.0 DESCRIPTION OF DOMESTIC DIAPHRAGM METERS	35 of 43	3.7. During the inspection of the gas meters at the works of the manufacturer by owner/ owner's representative, the vendor shall carry out tests to demonstrate that the gas meters are capable of generating pulses, compatible with an AMR system and AMR reading is not affected by external magnet (upto 0.2 Tesla). For demonstration, necessary arrangement requirement shall be made by the vendor during inspection.	As meter will be having magnetic index and as asked MAGNETIC TAMPERING: The meter under test (Gas meter as offered by the bidder) shall be connected via pulse reader. The reading on AMR module will not be matching with mechanical index due to magnetic tamper but alarm will be generated and same will be shown during TPI/Client inspection.	Tender condition prevails
143	Volume II of II	4.0 PROCESS REQUIREMENT	36 of 43	Ambient temperature - 0° C to 60° C	Our meter performance at ambient temperature of -10 to +55 degree centigrade and same is acceptable. Kindly confirm	Tender condition prevails
144	Volume II of II	5.0 MATERIAL OF CONSTRUCTION	36 of 43	5.3. Process connection shall be ¾" NPT inlet & outlet, conforming to ANSI B 1.20.1 <b>and material shall be brass</b>	We will be offering gas meter with 3/4" NPT connection made of Mild Steel material and same is acceptable. Kindly confirm	Bidder's request is acceptable
145	Volume II of II	7.0 PAINTING REQUIREMENTS	37 of 43	The Domestic Diaphragm Meters shall be painted with electrostatic spray epoxy paint or Polyester powder coating and the paint shall be of approved colour and quality.	We will be offering gas meter with Special Ivory RAL 1015 Powder coating on inside and outside of casing hope same is acceptable kindly confirm	Tender condition prevails
146	Volume II of II	8.0 MARKING	37 of 43	8.1. Each meter shall be marked with at least the following information, either on the index or on a separate data plate:  j) Direction of flow	Direction of flow is marked on top of the meter case with embossed arrow	Noted
147	Volume II of II	8.0 MARKING	38 of 43	8.3. Each of the boxes of individual gas meter shall be closed / sealed appropriately with a tape, and packing and strength of the box shall be such that same does not get opened or damaged during handling and storing of the same. A set of 4-5 Nos. (Or as deemed suitable by the manufacturer) of individual gas meters shall be packed in a larger box / carton and contents of (larger) box / carton, viz. Description of the gas meter and total quantity of gas meters (in the box), shall be clearly and specifically mentioned (in English language only) on each of the (larger) box as under: a) Name of manufacturer b) Description of material c) Purchase Order No. d) Total quantity (inside the box) e) Date of inspection	Each of the boxes of individual gas meter will be closed / sealed appropriately with a tape, and packing and strength of the box will be such that same does not get opened or damaged during handling and storing of the same. A set of 4 Nos. (Or as deemed suitable by the manufacturer) of individual gas meters shall be packed in a larger box / carton and contents of (larger) box / carton, viz. Description of the gas meter and total quantity of gas meters (in the box), will be clearly and specifically mentioned (in English language only) on each of the (larger) box as under: a) Name of manufacturer b) Description of material	Tender condition prevails

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