



REPLY TO BIDDER'S QUERIES

Bid Document for the Procurement of Commercial Meters with Integrated AMR, Data Hosting and Web Services for Five years					Bid Document No.: CUGL/C&P/TEN2122/ 21,229,004 dated 02.06.2021	
Sr. No.	Bid Reference		Page No.	Clause No.	Subject	CUGL Response
	Section					
1			13 of 47	Clause 4.5:	Ingress Protection - Gas meters shall have ingress protection to IP 54 or better in accordance with IEC 60529.	As we understand that the commercial meters are installed outdoors too. Hence, the IP protection rating should be IP 65 or better. Please confirm.
2			14 of 47	Clause 5.1:	Diaphragm Meter:: Transmission system shall be tamperproof non- magnetic with transmission rate of 0.01 m ³ / rotation for G4 & G6 and 0.10 m ³ / rotation for G10 - G25.	As per EN1359, Magnetic & Inductive, both type of transmissions/PULSE are allowed. More than 100million nos. of gas meters across the world are based on Magnetic Pulse. Thus, we strongly recommend CUGL to consider both Magnetic & Inductive types of Gas meters. Also, in case of Magnetic Type gas meters, if any tamper is generated then immediate alert will be sent to the server. Thus, fail-proof system is ensured. Please confirm.
3			27 of 47		Group A - Commercial Diaphragm Meter with AMR/Smart Meter (Commercial & Technical document)	As we understand that for Commercial Diaphragm meters are required with AMR only and not with EVC. Please confirm.
4			4 of 47		Scope of Work: Table, GROUP A - Diaphragm Gas Meters with AMR/Smart Meter	We understand the commercial meters are operated at low pressure (<0.5 bar) and CUGL has asked major quantities with AMR. As you are aware that at such low pressure & ambient temperature gas compensation is negligible. Hence, use of EVC will incur heavy expense on CUGL. The conversion factor, if required, could be achieved on the AMR device or on HES Software and it is configurable too. And, to achieve data-hosting & Automatic Billing of individual customer could be done by use of only AMR devices which are highly cost-effective as compared to EVC. Thus, ensuring savings of 40-60% of the capital expenditure. Also, in the recent times, various major CGDs has opted for commercial/industrial customers (with Diaphragm meters) wherein AMR devices are installed for data-hosting & automatic billing and consumption profiling. So, we strongly recommend CUGL to install AMR devices instead of EVC for such customers and thus deputing an economical solution. Please confirm.
5			34 of 47		DataSheet: EVC, Software: Suitable communication protocol adaptor with 2.5mtr of communication cable along with driver software to communicate with EVC and Windows 7 and Windows 10 based laptop shall be supplied with each EVC	As we understand, CUGL should ask for maximum 3 set of Software & cables to access the EVC against the entire Ordered Quantities as cable and software with each EVC will only add cost to the overall product. This will further prove expensive to CUGL only. Please confirm.
6			38 of 47		BRIEF SCOPE OF SUPPLY / SERVICES: Point No. 6, Hardware for server, Server should be OPC compliant. Cloud server is accepted;	We would like to bring to your notice that OPC compliant server is required for SCADA systems. This is not applicable for AMR system. However, as we understand that CUGL need would be for inter-operability of the systems, this can be confirmed by Bidder. Kindly confirm.
7			38 of 47		BRIEF SCOPE OF SUPPLY / SERVICES: Point No. 10: On billing days i.e., on 1st and 16th of every month, Bidder has to ensure 100% availability of meter reading;	As you are aware that the AMR communication is dependent on Network also. Network service provider like GPRS/GSM/LoRa signs a SLA of maximum 99.5%. Thus, on practical note, we request CUGL to freeze the Billing cycle data @95% as the penalties are very huge. Also, the Billing Date should be kept as a Range of 3 days for eg. 30th, 31st & 1st of every month should be kept as Billing date instead of only 1st of every month. Similarly instead of 15th of every month, billing dates to be allowed for 13th/14th/15th of every month. Considering the small quantities of Gas meters across 4 districts, it won't be practically possible for a bidder to consider manpower cost every month for all the 4 districts. This will in turn be a huge Price implication for CUGL. The sites are located in scattered regions and it may not be possible for the Bidder to always make the manpower available for manual readouts in case there is some network issue on that particular date of Billing. Please confirm.
8			45 of 47		The Bidder has to make minimum 95% AMR readings available every billing cycle through CUGL dashboard.	As you are aware that the Network at any site is totally dependent on the Network Service Provider. Thus, it is highly possible that if the Gas meter is so remotely installed that network is not available then such sites should be exempted from the Penalty implications. The quantities of Gas meters are also very less and thus, no network service provider can ensure 100% network availability. Please confirm exemption of such sites from penalty implications.

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	Section	Page No.				
9		45 of 47		Manual readings for a particular customer can be submitted for a maximum of two billing cycle. In case, the manual readings are submitted for more than two consecutive cycles for particular customer;		Bidder has to ensure 100% availability of meter reading on 1st and 16th of every month. However, penalty clause will not be applicable if bidder makes minimum 95% AMR readings available every billing cycle through CUGL dashboard.Tender condition prevails.
10		40 of 47		Re-commissioning: There may be some cases where CUGL need to relocate the gas meters. In such cases Bidder to re-commission the meter and update the software / hardware in the system to put the meter in line for gas consumption reading.	Decommissioning or Re-commissioning activity should be capped to 5 nos. per annum. This is a big cost implication on the service-side and without any cap it becomes difficult to provide a competitive offer. Otherwise, a separate SOR item should be mentioned for De-commissioning & Re-commissioning of Gas Meter.	Bidder understanding is correct. Tender condition prevails.
11		40 of 47		Commissioning: Bidder shall commission the meters within 5 calendar days post installation intimation of the asset by CUGL. Bidder shall be responsible for providing geo-tagging for the meters installed in the format provided by CUGL. Bidder shall provide a report of the geo-tagged assets within 5 calendar days from the time of installation.	As we understand that the Gas-meters will be installed by CUGL only. Bidder needs to consider only the logical/server-side commissioning & geo-tagging activity as scope. Please confirm.	Bidder understanding is correct. Tender condition prevails.
12		40 of 47		Report: Bidder shall provide facility of viewing and extracting reports according to requirement and in the format desired by CUGL through dash boards. Bidder to support CUGL to resolve any issues related in viewing and extracting report and modification of report layout in future as required by CUGL without any cost implication.	Software Dashboard for Data viewing, analysis and reprot generation would be provided by Bidder. However, modification would be allowed only for first six months of Commissioning of 1st Gas meter. As you are aware that even minor software changes (patches, reports, layout change, etc.) demands for complete testing of the entire software and this implies a huge man-power cost. Hence, the modification of the software/dashboard should be capped to 6-months or so. Any further modifications of updates will be charged to Client based on the man-hours required, on case to case basis. Please confirm.	Tender condition prevails.
13		41 of 47		AMR Data Availability: Scan time of necessary values for AMR should be 1 hour or better.	As we understand, minimum 1 hour of Data-archive is expected from the AMR device. Communication will be done to the server once per day and 24-hour log will be available for viewing at the server end. Please confirm.	Bidder understanding is correct. Tender condition prevails.
14		44 of 47		Reverse or back flow, if applicable;	Reverse flow restrictor is mandatorily asked by CUGL. Thus, reverse flow is not possible in the Gas meter and no such alarm is applicable. Please confirm.	Tender condition prevails.
15		30 of 47		Datasheet (RPD Meter), 2-wire type	Output from RPD meters could be 2/4/5/6-wired type depending on the make and EVC is connected to the RPD meter. Thus, this should be decided by Bidder.	Bidder understanding is correct.
16				Datasheet of EVC: Communication Ports	In the data sheet for Electronic volume corrector in features section "e, f & g"; CUGL specification repeatedly is asking for SCADA/PC & Laptop connectivity. Please be informed that in Battery powered devices, SCADA connectivity on real time basis is never possible. However in Atex certified devices, connectivity to Laptop / PC is possible without opening the EVC enclosure VIA Optical port available for communication. In accordance with EN 62056-21, optical port is required and the same is available. This optical port is an internal extension of RS232/485 port, so that EVC is not opened in Hazardous area and for safety. We can use a standard commercial optical to RS232/USB adaptor for the local communication, if required. We understand that SCADA connectivity requirement is wrongly spelt out in the specification at various places. The EVC data which is an archive data, would be send ones in a day to the cloud or hosted server, and this data would be interfaced with SAP or third party software in standard formats like csv, xls etc for further processing. CUGL SCADA must be able to import these files to their system for showing the archive data on DASH board or HMI. Please confirm if our understanding is correct.	Tender condition prevails.

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17		38 of 47		Bidder shall commission the gas meters within 5 days after CUGL'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. Installation of the gas meters is in CUGL's scope;	As the quantity of Gas meters in the tender is very less. Thus, it won't be possible to ensure 100% manpower availability for the said job. Loading of Manpower cost against this such small quantities will prove highly expensive to CUGL. The period of 5 days for commissioning should be left on mutual understanding between CUGL & Bidder, at the time of execution, please confirm.	The period of 05 days for commissioning counts after the intimation from Client side for the installed meters in each GA. Tender condition prevails.
18		53 of 95		BEC: Technical Criteria, 1.0 Group A	As the quantities are less, we request CUGL to allow cumulative quantity experience against supply (of Gas meters or AMR device) towards any of the mentioned model of the Gas Meters to any CGD. We have successfully supplied Prepaid type Commercial AMR Gas-meters to major CGDs in India and these Gas meters are either G6, G10, G16 or G25. Thus, we request CUGL to allow the experience (service/supply) on cumulative basis instead of each category. Please confirm.	Tender condition prevails.
19		54 of 95		BEC: Technical Criteria, 1.0 Group B	As the quantities are less, we request CUGL to allow cumulative quantity experience against supply (of Gas meters or EVC/AMR device) of any of the mentioned Gas Meters to any CGD. We have supplied Prepaid Type Commercial AMR Gas-meters to major CGDs in India and these Gas meters are either G6, G10, G16 or G25.	Tender condition prevails.
20		59 of 95		Delivery Schedule - 8 weeks from the date of PO	Considering the overall COVID-19 crisis situation across the globe, entire manufacturing and logistical chains have got deeply impacted. For eg. Battery cells delivery period has shot to 42-46 weeks. So, we request CUGL for delivery period to be minimum 24 weeks from the date of PO. Please confirm.	Refer corrigendum-1
21		19 of 47	5.5	Automatic meter reading & Electronics Volume corrector: The SIM cards shall be supplied by the Bidder providing service for five years. Monthly charges of the SIM shall be included in supply.	Scope of supply of SIM & monthly charges will be in CUGL scope. Kindly consider the same.	Scope of supply of SIM & monthly charges shall be in bidder scope. Tender condition prevails.
22		30 of 47		Data Sheet of RPD Meter Point No. 32 Type - 2 wire/ 3 wire	We understand that 2 wir, 3 wire RTD required for RPD meter. Kindly confirm.	Bidder can provide 2/4/5/6-wired type depending on the make and EVC is connected to the RPD meter.
23		30 of 47		Data Sheet of RPD Meter Point No. 33 Preamplifier Location	There is no any requirement of preamplifier for RPD meter. Kindly exclude this.	RPD meter shall contain all required components to provide pulse outputs. For that, required electronics/ cards/amplifiers/ pre amplifier/ pulsers etc shall be part of the meter.
24		30 of 47		Data Sheet of RPD Meter Point No. 34 Power Supply: 24 VDC loop powered from flow computer	There is no any external power requirement for RPD meter. Kindly exclude this.	Tender condition prevails.
25		30 of 47		Data Sheet of RPD Meter Point No. 39 Power Supply, Cable Entry: 24 VDC loop powered from flow computer	There is no any external power requirement for RPD meter. Kindly exclude this.	Tender condition prevails.
26		31 of 47		Data Sheet of RPD Meter Point No. 55 Meter Type & Size: G 250 & G 400 - 2"- 150#	The G 250 & G 400 meter will be designed 4 inch. These meters are not designed for 2". Kindly confirm acceptance for 4 inch.	Noted and confirmed. Refer Corrigendum-1
27		34 of 47		DataSheet: EVC, Software: Suitable communication protocol adaptor with 2.5 mtr of communication cable along with driver software to communicate with EVC and Windows 7 and Windows 10 based laptop shall be supplied with each EVC	As we understand, CUGL should ask for maximum 3 set of Software & cables to access the EVC against the entire Ordered Quantities as cable and software with each EVC will only add cost to the overall product. This will further prove expensive to CUGL only. Please confirm.	Bidder has to provide minimum 05 nos. of communication cable for meters supplied for each GA.
28		38 of 47		BRIEF SCOPE OF SUPPLY / SERVICES: Point No. 6, Hardware for server, Server should be OPC compliant. Cloud server is accepted;	We would like to bring to your notice that OPC compliant server is required for SCADA systems. This is not applicable for AMR system. However, as we understand that CUGL need would be for inter-operability of the systems, this can be confirmed by Bidder. Kindly confirm.	Bidder understanding is correct.

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29		38 of 47			BRIEF SCOPE OF SUPPLY / SERVICES: Point No. 10; On billing days i.e., on 1st and 16th of every month, Bidder has to ensure 100% availability of meter reading;	Tender condition prevails.
30		40 of 47			Re-commissioning: There may be some cases where CUGL need to relocate the gas meters. In such cases Bidder to re-commission the meter and update the software / hardware in the system to put the meter in line for gas consumption reading.	Tender condition prevails.
31		40 of 47			Commissioning: Bidder shall commission the meters within 5 calendar days post installation intimation of the asset by CUGL. Bidder shall be responsible for providing geo-tagging for the meters installed in the format provided by	Confirmed. Tender condition prevails.
32		40 of 47			Report: Bidder shall provide facility of viewing and extracting reports according to requirement and in the format desired by CUGL through dash boards. Bidder to support CUGL to resolve any issues related in viewing and extracting report and modification of report layout in future as required by CUGL without any cost implication.	Tender condition prevails.
33		41 of 47			AMR Data Availability: Scan time of necessary values for AMR should be 1 hour or better.	Confirmed. Tender condition prevails.
34		44 of 47			Reverse or back flow, if applicable;	Tender condition prevails.
35					Installation & Commissioning of Gas Meters	Tender condition prevails.
36		4 of 95			EMD security - INR 27,000	Tender condition prevails.
37		59 of 95			Delivery - 8 weeks	Refer Corrigendum-1
38					AMR Cloud Server	Tender condition prevails.
39		59 of 95			Delivery Schedule 8 weeks delivery from date of issue of LOI for Lot-1	Refer Corrigendum-1



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	Section	Page No.	Clause No.			
40		59 of 95	Payment Terms	10% after commissioning of supplied meters or within 180 days after the receipt of goods with submission of undertaking for "all service as and when required will be provided by bidder", whichever is earlier.	We request CUGL to accept payment terms - " 10% after commissioning of supplied meters or within 30 days after the receipt of goods with submission of undertaking for "all service as and when required will be provided by bidder", whichever is earlier."	Tender condition prevails.
41		15 of 47	Thermal Mass flow Meter	communication cable to be submitted with each meter	Thermal Meter uses standard optical cable for communication. The Meter QTY as per SOR is 100 No's. Kindly accept 3 or 5 No's of optical communication cable per GA to be supplied with Meter	Bidder has to provide minimum 05 nos. of communication cable for meters supplied for each GA.
42		29 of 47	Datasheet of Diaphragm / Thermal Meter	For thermal type meters, the following accessories to be provided: strainer, NRV, RO.	Thermal Meters are static Meters, there are no moving parts. Hence Thermal meters are not prone to damage from any backpressure or overflow. Hence we request CUGL to accept thermal meters without RO & NRV. We will provide strainer. Kindly accept	Tender condition prevails.
43		19 of 47	Technical requirement 5.5 AMR & EVC	Bidder shall supply software for remote data monitoring through GSM modem. The software shall be installed in CUGL office / control room and actual performance of software for remote data monitoring shall be carried out by Bidder.	Please confirm if same is acceptable for Group B (RPD Meters & EVC + AMR). We have following options :- 1) EVC with Modem housed in JB powered by Ext Battery & Solar 2) EVC with Datalogger (Replaceable battery with life of 5 years) - Zone 0 certified. Both will work on GSM / GPRS. Option 2 (Cello 6S AMR already used by CUGL) Please confirm if Opt2 is acceptable	Option 2 is noted and confirmed.
44		19 of 47	Technical requirement 5.5 AMR & EVC	The meter reading data collected through AMR system shall be uploaded to Bidder's cloud server.	Pls confirm that Data hosting service using inbuilt AMR is applicable for Group A : commercial meters. For Group B remote monitoring software using GSM modem is required. Please confirm.	For both group meters, reading should be provided by bidder on CUGL Dashboard for 05 years.
45		31 of 47	Datasheets x 150#	Size/Rating for RPD Meter with EVC: For G250 & G400 - 2"	As per EN12-80 Standard the RPD meters G250 & G400 are in 4" size only. Kindly confirm.	Noted and confirmed. Refer Corrigendum-1
46		34 of 47	Datasheets- EVC	Inbuilt AMR	We request CUGL to accept external AMR such as dataloggers which are intrinsic safe for use in Zone 0,1,2	Confirmed. However, AMR IP protection should be as per tender.
47		47 of 47	QAP	Body Hydro Test	Hydro test is not applicable for Electronic static meters. We will perform Pneumatic leak test. Please accept.	Confirmed.
48		47 of 47	QAP	Calibration and Accuracy test - Review & Witness	In case of foreign manufacturers, the meter calibration is done at manufacturer facility. Please accept review of calibration certificate.	In case of foreign manufacturing unit, CUGL approved TPIA reports shall be shared for review.
49	IFB	4	7	Pre Bid Meeting	Request you to kindly organise the online pre bid meeting due to COVID 19.	Already done.
50	IFB	4	11	Item wise	Qty mentioned in the Tender will be distributed in 4 GA and it will be awarded in 4 bidders. In that case qty goes to bidder is too low. Considering the services of tender requirement, you are requested to change the evaluation of tender as Groupwise instead of item wise.	Tender condition prevails.
51	Technical Volume 2- Data Hosting & Services Agreement	39	4.4	Brief Scope of Supply/ Services	Bidder understand that supply of SIM Card is in M/s CUGL's Scope. Please confirm	Supply of sim card and related expenses are in bidder scope. Tender condition prevails.
52	Technical Volume 2- Data Hosting & Services Agreement	41	6.1	DETAILED SCOPE OF SERVICES	Please confirm the Minimum Qty and site locations to conclude the no of days for commissioning.	The nos. of days for commissioning is 5 days irrespective of site locations. Tender condition prevails.
53	Technical Volume 2- Data Hosting & Services Agreement	46	10	MANPOWER	Bidder understand that Installation is in M/s CUGL's scope. Please confirm.	Meter installation is in CUGL scope. However, commissioning and geo-tagging of meter is in scope of bidder. Tender condition prevails.



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	Section	Page No.	Clause No.			
54	Technical Volume 2- Data Hosting & Services Agreement	46	8	Penalties	Bidder may make either single or more than single mistake in the given penalty clauses. In all cases BG will forfeit. We request you to kindly specify the penalty clauses with charges.	Implementation of the penalty clause is at the discretion of CUGL depending upon the severity of the non-compliance of bidder. Tender condition prevails.
55	BEC - TECHNICAL CRITERIA	55		ATEX certificate for electrical/electronic items conforming to Zone-2	ATEX is driven by EU law whereas IECEx is a voluntary certification scheme. Both however provide an accepted means of proving compliance with IEC standards. The difference between ATEX and IECEx is initially that ATEX is only valid in the EU and IECEx accepted globally. Test report from Karandikar Laboratories Pvt Ltd, India for proposed AMR/ MIU complying to IS/IEC 60079-0:2011, IS/IEC 60079-11: 2006 is accepted as ATEX for AMR/MIU.	ATEX and IEC ex both certificates will be considered for the same.

Bidder are required to submit the "REPLY TO BIDDER'S QUERIES" alongwith the bid duly signed & stamped.

