


REPLY TO BIDDER'S QUERIES

		Bid Document for Implementation of GIS based Management System for CUGL's Infrastructure for City Gas Distribution Project of M/s. Central U. P. Gas Limited			Bid Document No.: CUGL/C&P/TENZ627/13 dated 03.06.2026 (NIC Tender ID: 2026_CUGL_279675_1)	
Sr. No.	Page No	Clause No.	Subject	Bidder's Queries/ Observation/Comments	CUGL Response	
1	7	BEC	For Running Contract Copy of Execution Certificate against Order/LOA/Contract for the running contract must be submitted / uploaded clearly mentioning the executed value. The execution certificate must contain detailed information like Order/ LOA/ Contract/ Agreement No. with date, Brief Scope of work / Name of work, Order value, Total executed value, etc. The Execution Certificate should have been issued by the end user/owner.	is execution certificate in Clients letterhead needed or just email confirmation ok?	Yes, Execution certificate on client's letter head would be required	
2	91	SOW: part-II	1. Development and supply implementation of GIS based Utility Planning and Management System integrated with on the go mobile application (android and iOS).	May we have more details of the Software Features required?	Bidder to refer SOW	
3	99	SOW: Web Application	96. Database of Legacy network to be shared by CUGL in .shp/kml format.	Does the legacy GIS data have attributes and entity relationships. Has the topology been done for this? Else, to map the legacy data all efforts from scratch has to be done.	Kindly note that complete effort would be required to create the network topology from the legacy GIS data	
4	102	Sow: Linepatrolling	106. Stretch wise information and name of patrolling staff should be stored in the system and selecting of drop down menu, the name will be appeared.	a. Is GIS and mobile Based Line patrolling solution to be provided? b. Is this needed for Both Steel and MDPE pipeline network? c. Do you need patroller attendance in Geofence, Mobile based submission of observations etc?	a. Mobile based line patrolling solution is not required b. Yes required for both steel & mdpe pipeline network c. Patroller attendance in geofence is not required. However, Mobile based submission of observation etc. is required.	
5	102	SOW	107-111. This module will help the admin to know the exact real time scenario of the field data, time to time updates about the pipeline data, location and O&M activity.	a. Is GIS and Mobile based O&M module for PNG maintenance and Incident reporting needed? b. Does CUGL have Iso formats of all maintenance activities?	a. Only required for incident reporting and registering O&M maintenance activities conducted during the incident. b. yes	
6	103	SOW: Task List	122. Below is the sample task list: a. Meter Replacement b. New Meter Installation c. Route Diversion/shifting d. Excavation/digging e. Incremental Changes in Network f. Station wise Installation	a. Is LMC installation mobile app also needed along with LMC task assignment? b. Does Incremental changes in network mean new pipeline laying also to be captured using field Mobile app? c. Who will enter this data during laying?	a. No b. No. During AMC, as built dwgs will be shared to vendor for mapping c. Vendor	
7	Scope of Work Section VI	GIS Data Migration	Not specified.	Kindly clarify responsibility for data cleansing, validation, rectification and migration of legacy data.	Responsibility lies with vendor	
8	Scope of Work Section VI	User Licenses	Not specified.	Kindly provide estimated number of concurrent users and mobile users to be supported by the system.	100 Nos. of users (Executive + Field staff)	





9	Scope of Work Section VI	Integration Requirements	Not specified.	Kindly confirm whether integration is required with SAP, ERP, Billing Software, CRM, SCADA, PNG Customer Database or any third-party applications.	The system shall have provisions and should be capable for future integration with SAP, ERP, Billing Software, CRM, SCADA, PNG Customer Database or any third-party applications.
10	Scope of Work Section VI	Training	NOT specified.	Kindly provide number of users, locations and duration of training programs required under the contract.	Kindly refer tender documents
11	Scope of Work Section VI	Warranty & Support	Not clearly defined.	Kindly specify defect liability period, warranty period and post-Go-Live support requirements.	a. Defect liability period & warranty shall be 12 months from date of Go-live b. Post Go-live support requirements will be covered under AMC
12	36	Evaluation Methodology	Lowest Price (L1) basis.	Kindly clarify whether technical presentation, software demonstration shall be conducted before financial evaluation.	Technical presentation, software demonstration before financial evaluation will not be required
13	General	Project Timeline	Not clearly defined.	Kindly provide phase-wise implementation timeline expected by CUJL for Survey, GIS Development, Testing, UAT and Go-Live activities.	Software development: 04 months from the date of award. Survey and Mapping: 12 months from the date of award.
14	116	Payment Terms	Supply of MeitY Approved Cloud Server (as per specification mentioned) after UAT and Hosting of the application for Go-live - Quarterly billing	Kindly confirm if this payment be done quarterly Advance	No advance payment will be processed. Bidder to submit invoice along with relevant supporting document.
15	115	Payment Terms	Annual Maintenance Contract (For 60 Months (After 12 months of implementation period or from the date of Go Live whichever is earlier)	Implementation Period: Kindly confirm, is it expected to develop the software in 12 months and deliver the GIS data after 12 months	Software development: 04 months from the date of award. Survey and Mapping: 12 months from the date of award.
16	9	Current status of MCA portal		Kindly clarify the document(s) required to be submitted in support of "Current status of MCA portal".	Current status of Firm on MCA Portal
17	12		The bids must be submitted online in electronic form on https://etenders.gov.in/eprocure/app only. No physical bids will be accepted.)	Except EMD in original not hardcopy submission. Please confirm	Please refer Tender Document
18	22		EMD	We are an MSME-registered organization and are exempt from EMD payment. Kindly confirm whether we need to submit the MSME Registration Certificate in hard copy as proof of exemption.	Tender condition prevails. Regarding EMD exemption, please refer tender document. MSME certificate copy to be uploaded on e-tender portal
19	28		Documentary Evidence	the bidder or a practicing Chartered Accountant (not being an employee or a director or not having any interest in the bidder's company / firm). The certificate should not older than 3 months from the bid due date and should indicate the Name of bidder, NSIC / DIC registration Number, Category of Enterprises, CA firm name, CA name and CA membership Number who is issuing the certificate. As per our understanding, this certificate only needs to be signed and stamped by a Chartered Accountant along with the CA Membership Number, and a UDIN is not required. Kindly confirm.	Tender condition prevails
20	29		The bidder shall prepare one original of the document comprising the bid as per clause 11 of ITB marked "original" in addition, the bidder shall submit 1 copy of the bid clearly marked as "Copy". In the event of any discrepancy between the original and the copy, the original will govern.	As the tender document clearly states that "No physical bids will be accepted," we understand that submission of physical documents under this clause is not required. Kindly confirm our understanding	Tender condition prevails. Bids to be submitted on e-tender portal. No physical submission required except EMD. For more details please refer tender document

21	50	Security Deposit		Nowadays, Government departments and PSUs are adopting reduced PBC norms of 3%--5%. Hence, we request you to kindly reduce the Security Deposit / PBC amount accordingly to support MSME participation	Tender condition prevails
22	87		CA CERTIFICATE FORMAT FOR MSE	This is to Certify that M/s ----- (Company Name) having its registered office at ----- (Address) is registered under MSMED Act 2006 . Entrepreneur Memorandum No. (Part-II) .Kindly advise what details are required to be filled in this section." dated ----- Category: -----(Whether Micro or Small)	Please refer Tender Document
23	94	SOW	MDPE pipeline is laid within 2 meter depth from the ground for open trenching, specification of the trial pit should be: a. Length x Width: 1.0m x 1.0m b. Depth: 1m to 2.5 m	Kindly clarify the required frequency and quantity of trial pits to be carried out per kilometer during execution of the project	Qty of trial pits is freezed in SOR. Number of trial pits required at a certain section/area would depend on actual site conditions.
24	6	BEC-Technical	Bidder shall have experience of having successfully carried out One (01) work order which include "Implementation of GIS based Asset Management System.	a. With reference to the eligibility criteria, kindly confirm whether experience of Underground Gas Pipeline Detection Survey using Ground Penetrating Radar (GPR) along with GPS/DGPS instruments shall be considered equivalent to and acceptable in place of CS Pipeline Locator and GPS/DGPS instruments for meeting the qualification requirement b. We would like to submit that Ground Penetrating Radar (GPR) is an advanced technology for underground pipeline detection. While we understand that the scope of work specifies surveys to be conducted using CS Pipeline Locator.	Bidder to refer Corrigendum-I
25	6	BEC - Technical Eligibility (Section II, Clause A)	Single work: GIS-based Asset Management System with pipeline survey	Kindly include similar work experience such as GPR-based underground utility survey / Water pipeline detection projects as eligible experience.	Tender condition prevails
26	6	BEC - Technical Eligibility (Section II)	Experience limited to specific GIS implementation project	Request inclusion of broader underground utility mapping / geospatial survey projects as qualifying criteria.	Bidder to refer Corrigendum-II
27	6	BEC - Certification Requirement (Section II)	ISACA CMMI certification mandatory	Kindly allow CMMI certification from other globally recognized agencies instead of restricting only to ISACA/verified portals, as multiple accredited bodies issue valid certifications.	Tender condition prevails
28	6	BEC - Equipment Requirement (Clause A)	Ownership of CS Pipeline Locator & CORS DGPS mandatory	Kindly allow third-party ownership /JV Patners/leasing /tie-up with OEM-certified vendors for survey equipment.	Bidder to refer Corrigendum-II
29	7	BEC - Equipment Proof	Invoice required as proof of ownership	Request to accept third-party certification / lease agreements / OEM authorization letters as valid proof of availability of instruments.	Bidder to refer Corrigendum-II
30	6	BEC - Equipment Specification	Specific instruments: CS pipeline locator, CORS DGPS	Kindly confirm whether equivalent or higher specification instruments will be accepted.	Accepted
31		Technical Scope - Survey	DGPS accuracy < 20 cm	Kindly confirm acceptable accuracy tolerance in dense urban / congested areas.	Tender condition prevails





32	Scope – MDPE Pipeline Survey	Mapping through ABD / physical survey	Please clarify if pipeline drawings will be provided or full field tracing is required.	For mapping of MDPE pipelines where ABDs are available with CUGL, drawings will be provided to vendor in any form as per availability with CUGL (PDF/Auto CAD/Soft copy/Hard Copy etc.)
33	Scope – Steel Pipeline Survey	Trial pits required	Kindly confirm number/location of trial pits per km and who will arrange permissions.	Qty of trial pits is freeze in SOR. Number of trial pits required at a certain section/area would depend on actual site conditions.
34	Equipment Requirement	Ownership of DGPS & Pipeline Locator	Request to allow leased / rented equipment instead of owned equipment.	CUGL will issue request letters to statutory bodies however, Bidder to refer Corrigendum-II
35	Data Migration	Legacy GIS integration	Please confirm format, quality and completeness of legacy GIS data to be provided.	.ship files are available with CUGL along with relevant back up files
36	Integration	SAP HANA / SCADA integration	Kindly confirm availability of APIs/interface documentation for integration.	The system shall have provisions and should be capable for future integration with SAP, ERP, Billing Software, CRM, SCADA, PNG Customer Database or any third-party applications.
37	Mobile App Requirement	Android & IOS required	Please clarify if Android-only application is acceptable.	Not accepted
38	Mobile App Functionality	Offline + Sync required	Kindly confirm if offline capability is mandatory for all modules.	Tender condition prevails
39	BEC	Supply or customization of any Commercial Off-The-Shelf (COTS) Software, including OEM GIS Solutions shall not be considered for evaluation.	Excluding all OEM/COTS GIS implementation experience may inadvertently eliminate organizations that have successfully delivered large-scale, mission-critical enterprise GIS solutions of equal or greater complexity than the proposed project. We sincerely request you to include OEM/COTS based GIS technology platform, with demonstrated capability	Bidder to refer Corrigendum-II
40	BEC	work order which include "Implementation of GIS based Asset Management System which includes Underground Gas pipeline detection survey using GS pipeline Locator and GPS/DGPS instrument along with Development of GIS based Web and Mobile Application	Since Ground Penetrating Radar (GPR) is an advanced and reliable technology for underground surveys, it is requested that experience in "CS Pipeline / GPR" be considered and accepted as valid past experience for the detection of underground pipelines.	Bidder to refer Corrigendum-II
41	SOW- Web Application	The application must be developed in open source technology along with open source database and application must have no restriction in terms of licensing policy and user	By excluding COTS/OEM experience, the tender unintentionally limits participation and may also increase implementation risk by favoring custom-built approaches over mature, industry-standard solutions. CUGL may even lose the opportunity to leverage this extensive, field tested implementation knowledge, built over years of executing similar CUGL projects nationwide. Proven COTS platforms provide robust capabilities such as network modeling, valve isolation, scalability, and security—critical for reliable CGD operations at scale.	Bidder to refer Corrigendum-II



42	112	SOW- Supply of Cloud Server	Deployment Environment for the Application:	The current tender provisions appear to emphasize a SaaS-based approach. For a critical CGD system such as CUGL, implementation of GIS technology platform on a cloud, may create long term dependency on a vendor's proprietary environment, making future transition or vendor change challenging. Limitations around data portability, integration with systems such as SCADA and SAP, customization, and control over architecture can lead to operational constraints and additional costs. A more flexible approach, allowing Enterprise Server deployment options, would ensure better ownership, seamless integration, and long-term continuity. In view of the above, we respectfully request CUGL to reconsider the restrictive provisions, particularly Clause (a), and allow experience on COTS GIS platforms, including OEM products, to be considered as part of the technical eligibility criteria. This will enable wider participation, ensure fair competition, and help in selecting the most capable and experienced bidders for this critical project.	Bidder to refer Corrigendum-I
43	18	Section-A.3.0 A. GENERAL	Bids From Joint Venture/Consortium not allowed	We request the Authority to kindly allow joint venture/consortium to enhance technical qualifications, financial capacity, and ensure successful project delivery. This arrangement will allow bidders to pool expertise, resources, and financial strength, thereby broadening competition and improving the quality of proposals received. This will also encourages collaboration, brings in specialized expertise, and enhances bidder capacity for large-scale projects. We respectfully request that the Authority to permit bid participation through a Joint Venture/Consortium and allow cumulative compliances regarding qualification and experience.	Bidder to refer Corrigendum-II
44	6	BEC	Bidder shall have experience of having successfully carried out One (01) work order which include "Implementation of GIS based Asset Management System which includes Underground Gas pipeline detection survey using CS pipeline Locator and GPS/DGPS instrument along with Development of GIS based Web and Mobile Application"	We sincerely submit to bring to your notice that linear infrastructure projects such as roads, railways, pipelines, share significant similarities in planning, execution, and technical requirements along with Gas Pipeline works. We request that experience in Implementation of GIS based Asset Management System for other linear infrastructure projects also be considered to comply this condition. Including relevant experience from other linear infrastructure projects will broaden the scope for qualified bidders while ensuring that capable and experienced firms can contribute effectively to project success. This approach would maintain high standards while enabling broader participation from firms with relevant expertise. Kindly consider	Bidder to refer Corrigendum-II
45	6	IFB	Bid due date with time: 17/06/2026 at 15:00 pm	We request to reply our above Mentioned queries at the earliest. Additionally, we request the publication of consolidated responses along with the outcome of pre bid meeting. Request to extend bid submission date by at least 15 days from the date of publication of pre-bid replies/clarifications. This provides bidders adequate time to incorporate clarifications into technical and commercial bids, ensuring quality and compliance.	Please refer the Corrigendum-I for extension of due date of bid submission.
46	6	BEC-Technical	Bidder shall have experience of having successfully carried out One (01) work order which include "Implementation of GIS based Asset Management System which includes Underground Gas pipeline detection survey using CS pipeline Locator and GPS/DGPS instrument along with Development of GIS based Web and Mobile Application" with minimum value of INR. 2.06 Cr. under single work order/contract for any CGD/Oil/Gas Sector in India in preceding last Seven (07) years.	Bidder shall have experience of having successfully carried out One (01) work order which include "Implementation of GIS based Asset Management System which includes Underground Gas pipeline detection survey using CS pipeline Locator and GPS/DGPS instrument along with Development of GIS based Web and Mobile Application" with minimum value of INR. 2.06 Cr. under single work order/contract for any underground utility CGD/Oil/Gas/Power Sector in India in preceding last Seven (07) years.	Bidder to refer Corrigendum-II

47		Bidder shall have experience of having successfully carried out One (01) work order which include "Implementation of GIS based Asset Management System which includes Underground Gas pipeline detection survey using CS pipeline Locator and GPS/DGPS instrument along with Development of GIS based Web and Mobile Application" with minimum value of INR. 2.06 Cr. under single work order/contract for any CGD/Oil/Gas Sector in India in preceding last Seven (07) years	Bidder to refer Corrigendum-I
48	Scope of Work - GIS Application & Server Infrastructure	GIS Server	Tender condition prevails
49	Tender Document	Tender Document	to be read as Open source/OEM software or application
50	SOW	Scope of Work	Note: CUGL shall not pay license fee/Renewal Charges of OEM/COTS Software during and post the contract period.

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

