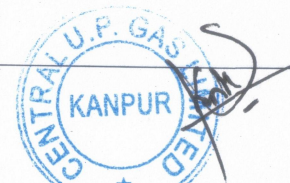


REPLY TO BIDDER'S QUERIES

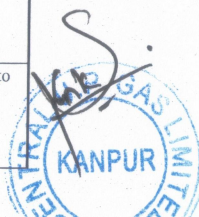
	Bid Document for Implementation of GIS based Management System for CUGL's Infrastructure for City Gas Distribution Project of M/s. Central U. P. Gas Limited				Bid Document No.: CUGL/C&P/TEN2627/27 dated 18.08.2026 (NIC Tender ID: 2026_CUGL_288024_1)
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1	93	SCOPE OF WORKS (SOW)	6. Bidder should use CORS enabled GPS for getting the desired accuracy (Below 20 cm). The DGPS / Hand Held GPS shall have the facility for RTK (Real Time Kinematics) observations.	We understand that the bidder shall use Survey of India (SOI) approved, CORS-enabled DGPS/GPS equipment with RTK capability to achieve positional accuracy of below 20 cm. Kindly confirm whether our understanding is correct.	The Bidder must use CORS-enabled GPS/DGPS (GNSS) equipment with a positional accuracy of below 20 cm.
2	99	SCOPE OF WORKS (SOW)	If the proposed solution may be based on a Commercial Off-The-Shelf (COTS) software platform. In such cases, the ownership and intellectual property rights of the underlying COTS product, including its source code, shall remain with the respective product owner/vendor and shall be governed by the vendor's standard licensing terms.	Kindly clarify whether the bidder is required to submit a self-declaration with the bid confirming whether the proposed solution is based on an Open-Source platform or an OEM/COTS software platform. If OEM/COTS is proposed, should the bidder also mention the product name and OEM details in the declaration? Please confirm.	The Bidder shall submit a self-declaration for proposing an open-source platform. If an OEM/COTS software is proposed, the Bidder shall submit a Manufacturer Authorization Form (MAF) on the OEM's letterhead confirming a minimum of 5 years AMC support, including remote technical support, system maintenance, re-installation, bug fixing, troubleshooting, and software upgrades/features.
3	108	SCOPE OF WORKS (SOW)	Note: Estimated number of concurrent users and mobile users to be supported by the system: 100 Nos. of users (Executive + Field staff)	The RFP includes 5 years of AMC for the software/application. We understand that the estimated concurrent users has been considered based on CUGL's projected operational expansion during the 5-year AMC period. Kindly confirm whether this understanding is correct. If not, please specify the expected number of Executive and Field Staff users to be considered for sizing, licensing, and AMC throughout the 5-year period.	CUGL intends to deploy the solution for long-term use. The proposed system shall support approximately 100 concurrent users, including Executive and Field Staff (web and mobile users).
4	112	SCOPE OF WORKS (SOW)	Training & Support: 5. Contractor must provide online training in case to case basis during support/AMC period.	During support/AMC period, online training of OEM/COTS software shall be provided by contractor or directly from OEM. Please confirm.	Training of OEM/COTS software must be provided by respective OEM's.
5	113	SCOPE OF WORKS (SOW)	Annual Maintenance of the Application: 1. 05 year Annual maintenance of the application after go-live. The core web portal including the mobile applications must come with yearly maintenance from the day after Go Live.	The RFP specifies that the 5-year AMC is applicable to the core web portal and mobile applications. However, no specific provision has been mentioned regarding the AMC of any OEM/COTS software proposed under the project. Kindly confirm whether the AMC scope includes OEM/COTS software, or whether it is limited only to the developed web portal and mobile applications	Any proposed OEM/COTS software shall be covered under a 5-year Annual Maintenance Contract (AMC), with support services provided directly by the OEM/OEM's Channel Partner in accordance with the RFP's AMC provisions.



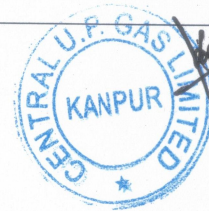
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6	113	SCOPE OF WORKS (SOW)	4. Any new infrastructure which comes under AMC period will be mapped by contractor within AMC cost. Survey data/as built drawings will be provided by CUGL. Kindly Note that AMC payment would be released after completion of this activity only.	The RFP also includes the following payable BOQ/SOR items: SOR Item No. 2: Manual Digitization of MDPE Pipeline using the As-Built Drawings SOR Item No. 6: Manual Digitization & GIS Mapping of Domestic Consumer Location using CUGL Data We understand that the mapping and digitization of any new MDPE pipeline and infrastructure during the AMC period, based on the survey data/As-Built drawings provided by CUGL, shall be executed and paid separately under the respective BOQ/SOR items, and shall not be included within the fixed 5-year AMC cost. Please confirm.	mapping and digitization of any new MDPE pipeline and infrastructure during the AMC period, based on the survey data/As-Built drawings provided by CUGL, shall be executed and its cost should be accommodated in AMC cost by the bidder	
7	113	SCOPE OF WORKS (SOW)	The Annual Maintenance includes the followings: a. Remote Technical Support via email, phone, virtual meeting and fax etc. b. System Support Maintenance c. Re-installation of the software remotely d. Software Bug fixing e. Trouble Shooting	We understand that the proposed OEM/COTS software shall be covered under the Annual Maintenance scope, including the following services: a. Remote Technical Support via email, phone, virtual meeting and fax etc. b. System Support Maintenance c. Re-installation of the software remotely d. Software Bug fixing e. Trouble Shooting f. New Features Additions/Upgradation Kindly confirm whether our understanding is correct.	Any proposed OEM/COTS software shall be covered under a 5-year AMC. The OEM/ OEM's channel Partner shall provide direct support, including maintenance, bug fixes, troubleshooting, and new feature additions/software upgrades throughout the AMC period.	
8	123	SCHEDULE OF RATES (SOR)	S.No. 9 Software Implementation, Customization & Training: Concurrent User Details: Editing- Unlimited Viewing- Unlimited	We understand that the concurrent user details specified in the SOR (Editing - Unlimited and Viewing - Unlimited) are applicable to the open-source web portal and mobile application. In case a bidder proposes an OEM/COTS software platform, kindly specify the required number of named/concurrent users to be considered, taking into account CUGL's 5-year expansion plan.	CUGL intends to deploy the solution for long-term use. The proposed system shall support approximately 100 concurrent users, including Executive and Field Staff (web and mobile users).	
9	123	SCHEDULE OF RATES (SOR)	S.No. 9 Software Implementation, Customization & Training: Note: 1. Entire Solution must be in open-source platform 2. Application, source code property right must be in the name of CUGL. 3. Agency must not deliver the same source code to any other agency/client in future. A Non-Disclosure Agreement (NDA) to be signed off between Bidder and CUGL. 4. Application must be in perpetual mode	We understand that, in case the bidder proposes any OEM/COTS software platform, the software shall be provided with a perpetual license, and the entire cost, including OEM/COTS software licensing, implementation, customization, and application cost, shall be quoted under BOQ Line Item No. 9. Kindly confirm whether our understanding is correct.	Yes, Bidder's understanding is correct.	



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10	123	SCHEDULE OF RATES (SOR)	S.No. 10 Annual Maintenance Contract: Complete web portal, mobile app, database and source code to be handed over to CUGL after completion of AMC period.	We understand that, in case the bidder proposes an OEM/COTS software platform, the 5-year Annual Maintenance Contract (AMC) shall also cover the OEM/COTS software, along with the web portal, mobile application, database, and related system components. Please confirm.	Yes, Any proposed OEM/COTS software shall be covered under a 5-year Annual Maintenance Contract (AMC), with support services provided directly by the OEM in accordance with the RFP's AMC provisions.
11	6	Technical Criteria	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/GPR 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.	We kindly request the authority to consider bidders having experience in GPR/DGPS-based underground utility surveys in the Power Sector as well. The nature and technical requirements of underground utility surveys are largely similar across Oil, Gas, CGD, Power, and other utility sectors. Allowing such experience will enable technically capable bidders to participate and promote wider competition. Alternatively, if the above request is not considered, we kindly request the authority to modify the eligibility criteria to allow multiple projects involving Web & Mobile GIS Application Development in the CGD/Oil/Gas Sector, executed during the last 10 years, instead of requiring a single work order of the specified value.	Tender Condition Prevails
12	124	SOR	Entire Solution must be in open-source platform	we understand that CUGL has provisioned the option to bidders for proposing COTS Enterprise GIS platform. Although in the SOR, it is explicitly mentioned that the entire solutions must be in open-source platform. We request CUGL to revise the clause and consider COTS based GIS platform also under SOR.	Please read the SOR as "Open Source OR COTS Enterprise GIS Platform"
13	124	SOR	Concurrent User Details: Editing- Unlimited Viewing- Unlimited	Estimated number of concurrent users and mobile users supported by the system is mentioned as 100 nos, which is contradicting to the concurrent user details mentioned in the SOR. We request CUGL to modify the clause.	100 nos. concurrent users and mobile users to be supported by system.
14	31	DEADLINE FOR SUBMISSION OF BID	In case any bid is submitted by bidder who is on Holiday' by CUGL or banned/blacklisted by Government department/ Public Sector on due date of submission of bid, such bid will not be opened /evaluated, and such bids shall be returned to the party immediately	we request CUGL that please consider private company Holiday' /contract Termination or banned/blacklisted also because in India there are many private CGD companies. So if bidder is on Holiday or its contract is terminated due to non-performance or banned/blacklisted CUGL should opened /evaluated such bids	Tender Condition Prevails.
15	91	Brief SCOPE OF WORKS (SOW)	Physical Survey for Detection of steel pipeline using pipe locator (Magnetic induction based). Conduct 50 meter corridor survey along the route, over ground land features and associated facilities of pipeline (valve chambers, Route Markers, Pole markers, TLP etc.) data to be captured using DGPS/ Hand Held GPS.	Induction Utility Locator will work only if TLP is available. In case if TLP is missing or TLP has more distance than usual then utility Locator will not work. In that case only GPR works, So we request CUGL GPR instrument is must in this project as bidder has to take around 100 Km steel line Coordinates	Tender Condition Prevails
16	92	Part-II	Integration of Legacy GIS data with newly developed asset management application	1. What is approx. volume of data and in what format? 2. Request to provide list of layers along with corridor width for legacy data.	CUGL will provide .shp files along with all relevant back up files to successful bidder post award.



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17	103	Map view	xi. Displaying Pipeline and ROW/ROU Information on satellite Imagery and Maps: The application will overlay pipeline and Right-of-Way (ROW) /Right-of-Use (ROU) information on topo maps from various sources such as Open-Street Maps	We understand that the required ROW/ROU information and associated spatial data will be provided by CUGL for integration and display in the proposed application. Kindly confirm	to be developed and displayed by vendor in consultation with CUGL
18	111	Integration and Legacy Data Migration	23. The bidder shall make provision for integration with the existing SAP HANA system/SCADA of CUGL	We understand that a. Any such integration will be done by means of API b. Bidder will only be responsible for developing /consuming API at proposed system level. External system level API/work will be done by respective system integrators Kindly confirm	a. yes b. Yes
19	112	Training & Support	4. 5 days onsite training program must be provided at one central location in each GA (Kanpur, Bareilly, Jhansi)	We understand that 1. Overall 5 days training is to be provided 2. One Training needs to be done for each GA 3. Training infrastructure like training rooms, projectors, system etc. will be made available by CUGL Kindly confirm/clarify	1. 5 days for each GA 2. Training module to be same for all 03 GA. 3. Yes.
20	113	Annual Maintenance of the Application	Any new infrastructure which comes under AMC period will be mapped by contractor within AMC cost. Survey data/as built drawings will be provided by CUGL	Kindly provide the approximate expected quantum/number of new infrastructure assets that may be required to be mapped during the AMC period, considering that the mapping is to be carried out within the AMC cost.	Quantum would depend on the rate of project execution
21	114	Schedule Management Plan	User Acceptance Test (UAT) of the final deliverable should be signed off by the CUGL and Contractor both	We understand that the User Acceptance Test (UAT) will be conducted and formally approved /signed off by CUGL upon successful completion of the agreed UAT criteria. Kindly confirm.	Yes
22	117	Annual Maintenance Contract	New Features Additions to application after Go live shall be completed within 4 weeks of intimation. In case of Noncompliance a Penalty of Rs. 5000 per week shall be imposed to a maximum of Rs 50000	Kindly clarify whether the AMC scope includes updates, modifications and/or new feature additions to the GIS-based Asset Management Web and Mobile Applications. If yes, kindly specify the expected/maximum quantum of such changes (e.g., estimated person-hours, number of change requests, or other defined limits) to enable the bidder to appropriately assess the AMC scope and associated costs	Yes, Quantum would depend on the rate of project execution
23	91		The scope of work for the project of Implementing GIS based Asset Management system for CUGL's GA of Kanpur, Unnao, Bareilly & Jhansi would involve doing the following:	Request to kindly share Area of Interest of GA in KMZ/ Shape file format. This will help to understand spatial distribution of pipelines to be surveyed.	To be shared with successful bidder post award.



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24		BEC	<u>ISACA CMMI Level with Appraisal ID for IT/Software Development Services. CMMI Appraisal Result must be verified from this portal (https://cmmiinstitute.com/pars) OR CMMI Maturity Level 3 certification or above appraisal for IT/Software development services facilitated by International World Registrar Group or any other recognized body will be considered with validity on bid due date.</u>	"CMMI Maturity Level 3 certification or above appraisal for IT/Software development services facilitated by International World Registrar Group or any other recognized body will be considered with validity on bid due date."	Tender Condition Prevails
25		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/GPR 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 implementing 2 (02) work orders which include 'Implementation of GIS based Asset Management System for CGD Network with 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."	Tender Condition Prevails

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

