REPLY TO BIDDER'S QUERIES		
CUGL	**Bid Document for the Hiring of Agency for Domestic Meter Reading collection and Bill Distribution for Kanpur, Unnao and Bareilly**	**Bid Document No.: CUGL/C&P/TEN2021/20,219,026 dated 17.11.2020**
Sr. No.	Bidder's Queries/ Observation/Comments	CUGL Response
1	E. Scope of Work- Payment Collection Scope of Work under this contract includes providing the services of amount collection against current gas consumption Invoice/ bill including arrears from domestic PNG Consumers of CUGL in cities of Kanpur, Bareilly and Unnao broadly as per following details: 4. The amount collected by the service provider should not be less than the amount of current billing cycle to be eligible for incentive. In this above point it should be applicable for individual Consumer amount or total billed consumer billing cycle amount?	It is applicable on individual consumer.
2	1. SMS, WhatsApp and Email Alert b) Just after meter reading collection, a SMS, WhatsApp message & Email must be sent to customer's mobile no. that meter reading has been successfully collected. in this above point SMS & WhatsApp is enough or Email sent should be mandatory - because Email sent to each customer was more cost compare to SMS.	It is mandatory to send E-mail to each customer
3	As per Clause -Payment Terms (D): If in case due to any reason service provider fails to collect meter reading. CUGL shall arrange the readings and print the bills. Service provider shall collect that bill and distribute it to customers without fail. 30% of quoted unit rate shall be considered for payment in such cases. In this Regard, if our meter reader gone to the premises while that time Door-Lock / Meter faulty condition we could collect the image of that meter / house (House number along with GPRS Coordinates- Latitude & Longitude) and submit the same to the department for the Bill generation and we submit the concern bill to the customer. While this type of cases our effort is the same of reading collection Bill, 30% of quoted unit rate shall be considered for payment in such cases are not feasible, for this type of billing also we will get full payment or not like OK Meter Reading, Please Clarify this We are unable to find this point in your Bid Document	Bidder will be not eligible to consider for payment for cases which are other than "OK" meter reading cases. In such cases if CUGL will generate PNG bill, than 30% of the quoted unit rate will be considered for payment.

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