



**INDRAPRASTHA GAS LIMITED**  
IGL Bhawan, 4, Community Center,  
Sector-9, R.K. Puram, New Delhi - 110022

**TENDER NO. IGL/ET2/CP/CP18074**  
ENGAGEMENT OF AGENCIES FOR COLLECTION OF BILL PAYMENT OF DOMESTIC PNG CUSTOMERS THROUGH VARIOUS PAYMENT MODES

**REPLIES TO BIDDERS' QUERIES - 1**

Sr. No.	Tender Page No.	Tender Section & Clause No.	Clause Description	Bidder's Query	IGL's Reply
1	08/84	Section I IFB, Financial BEC 7.2	In case of tenders having bid submission date up to 30th September of the relevant financial year, and audited financial results of the immediately preceding financial year is not available, the bidder can submit the audited financial results of the three years immediately prior to that. Wherever the closing date of the bid is after 30th September of the relevant financial year, bidder has to compulsorily submit the	Certificate for financial capability of bidder form no – 5 on page no – 72”, Bidder has to provide audited financial statement for last three financial years	Tender clause 7.0 NOTE (d) under Section-IFB, Kindly submit audited financial reports of FY 2020-21, 2021-22 and 2022-23. In addition to above, if Financials for FY 2023-24 is audited, Bidder may submit the same.
2	50/84	Section IV SCC, Clause 6: CONTRACT PERFORMANCE BANK GUARANTEE (CPBG)	Section IV, Clause 6: CONTRACT PERFORMANCE BANK GUARANTEE (CPBG): Clause 6.1: Within twenty-one (21) days of receipt of the Contract/PO, the successful bidder shall furnish to the Purchaser the Contract-Cum-Equipment Performance Bank Guarantee (CPBG) @ 10% of annualized contract value / purchase order (inclusive of all taxes).	Please provide estimated annualized contract value / purchase order for Group 1 and Group 2 for an estimation of CPBG to be submitted (which is 10% of annualized contract value / purchase order (inclusive of all taxes).	In Tender CPBG amount can't be disclosed and it depends upon award of value.
3	50/84	Section IV SCC, Clause 6: CONTRACT PERFORMANCE BANK GUARANTEE (CPBG)	Section IV, Clause 6: CONTRACT PERFORMANCE BANK GUARANTEE (CPBG): Clause 6.1: Within twenty-one (21) days of receipt of the Contract/PO, the successful bidder shall furnish to the Purchaser the Contract-Cum-Equipment Performance Bank Guarantee (CPBG) @ 10% of annualized contract value / purchase order (inclusive of all taxes).	How Can we calculate the Bank guarantee to be given? In the document, it is mentioned that a successful bidder will have to pay 10% of the Volume. It will be helpful if we can get a formula to calculate the total volume or a direct number mentioning the BG.	In Tender CPBG amount can't be disclosed and it depends upon award of value.
4	10/84	Section I IFB, Clause 8.4	Section I, Clause 8.4: Split of award: It is intended to have maximum 04 vendors for Group 1 & 03 vendors for Group 2 and 01 vendor for Group 3 which is as follows: Group -1: Total 4 vendors will be empaneled at the L-1 quoted / Negotiated rates. Rates of L-1 bidder shall be offered to respective L2, L3,...Ln bidder (in the order of their ranking) and may be called to match the rates of L1 bidder. In case none of the bidder matches the rate of L1 bidder, IGL at its sole discretion may decide to award complete scope of work to the L1 bidder. For Group-2: Award shall be split among 03 bidders at L1/negotiated rates. For this L2 & L3 (or L4, L5 ... and so on bidder in case L2/L3 do not match) will be called to match the quoted/negotiated percentage of the L1 bidder. The contract value awarded among such successful bidders against Group-2 shall be adjusted after every 6 months as per actual consumption of these services by customers.	How will the CPBG segregated among: -4 vendors empaneled as the L-1 quoted / Negotiated Rates for Group 1 and, - 3 bidders at L1 / negotiated rates for Group 2	In Tender CPBG amount can't be disclosed and it depends upon award of value.
5	65/84	SectionVII, Forms & Formats	Section VII Forms & Formats	We shall be submitting the CA_FORM 5 - Financial Stability Certificate	Tender Conditon Prevail.

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6	65/84	Section VII, Forms & Formats	Section VII Forms & Formats	Is submission of Form 3 & Form 4 mandatory. We shall submit one client's declaration letter regarding the work order under Technical BEC.	Refer Section VII. Submission of Form 3 & Form 4 is mandatory which needs to be Provided By Statutory Auditor / Chartered Engineer For Details Of Similar Goods/ Work/ Services Supplied/ Done During Past 7 Years
7	61/84	Section VI, SOR	SOR	Please provide a hypothetical example on rate structure. I am unable to access the document/edit [Ex: the column 'I'] asking for password.	
8					
9			Approval Letter from RBI for ECS Services. Office Address and Contact details	Wish to inform that ECS Is already migrated to NACH platform and look after by NPCI hence this clause is not applicable.	Customers who have not migrated to NACH have to be provided ECS Services. Clause is applicable.
10			PO of ECS, E-NACH, NACH, EBBPS Mandates, etc. work along with proof of work and value completion like certificate from the authority issuing the PO, etc.	Please confirm if the PO is required for NACH..? As Bank we have been doing NACH for multiple clients i.e. HL, CL & PL	Vendor has to establish proof of work done of the value mentioned in the tender through PO, work completion certificate, etc.
12			The charges for BBPS and Offline transactions (NACH/ Mandate,etc) have to be claimed through monthly invoices from IGL as per the rates quoted/matched by them during the tender	In case of NACH/Mandates, Charges would be debited on monthly basis. Team would share the charges details with IGL on mail and post confirmation, the same would be debited in IGL's account. Final System generated GST invoice would be shared on subsequent month before 15th.	Monthly debiting of charges is not allowed. Aggregator have to deposit full customer remittance to IGL. The charges have to raised to IGL seperately on monthly basis.
13			MIS format as per IGL to be develop within 30 days	Pls share a details CN with Input & response file format. The same need to take up with BSG for development. Timelines can be share post confirmation from BSG.	MIS Format attached. System have to go live within 30 days along within next day MIS submission as per the timelines mentioned in tender. Format of MIS is Attached here at <b>Annexure-A</b> .
14			In case of E-Mandates, whether corporate wish to avail services of HDFC Bank E-Mandate integration or they are arranging their own services.?		Vendor has to arrange for Mandate.
15			What will be the mode of Physical mandates processing - Scan or Original??		Scan of original form
16			The mode of exchange of transactions & Mandates files/ MIS has to be through Email or SFTP..?		It is in Email form as on date
17			In Group 3 of Scope of Work, the section talks about ECS, NACH, E-NACH, EBBPS Mandates, etc. If an aggregator doesn't support one service out of the given, can they still participate in Group 3?		Vendor has to provide all the mentioned services
18			In the case of Chargeback the 7-day period is it the resolution time or response time.		Response Time
19			Point 1.4 - Please elaborate what are the signed invoices for NACH/Mandate along with supporting annexures and detailed transactions		NACH Mandte Form of NPCI

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20			Point 1.15 - Please share the details regarding meter integration		These software integrations of a pre paid meter
21			Point 1.2 - As per the requirement the centralized MIS should be shared by the vendor to IGL PIPO middleware, is this MIS expected through API or a file can be shared over Email?		As on date MIS is being shared through E Mail (Format attached).
22			Point 1.12 - Please elaborate on how many systems do we have to integrate the PG, please confirm is APIs will be provided by the IGL in case of any customization		PG integrations required for IGL Website, IGL Connect App and Vendor portal. Standard API (customer identification and outstanding amount) provided by IGL.
23			Point 1.12- Whatsapp integration: Is this only for WhatsApp notifications or for payment collection as well.		Payment Collection only
24			Section II, Clause 10: One Bid Per Bidder 10.1: Each bidder shall submit only one bid in the same bidding process either by himself or as a member of consortium/joint venture, (wherever consortium or joint venture is allowed). A bidder who submits or participates in more than one bid in the same bidding process will cause all the proposals in which the bidder has participated to be disqualified. 10.2: "More than one bid" means bid(s) by bidder(s) having any of the Proprietor / Partner / Limited Liability Partner in any other bidder(s). Further, more than one bids shall also include two or more bidders having common power of attorney holder. Failure to comply with this clause during tendering process will disqualify all such bidders from process of evaluation of Bids.	1) If we participate in Group 1 and Group 2 as a lead member of consortium, will the following be considered valid for participation: · PO of BBPS/ Payment Gateway work along with proof of work and value completion like certificate from the authority issuing the PO, etc provided by TSP 2) Payment Aggregator/ Payment Gateway License of TSP will be shared for PA/PG integration, as "Clause 7.3 Documents Required: For Group 1-1", exempts Banks from providing approval letter from RBI for Electronic Payment Aggregation Services.	1) Bidding through consortium is not allowed. Vendor can bid for any or all of the Groups. PO/Work Experience certificate of BBPS/PG work of the bidder only to be submitted.  2) Payment Aggregator/ Payment Gateway License of the Aggregator have to be submitted.
25			Section I, Clause 3.2 & Section V, Clause 2.0 : Mobilization Period: The mobilization period of the vendor for completions of integrations with IGL and going Live with payment collections is 30 days from the date of issue of LOI.	Requesting to extend the Mobilization Period of the Vendor for completion of integrations with IGL and going Live with payment collections to 60 days from the date of issue of LOI, as integration is a complex process and there may be unforeseen contingencies. Further, penalty	Tender Clauses shall prevail.
26			Section III, Clause 12.5: The Company shall have the right to forfeit the CPBG / security deposit in case of non-satisfactory performance of the contract.	Requesting to consider removing "Forfeit" and substituting it with "covering the loss incurred for performance related issues against CPBG", as non-satisfactory performance is a term very wide in purview.	Tender Clauses shall prevail.
27			Section I, Clause V: Bid submission due date and time: 03.09.2024 till 1430 hrs IST	Requesting 7 days extension for Bid Submission	Tender Clauses shall prevail.
28			Dashboard requirement is mandatory for the BBPS		Yes
29			Subvention arrangement would be acceptable		Tender Clauses shall prevail.
30			Platform fee on total processed volume on PG will be considered as UPI is on free of cost		All charges to be covered in the quoted rates only
31			Charges for UPI Credit Card and Wallets		L1 Credit Card Charges (Group 1) and BBPS Charges (Group 2). L1 BBPS Charges are applicable even if the successful vendor of Group 1 had not participated in Group 2.

**ANNEXURE-A**

**MIS FORMAT**

S. No	MID Number/ Name	Payment Mo	BP Number	Transaction Date	Transaction Number	Transaction Number (Vendor)	Invoice Amount (Rs)	Service Charges (Rs)	GST on Service Charge (Rs)	Total Service Charge (Rs)	Net Amount Transferred to IGL (Rs)
							x				x