INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18944

RATE CONTRACT FOR HIRING SERVICES OF STANDARD METER READING COLLECTION ACROSS DELHI-SOUTH, CENTRAL, EAST AND NCR (NOIDA, GREATER NOIDA AND GHAZIABAD)

Replies to Bidders' Queries - 1

Sr. No.	Page	Clause/Tender Condition	Bidder's Query	IGL's Reply
1	68	7.7 Penalty and Incentives	Failure to deliver automated voice message service / Whatsapp services. Per instance from the date of intimation regarding failure till confirmation received from the service provider for resumption/delivery of services - **Needs clarity as there is a penalty of Rs.500/Day**	Tender conditions prevail. The applicable penalty of ₹500 per instance per day shall be levied from the date of intimation of failure of the service until confirmation is received from the service provider regarding resumption/delivery of the concerned service.
2	8	7.1 TECHNICAL BEC: (a) The bidder should have executed a single contract of minimum value as per below table for meter reading collection services in City Gas Distribution / Electricity Distribution / Water Distribution company/entity in last 07 years reckoned from the date of issue of tender	(a) The bidder should have executed a single contract of minimum value as per below table for meter reading collection services in City Gas Distribution / Electricity Distribution / Water Distribution company/entity in last 07 years reckoned from the date of issue of tender. – **Request to consider Bill Distribution as well for tender value evaluation.**	Tender conditions prevail. The existing eligibility criteria shall remain unchanged. No relaxation or inclusion of Bill Distribution services shall be considered for evaluation of the minimum contract value under the Technical BEC.