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TENDER DOCUMENT NO.IGL/ET2/CP/CC18460
CONDUCTING SATISFACTION SURVEY FOR CNG AND PNG

CUSTOMERS OF IGL
REPLY TO BIDDERS QUERIES

Sr No.	Section	Page No.	Tender Clause	Bidder Query	IGL Remarks
1	V	57	Scope Of Work	Do all interviews of CNG and PNG customers need to be conducted through CAPI F2F methodology? Or in case of PNG customers, some of them can be done by telephonic (CATI) interview method?	Interview would be done face to face. Tender Conditions Prevails
2	V	57		What is the approx. length of interview? (LoI) and approx. how many questions will be asked	Question are around 15-20, however, vendor has to propose the questionnaire. Tender Conditions Prevails
3	V	57		Would all questions be close-ended or some of them open-ended?	That can be discussed at the time of finalisation of questionnaire. Tender Conditions Prevails
4	V	57		Would the questionnaire be designed by IGL or by the selected bidder?	Questionnaire to be proposed by the vendor, however it will be approved by IGL. Tender Conditions Prevails
5	V	57		Please clarify if any Pilot Interviews also needs to be done before the commencement of the survey. If yes, what will be the sample size for the pilot interviews?	Pilot is not a part of Scope. Tender Conditions Prevails
6	V	57		Would you provide any database of respondents? If yes, how many	Sufficient database would be provided. Tender Conditions Prevails
7	V	57		What would be the break-up of total sample size of 6942 interviews among PNG customers in terms of residential, commercial and geography/ zone wise?	CSI survey in case of PNG would be carried out for Domestic customers only. Tender Conditions Prevails
8	V	57		Would there be any specific quotas w.r.t. Gender, Age, category of respondents etc. for this study?	This would for every segment of customers. Tender Conditions Prevails
9	I	7	Bidder should have executed at least one work of customer satisfaction survey at Utility companies like City Gas Distribution Companies (CGD), Oil Marketing Companies (OMC), Electric Utility Companies, Water utility Companies, and telecom companies with minimum value of Rs. 4.01 Lacs under a single contract/work order in preceding 7 years from the date of floating of tender	The tender document (section 7.0 of the attached) states that "bidder should have executed at least one work of customer satisfaction survey at Utility companies like City Gas Distribution Companies (CGD), Oil Marketing Companies (OMC), Electric Utility Companies, Water utility Companies, and telecom companies with minimum value of Rs. 4.01 Lacs under a single contract/work order in preceding 7 years from the date of floating of tender". We request you to kindly reconsider this clause and relax this norm. Restricting the criteria to utility companies limits a lot of companies who have the expertise and capabilities to conduct customer satisfaction studies effectively. We request a relaxation on this clause as we have extensive capabilities in customer satisfaction studies in similar and related sectors which would be a value add in this survey exercise.	Tender Condition prevails
10	I	7	Bidder should have executed at least one work of customer satisfaction survey at Utility companies like City Gas Distribution Companies (CGD), Oil Marketing Companies (OMC), Electric Utility Companies, Water utility Companies, and telecom companies with minimum value of Rs. 4.01 Lacs under a single contract/work order in preceding 7 years from the date of floating of tender	In this regard we are requesting you to kindly consider our prior similar experience in the category of feedback/consumer satisfaction survey. For your reference, we have attached a request letter mentioning our prior experience in detail and other relevant information.	Tender Condition prevails

11	V	57	Scope Of Work	As per the tender document, a total of 30 IGL-owned CNG stations and 30 OMC outlets will be selected across Delhi, Noida, Greater Noida, Gurugram, Ghaziabad, and Hapur. Request: Kindly share the location-wise numbers or details of these outlets to help us frame the cost estimates more accurately.	Locations would be finalised by the concerned AMO at the time of survey. However, Location would be distributed evenly all across the Zones. Currently "Delhi, Noida, Greater Noida, Gurugram, Ghaziabad, and Hapur" are divided into 11 zones and Hapur is a part of Ghaziabad Zone. Tender Conditions Prevails
12	V	57		Will location-wise PNG user details be provided by IGL for the purpose of sampling and data collection?	Yes. Tender Conditions Prevails
13	V	57		With regard to PNG customers, do we need to survey only household end users, or are we also expected to cover government officials and other stakeholders involved in the PNG supply chain?	Only Domestic Customers. Tender Conditions Prevails
14	V	57		The questionnaire for the survey is not attached in the tender document.	Questionnaire would be proposed by the vendor which will be further approved by IGL. Tender Conditions Prevails
15	V	57		Will IGL be providing a data collection application, or are we expected to use our own survey application for the purpose of fieldwork?	Vendor has to use their own Application or any ways of collection of data. Tender Conditions Prevails
16	V	57		Are we required to submit separate reports for the CNG and PNG segments, or will one consolidated report for both segments suffice?	Separate reports for CNG and PNG. Tender Conditions Prevails
17	V	57		Kindly confirm the format and number of copies of the final report to be submitted.	Format would be decided by the vendor in discussion with IGL. Requirement: Four hard copies and also in soft. Tender Conditions Prevails
18		8		Can we enclose ongoing or completed projects without a work completion certificate, provided we submit supporting documents such as the Purchase Order (PO), Agreement, Invoices, and CA-certified confirmation?	Tender Conditions Prevails
19		60		The Scope of Work (SOW) does not explicitly mention the sample size for PNG customers. However, the Schedule of Rates (SOR) sheet provides a tentative sample size for both CNG and PNG customers. Does this imply that the sample size is subject to change (increase or decrease) after price quotation? Kindly confirm whether we should consider the tentative sample size mentioned in the SOR sheet while quoting prices.	Sample size are same as mentioned in the SOR. Tender Conditions Prevails
<p>Note:</p> <p>1. Please note that only the clarifications of the queries received from the bidder's are replied in this corrigendum, under reply to bidder's Query. In case, if any discrepancies is observed between the tender document and the clarification stated above, the tender condition shall prevails for those cases.</p> <p>2. All other terms & conditions of tender document remain unaltered.</p> <p>3. Bidders are requested to visit IGL website / IGL's tendering website https://igl.ewizard.in regularly for further announcement</p> <p>4. Please submit the signed and stamped copy of this corrigendum along with your offer.</p>					