



# INDRAPRASTHA GAS LIMITED

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

TENDER NO. IGL/ET2/CP/CP18375  
STANDARD AND SPECIAL METER READING COLLECTION ACROSS DELHI-NCR

## Replies to Bidders' Queries - 1

Sr. No.	Page	Clause/Tender Condition	Bidder's Query	IGL's Reply
1	Commercial Volume	Bidder Evaluation Criteria (BEC)	The bidder needs to provide work experience for the specific zone of Delhi (East, West, South, North) where the work will happen. But if the bidder has experience from a different state or district, that can also be submitted, if it meets the requirements in the bid document. The same applies in turnover, and working capital.?	The bidder can submit experience of any location.
2	Commercial Volume	Contract Duration	Would the new vendor be given any relief period for smooth transition of process and manpower mobilization. We request you to kindly provide the new vendor at least 02 months for the same and do not levy any penalty	01 month mobilization period shall be given.
3	Technical Volume	Scope of Work	Do we need to deploy any android or web-based software for the process or the entire software will be provided by IGL?	IGL have Meter Reading application which consists of the portal and the app for the Meter reading collection process.  MR App and MR portal link shall be provided to vendor by IGL. For further clarification, reference can be taken from tender scope of work clause 4.0 and 5.0 .
4	Technical Volume	Scope of Work	We need to know the minimum technical specification(s) for the Android devices to be deployed.	IGL Mobile app should be having Android version greater than 9 and more.
5	Technical Volume	Scope of Work	What is the difference in Scope of work for the Categories of Standard Meter Reading & Special Meter reading?	Standard meter reading is service contract and special meter reading is manpower contract. For better understanding, please refer tender scope of work for standard meter reading and special meter reading.
6	Commercial Volume	Payment Terms	We request you to make the payment within 15 days of bill submission which will ensure smooth cash flow for the bidder and help them in better performance.	Tender conditions shall prevail.



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7	Technical Volume	Scope of Work	1. Meter Quantity: Could you please share the number of meters in each zone, categorized by division (e.g., SOR-1 Standard Meter Reading - Delhi South, Central, and East)? This will help us understand the distribution of meters across the region. We need this for all SOR's	The zones (viz. south, central, east delhi in SOR-I ) are clubbed in SORs as mentioned in tender document. The quantities can be varied in zone within the SOR as per the requirement of IGL subject to terms and conditions of tender.
8	Technical Volume	Scope of Work	2. Per Day Meter Reading Quantity: Could you provide the minimum daily productivity for standard meter readings, zone-wise, along with their respective divisions? Specifically, we are looking for the daily reading quantity for zones such as Delhi (South, Central, and East).We need this for all SOR's	The meter reading quantity as well as target are mentioned in tender. Vendor will have to make its own strategy and planning to achieve the target. For planning and execution, scope of work can be referred.