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TENDER DOCUMENT NO.IGL/ET2/CP/CP18838
Engagement of Agency printing of invoices and bill delivery services for PNG Customers of IGL

REPLY TO PREBID QUERIES

| S.NO | Section | Tender Clause. | Page No. | Description | Bidder Query | IGL Reply |
|------|---------|---------------------------|----------|--|---|---|
| 1 | II | Clause no. 10.2 | 15 | ONE BID PER BIDDER “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. | Kindly clarify whether the lead bidder is required to be a printing agency or a courier/logistics agency and whether eligibility shall be evaluated. | TENDER CONDITION PREVAILS. Only parties qualifying the Bidder Evaluation Criteria (BEC) as per tender terms and conditions shall be considered for further evaluation. |
| 2 | | | | | Kindly clarify whether bidders are required to disclose their courier partner/sub-service provider at the bidding stage. Further, can the same courier partner be associated with more than one bidder, or will such association be treated as multiple participation under the tender conditions? | TENDER CONDITION PREVAILS. Sub-contracting (if any) shall be governed as per clause no 19.0 of GCC of the tender document. |
| 3 | VI | - | - | PRICED SCHEDULE OF RATES (SOR) | Since printing and delivery are distinct activities, it is suggested that separate rates be sought for printing services and courier/delivery services in the SOR to ensure transparency, ease of evaluation, and effective contract administration. | TENDER CONDITION PREVAILS |
| 4 | I | 7.1 TECHNICAL BEC: (a) | 7 | The bidder should have executed a single work order of Rs. 1.13 Cr during any of last 07 years from the date of issue of tender for Courier services in any of the utility company (Electricity, Gas, Water, Telecom etc.)/Insurance/Banking with periodic distribution. | It is suggested that bidders be required to submit OEM certification of printing equipment indicating machine capacity, possess ISO 9001 and ISO 27001 certifications, maintain a documented BCP/DR plan, and have an alternate production facility in a different city/state to ensure uninterrupted operations during events such as COVID-19, natural disasters, or regional disruptions. | TENDER CONDITION PREVAILS |
| 5 | II | Clause no. 10.2 | 15 | 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. | We are a printing company and have executed similar printing and distribution assignments for Life Insurance companies. We have tie-ups with courier companies for delivery services. Kindly clarify whether we are eligible to participate independently and execute the delivery portion through our courier partner by forming a Consortium/Joint Venture, while retaining sole responsibility for the contract. | TENDER CONDITION PREVAILS. Only parties qualifying the Bidder Evaluation Criteria (BEC) as per tender terms and conditions shall be considered for further evaluation. |

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| 6 | VI | Clause no. 2.3 | 61 | The vendor has to hand deliver the bills at the address mentioned on the bill only and Compulsarily receive Electronic acknowledgement/ proof of delivery with signature, full name of the receiver & relation, date, time, contact number. | In case the receiver refuses to provide their contact number despite successful bill delivery, kindly clarify the procedure to be followed and the acceptable alternative proof/documentation for successful delivery. | TENDER CONDITION PREVAILS Please refer clause no 2.18 of SOW for further clarificaion on this. |
| 7 | VI | Clause no. 2.0 | 61 | DELIVERY OF BILLS FOR PNG CONSUMERS OF IGL: | Many residential societies do not permit access to individual flats/houses and require deliveries to be handed over to the security guard or society representative. Kindly clarify whether such deliveries will be considered valid and specify the acceptable proof/documentation required for compliance. | TENDER CONDITION PREVAILS Jobs must be executed as per scope of work mention in the tender document. |
| 8 | VI | Clause no. 2.14 | 61 | These invoices have to be hand delivered to the consumers. The vendor shall ensure photograph of house premises (preferably of address plate, if available), prior to handing over the bill. Secondly, the vendor shall ensure that each invoice delivered is acknowledged with consumers signature, telephone no. and date of delivery. The vendor shall maintain a record to be required for future scrutiny. | In cases where photographs of the house premises cannot be taken due to restricted access, locked premises, security restrictions, or customer refusal, kindly clarify the acceptable alternative proof of delivery and the procedure to be followed for compliance. | TENDER CONDITION PREVAILS Jobs must be executed as per scope of work mention in the tender document |
| 9 | VI | Clause no. 3.2 | 62 | Industrial & Commercial Customer: Date of collection of printed data from IGL shall be considered as the Day 0. The printing and allied activities to be completed by Day 1 & bill delivery process including sorting of invoices/envelopes/notices according to the city, pin code etc. and finally delivery to the customer premises to be completed by day 2(first attempt) and by day 3 (second & third attempt) including Saturdays and Sundays. | For Industrial/commercial establishments where access to the intended recipient is restricted and deliveries are accepted only at the mailroom, reception desk, or security desk, kindly clarify the acceptable proof of delivery and whether such deliveries will be considered as successful deliveries under the contract. | TENDER CONDITION PREVAILS Jobs must be executed as per scope of work mention in the tender document |
| 10 | IV | Clause no. 7.2 | 49 | PENALTY Vendor must ensure that proper reconciliation needs to be done with the no. of invoices received for printing and no. of invoices printed and finally delivered to customers. The reco report has to be available at the portal in real time and vendor has to submit the monthly MIS as well. If the no. of invoices does not reconcile and the variation in reconciliation is b/w 0-0.5% of the total cases provided to print, then a penalty of 5% of basic invoice amount shall be imposed. An additional penalty of 5% shall be added with each 0.5% difference in reconciliation. | The proposed penalty is very steep. We would request that the penalty matrix be revisited. We feel that this being a combined project where printing and delivery has been merged there will be many factors which will result in few lapses either in printing as the same is dependent on software and machinery or delivery which is very manpower intensive. We request that there should be no penalty up to 0.5 % error and similarly the % error should determine the Penalty as was being done in the earlier Project. In the earlier project the penalty was equivalent to the error % As per the present matrix if the overall error is 2% the penalty would be 20% | TENDER CONDITION PREVAILS |
| 11 | - | Clause no. 7.5 | 49 | All complaints under 'duplicate bill' category will call a penalty of Rs.100/complaint. The vendor will print and deliver such cases with POD within 24 hrs of intimation from IGL. Cumulative penalty ofRs.100/day will be imposed after 24 hrs i.e. Rs.100 after one day, Rs.200/- after 2 days and so on. | Request to reconsider the penalty amount, also TAT should be extended in case of Commercial Establishment as usually they are closed on Saturdays & Sundays for both duplicate and fresh deliveries. Also Penalty should be imposed on those duplicate cases where we are unable to prove that the earlier delivery was correctly made, the requirement for duplicate bill is also where the original bill is sent through other modes namely EMAIL/Whatsapp/SMS and such cases should not be considered for penalty matrix | TENDER CONDITION PREVAILS |

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| 12 | I | Clause no. 7.1.a | 7 | <p>The bidder should have executed a single work order of Rs. 1.13 Cr during any of last 07 years from the date of issue of tender for Courier services in any of the utility company (Electricity, Gas, Water, Telecom etc.)/Insurance/Banking with periodic distribution.</p> | <p>We currently have an ongoing contract valued at approximately ₹3.15 Crore, which exceeds the required work value of ₹ 1.13 Crore. However, since the project is still under execution, we are presently unable to provide a completion certificate. While the nature of the ongoing work is not specifically related to bill distribution, it demonstrates our operational capability and experience in handling large-scale assignments</p> <p>We respectfully request that you consider granting us a relaxation, exemption, or special consideration regarding these eligibility criteria and allow us to participate in the tender process.</p> | <p>TENDER CONDITION PREVAILS</p> <p>In case the bidder is executing a rate contract which is still running and the quantity/value executed till one day prior to the due date of submission is equal to or more than the minimum prescribed quantity/value as mentioned in the BEC, such experience will also be taken into consideration provided that the bidder has submitted satisfactory Execution certificate to this effect issued by the end user/owner/ authorized consultant.</p> |
| 13 | I | Clause no. 7.2.a | 7 | <p>The minimum annual turnover achieved by the bidder as per their audited financial results during any one of the three preceding financial year shall meet the turnover requirement of Rs. 02.26 Cr.</p> | <p>The tender requires a minimum turnover of ₹2.26 Crore, whereas our current turnover is around ₹1.5 Crore. Despite this, we possess the necessary infrastructure, manpower, and operational capacity to successfully execute the scope of work under this tender.</p> <p>We respectfully request that you consider granting us a relaxation, exemption, or special consideration regarding these eligibility criteria and allow us to participate in the tender process.</p> | <p>TENDER CONDITION PREVAILS</p> |