

**REPLY TO PRE-BID QUERIES**

**TENDER NO. IGL/ET2/CP/CC18103**

**FORE COURT AUTOMATION AND PAYMENT OPTIONS AT IGL**

S. No.	Page No.	Clause No.	Clause Description	Clarification / Change Requested	IGL Response
1			Meeting request and site visit	We request for an in person meeting with IGL technical team for detailed understanding of the project Sept 3rd week and also request for a site visit.	Bidders can visit the IGL stations to understand the architecture of IGL in-house SCADA system
2	63 of 107	1.1	APOS terminal	Please define minimum and maximum APOS terminal per RO	As mentioned in the SOW, the vendor has to provide 1300 APOS at the starting of the contract, which will be deployed at different IGL sites. Also please refer clause no. 2.4 of SOW, Page no. 66
3	63 of 107	1.1	Dispenser	Please define minimum and maximum DU per RO	In totality approx 1200 nos of dispensers are currently operational at IGL COCO, CODO, DODO and FDODO stations
4	63 of 107	1.1	SCADA Integration: IGL is having SCADA system deployed for process automation of Station Forecourt which includes fetching of dispenser related data. Vendor can opt to utilize the existing SCADA system to integrate the dispensers with APOS using its own technology & resources. It is further clarified that such integration should not affect or obstruct the working of existing SCADA system. Should there be any situation during the tenure of the contract, that IGL's SCADA system is affected or obstructed due to Vendor's Solution, IGL may at its sole discretion restrict Vendor's access to the SCADA system, and in that scenario the Vendor shall at its own cost have to develop an altogether new alternate solution to meet the automation requirements.	Please elaborate and provide full functionality and business logic for "SCADA Integration"	Bidders can visit the IGL stations to understand the architecture of IGL in-house SCADA system
5	63 of 107	1.1	Computer Connectivity: Controller should be connected with a Computer for operating and visualising reports of the automation system. A computer with adequate processing capability with monitor size of minimum 21 Inch), and Storage backup of minimum 1 TB to be provided by the vendor at every station free of cost. Station staff should also be able to access and check IGL Smart Card Dashboard, transactions, MIS reports etc.	Please elaborate and provide technical specification for "FORECOURT AUTOMATION"	Forecourt automation as per SOW to be done by the vendor. Vendor has to decide the architecture. Tender Condition prevails
6	63 of 107	1.1	Forecourt Controller: A centric automation solution that should integrate through wireless / wired communication with equipment's. The Forecourt controller will comprise of all site management tools for Monitoring transactions, sales reconciliation, generating various MIS reports, Shift end processes, Fuelling operations etc.	Please confirm wireless devices will installed inside CNG-DU.	Space will be provided to the vendor for installation of any wireless devices outside the dispenser by IGL. Vendor has to ensure the necessary norms mentioned in the SOW. Tender Condition prevails
7	64 of 107	1.1	Network Connectivity: Connectivity required for automation like WIFI or any other network connection would also be in the scope of vendor. Vendor shall also be responsible for providing proper connectivity for the POS Terminals deployed under this contract.	Our understanding is WIFI is in vendor's scope and any SIM/broadband connectivity ( For APOS and Automation) will be in IGL scope.	As per scope, vendor has to provide functional APOS and Automation system at every site. Hence connectivity through WIFI, Sim etc will be in the scope of vendor. Both connectivity i.e. WIFI and Sim are required.
8	65 of 107	2.2	If in case, there is any mode of transaction which are available with customer and could not be processed by the payment device (Digital payment through APOS) should be marked as cash at the time of transaction and updated into the MIS. Such exception report shall be provided on a daily basis to IGL.	Please elaborate and provide details of report and logic	If the transaction done by the customer has not been processed because of any technical reason and different mode has been used like cash by the customer to complete the transaction, in that case it should be highlighted in the exception report. Tender Condition prevails
9	65 of 107	2.2	All applications deployed on APOS whether for automation or payment processing, should be hosted in India based play stores with adequate checks and balances.	Automation application will not be available on play store.	In case the application is not available at play store. Vendor has to ensure the adequate checks and balances of the proposed application with supporting documents.
10	65 of 107	2.2	Additional hardware or up-gradation of existing hardware/software, if required in the future due to compatibility of any additional / future software features, any future payment options, which is not included in current scope of work; shall be in the Vendor's scope.	Any additional cost towards hardware/software not specified in tender will be in IGL scope.	IGL will not pay any additional cost. As per scope it is the responsibility of vendor to provide the Upgraded solution. Tender Condition prevails
11	65 of 107	2.2	Upon completion of contract, Vendor will provide full support to any new vendor of IGL (Free of Cost) towards automation of equipment's, integration with the Smart Card application etc., till the time integration is being done at all the stations, operational at that time	Any additional cost towards hardware/software for integration will be provided by the new vendor.	Cost (If Any) will be given by the new vendor.
12	66 of 107	2.4	Any necessary repairs/ Replacements are to be carried out without charges to IGL	Our understanding is this will be applicable for operational faults. Any cost of repairs/replacement due to physical damage/theft/mishandling/improper storage will be borne by IGL.	If vendor is able to give the proof of physical damage/theft/mishandling/improper storage, the charges would be paid by the Dealer// Station Operator. Vendor has to bill directly to the Dealer/ Station Operator
13	63 of 107	1.1	All Equipment which will be placed at the station forecourt for Forecourt automation and Integrated payment solution shall be Zone 1 PESO approved and temper proof.	Please suggest approve make.	That is a requirement of IGL as per PESO norms. Vendor has to decide the approved make.

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14	80 of 107	13	During the course of the engagement, if any development is required against any mandate/ regulatory guidelines issued by government authorities or by IGL, the vendor needs to comply the mandate. If the effort required is less than 100-man hours per month - Vendor will absorb it in the monthly maintenance and if is going beyond 100 man hours, vendor will consult IGL	All changes will be chargeable basis as per mutual agreement	Charges are applicable if it goes beyond 100 manhours per month, however consent from IGL is required in such cases. Tender Condition Prevails
15	82 of 107	1.0 CONVENIENCE FEES	* IGL does not guarantee any quantity of execution, any guarantee of Transaction volume or cash float. The transaction amount mentioned in the SOR is envisaged as per the current sales volume though Credit & Debit card.	IGL to compensate in case transaction volume is less than 5% of estimated volume	IGL will not compensate in such cases. Tender Condition prevails
16	8 of 107	7.1.1	The bidder must have executed the works of Integrated Payment Solution (IPS), a Smart Card Loyalty/Prepaid Program, and deployed Android-based POS machines at Petrol Stations/CNG stations for OMC/CGD outlets, with a minimum contract value of Rs. 1.20 Crores under a single order within the last 7 years from the date of tender issuance.	We request IGL to accept below criteria as well. Contract Document / Purchase Order (PO) Copy along with complete Tax Invoice(s) and CA/TPIA certification that work against the Tax Invoice(s) have been executed.	Tender Condition Prevails
17	10 of 107	7.4 Documents required:	Completion/execution certificate issued by the end user/owner (or their consultant who has been duly authorized by them to issue such certificate), indicating executed value against the work order issued by the end user/owner or the authorized consultant.	Since there are multiple call-ups under single tender kindly confirm commencement of CAMC will be consider as proof of project completion.	Tender Condition Prevails
18	13 of 107	12.1	IGL reserves the right to place the order for part quantity	Since the pricing is based upon quantity, any change in quantity post bid submission should not be done by IGL.	Tender Condition Prevails
19	13 of 107	12.2	IGL reserves the right to split the total scope of work among more than one bidder.	Kindly clarify the percentage of distribution among various bidders and also clarify under which condition IGL will take the decision to split.	As of now, only one service provider is required. However, IGL at its discretion may split at the time of award. Tender Condition Prevails.
20	13 of 107	12.3	Purchaser (IGL) reserves the right to increase or decrease the scope of work of bidders before or after award of work as per business requirement.	Since the pricing is based upon quantity, any change in quantity post bid submission should not be done by IGL.	Tender Condition Prevails
21	32 of 107	2- Application	These General Conditions of Contract shall apply to the extent that they are not superseded by provisions of the Contract Agreement.	What is a Contract Agreement ? The same is not defined in the definition clause? Do you mean the STC or the PO Conditions? Kindly clarify	It is referring to Special Conditions of Contract (SCC). Please refer Clause 1.1. of SCC. Tender Conditions Prevails
22	38 of 107	23- Prices and Price Basis	Prices charged by the Supplier for Goods delivered and Services performed under the Agreement shall be on firm price basis and not vary from the prices quoted by the Supplier in its bid, with the exception of any price adjustments authorized in the tender document. Prices quoted by the Bidder, shall remain firm and fixed and valid until completion of the Contract and will not be subject to variation on any account except as per provisions of the tender document only.	Escalation of prices should be allowed in case such price increase is not attributable to the Vendor but to global phenomena. Eg: Chip shortage and global supply chain issues.	Prices will remain firm during contract period. Tender Condition Prevails
23	39 of 107	25- Assignment	The Supplier shall not assign, in whole or in part, any of its obligations to be performed under this Agreement to any third party, except with the Owner's prior written consent.	Assignment within group companies should only require prior intimation and no consent should be required.	Prior consent is required. Tender Condition Prevails
24	41 of 107	33. Termination for Owners Convenience	he Owner, by written notice sent to the Contractor, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Owner's convenience, the extent to which performance of the Contractor under the Agreement is terminated, and the date upon which such termination becomes effective.	Termination for convenience in a supply agreement is not correct. Also what is the notice period for such termination ?	Please refer Clause 33.4 of GCC. Tender Condition Prevails.
25	42 of 107	34. Force Majeure	War, whether declared or not, civil war, unrest and revolution, piracy, terrorism, sabotage; (b) Natural disasters such as tornadoes, earthquakes, tidal waves, floods, destruction by lightning, etc. (c) Explosions, fires, destruction of machinery, plant and installations of any nature (d) Arbitrary action, if any of the Government of India or a relevant State; (e) Refusal by government authority of Government of India to grant the necessary permits needed to carry out the Agreement, provided such refusal is not the result of the doing of the parties. (f) Boycotts, strikes and lock-outs of any nature, disruptive, occupation of plant and premises, work stoppages occurring at the premises of the party requesting to be relieved of its liability, so long such cause is not effected by such party's controlled administration or employees.	Force Majeure should also include lockdowns / epidemics / pandemics and also transporter strike.	Tender Condition Prevails
26	43 of 107	35. Settlement of Disputes	Indraprastha Gas Limited will nominate three independent persons who can be the Sole Arbitrator and intimate the same to Vendor. The Vendor needs to choose one person from the said nominees as Sole Arbitrator. If Vendor fails to choose the arbitrator within thirty (30) days from receipt of a nomination by Indraprastha Gas Limited, Indraprastha Gas Limited will have right to choose the Sole Arbitrator	We would prefer filing a section 11 with the Delhi HC to appoint an arbitrator. We would not want to exercise the 3 arbitrator list provided by IGL.	Tender Condition Prevails
27	52 of 107	4- Intellectual Property	Neither Owner/Consultant nor Contractor nor their personnel, agents nor any sub-contractor shall divulge to any one (other than persons designated by the party disclosing the information) any information designated in writing as confidential and obtained from the disclosing party during the course of execution of the works so long as and to the extent that the information has not become part of the public domain. This obligation does not apply to information furnished or made known to the recipient of the information without restriction as to its use by third parties or which was in recipient's possession at the time of disclosure by the disclosing party. Upon completion of the works or in the event of termination pursuant to the provisions of the contract, Contractor shall immediately return to Owner/Consultant all drawings, plans, specifications and other documents supplied to the Contractor by or on behalf of Owner/Consultant or prepared by the Contractor solely for the purpose of the performance of the works, including all copies made thereof by the Contractor	Each Parties IP remains there IP . This is a supply agreement there is no transfer of IP.	Tender Condition Prevails

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28	59 of 107	16- Settlement of Disputes	The Arbitral Tribunal shall comprise of a one (1) Arbitrator. The Arbitrator shall be nominated by Supplier / Contractor / Service Provider from a list provided by IGL of three (3) persons from its panel of arbitrators. Depending on the nature of the claim or dispute, the list of persons from IGL shall comprise of persons with the requisite technical expertise and relevant experience. e. Supplier / Contractor / Service Provider waives any and all of its objections to the said persons being former employees of IGL or of any other public sector entity or with regard to such persons holding shares in the Company	As stated above, we would prefer if the HC appointed a Sole Arbitrator instead of IGL providing a list of 3 arbitrators. This avoids any conflict of interest.	Tender Condition Prevails
29	7 of 107	3.0	DURATION OF CONTRACT AND DELIVERY SCHEDULE	Please specify delivery schedule.	Installation and stabilization period is seven days from the date of request
30	40 of 107	29.1	Time is the essence of the Contract. In case the Contractor fails to complete the Work within the Contractual Completion period, then, unless such failure is due to Force Majeure as defined herewith or due to Owner's defaults, the Contractor shall pay to the Owner, by way of compensation for delay and not as penalty, a sum @ ½% (half per cent) per complete week of delay of the value of the "supply portion for the quantity" that is delayed per complete week subject to maximum of 5% (Five Per Cent) of the total contract value.	Penalty should be for the undelivered portion retail station wise.	Please refer Clause 7.4 of SCC. Tender Condition Prevails.
31	37 of 107	20.2	This warranty shall remain valid for at least twelve (12) months from the date of successful commissioning of individual equipment or eighteen (18) months after the date of last shipment whichever is earlier or as specified under the Special Conditions of Contract. However, if warranty period exceeds due to any defect observed in the equipment at site and the time taken in rectification and commissioning, the warranty will stand extended for at least another 12 months from the date of completion of rectification free of cost.	We request IGL to redefine this clause in a way that total warranty is not more than twelve (12) months from the date of successful commissioning of individual equipment or eighteen (18) months after the date of last shipment whichever is earlier.	Tender Condition Prevails
32	40 of 107	29.1	Time is the essence of the Contract. In case the Contractor fails to complete the Work within the Contractual Completion period, then, unless such failure is due to Force Majeure as defined herewith or due to Owner's defaults, the Contractor shall pay to the Owner, by way of compensation for delay and not as penalty, a sum @ ½% (half per cent) per complete week of delay of the value of the "supply portion for the quantity" that is delayed per complete week subject to maximum of 5% (Five Per Cent) of the total contract value.	We request IGL to accept credit note instead of compensation.	Tender Condition Prevails
33	54 of 107	8	PENALTIES - CAMC	CAMC penalty should be capped at a maximum to 10% of Quarterly Maintenance Cost.	Please refer Penalty Clause, Page no. 54 Tender condition prevails
34	78 of 107	IGL SCOPE OF WORK	IGL shall provide conditioned/stabilized power to run the Vendor's equipment at the CNG Stations that are required as per the scope of work.	Our understanding is UPS with suitable power back to meet required system uptime as per tender is in scope of IGL.	Yes, Tender condition prevails
35	63 of 107	Key Deliverables of the overall solution:	Forecourt Controller: A centric automation solution that should integrate through wireless / wired communication with equipment's. The Forecourt controller will comprise of all site management tools for Monitoring transactions, sales reconciliation, generating various MIS reports, Shift end processes, Fuelling operations etc	Our understanding is that site management tools for Monitoring transactions, sales reconciliation, generating various MIS reports, Shift end processes, Fuelling operations etc are not applicable, since this data is available in SCADA.	SCADA system is installed to check the process flow. Vendor has to provide the details in FCC as mentioned in SOW. Tender condition prevails
36	82 of 107	CONVENIENCE FEES	• Convenience fees charged to customers can go up to a maximum of 2.5% plus GST	What will be the minimum convenience fee applicable for the contract duration. Will the bidder be free to fix Convenience fees to 2.5% for all the transactions during the contract period.	Please refer SOR
37	7	3.1	The duration of contract shall be Five (05) year from the date of issuance of LOA/ Notification of Award	We propose to start the duration of contract from the date of go-live of the project.	Tender condition prevail
38	9	7.1.3	Bidder must be a scheduled commercial Bank, with experience in deploying at least 325 APOS machines at Petrol Stations/ CNG stations for OMC/ CGD outlets during the last 7 years from the date of issue of Tender. Scheduled commercial Bank has to fulfil the following BEC criteria:	We propose to include the Payment Aggregator in addition to the scheduled commercial bank in Technical BEC under this clause as it will widen the prospective bidder base and hence promote the competitive bidding in line with IGL objectives. Further, this is in line with the tenders floated by IOCL and BPCL during the last 1 year wherein it was open to all players with experience of deployment and maintenance of POS terminals and processing of digital transactions. Refer to Page 6 of 121 in IOCL Tender and Page 17 of 61 in BPCL tender. Tenders are attached here for your reference.	BEC cannot be changed. Tender condition prevails
39	63	1.1	The main objective is to provide a seamless, integrated, secure, and transparent experience to IGL's consumers. IGL intends to provide a comprehensive and integrated payment system which runs on latest technology (all-in-one) Android based POS terminals. Automation system should also enable IGL for continuous monitoring of sales being conducted at the RO, optimizing resources and to assess RO's performance through its - Forecourt Controller, Remotely Accessible Dashboards, Reports, MIS etc.	Forecourt Controller - Does this need to be provided physically at outlet level or may be provided at cloud? Please confirm.	Forecourt Controller to be installed at every location. Tender condition prevails
40	64	2.2	Seamless connectivity via SIM as well as local WIFI.	Does SIM as well as Wi-fi connectivity required for A-POS devices or anyone of these will also suffice? Please confirm.	Both Sim and WIFI are required to ensure uninterrupted Operations of APOS machines. Tender condition prevails
41	71	7.0	Card Dispatch	Card Dispatch - As per our understanding, the bidder is not responsible to provide the manpower across the defined sale locations. Pls confirm.	Please refer SOW of Smart Card program. Tender condition prevails
42	82	1.0	Schedule of Rates 1.0 Convenience Fees	As per the SOR table, the tentative total transaction amount for Credit & Debit card is INR 384 Cr. Pls provide the break-up of transactions as mentioned below:- -Credit card transaction amount - -Debit card transaction amount (<2K) -Debit card transaction amount (>2K)	Transaction amount along with average ticket size is mentioned in the SOW. Tender condition prevails

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43	82	1.0	Schedule of Rates 1.0 Convenience Fees	As per RBI directives, MDR on Debit Card is defined as 0.40% (<2K) and 0.90%(>2K). In this case, convenience fees on debit card transactions will be limited to this value only and not 2.5% as mentioned in the SOR table. Please confirm.	Tender Condition prevails
44	82	1.0	Schedule of Rates 1.0 Convenience Fees	For fuel MCC, the credit card transactions are on surcharge model @ 1% as per the industry practice across OMC/CGD. In this case, convenience fees on credit card transactions will be limited to this surcharge amount only i.e. 1% and not 2.5% as mentioned in the SOR table. Please confirm.	Tender Condition prevails
45	82	1.0	Schedule of Rates 1.0 Convenience Fees	With this convenience fee being borne by customers, the cash purchase will always be cheaper as compared to the digital payments using Debit & Credit Card? Hence, this may impact the digital payments adoption significantly. In case of OMCs (IOC/BPC/HPC), this MDR is being borne by OMCs itself and not the customers.	Tender Condition prevails
46	85	4.2	Schedule of Rates 4.0 IGL SMART CARD PROGRAM: Smart Card cost	Who will bear the smart card cost - Customer or IGL?	Please refer SOR item
47				Is a full fledged FCC solution is expected from bidder or the bidder will integrate with existing FCC vendors?	There is no FCC vendor currently. Full fledged solution required
48				If a new FCC solution is expected, then will this have to be replaced at ALL RO's?	Not applicable
49				Who is the existing FCC vendor?	There is no FCC vendor. IGL has only in house SCADA system
50	7	DURATION OF CONTRACT AND DELIVERY SCHEDULE	The duration of contract shall be Five (05) year from the date of issuance of LOA/ Notification of Award	pl clarify the completion period that would be binding on bidder for price reduction clause	Tender condition prevails
51	37	GUARANTEE / WARRANTY	This warranty shall remain valid for at least twelve (12) months from the date of successful commissioning of individual equipment or eighteen (18) months after the date of last shipment whichever is earlier or as specified under the Special Conditions of Contract. However, if warranty period exceeds due to any defect observed in the equipment at site and the time taken in rectification and commissioning, the warranty will stand extended for at least another 12 months from the date of completion of rectification free of cost.	Warranty shall be station wise ( one warranty start date for all items installed in the station ) - how will the lots be made for warrantey and CAMC calculation	Tender condition prevails
52	37	GUARANTEE / WARRANTY	After the successful completion of test run, warranty phase will start and system taking over certificate shall be issued by the Owner.	successful test run is understood as stabilisation period of 7 days. Pl clarify	Tender condition prevails
53	45	TIME FOR PERFORMANCE	The effective date of Contract shall be the date of Notification of Award (Fax of Intent). The completion period specified in the Bid Document shall be reckoned from such date of effectiveness.	Pl clarify the completion period as it is not mentioned anywhere in bid document	The tenure of contract is five years and completion date would be according to that. Tender condition prevails
54	54	PENALTY FOR DOWNTIME	% Downtime = (Total Downtime- Allowable Resolution Time) / Total Quarterly Time Penalty per CNG Station beyond allowed resolution time and beyond 2% permissible downtime shall be calculated as:	Pl cap all penalties at 10% of the respective contract value like it is done for card program	Capping cannot be done on CAMC charges, otherwise IGL will have to make the payment even though system is not operational from the vendor side. Tender condition prevail
55	56	MODE OF PAYMENT	Payment shall be released to bidders within a period of forty five (45) days, as per clause 5.0 above, of receipt of invoice with all relevant / supporting documents, by IGL through cheque/ RTGS.	pl clarify the list of supporting documents required for payment realisation	Necessary documents which are required for releasing the payment to be provided by the vendor. IGL will share the list of documents required.
56	63	KEY DELIVERABLES OF OVERALL SOLUTION	Computer Connectivity: Contoller should be connected with a Computer for operating and visualising reports of the automation system. A computer with adequate processing capability with monitor size of minimum 21 Inch), and Storage backup of minimum 1 TB to be provided by the vendor at every station free of cost. Station staff should also be able to access and check IGL Smart Card Dashboard, transactions, MIS reports etc.	we assume vendor free to decide on the architecture of automation	Tender condition prevails
57	63		The transaction wise reconciliation of the payments credited in the IGL's designated Bank account vis-a-vis transactions done through the APOS machines would also be in the scope of vendor	vendor can furnish settlement MIS for IGL to verify and validate with IGL bank account , we request IGL to provide various foramts currently used by IGL	All formats will be shared with the vendor after the award of contract. Tender condition prevails
58	63	1.1	All Equipment which will be placed at the station forecourt for Forecourt automation and Integrated payment solution shall be Zone 1 PESO approved and temper proof	Tamper proof is very open term & needs to define in the requirement document.	Verdon has to ensure accuracy in transactions, no tempering of transaction quantity, amount etc. Tender condition prevails
59	64		Network Connectivity: Connectivity required for automation like WIFI or any other network connection would also be in the scope of vendor. Vendor shall also be responsible for providing proper connectivity for the POS Terminals deployed under this contract	Where to incorporate SIM charges, as this is applicable from 1 day of deployments	Charges will be borne by the vendor. Tender condition prevails
60	64		in case, if in future, IGL provides Servers for fetching, viewing and storing the transactions data, then Vendor is required to integrate their Solution with IGL Servers along with their APOS Terminals for sales and other transactions / master data using any messaging technologies / protocols as conveyed by IGL at that time.	bidder acknowledges support , however shall be chargeable basis to IGL basis development scope	Tender condition prevails

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61	64		The vendor needs to provide and integrate the APOS machines at the CNG Stations within 7 days of request from IGL.	doable if the requirement is from an existing site where apos is already deployed. For fresh case will need 7 days from KYC and other processes involved.	KYC of stations shall be done at the beginning of the request. Delivery period will start after the KYC have been done
62	65		Any standard banking card acquiring feature of functionality that comes up in future will have to provided by the Vendor, free of cost if it does not require any hardware upgrade or change.	bidder acknowledges support , however shall be chargeable basis to IGL basis development scope	Tender condition prevails
63	65		Vendor will give an access to IGL to remotely check all the digital transactions done through POS machines/ WFCC of any station	is Automation HOS part of the requirement, please include a line item for the same in the price bid	Our requirement is to remotely check only the digital transactions i.e. Credit/ Debit Card, UPI, Wallets etc. For cash transactions, data should be saved in the computer system which will be installed by the vendor at every site . Tender condition prevails
64	65		Additional hardware or up-gradation of existing hardware/software, if required in the future due to compatibility of any additional / future software features, any future payment options, which is not included in current scope of work; shall be in the Vendor's scope.	scope is limited to APoS only Automation hw will not be upgraded FOC	All sytem should be upgraded FOC accordingly. Tender condition prevails
65	65		Upon completion of contract, Vendor will provide full support to any new vendor of IGL (Free of Cost) towards automation of equipment's, integration with the Smart Card application etc., till the time integration is being done at all the stations, operational at that time	pl define IGL's expectation of full support from vendor here.	IGL expectation is to give full support to the new vendor so that transition can be done smoothly. Tender condition prevails
66	65	2.2	Additional hardware or up-gradation of existing hardware/software, if required in the future due to compatibility of any additional / future software features, any future payment options, which is not included in current scope of work; shall be in the Vendor's scope.	Will be chargeable	IGL will not pay any additional charges. Tender condition prevails
67	66		The vendor is responsible for the comprehensive maintenance of the APOS machines. Any necessary repairs/ Replacements are to be carried out without charges to IGL	only repairs arising out of normal wear and tear covered, physical / negligent actions leading to physical damage of PoS will be charged to IGL/ dealer suitably as per rate list updated from time to time	If vendor is able to give the proof of physical damage/theft/mishandling/improper storage, the charges would be paid by the Dealer/ Station Operator. Vendor has to bill directly to the Dealer/ Station Operator
68	78	8.0 IGL SCOPE OF WORK	IGL shall provide conditioned/stabilized power to run the Vendor's equipment at the CNG Stations that are required as per the scope of work.	is IGL provisioning for uninterrupted power supply for automation controller ?	UPS will be provided to the vendor at every site. Tender condition prevails
69	78	8.0 IGL SCOPE OF WORK	Stabilization Period will be considered successfully complete subject to the following conditions: -In case any of the above conditions are not met, the count for stabilization will re -start from Zero. i.e. from the date of rectification	the rule shall be relaxed in case fuel txn data could not be captured / recorded for reasons attributed to dispenser OEM / IGL	Tender condition prevails
70	63 (point4)	KEY DELIVERABLES OF OVERALL SOLUTION	Forecourt Controller: A centric automation solution that should integrate through wireless / wired communication with equipment's. The Forecourt controller will comprise of all site management tools for Monitoring transactions, sales reconciliation, generating various MIS reports, Shift end processes, Fuelling operations etc.	we assume vendor free to decide on the architecture of automation	Vendor can decide the architecture, however it should fulfil the requirement of IGL as per the SOW. Tender condition prevails
71	63(1.1)	FORECOURT AUTOMATION WITH INTEGRATED PAYMENT SOLUTION	The main objective is to provide a seamless, integrated, secure, and transparent experience to IGL's consumers. IGL intends to provide a comprehensive and integrated payment system which runs on latest technology (all-in-one) Android based POS terminals. Automation system should also enable IGL for continuous monitoring of sales being conducted at the RO, optimizing resources and to assess RO's performance through its - Forecourt Controller, Remotely Accessible Dashboards, Reports, MIS etc.	we assume vendor free to decide on the architecture of automation	Vendor can decide the architecture, however it should fulfil the requirement of IGL as per the SOW. Tender condition prevails
72	63(1.1)	FORECOURT AUTOMATION WITH INTEGRATED PAYMENT SOLUTION	The main objective is to provide a seamless, integrated, secure, and transparent experience to IGL's consumers. IGL intends to provide a comprehensive and integrated payment system which runs on latest technology (all-in-one) Android based POS terminals. Automation system should also enable IGL for continuous monitoring of sales being conducted at the RO, optimizing resources and to assess RO's performance through its - Forecourt Controller, Remotely Accessible Dashboards, Reports, MIS etc.	we assume vendor free to decide on the architecture of automation	Vendor can decide the architecture, however it should fulfil the requirement of IGL as per the SOW. Tender condition prevails
73				as system proposed in same across all CNG stations , IGL is requested to consider stabilisation period for 10% sites per GA only and waive for rest sites in same GA . Kindly accept	Tender condition prevail
74			how many dispensers	request IGL to provide the count of dispensers at each site as this is crucial to build the per outlet cost.	In totality approx 1200 nos of dispensers are currently operational at IGL COCO, CODO, DODO and FDODO stations
75			Other variable costs	request igl to give details of variable cost items, like welcome kits, cards, SMSes, replacement cost, courier cost etc.	Vendor has to bid taking into consideration all necessary cost.
76			Smart card fund movement journey	please elaborate	Please refers SOW of Smart Card program.Tender condition prevail