Subject: Replies to Additional Technical Pre-Bid Queries - Selection of Implementation Agency for Establishing SCADA, AMI and CMP System (e-Tender ID: 344661)

REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING	
Tender Ref. No.:	344661
Tender Subject	Selection of Implementation Agency for establishing SCADA, Advance Metering Infrastructure and CMP for Gujarat Energy Limited

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
1	BIDDER'S QUALIFICATION CRITERIA (BQC), page 4 of 23	Bidder's Experience_1 AND Bidder's Experience_3	Documentary Proof: • Copy of Work order clearly highlighting scope of work, Bill of Material and value of contract / order pertaining to the components mentioned in the criteria • At least of 1-year successful running / O&M completion certificate from client / CA certificate with UDIN	Documentary Proof: • Copy of Work order**/ CA certificate with UDIN** clearly highlighting scope of work, Bill of Material and value of contract / order pertaining to the components mentioned in the criteria • At least of ~~1-year~~ **6 months** successful running / O&M completion certificate from client / CA certificate with UDIN **Justification:** 1. Allowing a CA certificate with UDIN as an alternative to the work order accommodates projects where client-issued work orders without mentioning Bill of Material/Component wise Cost breakup 2. A minimum of six months of successful O&M experience is sufficient to demonstrate stable system performance and operational capability, while enabling broader participation from qualified bidders.	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.
2	Technical Qualification Criteria (TQ), Page 12 of 23	Clause 2- Experience of Bidder	The Bidder having demonstrable expertise and experience of setting up of SCADA solution (as per the similar work definition for SCADA mentioned in PQ Sr. No. 4) for any client in India or outside of India in last seven years from the date of publication of this Bid shall be awarded marks as per the marking guidelines against the cumulative project cost of the cited experience. Project definition: (Please refer Sr. No. 4 of PQ criteria) Number of Projects = 1 Project - 4 Marks 2 Projects - 8 Marks 3 Projects - 12 Marks >3 Projects - 15 Marks Documentary Proof: • Copy of Work order clearly highlighting scope of work, Bill of Material	The Bidder having demonstrable expertise and experience of setting up of SCADA solution (as per the similar work definition for SCADA mentioned in PQ Sr. No. 4) for any client in India ~~or outside of India~~ in last seven years from the date of publication of this Bid shall be awarded marks as per the marking guidelines against the cumulative project cost of the cited experience. Project definition: (Please refer Sr. No. 4 of PQ criteria) ~~Number of Projects~~ ~~= 1 Project - 4 Marks~~ ~~2 Projects - 8 Marks~~ ~~3 Projects - 12 Marks~~ ~~>3 Projects - 15 Marks~~ **Nos. of RTUs Integrated/Interfaced:** **>=750 & <= 1000 nos. - 4 Marks** **>1000 & <= 1250 nos - 8 Marks**	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
			and value of contract / order pertaining to the components mentioned in the criteria • At least of 1-year successful running / O&M completion certificate from client / CA certificate with UDIN	**>1250 & <= 1500 nos - 12 Marks** **>1500 nos - 15 Marks** Documentary Proof: • Copy of Work order/ **CA certificate with UDIN** clearly highlighting scope of work, Bill of Material and value of contract / order pertaining to the components mentioned in the criteria • At least of ~~1 year~~ **6 months** successful running / O&M completion certificate from client / CA certificate with UDIN **Justification:** The success of GEL's SCADA depends on the bidder's ability to integrate and manage a large, geographically dispersed RTU network. A bidder with several small projects may never have operated at this scale, whereas one large deployment demonstrates it directly, so integration scale is the more reliable indicator of capability and delivery risk. Indian experience matters because field conditions, communication networks, safety standards and statutory requirements differ materially from overseas, and domestic references can be independently verified by GEL.	
3	Technical Qualification Criteria (TQ), Page 12 of 23	Clause 3- Experience of Bidder	The Bidder (or any authorized partner) having demonstrable expertise and experience of setting up of at least 1 (one) SCADA solution for any City Gas Distribution (CGD) client in India or outside of India in last seven years from the date of publication of this Bid. Bidder may showcase an ongoing assignment against this clause Number of Projects = 1 Project - 2 Marks 2 Projects - 5 Marks 3 Projects - 8 Marks >3 Projects - 10 Marks	~~The Bidder (or any authorized partner) having demonstrable expertise and experience of setting up of at least 1 (one) SCADA solution for any City Gas Distribution (CGD) client in India or outside of India in last seven years from the date of publication of this Bid. Bidder may showcase an ongoing assignment against this clause~~ ~~Number of Projects~~ ~~= 1 Project - 2 Marks~~ ~~2 Projects - 5 Marks~~ ~~3 Projects - 8 Marks~~ ~~>3 Projects - 10 Marks~~ **Justification**: We request deletion of this clause as The core functions of RTU integration, telemetry, alarm management and remote control are common across CGD, Oil & Gas and utility networks, which the PQ itself recognises as similar work, so a sector filter narrows competition without adding any technical assurance.	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
4	Technical Qualification Criteria (TQ), Page 12 of 23	Clause 4- Experience of Bidder	The Bidder (or its authorized partner) having demonstrable expertise and experience of provisioning of AMI solution (as per the similar work definition for AMI mentioned in PQ Sr. No. 6) for any client in India or outside of India in last seven years from the date of publication of this Bid shall be awarded marks as per the marking guidelines. Project definition: (Please refer Sr. No. 6 of PQ criteria) Number of Projects = 1 Project - 2 Marks 2 Projects - 5 Marks 3 Projects - 8 Marks >3 Projects - 10 Marks Documentary Proof: • Copy of Work order clearly highlighting scope of work, Bill of Material and value of contract / order pertaining to the components mentioned in the criteria • At least of 1-year successful running / O&M completion certificate from client / CA certificate with UDIN	The Bidder (or its authorized partner) having demonstrable expertise and experience of provisioning of AMI solution (as per the similar work definition for AMI mentioned in PQ Sr. No. 6) for any client in India ~~or outside of India~~ in last seven years from the date of publication of this Bid shall be awarded marks as per the marking guidelines. Project definition: (Please refer Sr. No. 6 of PQ criteria) ~~Number of Projects~~ ~~= 1 Project - 2 Marks~~ ~~2 Projects - 5 Marks~~ ~~3 Projects - 8 Marks~~ ~~>3 Projects - 10 Marks~~ **Nos. of Meters Integrated/Interfaced:** **>=550 & <= 700 nos. - 2 Marks** **>700 & <= 850 nos - 5 Marks** **>850 & <= 1000 nos - 8 Marks** **>1000 nos - 10 Marks** Documentary Proof: • Copy of Work order **/ CA certificate with UDIN** clearly highlighting scope of work, Bill of Material and value of contract / order pertaining to the components mentioned in the criteria • At least of ~~1-year~~ **6 months** successful running / O&M completion certificate from client / CA certificate with UDIN **Justification:** AMI performance issues such as communication failures, data gaps and head-end bottlenecks surface only at scale, so a bidder's ability to handle GEL's meter volume is best judged by the number of meters actually integrated, not the number of contracts held. Indian experience ensures proven performance on Indian communication networks and field conditions and allows GEL to verify references directly.	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.
5	Technical Qualification Criteria (TQ), Page 12 of 23	Clause 5- Experience of Bidder	The Bidder (or or any authorized partner) having a demonstrable expertise and experience of setting up of CMP/ICCC application for any of the Govt. / Semi Govt. / ULB / Smart City / Utilities / PSUs in India or outside of India in past 7 years from the date of publication of the Bid shall get marks as per the marking guideline. Number of Projects = 1 Project - 2 Marks 2 Projects - 5 Marks 3 Projects - 8 Marks >3 Projects - 10 Marks	The Bidder (or or any authorized partner) having a demonstrable expertise and experience of setting up of CMP/ICCC application for any of the Govt. / Semi Govt. / ULB / Smart City / Utilities / PSUs in India ~~or outside of India~~ in past 7 years from the date of publication of the Bid shall get marks as per the marking guideline. Number of Projects = 1 Project - 2 Marks 2 Projects - ~~5~~ **3** Marks 3 Projects - ~~8~~ **4** Marks >3 Projects - ~~10~~ **5** Marks **Additional 5 marks shall be awarded if the Bidder is the OEM of the CMP/ICCC applications deployed in the projects cited above.** **Justification:** GEL's CMP will operate within a public-sector framework of approvals, integration with government systems and data-governance obligations. Projects for Indian Government, ULB, Smart City and PSU clients are the most relevant proof that a bidder can deliver in this environment, whereas overseas references are difficult to verify and may not reflect these conditions, weakening the reliability of the evaluation.	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
6			Additional Clause	**<u>The Bidder having demonstrable expertise and experience of hosting application on Proposed MeitY empanelled Cloud in India in last seven years from the date of publication of this Bid shall get marks as per the marking guideline.</u>** **<u>Number of Projects</u>** **<u>= 1 Project - 2 Marks</u>** **<u>2 Projects - 5 Marks</u>** **<u>3 Projects - 8 Marks</u>** **<u>>3 Projects - 10 Marks</u>** **Justification**: All three platforms (SCADA, AMI and CMP) under this project will run on the cloud, so hosting capability directly determines system availability, security and performance, hence we request authority to add this clause in Technical Evaluation Criteria	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.
7	OEM compliance criteria, page 10	3. RTUs	RTUs: i. Shall have a registered office in India for past more than 5 years (As on bid publication date) ii. Minimum supply and installation base of 25,000 RTUs within India or outside of India iii. The OEM shall have its own RMA setup to fulfil its warranty, service, AMC commitments (or via authorized service partner / distributor) in India as on the bid publication date. iv. The OEM shall have valid ISO 9001, ISO 27001 certifications. v. The OEM shall not have been blacklisted or debarred by any Central Government / Any State Government / Smart City SPV / PSU/ Honourable Court of India/ Any Government Entity in India as on the date of bid submission	RTUs: i. Shall have a registered office in India for past more than 5 years (As on bid publication date) ii. Minimum supply and installation base of 25,000 RTUs within India or outside of India iii. The OEM shall have its own RMA setup to fulfil its warranty, service, AMC commitments (or via authorized service partner / distributor) in India as on the bid publication date. iv. The OEM shall have valid ISO 9001, ISO 27001 certifications. v. The OEM shall not have been blacklisted or debarred by any Central Government / Any State Government / Smart City SPV / PSU/ Honourable Court of India/Any Government Entity in India as on the date of bid submission **<u>OR</u>** **<u>DPIIT recognized Startups shall be exempted from the requirements mentioned above for RTU OEM Criteria</u>** **Justification**: To allow wider participation from capable RTU OEMs, including Indian manufacturers. RTUs are standard, protocol-based field devices (IEC 60870-5-104 / DNP3 / Modbus) whose quality and interoperability are already assured through the technical specifications, FAT / SAT and the Bidder's single-point responsibility for warranty and O&M. Conditions such as a 25,000-unit installed base limit the field to a few large OEMs, reducing competition and increasing cost without adding technical assurance for GEL.	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
8	Clause 35.1 (Limitation of Liability), Page 25 of 34	Section IV – General Terms of Contract (GTC),	35.1 Notwithstanding anything contrary contained herein, the aggregate total liability of the CONTRACTOR under the CONTRACT or otherwise shall be limited to 100% of the CONTRACT VALUE. However, the aforesaid cap for limitation of liability shall not apply and the CONTRACTOR shall continue to remain responsible for all liabilities which arise on account of: a. Breach of Applicable Laws by the CONTRACTOR b. Gross negligence, fraud, or willful misconduct of the CONTRACTOR. c. Infringement of any Intellectual Property Rights of the OWNER. d. Indemnification of OWNER as per Clause 32 of GTC and as specified elsewhere in the CONTRACT. e. Provisions under Clause 17.2 of GTC	35.1 Notwithstanding anything contrary contained herein **or elsewhere in the CONTRACT**, the aggregate total liability of the CONTRACTOR under the CONTRACT or otherwise **(whether in contract, tort, indemnity or otherwise)** shall ~~be limited to~~ in no event exceed 100% of the CONTRACT VALUE. ~~However, the aforesaid cap for limitation of liability shall not apply and the CONTRACTOR shall continue to remain responsible for all liabilities which arise on account of:~~**The aforesaid cap shall apply to, and shall not be exceeded by, all liabilities of the CONTRACTOR, including without limitation those which arise on account of:** a. Breach of Applicable Laws by the CONTRACTOR b. Gross negligence, fraud, or willful misconduct of the CONTRACTOR. c. Infringement of any Intellectual Property Rights of the OWNER. d. Indemnification of OWNER as per Clause 32 of GTC and as specified elsewhere in the CONTRACT. e. Provisions under Clause 17.2 of GTC	Bidder may refer replies given under Commercial Pre-bid queries.
9	Clause 17.2 (Right to get Goods/Services through Other Agencies), Page 17 of 34	Section IV – General Terms of Contract (GTC),	17.2 In such event, the OWNER, at its sole discretion, shall be entitled to recover the additional expenses incurred for procuring the GOODS/SERVICES from alternate agencies, in addition to administrative and other expenses incurred by OWNER for the same. The decision of OWNER in determining such amount to be recovered from the CONTRACTOR shall be final and binding on the CONTRACTOR. The CONTRACTOR's liability in this respect shall be unlimited without exception.	17.2 In such event, the OWNER, at its sole discretion, shall be entitled to recover the additional expenses incurred for procuring the GOODS/SERVICES from alternate agencies, in addition to administrative and other expenses incurred by OWNER for the same. The decision of OWNER in determining such amount to be recovered from the CONTRACTOR shall be final and binding on the CONTRACTOR. The CONTRACTOR's liability in this respect shall be ~~unlimited without exceptionbe~~ subject to Clause 35 of GTC.	Bidder may refer replies given under Commercial Pre-bid queries.
10	GTC 45.1; BQC – Mandatory Undertakings	Volume I – ITB; General Terms of Contract (GTC); Bidder Qualification Criteria (BQC) ITB 15.3(f);	ITB Clause 15.3(f): The bidder must disclose if any partner/director/proprietor is a relative of, or has financial or business transactions with, GEL employees, and notify GEL if such a conflict arises later. GTC Clause 45.1: The contractor shall not, without GEL's prior approval, participate in any business entity where information, knowledge or relationships arising from the contract could be used or disclosed, or where participation could conflict with GEL's interests.	We request GEL to clarify and incorporate the following specific conflict-of-interest eligibility provision: "Any Bidder, including its parent, subsidiary, affiliate, group company or entity under common control, which is currently engaged in the same or a directly competing line of business as GEL, or has demonstrable plans, approved investments, regulatory applications or authorizations to enter such competing businesses during the contract period, shall not be eligible to participate in this tender. This restriction shall cover competing City Gas Distribution (CGD), PNG/CNG distribution and natural-gas supply operations, and shall apply to direct and indirect participation. The Bidder shall submit an undertaking confirming the absence of such conflict of interest." Please confirm whether GEL will incorporate this requirement into the Bidder Qualification Criteria / Mandatory Undertakings. Justification: The selected Implementation Agency will have privileged access to GEL's commercially sensitive data, including customer consumption patterns, pricing and revenue information, operational telemetry, network infrastructure, business analytics and strategic expansion plans. Participation by existing or demonstrably prospective direct business competitors creates risks of misuse of confidential information, unfair competitive advantage and compromised independence. An objectively defined eligibility restriction and mandatory declaration would protect GEL's commercial interests without excluding independent technology providers merely serving the CGD sector.	Bidder may refer replies given under Commercial Pre-bid queries.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
11	Volume II Page no.32	3.1 Brief Scope of the work for SCADA	The bidder shall implement new cable trenching from dispensers to panel rooms at ..... FRLS armoured and screened cable through metal conduit).	1. Considering the hot-work and spark-generation risks associated with cutting, threading, and bending GI conduits at hazardous sites, we kindly request the Authority to confirm whether suitable HDPE conduits may be used as an alternative. 2. Additionally, kindly specify the required GI conduit pipe size (nominal diameter), thickness, and applicable technical specifications to ensure accurate material selection and cost estimation. 3. We further request the Authority to include a separate per-metre SOR line item for HDPE conduit supply and installation, with payment based on actual measured and certified quantities.	1. Applicable line items and their estimated quantities have been included in the SOR with payment based on actual measured quantities. 2. GI conduit pipe size (nominal diameter), thickness, and applicable technical specifications are specified under "GI Conduit Rigid" section in the SOW document. 3. HDPE conduits are not envisaged under this tender. Tender terms prevail.
12	Approved replies to pre-bid queries Page 32 of 100	Sr. No- 131 (F)	f. GEL shall endeavor in facilitating coordination between the Bidder and field equipment / devices OEMs however Bidder shall remain entirely responsible to obtain required details for integration such as but not limited to Parameter registers map, data types, scaling factors, communication settings etc. of all field devices with their SCADA/AMI System.	Please confirm that GEL will facilitate access to existing OEMs wherever proprietary information, software access, protocol details, configuration data, or system modifications are required. Delays caused solely by OEM non-cooperation or proprietary-access restrictions should not be treated as Bidder delays, and any OEM charges required for integration or modification should be reimbursed or covered through an appropriate SOR/change-order mechanism.	Tender terms prevail. Bidder to refer to "Enablement of field equipment/devices" section of SOW document.
13	Approved replies to pre-bid queries Page 56 of 100	Sr. No- 239	Where an EVC or PD meter OEM "does not cooperate or imposes conditions that delay driver development or integration, the Bidder shall resolve such impediments independently and at its own cost; delays or failures attributable to OEM non-cooperation shall not constitute grounds for milestone extension or additional charges".	As EVC and meter OEMs are GEL's suppliers. The bidder has no contract with them and no leverage, so the risk is uncontrollable and cannot be priced. We request GEL to obtain protocol documents, passwords and technical support from its EVC and meter OEMs under its existing contracts; delay caused by OEM non-cooperation to give extension of time without LD.	Tender terms prevail. Bidder to refer to "Enablement of field equipment/devices" section of SOW document.
14	Volume cl Page no.16–17 (cl. 17.2)	35.1, 32, 17.2	Cap of 100% of contract value, but it "shall not apply" to breach of law, gross negligence/fraud/wilful misconduct, IPR infringement, "Indemnification of OWNER as per Clause 32 of GTC and as specified elsewhere in the CONTRACT" and "Provisions under Clause 17.2" (risk purchase: "liability in this respect shall be unlimited without exception").	Aggregate cap of 100% of contract value, inclusive of indemnities (except third-party IP infringement, fraud and wilful misconduct), LDs, SLA penalties and risk-purchase costs; delete unlimited risk-purchase liability.	Bidder may refer replies given under Commercial Pre-bid queries.
15	Volume II Page no 242, 251	6.1.4 and 6.5 Point #12, #13	Quarterly Payment is the total quarterly OPEX invoice covering all SOR components. #12 and #13 levy penalties on "complete OPEX".	SCADA, AMI and CMP are separate systems with separate SOR lines. As drafted, a shortfall in one system is penalised on the combined OPEX of all three, so the penalty is out of proportion to the service affected. Linking the penalty to the affected system's OPEX keeps it proportionate and consistent with the definition of "Quarterly Payment for the relevant system" in Clause 6.2. Hence, please calculate penalties only on the OPEX of the affected system (SCADA, AMI or CMP), not on the complete project OPEX.	Tender terms prevail. Penalties shall be deducted as per "Service Level Agreement (SLA) and Penalty Framework " section of SOW document.
16	Volume II Page no 247–255	6.5 and 6.6 (general)	No rule prevents one outage being penalised under several SLAs.	One root cause, such as a cloud or network outage, currently triggers penalties under application availability, cloud uptime, poll success, billing push, SAP integration and CMP integration at the same time. This multiplies the penalty for a single event. Standard SLA practice is to penalise one event once, under the most relevant SLA. So, please penalise a single outage under one SLA only, not under several SLAs at the same time.	Tender terms prevail. Penalties shall be deducted as per "Service Level Agreement (SLA) and Penalty Framework " section of SOW document.
17	Volume II Page no 254	6.6 AMI Point #2	₹500 per meter per missed billing date, in addition to the AMI #1 penalty.	A missed billing read is already penalised under AMI #1. The additional ₹500 per meter per billing date penalises the same failure a second time. Deleting it or limiting it to GEL's actual cost of manual reading, removes this double penalty. Hence, please delete this penalty. The same failure is already penalised under AMI #1.	Tender terms prevail. Billing day meter data via modem non availability falls under zero tolerance at GEL.
18	Volume II Page no.32	3.1 Brief Scope of the work for SCADA	• The bidder shall supply and install appropriate workstations including 6 SCADA Operator Workstations, 3 Engineering Workstations, 2 Report Development Workstations at the MMS, as well as 3 SCADA Operator Workstations, 1 Engineering Workstation at the BMS.	Please confirm that the total quantity of 35 workstations under Schedule A – Hardware Costs, SOR Line Item No. 10 includes all workstations required at the 29 Geographic Area control centers, MMS, and BMS, and that no additional workstations are to be considered beyond the stated SOR quantity.	Bidder shall supply 1 workstation per GA (29 Nos.) and 6 Nos. of workstations for GEL Corporate Office. Remaining 15 workstations are to be provisioned for next 5 years.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
			•The bidder shall supply and install a Workstations (1 per GA) for Geographic Area control centers.		
19	Volume II Page no 31	OEM compliance criteria	RTUs: i. Shall have a registered office in India for past more than 5 years (As on bid publication date) ii. Minimum supply and installation base of 25,000 RTUs within India or outside of India iii. The OEM shall have its own RMA setup to fulfil its warranty, service, AMC commitments (or via authorized service partner / distributor) in India as on the bid publication date. iv. The OEM shall have valid ISO 9001, ISO 27001 certifications. v. The OEM shall not have been blacklisted or debarred by any Central Government / Any State Government / Smart City SPV / PSU/ Honourable Court of India/ Any Government Entity in India as on the date of bid submission	We request the authority to please delete this clause to allow wider participation from capable RTU OEMs, including Indian manufacturers. RTUs are standard, protocol-based field devices (IEC 60870-5-104 / DNP3 / Modbus) whose quality and interoperability are already assured through the technical specifications, FAT / SAT and the Bidder's single-point responsibility for warranty and O&M. Conditions such as a 25,000-unit installed base limit the field to a few large OEMs, reducing competition and increasing cost without adding technical assurance for GEL. DPIIT recognized Startups shall be exempted from the requirements mentioned above for RTU OEM Criteria	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.
20	Volume II Page no 289	6.5. Common SLAs (SCADA, AMI and CMP)	<table><tr><th>SLA</th><th>Penalty</th></tr><tr><td>>= 99%</td><td>No penalty</td></tr><tr><td><99% to >=98.5%</td><td>2% of quarterly OPEX cost</td></tr><tr><td><98.5% to >=98%</td><td>4% of quarterly OPEX cost</td></tr><tr><td><98% to >=97%</td><td>6% of quarterly OPEX cost</td></tr><tr><td><97% to >=96%</td><td>8% of quarterly OPEX cost</td></tr><tr><td><96% to >=95%</td><td>10% of quarterly OPEX cost</td></tr></table> If the uptime goes below 95%, additional penalty of 2% will be charged on quarterly OPEX cost for each slab of 1% downtime. For the calculation of the applicable penalty, figure will be rounded off to the lower integer figure. (e.g. 93.99 shall be rounded off to 93). Penalty capping shall be of 20% of the quarterly payment.	<table><tr><th>SLA</th><th>Penalty</th></tr><tr><td>>= 99%</td><td>No penalty</td></tr><tr><td><99% to >=98.5%</td><td ~~2~~ 1% of quarterly OPEX cost</td></tr><tr><td><98.5% to >=98%</td><td ~~4~~ 2% of quarterly OPEX cost</td></tr><tr><td><98% to >=97%</td><td ~~6~~ 3% of quarterly OPEX cost</td></tr><tr><td><97% to >=96%</td><td ~~8~~ 4% of quarterly OPEX cost</td></tr><tr><td><96% to >=95%</td><td ~~10~~ 5% of quarterly OPEX cost</td></tr></table> If the uptime goes below 95%, additional penalty of **1%** will be charged on quarterly OPEX cost for each slab of 1% downtime. For the calculation of the applicable penalty, figure will be rounded off to the lower integer figure. (e.g. 93.99 shall be rounded off to 93). Penalty capping shall be of 10% of the quarterly payment.	Tender terms prevail. Penalties shall be deducted as per "Service Level Agreement (SLA) and Penalty Framework " section of SOW document.
21	Section II (A)- REVISED Scope of work	3.1. Brief Scope of the work for SCADA Page 33 of 55	The bidder shall ensure all points currently available through the existing Cathodic Protection system are made fully available and visible in the new SCADA system	1. We understand that the necessary APIs and interface documentation for integration with the existing Cathodic Protection Transformer Rectifier (CPTR) systems shall be made available by GEL. 2. We kindly request the Authority to confirm our understanding and clarify whether the required API access, technical documentation, communication protocols and integration support shall be provided by GEL or the respective CPTR OEM, without any additional cost to the bidder.	1. All CP TRU locations shall be integrated with SCADA System through API call. No hardware is envisaged at CP TRU locations under this project. 2. Bidder's understanding is correct. Required API access, technical documentation, communication protocols and integration support shall be provided by GEL.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
22	Section III (A)-REVISED SOR	8.2.1. Schedule B1 – Recuring Costs Page 2 of 10	SIM (Single SIM with multi network / Dual SIM) Communication charges per Modem and MIU	For successful project execution, a total of 9,600 SIM cards will be required. However, the current provision considers only 7,700 SIM cards. It is therefore requested to kindly consider the requirement of 9,600 SIM cards instead of 7,700 SIM cards to ensure smooth project execution.	Calculation of SIM cards is provided below for reference, **4800** initial Type 1 Modems and MIUs +**1000** initial Type 2 Modems + **500** initial Type 3 Modems + **1000** Additional Type 1 Modems+MIUs over the 5 years. (960 (20% of (3300+1500)) is considered, then rounded up to the next multiple of 100s) + **400** Additional Type 2 & Type 3 Modems over the 5 years (375 (25% of 1500) is considered and then rounded up to the next multiple of 100s i.e. 400 400 divided over 5 years i.e. 80 per year) --------- **7700**
23	Section III (A)-REVISED SOR	8.1. Schedule A – Hardware Costs Page 1 of 10	SITC of Modem -Type 1 and related accessories	With reference to SOR Line Items 1 and 2, we understand that the MIU (Meter Interface Unit) is already included in the respective line items. Therefore, kindly clarify whether the MIU communication interface to the AMI/DAM meter is being considered separately or is covered under the same scope to avoid duplication.	Bidder's understanding is not correct. Line item in SOR for MIU for Industrial, commercial and domestic meter shall have inbuilt/external modem as per technical specification given in SOW.
24	Section III (A)-REVISED SOR	8.1. Schedule A – Hardware Costs Page 1 of 10	SITC of MIUs (Domestic PD Meters) and related accessories 100 no.	1. We understand that the existing domestic Positive Displacement (PD) meters shall be provided by GEL, while the required Meter Interface Units (MIUs) and associated pulse cables, wherever applicable, shall be supplied by the bidder. 2. Please add Pulse Cable for these PD Meters in SOR	Bidder's understanding is correct. Supply of domestic PD meters is in GEL scope while required snap-fit Meter Interface Units (MIUs) shall be in bidder's scope. 2. As all MIUs for domestic PD meters are envisaged to be snap-fit, connection through pulse cables is not permitted.
25	Section II (A)-REVISED Scope of work	21. Annexure F – Indicative List of IO by Asset Clas	-	1. We understand that the requirement for Digital Inputs (DI) and Digital Outputs (DO) at CNG stations has not been explicitly specified in the relevant scope.We kindly request the Authority to clarify whether DI and DO points are required for CNG stations. If applicable, kindly confirm the station-wise DI/DO quantities, associated monitoring and control functionalities, 2. and whether the necessary I/O modules and accessories are to be considered under the bidder's scope.	1. Bidder to refer to Annexure F for station wise IO details. 2. Necessary I/O modules and all related accessories are to be considered under the bidder's scope.
26	Section II (A)-REVISED Scope of work	2.2.1. Overview and Scope of Work Page 24 of 555	The Bidder shall deploy all three applications on AWS private cloud with all data centres within India.	The proposed cloud infrastructure should be OEM-agnostic and shall not be restricted to any specific cloud service provider (e.g., AWS). The requirements should be defined in generic terms to allow participation from all eligible cloud service providers meeting the prescribed technical, security, and performance specifications.	Tender terms prevail.
27	Section II (A)-REVISED Scope of work	21. Annexure F – Indicative List of IO by Asset Clas		With reference to Annexure F – Indicative I/O Details, we understand that the specified I/O quantities are inclusive of the 30% spare capacity requirement. We kindly request the Authority to confirm our understanding and clarify whether any additional spare I/O capacity is required beyond the quantities indicated in Annexure F, to enable accurate RTU sizing and BoM estimation.	Bidder's understanding is correct. The count of IO in Annexure F includes spare capacity and no spare capacity beyond this are to be considered. Bidder to refer the revised SOW document uploaded along with the pre bid replies.
28	Section III (A)-REVISED SOR	8.1. Schedule A – Hardware Costs Page 2 of 10	Number of channels for IS Barriers	With reference to SOR Line Item 19 (Isolation Barrier), we understand that wherever isolation barriers are required to be used during installation and project execution, the same shall be provisioned from the quantity specified under this line item. Kindly confirm whether our understanding is correct.	Bidder's understanding is correct.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
29	Section III (A)-REVISED SOR	8.1. Schedule A – Hardware Costs Page 2 of 10	Protocol Converters	With reference to SOR Line Item 23 (Protocol Converter), we understand that the specified protocol converters shall support conversion from Profibus/Profinet to Modbus. Kindly confirm whether our understanding is correct.	The Bidder shall supply and install all required protocol conversion equipment to standardize communication protocols across all field devices, ensuring seamless integration of equipment using proprietary or non-standard communication methods into the unified SCADA architecture as already specified in SOW.
30	Section II (A)-REVISED Scope of work	GENERAL	-	We understand that any item not explicitly mentioned or included in the SOR shall be considered outside the scope of the bidder. Kindly confirm.	Any item not explicitly mentioned but is required to complete the scope of work of this project which is reasonably inferable from the RFP is deemed-included in Bidder's scope.
31	Section II (A)-REVISED Scope of work	3.4.3.2. New Hardware Requirements	Bidder shall make provisions in the SCADA system to integrate mass flow meters for compressors at locations where currently flow meters at inlet are not present but will be available in the future as identified during site survey.	Please confirm that supply of mass flow meters is not in the Bidder's scope and that the Bidder shall only integrate existing / GEL-supplied MFMs (and implement the QR-code based cascade workflow)	Bidder's understanding is correct. Supply of mass flow meters is not in the Bidder's scope.
32	Section III (A)-REVISED SOR	8.1. Schedule A – Hardware Costs Page 2 of 10	Cable Tray	With reference to SOR Line Item No. 22 (Cable Tray), kindly specify the required size and dimensions of the cable tray for clarity in scope and pricing.	Size and dimensions of the cable tray is already provided under "required size and dimensions of the cable tray " section of the SOW document
33	Volume II Page no. 205	5.3. Definitions — Installation & Commissioning, Go-Live and Handover	Go-Live. A lot (AMI), zone (SCADA) or phase (CMP) is considered gone-live when all its locations are commissioned; SAT is completed and GEL-accepted; UAT is completed and signed off with zero open Critical/High defects; the applicable pre-Go-Live CERT-In VAPT is cleared; theAMI parallel run (≥ 15 days) / SCADA software testing / CMP phase testing is completed and reconciled; and GEL has issued written Go-Live acceptance for that lot/zone/phase.	AMI parrallel run is deleted from scope but Go-Live definition requires "AMI parallel run (≥ 15 days). Please confirm that Confirm AMI lot Go-Live does not need a parallel run or reconciliation reports	Bidder to refer the revised SOW document uploaded along with the pre bid replies.
34	Approved replies to pre-bid queries Page 3 of 100	Sr. No- 11	The maximum allocation permitted under Schedule A has been revised from 40% to 50% of the total quoted price. Bidder to refer the revised SOR document uploaded along with the pre bid replies.	With reference to the pre-bid clarification, we understand that the maximum permissible allocation under Schedule A has been revised from 40% to 50% of the total quoted contract value, as reflected in the revised SOR. However, the corresponding provision in the Scope of Work (SOW) document has not been updated and continues to indicate the earlier limit of 40%. We kindly request the Authority to confirm that the revised limit of 50% shall prevail and issue an updated SOW document incorporating this amendment to ensure consistency across the tender documents and avoid any ambiguity during commercial evaluation.	Bidder to refer the revised SOW document uploaded along with the pre bid replies.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
35	OEM compliance criteria, page 10	3. RTUs	RTUs: i. Shall have a registered office in India for past more than 5 years (As on bid publication date) ii. Minimum supply and installation base of 25,000 RTUs within India or outside of India iii. The OEM shall have its own RMA setup to fulfil its warranty, service, AMC commitments (or via authorized service partner / distributor) in India as on the bid publication date. iv. The OEM shall have valid ISO 9001, ISO 27001 certifications. v. The OEM shall not have been blacklisted or debarred by any Central Government / Any State Government / Smart City SPV / PSU/ Honourable Court of India/ Any Government Entity in India as on the date of bid submission	RTUs: i. Shall have a registered office in India for past more than 5 years (As on bid publication date) ii. Minimum supply and installation base of 25,000 RTUs within India or outside of India iii. The OEM shall have its own RMA setup to fulfil its warranty, service, AMC commitments (or via authorized service partner / distributor) in India as on the bid publication date. iv. The OEM shall have valid ISO 9001, ISO 27001 certifications. v. The OEM shall not have been blacklisted or debarred by any Central Government / Any State Government / Smart City SPV / PSU/ Honourable Court of India/Any Government Entity in India as on the date of bid submission OR DPIIT recognized Startups shall be exempted from the requirements mentioned above for RTU OEM Criteria Justification: The existing eligibility conditions relating to years of establishment, past supply base, RMA setup and certifications may unintentionally restrict participation of capable DPIIT-recognized startups that have technically compliant and innovative RTU solutions but may not yet have a long operating history or large installed base. Allowing exemption to DPIIT-recognized startups will encourage competition, innovation and wider participation, while the technical specifications, testing, warranty, service support and performance requirements of the RTUs will continue to remain applicable. This will enable the Authority to evaluate the product on its actual technical capability and performance rather than only on the age or past business volume of the OEM.	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.
36	BIDDER'S QUALIFICATION CRITERIA (BQC) , page 4 of 23	Bidder's Experience_1 AND Bidder's Experience_3	Documentary Proof: • Copy of Work order clearly highlighting scope of work, Bill of Material and value of contract / order pertaining to the components mentioned in the criteria • At least of 1-year successful running / O&M completion certificate from client / CA certificate with UDIN	Documentary Proof: • Copy of Work order/ CA certificate with UDIN clearly highlighting scope of work, Bill of Material and value of contract / order pertaining to the components mentioned in the criteria • At least of 1-year 6 months successful running / O&M completion certificate from client / CA certificate with UDIN Justification: The proposed amendment is requested to allow flexibility in documentary evidence without compromising verification of the bidder's experience. A CA Certificate with UDIN provides an independently verifiable document for confirming the scope, Bill of Material and contract value where such details may not be fully available in the Work Order. Further, reducing the requirement of successful running/O&M experience from 1 year to 6 months will enable participation of bidders whose projects have recently been commissioned and are already operating successfully. A continuous six-month successful operation period is adequate to demonstrate stability and performance of the implemented solution, while avoiding unnecessary restriction on otherwise technically capable bidders.	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
37	Section III (A)-REVISED SOR	8.2.1. Schedule B1 – Recuring Costs Page 2 of 10	SIM (Single SIM with multi network / Dual SIM) Communication charges per Modem and MIU	The recurring SOR currently indicates 7,700 SIM connections, whereas our preliminary planning assumption for this draft is 8,200 connections. Please confirm the final meter/modem-wise SIM count and whether the SOR quantity will be adjusted to the verified deployment requirement. The 8,200 figure is indicative only and must be validated against the final site and device list. For this draft scenario, 9,000 SIMs is used only as an indicative planning quantity; it is not asserted as the final project requirement.	Bidder to refer reply to Sr.No. 22
38	Section III (A)-REVISED SOR	8.1. Schedule A – Hardware Costs Page 1 of 10	SITC of MIUs (Domestic PD Meters) and related accessories 100 no.	Please confirm the supply boundary for existing domestic PD meters and bidder-supplied MIUs. Where pulse cables are required to connect the existing meter output to the MIU, kindly identify the cable specification, approximate length basis and corresponding SOR provision.	Bidder to refer reply to Sr.No. 24
39	Section II (A)-REVISED Scope of work	2.2.1. Overview and Scope of Work Page 24 of 555	The Bidder shall deploy all three applications on AWS private cloud with all data centres within India.	The cloud clause names AWS private cloud. Please confirm whether a bidder may propose an alternate India-hosted cloud platform that meets all stated security, availability, data residency, performance and compliance requirements, without being treated as a deviation.	Tender terms prevail.
40	Section II (A)-REVISED Scope of work	GENERAL	-	1.Please clarify how the bidder should price and manage equipment, software, accessories or integration tasks that are necessary to meet the stated functional requirements but are not separately itemised in the SOR. 2. Kindly identify the change-control and approval route for genuinely additional requirements.	1. Bidder shall accommodate prices for all equipment, software customisations, accessories or integration tasks that are necessary to meet all tendered technical and functional requirements in the SOR line items provided. 2. The bidder shall propose a change request framework to GEL during detailed engineering phase for review and approval. Any change request during this contract shall follow GEL approved change request framework.
41	Section II (A)-REVISED Scope of work	3.4.3.2. New Hardware Requirements	Bidder shall make provisions in the SCADA system to integrate mass flow meters for compressors at locations where currently flow meters at inlet are not present but will be available in the future as identified during site survey.	Please confirm that the future mass-flow-meter provision is limited to SCADA readiness and integration of meters supplied by GEL or its nominated party. Kindly clarify whether procurement, installation, cabling and commissioning of the physical meters are excluded from the bidder's present supply scope.	Bidder's understanding is correct. Procurement, installation, cabling and commissioning of the physical meters are excluded from the bidder's scope.
42	Section III (A)-REVISED SOR	8.1. Schedule A – Hardware Costs Page 2 of 10	Cable Tray	1.Please specify the cable-tray material, width, side-rail height, thickness, finish, loading class and applicable standard. 2.Kindly also clarify whether covers, bends, tees, supports, clamps and earthing accessories are to be included in the stated SOR rate.	1. Bidder to refer reply to Sr.No. 32 2. Bidder's understanding is correct. Cost of Covers, bends, tees, supports, clamps and earthing accessories are to be included in the price of Cable trays.
43	Volume II Page no. 205	5.3. Definitions — Installation & Commissioning, Go-Live and Handover	Go-Live. A lot (AMI), zone (SCADA) or phase (CMP) is considered gone-live when all its locations are commissioned; SAT is completed and GEL-accepted; UAT is completed and signed off with zero open Critical/High defects; the applicable pre-Go-Live CERT-In VAPT is cleared; theAMI parallel run (≥ 15 days) / SCADA software testing / CMP phase testing is completed and reconciled; and GEL has issued written Go-Live acceptance for that lot/zone/phase.	The revised scope appears to remove the AMI parallel-run activity, while the Go-Live definition continues to refer to a minimum 15-day parallel run and reconciliation. Please confirm which provision takes precedence and specify the acceptance evidence required for AMI lot Go-Live.	Bidder to refer the revised SOW document uploaded along with the pre bid replies.
44	Approved replies to pre-bid queries Page 3 of 100	Sr. No- 11	The maximum allocation permitted under Schedule A has been revised from 40% to 50% of the total quoted price. Bidder to refer the revised SOR document uploaded along with the pre bid replies.	The pre-bid response revises the Schedule A allocation ceiling to 50%, while the SOW text appears to retain 40%. Please confirm that the revised 50% limit in the updated SOR / pre-bid response will govern evaluation and contract execution, and that the SOW will be aligned accordingly.	Bidder to refer the revised SOW document uploaded along with the pre bid replies.
45	Volume cl Page no.16–17 (cl. 17.2)	35.1, 32, 17.2	Cap of 100% of contract value, but it “shall not apply” to breach of law, gross negligence/fraud/wilful misconduct, IPR infringement, “Indemnification of OWNER as per Clause 32 of GTC and as specified elsewhere in the CONTRACT” and “Provisions under Clause 17.2” (risk purchase: “liability in this respect shall be unlimited without exception”).	The current liability provisions appear to combine a general cap with exclusions that may result in uncapped exposure, including risk-purchase costs. Please clarify whether all contractual remedies, including risk-purchase expenses, SLA deductions and indemnity amounts, can be brought within an agreed aggregate cap, with narrowly defined exceptions for fraud and wilful misconduct.	Tender terms prevail. All contractual remedies, including risk-purchase expenses, SLA deductions and indemnity amounts, cannot be brought within an agreed aggregate cap.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
46	Volume II Page no 242, 251	6.1.4 and 6.5 Point #12, #13	Quarterly Payment is the total quarterly OPEX invoice covering all SOR components. #12 and #13 levy penalties on "complete OPEX".	Please confirm that any service-level deduction will be computed against the recurring charges for the specific solution or service affected. A SCADA-related incident, for example, should not result in deductions against unrelated AMI or CMP recurring charges where those services remain available.	Tender terms prevail. Penalties shall be deducted as per "Service Level Agreement (SLA) and Penalty Framework " section of SOW document.
47	Volume II Page no 247–255	6.5 and 6.6 (general)	No rule prevents one outage being penalised under several SLAs.	Please clarify the method for handling a common-cause incident that affects more than one KPI. We request that the same underlying event should not attract cumulative deductions under multiple overlapping SLA measures, unless GEL establishes that the events are independent failures.	Tender terms prevail. Penalties shall be deducted as per "Service Level Agreement (SLA) and Penalty Framework " section of SOW document.
48	Volume II Page no 254	6.6 AMI Point #2	₹500 per meter per missed billing date, in addition to the AMI #1 penalty.	Kindly review the additional per-meter charge for a missed billing read in conjunction with the general AMI availability / billing-read KPI. Please confirm the circumstances in which the additional charge applies and ensure that the same missed read is not penalised twice for one underlying failure.	Tender terms prevail. Billing day meter data via modem non availability falls under zero tolerance at GEL.
49	Volume II Page no 289	6.5. Common SLAs (SCADA, AMI and CMP)	If the uptime goes below 95%, additional penalty of 2% will be charged on quarterly OPEX cost for each slab of 1% downtime. For the calculation of the applicable penalty, figure will be rounded off to the lower integer figure. (e.g. 93.99 shall be rounded off to 93). Penalty capping shall be of 20% of the quarterly payment.	Please clarify the calculation basis for the additional uptime-related deduction, including the applicable downtime slab, rounding convention and maximum quarterly deduction. We request a proportionate rate and an aggregate cap that is consistent across SCADA, AMI and CMP.	Details are already provided under section "Common SLAs (SCADA, AMI and CMP)" of SOW document.
50	Section II (A)-REVISED Scope of work	21. Annexure F – Indicative List of IO by Asset Clas		Please confirm whether the I/O counts in Annexure F already include the specified 30% spare capacity. If the spare percentage is to be applied additionally, kindly provide the calculation method and confirm whether the resulting additional cards, channels and panel capacity are separately measurable.	Bidder to refer reply to Sr.No. 27
51	Section III (A)-REVISED SOR	8.1. Schedule A – Hardware Costs Page 2 of 10	Number of channels for IS Barriers	1. Please provide the technical basis for the quantity of isolation-barrier channels in the SOR, including the signal types and locations to which the quantity applies. 2. Kindly confirm whether the listed quantity is a project-wide ceiling or whether additional barriers may be measured where the approved design establishes a requirement.	1. Isolation barriers are required for all I/Os at CGS, CNG Stations and all other devices installed in the hazardous area across asset classes. Specification of Isolation barrier is already included under "Isolation Barrier Modules" section of SOW document. Bidder shall supply and install isolation barrier modules for hazardous area connections to ensure intrinsic safety requirements are met. Isolation barriers shall be installed inside the panel, 2. SOR line item for Total no. of Channels counted towards requirement of Isolation barriers have been included in the SOR. Bidder shall be paid for no. of isolation barrier channels consumed during actual implementation stage.
52	Section III (A)-REVISED SOR	8.1. Schedule A – Hardware Costs Page 2 of 10	Protocol Converters	Please confirm the intended interfaces and conversion direction for the protocol converters, including supported source and destination protocols, port types, redundancy and expected number of devices per converter. If Profibus/Profinet-to-Modbus conversion is intended, kindly state whether both Modbus RTU and Modbus TCP are required.	Bidder to refer reply to Sr.No. 29
53	Pre-Bid Replies//Sr. No. 11	SOR	The maximum allocation permitted under Schedule A has been revised from 40% to 50% of the total quoted price. Bidder to refer the revised SOR document uploaded along with the pre-bid replies.	Thank you for increasing cap from 40% to 50% but we would still like to bring to you kind notice that this cap is very less in comparison to actual cost. Considering the same, we request M/s GEL to kindly increase this cap to 65%.	Tender terms prevail.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
54	Pre-Bid Reply//Sr. No. 364	Supervisory Control and Data Acquisition System (SCADA), AMI	Scope of Work-The Bidder shall be responsible for performing and completing all work, activities, services and deliverables necessary for the successful completion of the project, whether specifically mentioned in the scope of work or not. This includes but is not limited to any ancillary work, supporting activities, complementary services, regulatory compliance requirements, testing, commissioning, documentation, training and any other tasks that are reasonably necessary or incidental to achieve the project objectives and deliverables as envisioned. Bidder to refer reply to Sr. No. 157	Please note that scope of work shall be as per SOR and associated specifications. Kindly note that Pre-bid reply does not exactly replies to our queries.	Bidder's understanding is correct. However, any item not explicitly mentioned but is required to complete the scope of work of this project which is reasonably inferable from the RFP is deemed-included in Bidder's scope.
55	3.1, 3.2/Page No. 36 & 37 and 41	Supervisory Control and Data Acquisition System (SCADA) & AMI	The Bidder shall be liable for: o Any business disruption caused by system failures o Data loss or corruption incidents o Security breaches or cyber incidents o Performance degradation below SLA requirements	Please note that there are multiple components in the network which is not in scope of work and may cause disruption. Hence, this clause should not be applicable.	Bidder's responsibility for incidents, failures, or disruptions will be limited to events directly attributable to the Bidder's supplied systems, services, or negligence and will be subject to the agreed limitation-of-liability provisions and will apply only where the disruption is directly attributable to the Bidder. However, adequate documentation needs to be submitted by the Bidder to prove the case. Bidder to refer the revised SOW document uploaded along with the pre bid replies.
56	Pre-Bid Replies//Sr. No. 5	RTU Cyber Security Compliance	Type-1 and Type-2 RTUs shall be IEC-62443-4-1 and IEC-62443-4-2 certified in compliance with Cyber Security laws as governed by Govt. of India as per PNGRB guidelines	Please note that in all similar requirement IEC 62443 compliance is asked and not the certification as most of the RTUs are still in process of get these certifications. Hence, we request you to kindly remove this additional requirement.	Tender terms prevail.
57	-	Type-2 Modem	Ethernet and Serial Ports	Kindly note that modems has maximum of 4 ports. Kindly accept 2 Ethernet and 2 Serial ports.	Acknowledged, at sites which shall have more than 2 serial devices (example CMS), Bidder is responsible to connect all applicable devices at site through daisy chain on the serial ports of Type 2 modem.
58		Type-2 Modem	IP Rating	Please note that Modems have IP rating maximum upto IP30. Kindly accept the same.	Bidder to refer the revised SOW document uploaded along with the pre bid replies.
59		Type-2 Modem	Encryption	Kindly accept encryption as IPSec VPN.	Tender terms prevail.
60		Type-2 RTU Cabinet Specification	Protection Rating-IP 65 and Flame proof (non-hazardous area)	Please note that specifications mentions flameproof and non-hazardous area which is contradictory. Kindly note that Type-2 RTUs are installed in electrical room which is safe area. Kindly remove flame proof.	Flameproof/Explosion-protected enclosures shall not be mandatory for installations in designated non-hazardous areas. Bidder to refer the revised SOW document uploaded along with the pre bid replies.
61		Type-2 RTU Cabinet Specification	Protection Rating-IP 65 and Flame proof (non-hazardous area)	Please note that IP65 for RTU Cabinet is overask. IP52 or IP54 shall suffice the requirement. Kindly suggest.	RTU panels installed inside designated electrical/control rooms shall be provided with a minimum IP54 enclosure. Bidder to refer the revised SOW document uploaded along with the pre bid replies.
62		RTU Cabinet Sizing	Dimensions • Minimum 600mm (W) x 800mm (H) x 300mm (D)	Kindly allow us to size the cabinets as per bidder's design.	Acknowledged, cabinet size shall be as per bidder's design. Bidder to refer the revised SOW document uploaded along with the pre bid replies.
63		AMI	Communication encryption	Kindly accept encryption as IPSec VPN.	Tender terms prevail.
64		MIU Cybersecurity Requirements	Communication encryption	Kindly accept encryption as IPSec VPN.	Tender terms prevail.
65	3.4.1.2/Page No. 46	New Hardware Requirements	AGA	We once again request you to kindly remove the AGA from RTU specifications.	Inbuilt AGA calculation (AGA-3, 7, 8 and 9 - as per type of Meter installed at site) in Type-1 RTU is mandatory.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
66			Any damage to existing equipment/device directly attributable to the Bidder's work, negligence during interfacing/integrating with their equipment/software shall be repaired or replaced by the Bidder at no additional cost to GEL.	We request you to kindly remove this clause as we shall not be doing any work in existing or 3rd party system. Since the project scope is limited to the supply and implementation of our own solution, we cannot accept liability for any existing or third-party assets. Accordingly, we request that this clause be deleted from the contract.	Tender terms prevail. Any damage to existing equipment/device directly attributable to the Bidder's work, negligence during interfacing/integrating with their equipment/software shall be repaired or replaced by the Bidder at no additional cost to GEL. Failures not attributable to the Bidder shall remain outside the Bidder's liability.
67	Revised SOW		RTU Serial Ports	Kindly accept 2 Serial ports for Type-2 RTUs.	Tender terms prevail.
68	Pre-bid replies/Sr. No. 400	RTU IO Modules	Kindly note that specification of IO modules of each OEM is differ and may differ from the requirement asked. Kindly accept the same.	Please note that reply mentioned in Sr. No. 400 does not provide required clarifications.	Bidders shall supply IO modules as per site requirements and bidder's design. Bidder to refer the revised SOW document uploaded along with the pre bid replies.
69	Pre-Bid Replies//Sr. No. 14	SLA	The following capping applies to all penalties (as already specified under "Penalty caps" section of SOW document): • Per service level: the penalty for any/all SLA/s in a quarter is capped at 20% of the Quarterly Payment (excluding GST). • Over the Contract: the cumulative penalty across all SLA heads over the full Contract is capped at 10% of the overall contract value (excluding GST).	Since the aggregate penalty across the Contract is already capped at 10% of the total Contract Value, we request that the penalty cap applicable to any individual SLA also be limited to 10% of the Quarterly Payment. This will ensure proportionality, maintain consistency in the liability framework, and enable equitable risk allocation between the parties.	Tender terms prevail. Penalties shall be deducted as per "Service Level Agreement (SLA) and Penalty Framework " section of SOW document.
70	Pre-Bid Replies//Sr. No. 71		RTU Type 1 shall be Supplied at: CGS RTU Type 2 shall be Supplied at: CNG, LCNG, LNG, CBG, DCS, E&P Respective line items with Qty. are provided in the SOR. Bidder shall be paid for SITC of RTUs as per actual consumption during implementation stage. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.	Kindly confirm the minimum guaranteed quantity of RTU Type 1 and RTU Type 2 to be procured. As bidder payment is based on actual consumption, any significant variation in quantities will directly impact project cost and commercial pricing. This information is required for accurate bid estimation and resource planning.	Tender terms prevail. The specified quantity in SOR is indicative for tendering which shall be used for bid evaluation and placement of Annual Rate Contract. Ordering with firm quantities will be carried out based on GEL Operational requirement within the Supply contract validity period.
71	Pre-Bid Replies//Sr. No. 79	Pole for Modem	Pole for modem placement and civil work will be in Bidder's scope.	Kindly specify the quantity.	Bidder to refer to Annexure E for quantities of Type 1 and Type 3 modems. 1 pole with all related accessories is required for each Type 1 modem (IMS locations with EVC). Also 1 pole with all related accessories is required for Type 3 modems at Check Metering stations and Odorizer units as per Annexure E.
72	Pre-Bid Replies//Sr. No. 105	IP Rating for Ethernet Switches	Ethernet Switch, ISBs - IP 55 or better	Please note that maximum IP rating for Industrial grade Ethernet Swith is IP 30. Request change for the same. Since switch will be installed in panel with higher IP rating, we understand that requested IP rating suffice the requirement.	Bidder to refer the revised SOW document uploaded along with the pre bid replies.
73	BQC – PQ Sr. No. 1	Financial Capability	BQC crtieria for minimum average annual turnover has been revised. Bidder to refer the revised BQC document uploaded along with the pre-bid replies.	We respectfully request M/s GEL to retain the original financial eligibility criteria. Given the scale and strategic importance of the project, along with the extensive implementation and O&M responsibilities, strong financial capability is essential to ensure uninterrupted project execution, supply chain commitments, cash flow management, and sustained service support. Any relaxation of the financial qualification requirements may increase the risk of project delays and performance-related challenges during the contract lifecycle.	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
74		Payment Terms		Payment terms mentioned in tender resulting into negative cash flow of the project and is not feasible for us to proceed. We request M/s Gujarat Energy to accept the below proposed payment terms which are similar to earlier released tenders. PAYMENT TERMS : A. SUPPLY PART a. 10% of order value (Supply part) will be paid within 30 days after approval of detailed engineering documentation against submission of BG (Bank Guarantee) of equivalent amount. This BG shall be returned after completion of major supply materials/ items at site. b. 70% of order value (Supply part) will be paid within 30 days after supply at site & against submission of Performance Bank Guarantee of 3% of Total Order Value (excluding CAMC) including all taxes. c. 10% of order value (supply part) will be paid after completion of installation and powering up including loop checking/ integration of sub-systems/ systems, configuration of all logics/ associated field devices etc. as applicable. If installation activity is delayed due to non-availability of front to the bidder beyond 3 Months of last supply item, payment will be released by Gujarat Energy on receipt of BG for equivalent amount having validity of 1 year + 3 Months invokable period. d.10% of order value (supply part) will be paid within 30 days after successful completion of SAT. If SAT is delayed for no fault of the successful bidder beyond 6 months oflast supply item, payment shall be released by Gujarat Energy on receipt of BG for equivalent amount having validity of 1 year + 3 Months invokable period.	Tender terms prevail.
75	-	GA Locations	Seggregation of Site Locations as per GA's	Bidder requests you to kindly share the distribution list of site locations as per GA . This is required during pre-bid for exact man power calculation , calculation of freight , calculation of transportation charges.	Bidder to refer to SCADA Go-Live Schedule for Zone wise distribution of SCADA locations and to Annexure A and B for GA wise distribution of AMI locations.
76	Pg 496 - 555 Section-II(A)- REVISED Scope of Work- E Tender 344661 (002)	Data Logging and Storage	Hourly Logs Minimum 6 months of hourly logs 4 Daily Logs Minimum 12 months of daily logs 5 Monthly Logs Minimum 10 years of monthly logs	Kindly confirm whether this is inbuilt storage on device or storage on server.	"Data Logging and Storage" section of SOW refers to the inbuilt storage of MIU.
77	Pg 489 - 555 Section-II(A)- REVISED Scope of Work- E Tender 344661 (002)	Type 1 & Type 3 - Communication Modem — Technical Specifications	Magnetic Tamper Detection	Bidder request you to kindly remove this requirement.	Magnetic tamper detection requirement has been removed from "Type 1 & Type 3 - Communication Modem" section of SOW. Bidder to refer the revised SOW document uploaded along with the pre bid replies.
78	Pg 2 -10 Section-III(A)- REVISED SOR- E Tender 344661 (002)	Pulse Cable for PD Meters with magnetic interface	Pulse Cable for PD Meters with magnetic interface	Bidder requests you to kindly take supply of pulse cable for PD meters with magnetic interface in your scope as these cables are OEM specifics.	Tender terms prevail. A pulse cable compatible with the specific meter make and model shall be supplied with each MIU where snap-fit mounting is not feasible for industrial and commercial PD meters. In case of domestic PD meters, only snap-fit MIUs are envisaged.
79	Pg 2 -10 Section-III(A)- REVISED SOR- E Tender 344661 (002)	Pulse Cable for PD Meters with inductive interface	Pulse Cable for PD Meters with inductive interface	Bidder requests you to kindly take supply of pulse cable for PD meters with inductive interface in your scope as these cables are OEM specifics.	Bidder to refer reply to Sr.No. 78

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
80	Pg 495 - 555	MIU	Hourly wake — listening window to check for pull requests, Alarm and Events check and push to the AMI Platform, Operational-data (telemetry) push to NMS and EMS	Kindly elaborate Pull Model requirements	Requirements already elaborated under "Device Communication Behaviour" section of SOW document.
81	-	MIU		Bidder requests you to kindly share the exact make and model of MIU required as majority of the OEM's are rejecting because of non-compliance with the technical specifications shared in tender.	Bidder to refer the revised SOW document uploaded along with the pre bid replies.
82	-	Type -2 RTU		We understand that apart from Type 2 RTU decompression skid station, all other type -2 RTU location will only have serial connectivity with RTU and there is no rquirement of hardwired IO's. Kindly confirm	Bidder to refer to Annexure E and F in the SOW document.
83	Bid Due Date			Considering the upcoming festival holidays, the time required to obtain competitive techno-commercial offers from sub-vendors, and the need to complete internal and customer-related approval processes, we respectfully request an extension of the bid submission due date until 27/11/2026. This extension will enable us to thoroughly evaluate all technical and commercial aspects, incorporate competitive quotations from key sub-vendors, and submit a comprehensive and responsive bid that fully meets the tender requirements. We therefore request your kind consideration and approval for extending the bid due date to 27 November 2026.	-
84	STC 8.1	Liquidated damages, SLA penalties and rejection	Delay LDs, SLA penalties, CPBG invocation and rejection rights may create cumulative recovery for the same event.	Please consolidate all delay and SLA remedies into one capped mechanism forming part of the overall liability cap. LDs shall be the sole financial remedy for the same delay event, apply only to the delayed/affected portion for bidder-attributable delay, and ***include a minimum two-week grace period***. Rejection and LDs shall not be cumulative.	Tender terms prevail. The following capping applies to all penalties (as already specified under "Penalty caps" section of SOW document): • Per service level: the penalty for any/all SLA/s in a quarter is capped at 20% of the Quarterly Payment (excluding GST). • Over the Contract: the cumulative penalty across all SLA heads over the full Contract is capped at 10% of the overall contract value (excluding GST).
85	STC 11; GTC 19	Change order and quantity variation	Additional locations, devices, integrations or changed priorities may affect engineering, resources, price and schedule.	No variation shall be implemented without a written change order mutually agreeing scope, price and schedule impact. Aggregate quantity variation shall be limited to +/-10% of contract value unless otherwise mutually agreed.	Tender terms prevail. Bidder to refer "Important Notes to Bidders" section of the SOR document.
86	STC 4.1 and 9.2	Storage and delayed dispatch clearance	Delay in site readiness, delivery instructions or dispatch clearance may require extended storage.	Please allow ***60 days of free storage*** for delay not attributable to the bidder. Thereafter, ***storage charges of 0.5% of stored-goods value per month***, or an agreed fixed rate, shall apply. Continued customer-caused delay shall permit invoicing and deemed delivery/payment milestone.	Tender terms prevail.
87	GTC 10 and 16; STC Part II 2.1	Inspection, FAT, UAT and acceptance	Open-ended attendance or certificate timelines may delay dispatch, go-live and payment.	Customer/TPIA shall attend notified tests and respond within an agreed period. If attendance or response is delayed after written notice, the milestone shall be deemed accepted. Acceptance shall be objective, with reasonable opportunity to cure documented non-conformities.	The Bidder shall submit the TPIA inspection and FAT report to GEL and obtain GEL's written dispatch clearance before dispatching any batch. The TPIA shall issue a FAT completion certificate for each hardware batch. GEL shall issue technical clearance within seven working days of receiving all TPIA documents. Hardware shall not be dispatched before GEL's technical clearance.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
88	STC Part I 5.1 and 6.1	Warranty, defects liability and CAMC	Warranty should be time-bound and distinct from separately priced O&M/CAMC services.	Warranty shall not exceed 24 months from commissioning/PAC or 30 months from delivery, whichever occurs earlier. O&M/CAMC shall not extend product warranty. OEM warranty shall be limited to applicable OEM terms.	Tender terms prevail. The scope of the bidder includes supply, installation, commissioning for all hardware under this project and provide comprehensive maintenance as per the scope detailed in the tender till the completion of entire contractual duration.
89	Additional clause Part of PO/ Contract	Cybersecurity responsibilities	No express allocation of customer cybersecurity responsibilities is available in the tender conditions reviewed.	Please incorporate the proposed cybersecurity clause requiring the Company to maintain an appropriate security programme, qualified resources, monitoring, patching, vulnerability testing and compliance with Supplier-recommended cybersecurity best practices.	Tender terms prevail. The bidder shall comply with all the cybersecurity requirements detailed in the SOW document.
90	Additional clause Part of PO/ Contract	Updates, patches and vulnerability feedback	No express clause covering updates, security patches and vulnerability feedback is available in the tender conditions reviewed.	Please require prompt installation of Supplier Updates and Patches and prompt reporting of identified vulnerabilities. Supplier shall not be responsible for losses resulting from failure to install Updates/Patches properly and shall have rights to use Feedback to analyse and remediate vulnerabilities.	Tender terms prevail. Critical security patches shall be applied within 48 hours or service downtime (if required) availability after 48 hours and non-critical patches/version upgrades within 30 to 90 days of availability.
91	Additional clause Part of PO/ Contract	Suspension for non-payment	No express Supplier right to suspend performance for non-payment is available in the tender conditions reviewed.	Supplier shall have the right to suspend for overdue payment. If suspension continues beyond 30 days, Supplier may terminate with 15 days' notice and recover payment for work performed and confirmed material/service commitments.	Not accepted. Tender terms prevail.
92	Additional clause Part of PO/ Contract	Change order	No express mutually signed change-order mechanism covering PO amendment is available in the tender conditions reviewed.	Variations shall be implemented only after mutual written acceptance and receipt/acceptance of the applicable PO amendment. No change shall bind either party unless signed by authorised representatives.	Not accepted. Tender terms prevail. Changes that materially extend the scope beyond what is contracted — such as entirely new integration systems not within the agreed scope — shall follow the Change Request process and be priced per the SOR where applicable. The bidder shall propose a change request framework to GEL during detailed engineering phase for review and approval. Any change request during this contract shall follow GEL approved change request framework.
93	Additional clause Part of PO/ Contract	Extension of time	No comprehensive extension-of-time entitlement for events beyond Seller control is available in the tender conditions reviewed.	Seller shall receive extension of time for customer-requested changes, changes in law, government/statutory delays, and customer or customer-contractor delay, prevention, default, omission, failure to confirm start date or failure to provide access.	Bidder to refer reply to Sr.No. 92 With respect to the extension of time on delay for reasons not directly attributable to the bidder, GEL shall take appropriate decision for relaxation of timeline in such cases. However, adequate documentation needs to be submitted by the Bidder to prove the case.
94	Additional clause Part of PO/ Contract	Manufacturing clearance	No express manufacturing-clearance timeline and related relief mechanism is available in the tender conditions reviewed.	Manufacturing-clearance timelines shall be agreed. Customer-caused delay shall automatically extend time without Seller liability and shall not permit BG invocation, BG extension solely for that delay, or withholding of due payments. Additional cost and revised delivery schedule shall be mutually agreed.	Tender terms prevail. Bidder to refer "Factory Acceptance Testing (FAT) (SCADA and AMI)" section of SOW document.