Subject: Replies to the technical pre-bid queries - Selection of Implementation Agency for Establishing SCADA, AMI and CMP System (e-Tender ID: 344661)_

Ref. Documents:

No Attachment

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	Page 212 and 244-245; Cl. 5.4.2, 6.3.2	SCADA station quantity mismatch	The Go-Live schedule totals 1,595 locations, while the delay/penalty schedule totals 1,590; zone quantities also differ.	Please issue one reconciled station-wise and zone-wise quantity schedule governing BOQ, milestones, payment and penalties.	Zone wise SCADA specific field devices is given under "SCADA Go-Live Schedule" section of SOW document.
2	CMP		GIS Display	We understand that system should be capable to integrate with GIS.	Yes the CMP should be capable to be able to integrate with GIS.
3	Approved BQC		Technical Criteria-as per the similar work definition	We understand that value mentioned in similar work definition of PQ is not applicable for Technical criteria references. Kindly confirm.	Values mentioned in similar work definition of PQ are applicable for Technical criteria Sr. Nos. 2 (SCADA) and 4 (AMI).
4	Volume II Page no.35	3.1. Brief Scope of the work for SCADA	The bidder shall connect ultra sonic meters (USM) through appropriate port wherever available with Dual-SIM/Single-SIM multi-network support industrial modem along with the EVC/flow computer.	Please provide equipment-wise details of the available communication ports, protocols, and interfaces for each USM, EVC, and flow computer proposed to be connected.	USM - RS485 port (Suports Modbus protocol) EVCs - RS232/RS-485 ports (Suports Modbus and Properitery protocol) Existing flow computers at CGS shall be replaced with RTU Type 1 with inbuilt AGA calculations. Flow computers - RS485 (Future requirement) Bidder to refer reply to Sr. No. 131 - Para 4

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
5	Volume II Page no. 33	3.1. Brief Scope of the work for SCADA	The bidder shall deploy comprehensive cyber security across enterprise IT and OT networks for a unified end-to-end security architecture with separate firewalls for OT Networks and redundant firewalls for internet and intranet with automatic failover capability.	Please confirm whether compliance with IEC 62443 and other applicable statutory cybersecurity standards will be considered sufficient to meet the specified IT/OT cybersecurity requirements.	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
6	3.4.1.2/Page No. 46	New Hardware Requirements	SMPS	We recommend non-redundant SMPS. Kindly accept.	Type 1 & 2 RTU - Redundant SMPS diode-based power supply is required
7	3.1/Page No. 32	Supervisory Control and Data Acquisition System (SCADA)	Cable Trenching	Please note bidder can't do civil work. Hence, kindly remove this scope.	Trenching to lay the cables is under Bidder's scope. Applicable line items and their estimated quantities have been included in the SOR with payment based on actual measured quantities.
8		General	Warranty	We request M/s Gujarat Energy to accept the warranty as 18 months from date of supply for all items	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.
9	Pg. 428 / Cl. 4.1.19, item 6 Pg. 429 / Cl. 4.1.19, items 12, 13 Pg. 430-431 / Cl. 4.1.20, items 2, 8, 11	Analog input and output resolution and accuracy	Analog input and output modules: 16-bit binary resolution (exclusive of sign bit), accuracy of +/- 0.05% of range, resolution 0.0015%.	Please confirm whether 16-bit resolution including the sign bit, with accuracy of +/- 0.1% of full scale, is acceptable for gas SCADA measurements.	The requirement of 16-bit binary resolution, exclusive of the sign bit, shall be maintained as specified. The bidder shall ensure compliance with the stipulated resolution and accuracy requirements. Any deviation in the interpretation of resolution shall be supported by detailed technical justification demonstrating equivalent or better performance, subject to GEL's review and acceptance.
10	Volume II Page no.100	3.4.13.3 Advanced Mobile Cascade Vehicle Tracking and Loss Analysis System	The Bidder shall design and implement a Mobile Cascade Vehicle (MCV) and Light Commercial Vehicle (LCV) tracking and loss-analysis module within the SCADA system and its mobile application. The	Please clarify whether the Bidder is required to develop the complete MCV/LCV tracking and loss-analysis module, including the mobile application and QR-based workflow, or only integrate GEL's existing RFID LCV Journey Application/CNG VTS with SCADA and CMP. If complete development is required, please provide the number of vehicles/users, GPS/VTS and RFID/QR hardware scope, required interfaces, functional specifications, historical-data migration scope, and applicable SOR/payment mechanism.	The proposed solution shall record, through a QR-code-driven mobile workflow, the gas transferred into a vehicle at the filling (source) station and decanted from it at the destination station, compute the quantity transported, the quantity remaining in the vehicle and the transport losses and provide intelligent analytics across the mobile cascade supply chain. Details related to this requirement may be referred under **"Advanced System Features Implementation"** section of SOW document.

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11	SOR		Additionally, it is also to be noted that the cost quoted under this schedule shall not exceed by more than 40% of the overall cost of the contract (comprising of schedule A, schedule B and schedule C) Additionally, it is also to be noted that the cost quoted under this schedule (B1 and B2) shall be a minimum of 55% of the overall cost of the contract (comprising of schedule A, schedule B and schedule C). Bidder shall be required to quote the cost associated with one time integration / other activities which are expected to be undertaken only once during the tenure of the project. Please note that the rate quoted under this schedule shall remain valid for the entire contractual duration (Final Go live + 5 years of O&M phase).	We request the Purchaser to kindly remove the mandatory percentage restrictions on individual schedules (i.e., maximum 40% for Schedule A and minimum 55% for Schedule B1/B2) and allow bidders to quote costs based on the actual scope and effort associated with each Schedule of Rates (SOR), while ensuring that the overall bid price remains competitive and compliant with the technical and commercial requirements of the tender. This approach will enable bidders to submit realistic and transparent pricing aligned with the proposed solution and project delivery methodology, without being constrained by predefined percentage allocations across schedules.	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.
12	294	11.1.1. SCADA Functional Specification	License Specifications • The software licenses shall support a minimum of 140,000+ tags/data points, scalable to 300,000 tags without requiring architecture changes. • The licensing shall support a minimum of 100 concurrent users, scalable to 300 concurrent users without requiring architecture changes. • ***The licenses shall include unlimited read-only web clients to maximize visibility into system operations across the organization.*** • The licensing shall include unlimited (read only??) mobile application users to support field personnel and management staff. • Full development environment licenses shall be provided to support system configuration, customization and testing. • Test environment licenses shall be provided to validate changes before deployment to the production environment. • Disaster recovery environment licenses shall be provided to ensure system availability during primary site failures. • All required integration connector and middleware licenses shall be included to support specified integration requirements. • Any required database licenses shall be included with appropriate sizing for the specified data volumes and retention periods. • Any required operating system licenses shall be included for all servers and components in the system architecture.	As per the License Specifications provided as 100 Concurrent Users expandable upto 300 is mentioned, The SCADA Access shall be based on Web Clients only hence Infinite no. of Web Clinets and Mobile Application User Lienses is not possible. Hence request you to Please provide a finite no. of Concurrent User License for Web Clients and Mobile Application. This will also help manage the no. of users viewing the system and also to manage Cyber Security for the complete System and avoiding unnnecessary Access to SCADA.	The licensing shall support a minimum of 60 concurrent users, scalable to 100 concurrent users without requiring architecture changes.
13	Page 34 and 309; SCADA architecture / Item 73	SCADA tag and historian sizing	Different capacities are stated, including over 150,000 scalable to 300,000+ and historian sizing of 140,000+ scalable to 300,000.	Please confirm one contractual baseline for initial licensed tags, historian points and scalable capacity, and define which tag types count toward licensing.	The indicative count of tags to be considered is 150,000 and scalable upto 300,000. This inlcudes only the process parameters.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
14	Volume II Page no 242, 256	6.1.5 and 6.7	Only availability SLAs are capped at 20% of the Quarterly Payment. INR penalties (per day, per device, per finding) are not covered by the cap.	Only availability SLAs are capped. INR penalties charged per day, per device and per finding have no ceiling and can exceed the quarterly payment itself. An overall quarterly cap that covers every penalty type gives bidders a measurable risk to price. It also avoids heavy risk premiums being loaded into the bid price. Hence, please put all penalties, including INR penalties, under one overall cap of 10% of the quarterly payment.	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).
15	page 458 of 542	11.4. Modem Antenna	Gain: Minimum 5-7 dBi	**Change request:-** ~~Minimum 5-7 dBi~~ **1.0 dBi** The practical performance of a cellular antenna depends on multiple factors such as network coverage, operating frequency, antenna placement, cable loss, modem sensitivity, and overall RF design. The difference between the specified 5–7 dBi gain and the requested 1 dBi or better may not materially affect communication reliability where adequate cellular coverage is available and the overall RF link budget is satisfactory. Retaining a fixed higher-gain requirement may restrict participation to a limited range of antenna models/OEMs. Acceptance of a lower gain, subject to satisfactory field communication performance, would broaden OEM participation and enable more competitive pricing without materially affecting the intended technical outcome.	The Bidder shall offer Modem Antenna as per their design considerations however Bidder shall ensure that all tendered functional and performance requirements are met.
16	2.2.1.3 (Pg. 27) / 3.3 (Pg. 44)	Centralized Monitoring Platform (CMP) / Brief Scope of work for CMP	The bidder shall, in Phase 1, integrate all operational systems, existing applications and third-party vendor solutions of GEL — including SAP, existing multiple third-party SCADA platforms, GEL's in-house SCADA, multiple AMR applications and data shared over spreadsheets (Annexure 1/C) — into the CMP, with all data replicated to a centralized Data Lake. The CMP software and architecture shall be compatible with standard ESB solutions available in the market.	Since the CMP must integrate with GEL's existing SAP landscape for data exchange and reporting, can GEL confirm whether a modern, standards-based integration approach using Model Context Protocol (MCP) for SAP (enabling secure, agentic access to SAP data/transactions via OData) is expected to be provided as a ready, native solution from the CSP, or if GEL mandates a specific SAP integration methodology (e.g., traditional middleware/ESB-based)?	The bidder shall integrate SAP intially through available API modes with GEL, however bidder shall be required to integrate the same through middleware/ESB platform as and when this is made available to the bidder.
17	3.1/Page No. 33	Supervisory Control and Data Acquisition	Safety Engineer	Kindly remove this clause as it is not possible to deploy safety engineers for 29 GA's	The bidder shall deploy multiple teams in each GA / zone location to complete all installation works within the defined time schedule, with at least one safety engineer in each zone location while

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		System (SCADA)			work is being carried out to ensure compliance with safety protocols.
18	Volume II Page no.34	3.1. Brief Scope of the work for SCADA	The bidder shall carry out any number of changes, modifications, additions, or deletions to Graphics, Logics, Reports, etc. as required by GEL for any number of times at any stage of the project (including during warranty and post-warranty periods) without any additional cost to GEL.	Please confirm whether changes to graphics, logic, and reports without additional cost may be limited to the implementation period up to final acceptance/go-live, with changes during the warranty and post-warranty periods handled through an agreed change-management process.	The Bidder shall carry out any modifications, additions, or configuration changes to the proposed platforms as required by GEL at any stage of the project, including during the O&M period, without additional cost to GEL. However, the same shall be limited to four major changes in an O&M year per platform. Bidder shall not raise any concerns for any minor changes which includes modifications / creation of a particular report, change / updation of field name, dashboard re-alignment, setup of periodic report sharing etc.
19	Page 59-60; Cl. 3.4.5	Underground DRS - 195 locations	Survey, solution and POC are at bidder cost, but GEL gives no deployment commitment and excludes these locations from committed quantities/milestones until instructed.	Please confirm survey and POC quantities. Also confirm whether these costs are payable separately and the SOR rate, milestone and timeline for any later deployment instruction.	The Bidder shall be requested to undertake paid POC at select Underground DRS location/s post award of contract. Later post conclusion of POC, GEL shall take a decision to implement the solution across all underground DRS locations based on the mutually agreed rates, terms and conditions.
20	CMP		ITSM Integration	ITSM by M/s GEL. Kindly confirm.	The bidder is required to integrate the GEL's ITSM solution.
21	34		The bidder shall provide Dual-SIM/Single-SIM multi-network support industrial cellular modems along with SIM cards for field devices with automatic failover between service providers and store-and-forward capability during communication outages.	Please consider SIM supply in GEL scope	Tender terms prevail. The bidder shall provide Dual-SIM/Single-SIM multi-network SIM cards .
22	5.6.8.4.	CMP Specific Activities	The Bidder shall deploy the AI/ML-driven advanced-analytics engine (predictive, prescriptive and descriptive) and the finalised use cases agreed with GEL (e.g., predictive maintenance, demand forecasting, network optimisation, asset/energy management, customer-service enhancement).	Since the AI/ML-driven advanced analytics module (predictive maintenance, demand forecasting, pipeline optimization) requires iterative model training, validation and retraining on operational data, can GEL confirm whether the CSP's native managed ML training/hosting service is expected to be provided, or if GEL mandates a specific ML tooling/framework?	Tender terms prevail. However bidder may propose any additional features/solutions without any additional cost to GEL.

<table>
<tr><th>Sr. No.</th><th>Page No. / Clause No.</th><th>Title of Clause as per tender</th><th>Description of clause as per tender</th><th>Bidder's Query</th><th>GEL Reply</th></tr>
<tr><td>23</td><td>Volume II
Page no 254</td><td>6.6 AMI Point #2</td><td>₹500 per meter per missed billing date, in addition to the AMI #1 penalty.</td><td>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.</td><td>Tender terms prevail. Billing day meter data via modem non availability falls under zero tolerance at GEL.</td></tr>
<tr><td>24</td><td>Volume II
Page no 289</td><td>6.5. Common SLAs (SCADA, AMI and CMP)</td><td><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.</td><td><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><s>2</s> <u>1</u>% of quarterly OPEX cost</td></tr><tr><td><98.5% to >=98%</td><td><s>4</s> <u>2</u>% of quarterly OPEX cost</td></tr><tr><td><98% to >=97%</td><td><s>6</s> <u>3</u>% of quarterly OPEX cost</td></tr><tr><td><97% to >=96%</td><td><s>8</s> <u>4</u>% of quarterly OPEX cost</td></tr><tr><td><96% to >=95%</td><td><s>10</s> <u>5</u>% 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.</td><td>Tender terms prevail.</td></tr>
<tr><td>25</td><td>3.7. Common and Cross-Cutting Systems and Requirements page 165 of 542</td><td>3.7.2. Network Management System (NMS)</td><td>The NMS may be provided to the Bidder by the connectivity / SIM service provider. Irrespective of whether the NMS is provided by the service provider or supplied by the Bidder, the Bidder shall be responsible for integrating the NMS with the SCADA, AMI and CMP platforms and for all NMS configuration and programming required to meet the requirements of this RFP, at no additional cost to GEL</td><td>The tender provides specifications for NMS and EMS; however, the exact scope and responsibility of the bidder are not clearly defined. We request GEL to kindly clarify the detailed scope of NMS and EMS, including supply/licensing, implementation, integration, configuration, monitoring requirements and applicable quantities, if any.</td><td>Tender terms prevail.

The NMS may be provided to the Bidder by the connectivity / SIM service provider. Irrespective of whether the NMS is provided by the service provider or supplied by the Bidder, the Bidder shall be responsible for integrating the NMS with the SCADA, AMI and CMP platforms and for all NMS configuration and programming required to meet the requirements of this RFP, at no additional cost to GEL

Supply/licensing, implementation, integration, configuration and monitoring shall be in Bidder's scope.</td></tr>
<tr><td>26</td><td>Volume II
Page no.24, 187</td><td>2.2.1.1, 3.7.16; SOR B1 line 7</td><td>“All SIM cards shall be registered in the GEL name; SIM management and operator coordination shall be Bidder's responsibility”; SIM charges priced in Schedule B1.</td><td>Keep SIMs on the bidder's M2M enterprise account during the contract, transferred to GEL at exit; or GEL holds the account and pays operators directly, with the B1 SIM line deleted.</td><td>Tender terms prevail.

The Bidder shall procure and manage all SIM cards throughout the contractual period. All SIMs shall be registered in GEL name. Bidder shall make all the payment associated with SIM cards for successful operation of all the devices.</td></tr>
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27	Section V – STC, PDF p. 4, Clause Part I, 8.1 to 8.3 Section II – Scope of Work, PDF p. 242, Clause 6.1.5	LIQUIDATED DAMAGES AND PENALTIES / Penalty caps	"8.1 Liquidated Damages for delay in implementation milestones, and penalties for non-achievement of manpower and O&M service levels, shall be levied as per Section 6 – Service Level Agreement (SLA) and Penalty Framework of the Scope of Work. This shall supersede the provision of Liquidated Damages under the General Terms and Conditions of the Contract. 8.2 The penalty caps under Clause 6.1.5 of the Scope of Work shall apply: the penalty for any / all SLAs in a quarter is capped at 20% of the Quarterly Payment, and the cumulative penalty over the full CONTRACT is capped at 10% of the overall contract value (both excluding GST). 8.3 Penalties shall not be levied during the three (3) month SLA Stabilisation Period of each lot / zone / phase. However, all SLAs shall be measured and reported during this period." "6.1.5. Penalty caps The following capping applies to all penalties • 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)."	Kindly confirm that a single aggregate cap of 10% of total Contract Value applies collectively to all LD, SLA penalties, service credits, deductions, set-off, risk-purchase/excess costs and every other non-indemnity monetary liability, with no duplicate recovery for the same event and with relief for causes outside the Bidder's reasonable control. Amendment Clause: 8.1 Liquidated Damages for delay in implementation milestones, and penalties for non-achievement of manpower and O&M service levels, shall be levied as per Section 6 – Service Level Agreement (SLA) and Penalty Framework of the Scope of Work. This shall supersede the provision of Liquidated Damages under the General Terms and Conditions of the Contract. 8.2 The penalty caps under Clause 6.1.5 of the Scope of Work shall apply: the penalty for any / all SLAs in a quarter is capped at 20% of the Quarterly Payment, and the cumulative penalty over the full CONTRACT is capped at 10% of the overall contract value (both excluding GST). **The 10% cap is a single aggregate cap covering all liquidated damages, SLA penalties, service credits, deductions, set-off, risk-purchase/excess costs and every other non-indemnity monetary liability under the CONTRACT. No duplicate recovery shall arise from the same event, and no amount shall apply to the extent caused by OWNER, its other contractors, third-party systems, utility/telecom outages, force majeure or any cause outside the CONTRACTOR's reasonable control.** 8.3 Penalties shall not be levied during the three (3) month SLA Stabilisation Period of each lot / zone / phase. However, all SLAs shall be measured and reported during this period. 6.1.5. Penalty caps The following capping applies to all penalties • Per service level: the penalty for any/all SLA/s in a quarter is capped **at 10% as a single aggregate cap** ~~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).	Tender terms prevail.
28	47		Bidder shall remove the existing RTU panel from the base channel/base frame and install the bidder-supplied RTU Panel at the same place. In case spare space is available after installing the new RTU Panel, bidder shall provide the MS chuker plate of required size to cover the spare open space.	Please consider Wall Mounted Panels for new RTUs as the RTU Panels are not very big and also not that heavy and can be easily mounted on the Wall.	Tender terms prevail.

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29	246-247	6.4. Manpower SLAs	Penalty for Non-Availability	We request M/s. GEL to kindly review and revise the above penalty rates to ensure that the penalties are reasonable, proportionate, and aligned with the respective roles and responsibilities of the project personnel against Role and responsibilities --- Project Director / Project Manager - 2000/day for SCADA / AMI / CMP Technical Lead / System Architect- 2000/day, for System experts (RTU, HES/MDMS, Modem/MIU, ICCC/CMP, analytics, EVC)- 1000/day, for All other central-team roles- 500/day, For - Project Director / Project Manager (SPOCs)-2000/day, Zonal Coordinators / Head Office Coordinators- 1000/day and CMP application support (remote/background)- 1000/day	Tender terms prevail.
30	Page 207; Cl. 5.2	Payment withholding for punch-list items (Deviation)	Payment may be withheld until closure of all punch-list items, including items that may not affect safe and functional operation.	Deviation requested: Please release payment for the accepted and operational portion of the milestone. Retention, if any, should be limited to the reasonable value of open punch-list items and released within 15 days of closure.	Tender terms prevail.
31	Page 174-175; Cl. 3.7.6.6	VAPT for every release	Full VAPT is required before each new or updated production version, including minor code changes, at bidder cost.	Please permit risk-based delta VAPT for minor releases, full VAPT annually/for major releases, and confirm emergency-fix treatment and testing windows.	Tender terms prevail.
32	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.

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33	-	Contract Performance		• Contract Performance: In case Bidder's performance is delayed due to any act of omission on the part of Purchaser or any third party engaged by Purchaser or the end customer then the Bidder shall be given due extension of time for the completion of the scope, for a period not less than the duration of the resultant delay in the Bidder's performance of the Contract. Purchaser shall grant appropriate cost compensation along with time extension to the Bidder.	Tender terms prevail.
34	3.1/Page No. 34	Supervisory Control and Data Acquisition System (SCADA)	Addition/deletion	Kindly limit addition/deletion to +-15% of quantities.	Tender terms prevail.
35			Warehouse	We request M/s GEL to kindly take warehouse in their scope.	Tender terms prevail.
36			Go Live	Kindly accept that Go Live shall be considered GA wise and separately for SCADA, AMI, CMP & field locations like RTUs, Modems, MIUs.	Tender terms prevail.
37	STC		Payment, LD	Kindly accept that payment and LD shall be lot wise	Tender terms prevail.
38	234-235	5.7.2. O&M Milestones	The O&M Period is delivered against the following recurring milestones. Each quarterly milestone is a condition of the quarterly OPEX payment; the periodic milestones are conditions of the SLA-linked (20%) payment for the quarter in which they fall due.(Provied the table in page no 235)	We kindly request M/s. GEL to Considering SLA-linked -10% of quarterly invoice Values.	Tender terms prevail.
39	250	6Web Application performance	•Login - <2 seconds•Screen navigation -• <2 seconds Data refresh - <3 seconds•Standard report retrieval - <10 seconds•Complex report retrieval - <60 seconds •Monthly data query response - <30 seconds	we request M/s. GEL to consider the following response-time parameters: •Login - <15 to 20 seconds•Screen navigation -• <20 to 30 seconds • Data refresh - <10 to 15 seconds•Standard report retrieval - <20 to 30 seconds•Complex report retrieval - <60–180 seconds •Monthly data query response - <60–180seconds The proposed response times are dependent on internet connectivity, network latency, data fetching from the cloud, data volume, and M/s. GEL's internal network infrastructure. These factors may significantly impact application response time and are not entirely within the bidder's control.	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
40	250	8Mobile application performance	Cold launch - <5 seconds•Screen navigation - <2 seconds•Dashboard refresh - <3 seconds •Standard report retrieval - <10 seconds • Alarm list - <2 seconds •Offline transition - <3 seconds• Offline synchronization - <10 seconds	We kindly request M/s. GEL top response time for various SCADA application functions may vary depending on internet/network connectivity, cloud data retrieval, network latency, data volume, field-device communication, and the performance of the GEL network infrastructure. Such external dependencies may impact the response time even when the application and system infrastructure are functioning normally.we request M/s. GEL to consider the following response-time parameters: Cold launch - <15 to 20 seconds•Screen navigation - <10 to 20seconds•Dashboard refresh - <30 seconds •Standard report retrieval - <30-40 seconds • Alarm list - <20 seconds•Offline transition - <40 to 60 seconds• Offline synchronization - <80 to 180 seconds	Tender terms prevail.
41	Page 456 of 542	11.3. Type 2 - Industrial Cellular Modem	Humidity • 5-95% RH, non-condensing	**Change Request**:- ~~5-95% RH~~ **10–90% RH non-condensing** The difference between the specified operating humidity range of 5–95% RH, non-condensing and the requested range of 10–90% RH, non-condensing is not expected to have any material impact on the intended functionality, performance, or reliability of the equipment under the envisaged operating conditions. However, retaining the wider 5–95% RH requirement may restrict participation to a limited set of OEMs/products. Therefore, acceptance of 10–90% RH, non-condensing is requested to broaden OEM participation, encourage competitive commercial offerings, and maintain healthy competition without materially affecting the technical intent of the requirement.	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
42	Page 456 of 542	11.3. Type 2 - Industrial Cellular Modem	Serial Ports • Min 3 Serial ports	**Change Request:-** ~~Min 3 Serial ports~~ **RS232 / RS485 through 1 × 6-pin terminal block** The difference between the specified requirement of minimum 3 serial ports and the requested single RS232/RS485 serial interface is not expected to have any material impact on the intended communication functionality, provided the required field device interfacing can be achieved through the available serial interface. However, mandating three physical serial ports may restrict participation to a limited range of modem models/OEMs. Acceptance of a minimum single RS232/RS485 interface would broaden OEM participation, encourage competitive commercial offerings, and maintain healthy competition without materially affecting the technical intent of the requirement.	Tender terms prevail.
43	Page 456 of 542	11.3. Type 2 - Industrial Cellular Modem	Transmission Modes: Push (scheduled and event-driven) and Pull (on-demand) capability	**Change Request:- Transmission Modes: Push (scheduled and event-driven)** ~~**and Pull (on-demand) capability**~~ ~~**We request authority for acceptance of Push-based scheduled and event-driven transmission would broaden OEM participation, support competitive commercial offerings, and maintain healthy competition without materially affecting the technical intent of the requirement.**~~	Tender terms prevail.
44	General		Centralized Control room	Bidder understands that there will be three centralized control room GA and MMS & BMS. All the thirty five work station will be placed in these three control rooms only and will not be placed in any local station. Pls. clarify.	Bidder shall supply 1 workstation per GA (29 Nos.) and 6 Nos. of workstations for GEL Corporate Office. Remaining 15 workstations are kept to be provisioned for next 5 years.
45	Page 206-209, 229-234; Cl. 5.1-5.7	Payment terms - milestone release (Deviation)	Payments are linked to completion and acceptance of the applicable lot, zone or phase, which may delay realization of substantial supply and engineering costs.	Deviation requested: Please allow progressive milestone billing against approved engineering, FAT, supply/delivery and installation. Kindly release 90% of each undisputed milestone invoice within 30 days of submission and the balance 10% within 15 days of milestone acceptance.	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
46	Page 234, 268-269; Cl. 5.7	OPEX payment terms (Deviation)	Quarterly OPEX is split 80% on invoice submission and 20% after SLA verification, with pro-rata billing for partial Go-Live.	Deviation requested: Please release 100% of the undisputed quarterly OPEX invoice within 30 days. Any SLA deduction may be adjusted through the subsequent invoice or credit note after joint verification, rather than withholding 20% of every invoice.	Tender terms prevail
47	SECTION V: SPECIAL TERMS OF CONTRACT (STC) – COMMERCIAL	2. PAYMENT TERMS	2.1 Part-I: Schedule A – Hardware Costs (Implementation Phase)	INSTALLATION & COMMISSIONING SERVICES: a. 90% of order value (installation & commissioning services) will be paid within 30 days after completion of installation and commissioning. b. 10% order value (installation & commissioning services) will be paid within 30 days after successful completion Trail Run period (1 Month). Note - Erection could not be taken up and sites are not made available by client within 06 months from the date of delivery of respective materials as per SOR Line itemsat site / 06 months from the date of written intimation from client for start of site services due to any reasons directly attributable to the owner, payment shall be released by Gujarat Energy on receipt of BG for equivalent amount having validity till completion of Trial run and compliance of SAT punch points.	Tender terms prevail
48	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
49	181	3.7.9. Cybersecurity and Data Protection	The SCADA System shall be secured as an operational-technology (OT) system to IEC 62443 at the applicable security levels, with certificate-based RTU authentication, IPsec / AES-256 VPN tunnelling for field-to-platform communication, secured DNP3 with TLS and network segregation of the supervisory-control path. The integrity of the select-check-execute control sequence shall be enforced as a security and safety control.	As the application is hosted on to cloud which is having the ISO 270001 Certificate for implementing Cyber Security Standards hence kindly consider	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
50	234	5.7. Post Go-Live Operation & Maintenance Payment Milestones	5.7.1. Overview- •SLA-linked split: each quarterly OPEX invoice is split 80% on submission and 20% on SLA verification.	We kindly request M/s. GEL to Considering the recurring operational expenses and statutory tax liabilities incurred by the bidder during the OPEX period, we request that 90% of the invoice value along with 100% of the applicable GST amount be released upon submission of the quarterly invoice. The remaining 10% may be linked to SLA verification to maintain an appropriate performance-based payment mechanism.	Tender terms prevail
51	240	5.7.7. Schedule C — One-Time Costs	Schedule C covers one-time activities — enterprise/cross-system integrations and EVC-OEM driver development. Each Schedule C item is payable only on completion and GEL's written acceptance of the specific activity, at the Schedule C/SOR rate, at whatever point in the term it occurs (including during the OPEX phase). No Schedule C activity shall commence without GEL's prior written instruction; no item shall be charged under Schedule C and any other Part/Schedule. Schedule C payments are one-time and are subject to the 80/20 split.	We kindly request M/s. GEL to consider our request, as already mentioned on Page 206 – Payment and Project Milestones, against the mentioned point. Further, we request that the payment terms under Schedule C may kindly be revised such that 90% of the invoice value, along with 100% of the applicable GST amount, is released upon submission of the invoice, while the remaining 10% of the invoice value may be linked to SLA verification, thereby maintaining an appropriate performance-based payment mechanism.	Tender terms prevail
52	241	Service Level Agreement (SLA) and Penalty Framework	Penalty caps The following capping applies to all penalties •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)..	We kindly request M/s. GEL to consider revising the penalty caps as follows: Per Service Level: The penalty for any/all SLA(s) in a quarter may kindly be capped at 10% of the Quarterly Payment (excluding GST). Over the Contract: The cumulative penalty across all SLA heads over the full Contract may kindly be capped at a maximum of 5% of the overall Contract Value (excluding GST).	Tender terms prevail
53	-	Industrial Cellular Modem Type 1		There are no specifications provided for Type 1 Industrial Cellular Modem in the Tender. Kindly confirm if the Type -2 Industrial Cellular modem specifications need to be considered just without ethernet Ports . Kindly confirm or please share the type -1 Industrial Cellular modem specifications	Technical specifications are provided for Type 1, Type 2 and Type 3 modems under "Technical Specifications for Hardware Components" section of SOW document. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
54	3.4.4.4/Page No. 58			Kindly specify quantities where solar power is required.	Supply of Solar power panels is not envisaged under this tender. 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
55	263	8.1 Schedule a	Managed switch quantity-4port	Bidder request for clarification on managed switch quantity of 600 numbers mentioned in schedule 8.1, where the RTU requirement was 935. who will supply the balance 335 managed switches. Pls. Clarify.	Supply of Managed Switches is envisaged only at those locations where there is no spare Ethernet port on Compressor's PLC. Separate line item for "SITC of Ethernet Switches" has been provided in the SOR. Bidder shall be paid for SITC of such "Ethernet Switches" as per actual consumption during implementation stage.
56	Pg. 446 / RTU Diagnostic and Configuration Software, item 2 Pg. 263 / Cl. 8.1 Schedule A Ref-Doc-Section-II SOW	Portable diagnostic unit (PDT) laptops	The bidder is to supply licensed RTU configuration software in each supplied laptop (PDT). Schedule A has no line item for PDT laptops.	Please confirm the number of PDT laptops required (per RTU, per zone or for the project) and the Schedule A item under which they are to be priced.	Supply of Laptops is not in the scope of Bidder. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
57	32	3.1. Brief Scope of the work for SCADA	The Bidder shall estimate and recommend minimum bandwidth requirement for the internet /intranet each of the GA locations and Head office / other office locations of GEL to access cloud-based SCADA, Historian, etc. solutions.	Bandwidth Estimate is in Bidders scope but who will supply the Internat connection - Kindly Clarify	Supply of Internet/Intranet for communication between each of the GA locations and Head office / other office locations of GEL to access cloud-based AMI/SCADA/CMP solutions is under GEL scope.
58	Volume II Page no. 48	3.4.1.4. Connecttivity	Emergency Shutdown Valve (ESV) limit switches shall be hardwired to the RTU digital input modules. ….....The bidder shall install new limit switches where existing ones are not functional or not available.	Please provide a location-wise list of valves where limit switches are unavailable or non-functional and require replacement. As no separate SOR item is provided and compatibility may be dependent on the valve OEM, please confirm that GEL will supply the required compatible limit switches or introduce an appropriate SOR line item.	Supply of functional Limit switches at site is in GEL scope. Bidder shall interface these limit switches with the RTU as per the Scope defined in the tender.
59	Pg. 427 / Cl. 4.1.18, item 7 Pg. 441 / RTU shall comply, item 29 Ref-Doc-Section-II SOW	Digital output command pulse duration	The DO module specification asks for a configurable pulse duration from a minimum of 2 seconds to 60 minutes. The contact output subsystem clause asks for 10 ms to 60 minutes.	Please confirm the minimum configurable DO pulse duration to be complied with (2 seconds or 10 ms).	Such details shall be discussed and finalized mutually with the successful bidder at the time of detail engineering post award of Order.
60	163	3.7. Common and Cross-Cutting Systems and Requirements	Data Theft and Unauthorised Access	Bidders are responsible for the cybersecurity measures of the supplied system however if the Data theft and unauthorized access atributable to GEL cannot be in Bidder's scope. Hence GEL & Bidders jointly own the responsibility to implemet strict cybersecurity measures. Please consider.	Bidder shall be responsible for ensuring cybersecurity measures, however such cases shall be reviewed by GEL on a case to case basis and appropriate decision shall be taken.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
61	Volume II Page no.37	3.2. Brief Scope of work for AMI	Bidder shall ensure that all components supplied under this project are STQC certified throughout the contractual duration of the project	Please clarify the STQC certification requirements, including the specific components covered, applicable standards, required certificate validity, and responsibility for renewal or recertification during the contract period.	STQC is not mandatory for the proposed list of devices. 1. The Bidder shall ensure that each offered make and model of RTU, industrial cellular modem/router, MIU, Ethernet switch and associated communication equipment complies with all statutory approvals applicable in India as on the bid-submission date. 2. Equipment covered under a product category notified under the TEC Mandatory Testing and Certification of Telecommunication Equipment scheme shall possess a valid TEC/MTCTE Certificate of Conformity Assessment. The certificate shall clearly cover the offered OEM, make, model and variant. 3. BIS registration/licence, WPC approval and hazardous-area approval shall be furnished wherever applicable to the offered product and its intended installation or operating environment. 4. Bidder to provide STQC certification to any other equipment as applicable (as per prevailing Govt. of India Laws)/ available.
62	40		The bidder shall handle the scope for increase of quantity of any item involving all the works including design, engineering, transport, insurance, loading, unloading, supply, erection, cabling, glanding, termination, testing and commissioning of the respective item, complete in all respects.	Kindly Clarify who will provied the Storage facility	Storage facility shall be provided by the Bidder.
63	3.4.3.2/Page No. 51	New Hardware Requirements	• Bidder shall supply and install isolation barrier modules for all hazardous area connections throughout the station. • Bidder shall supply and install new managed ethernet switches es at locations where less than 2 spare ethernet ports are available in existing equipment.	Kindly quantify each type.	SOR line items for SITC of Isolation Barriers & Ethernet Switches have been included in the SOR. Bidder to refer the revised SOR document uploaded along with the pre-bid replies.
64	464	11.9	Temperature Transmitter	Bidder understands that the existing thermowell currently installed for the temperature gauge will be utilized for mounting the new RTD. In case the existing thermowell is not suitable, a separate tapping for thermowell, required for RTD installation shall be provided by the customer. Kindly clarify and confirm.	SITC of Temperature transmitters has been excluded from this tender. 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
65	38		Integrate all EVC makes and models listed in Annexure A (GEL's existing installed base). Working communication drivers for every Annexure A EVC make and model shall be developed, tested and available before contract award, at no additional cost to GEL.	Who will provied the communication port of such device -kindly clarify	Serial Communication port (RS232 or RS485) is available in all EVCs. Bidder shall connect their modem to EVCs through this port. Some Make of EVCs (Like Itron) have passive communication port, so Bidder to ensure that modem supplies required power to the EVC communication port to make the functional connection. Development of communication drivers for EVC makes (Under Annexure A) is deemed included in the SOW of Bidders. Development of communication drivers for EVC makes (Under Annexure B) shall be kept as an optional SOR line items and GEL may require communication drivers for these specific EVC makes if required and charges towards this line item shall be paid as per the rates finalized in the contract.
66	38		The Bidder shall supply and install Meter Interface Units (MIUs) with built-in or dedicated external modems with dual-SIM/single-SIM with multi-network capability using multi-IMSI technology functionality, along with all required pulse interface cabling, at all in-scope Positive Displacement (Diaphragm) meter locations at Industrial customer sites.	Are you requied SD-WAN Device -kindly clarify	SD-WAN Device is not envisaged in this tender.
67	Volume II Page no 253	6.6 SCADA Point #2	Poll/scan success of at least 99.5%.	A device that is offline is already penalised under end-device availability (6.5 #2, target 95%). Counting the same device again as a poll failure penalises one fault twice. It also makes 99.5% poll success unachievable while the RFP accepts 5% device downtime. Calculating poll success on online devices removes this conflict. Hence, please calculate poll success only on devices that are online. Offline devices are already covered under 6.5 #2.	Scan success rate above shall be considered for the devices which are online. Offline devices shall not be considered while calculating Poll/Scan success ratio. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
68	Pg. 533 / Sec. 15, Sr. 11 Pg. 60 / Cl. 3.4.5.4 Ref-Doc-Section-II SOW	Underground DRS - RTU requirement	Section 15 says "Underground DRS solutions - Bidder to evaluate". Cl. 3.4.5.4 (Proof of Concept) covers the underground locations.	Please confirm whether an RTU (Type-1 or Type-2) is required at underground DRS locations, the number of such locations, and the I/O to be considered. If this is decided after the proof of concept, please state whether these RTUs are within the 15 / 920 quantities and how they will be priced.	RTUs are not envisaged at DRS. Bidder to refer reply to Sr. No. 125 (Sub clause 3)

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
69	Pg. 417 / Cl. 4.1.13, item 8 Pg. 418 / Cl. 4.1.14, item 4 Pg. 445 / Data and Drawing Detail Pg. 483 / Cl. 11.12 (Cl. 4.1.22, 4.1.23) Pg. 190 / Cl. 3.7.18 Ref-Doc-Section-II SOW	RTU Safety and Hazardous Area Classification; RTU Cabinet Specifications	The RTU is to be intrinsically safe and suitable for Zone 1, Group IIA/B, with a certificate from statutory authorities for hazardous-area use. The Type-1 and Type-2 RTU cabinet specifications are for non-explosion-proof cabinets, IP55 minimum (non-hazardous areas). Cl. 3.7.18 places each Modem/MIU/RTU enclosure in the safe zone, at least 1.5 m outside the hazardous-zone boundary.	The RTU specification requires Zone 1, Group IIA/B, while the RTU cabinet specification is for non-explosion-proof, non-hazardous area use. Please confirm whether RTUs and their cabinets are installed in the safe area at all station types, with field signals brought in through isolation barriers. If so, please confirm that the Zone 1 requirement applies only to field-side equipment and that the RTU itself does not need hazardous-area certification.	RTUs and their cabinets are installed in the safe area at all station types, with field signals brought in through isolation barriers. Bidder shall supply and install isolation barrier modules for hazardous area connections to ensure intrinsic safety requirements are met. Isolation barreris shall be installed inside the RTU panel. Separate line item for isolation-barrier is kept in the SOR. Bidder shall be paid for SITC of isolation-barrier modules as per actual consumption during implementation stage. Zone 1 requirement applies only to field-side equipment and that the RTU itself does not need hazardous-area certification.
70	Pg. 422 / Type-1 RTU, item 4 Pg. 424 / Type-2 RTU, item 2 Pg. 453 / Annexure-1, item 15 Pg. 533 / Sec. 15, Sr. 1, 7 Ref-Doc-Section-II SOW	Serial and Ethernet ports	Type-1: minimum 6 serial and 2 Ethernet ports, with at least 1 spare of each after installation. Type-2: minimum 4 serial and 2 Ethernet ports, with 1 spare of each. Section 15 lists 6 Modbus ports for CGS and 3 for LCNG. Annexure-1 item 15 asks for a minimum of 4 serial ports.	Please confirm whether the spare port is in addition to the ports in Section 15 (for example 6 + 1 at CGS), and the serial and Ethernet ports to be provided for each Type-2 station type.	RTU Type-1: minimum 6 serial and 2 Ethernet ports. RTU Type-2: minimum 4 serial and 2 Ethernet ports.
71	Pg. 83 / RTU Installation Based on Station Type Pg. 116, 117, 120 / Cl. 3.4.14, Sr. 2, 4, 9 Pg. 124 / Cl. 3.4.15 Pg. 533 / Sec. 15, Sr. 3, 4, 5, 10, 12 Ref Doc-Section-II SOW	RTU requirement at DRS, Check Metering, Odorizer and IMS/IPRS stations	Cl. 3.4.14 shows a dual-SIM modem (with EVC or odorizer interface) and no RTU for Odorizer Units (85), District Regulating Stations (375) and Check Metering Stations (100). The RTU installation clause lists RTUs only at CGS, CNG, LCNG, Decompression Skids and CP. IMS/IPRS (Cl. 3.4.15) has no column in the Go-Live schedule.	Please confirm that no Type-1 or Type-2 RTU is required at DRS/CPRS, Check Metering, Odorizer and IMS/IPRS stations (only modem and EVC/odorizer Modbus interface), and give the number of IMS/IPRS stations in scope.	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.
72	3.4.1.2/Page No. 46	New Hardware Requirements	Bidder shall supply surge arrestors for all I/O points to protect against electrical transients and ensure system reliability.	Please note that external surge arrestors for I/O points are not required.	RTU shall have Inbuilt protection against any power fluctuations or surge

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
					either from the incoming power supply or from any field devices.
73	Pg. 433 / Central processor module, item 7 Ref-Doc-Section-II SOW	Processor tag capacity	The processor is to handle a minimum of 50,000 tags with a 1-second update rate.	A CGS RTU is designed for about 100 I/O points, and other stations have fewer. Please confirm the 50,000-tag requirement per RTU, or reduce it to the largest tag count of any station.	RTU Processor Processing Capability of Minimum 50,000 tags with 1-second update rate is applicable to both RTU types.
74	4.1.16		RTU Ethernet Ports-(10/100/1000) Mbps	Kindly accept RTU Ethernet pots as 10/100 Mbps.	RTU Ethernet Ports shall support (10/100) Mbps. Kindly refer to the upated SOW document along with Pre-bid replies.
75	Project time lines		Project time lines	Bidder request to extend the project execution timeline as the opportunity board call is the time of delivery of the project. For instance, T+2 for meter protocol X, T+4 for meter protocol Y, T+8 for SAP integration, T+6 for MDMS, etc.…	Revised timelines for the implementation is provided as below: AMI Go Live completion (All Lots) -> T + 9 months SCADA Go Live completion (All Zones) -> T + 12 months CMP Go Live completion (All Phases) -> T + 12 months Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
76	3.1/Page No. 34	Supervisory Control and Data Acquisition System (SCADA)	HART	Please note that HART is not required in CGD applications. Hence, we understand that it is not applicable.	Requirement of HART support has been exlcuded from this tender. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
77	1.3/Page no. 17	Project-Specific Definitions	Finance	Please note that financing for this project is by GEL not by bidder.	Relevant clause has been removed from the SOW. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
78	Pg. 422, 424 / Type-1 and Type-2 RTU, item 8 Pg. 433 / Central processor module, item 8 Pg. 438 / RTU shall comply, item 2 Ref-Doc-Section-II SOW	RTU event / alarm storage	Type-1 and Type-2: minimum 10,000 alarms/events with time stamps in non-volatile memory. Central processor: minimum 100,000 events buffer. Long communication outage: store up to 100,000 field exception reports.	Please confirm the event buffer size required in the RTU (10,000 or 100,000).	Processor Event Buffer: Minimum 10,000 events with timestamps. 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
79	11.3& 11.4		Modem installation and its civil work	Bidder understands that Pole for modem placement and civil work will be in Customer scope.	Pole for modem placement and civil work will be in Bidder's scope.
80	General		AMI Portion	Will the POC be a paid effort by the customer? And how long will be POC be handled? Will the POC be done with the replacement of the new modems or with the existing field setup. Will the POC only be done with HES and meters or is the customer expecting the POC needs to be done with HES+MDMS+SAP?	POC forms part of the technical qualification criteria, no payment for this activity shall be paid to the bidder.
81	Approved BQC		POC	Kindly provide the POC philosophy along with SOP.	POC details shall be shared with the PQ qualified Bidders along with the proposed date and time for POC. Tentative time of 1 week shall be given from the date of intimation.
82	Volume II Page no.251	SLA 6.5 #13	PM "Once in a quarter (at least)"; "If the Bidder fails to carry out Preventive Maintenance (PM) of any device / system, penalty of 5% of complete OPEX shall be deducted from the quarterly payout."	PM half-yearly for SCADA stations and annually for AMI devices, with remote health monitoring in between; penalty per device missed, capped (e.g., 0.5% of quarterly OPEX).	PM half-yearly for SCADA and AMI locations.
83	248	6.5. Common SLAs (SCADA, AMI and CMP) point No 2	Availability / Uptime of End Devices (Modem, MIUs, RTUs, Field switches, etc.) SLA Table	We kindly request M/s. GEL to reconsider the prescribed availability/uptime requirement of 95% for end devices. The availability of field devices such as Modems, MIUs, RTUs, Field Switches, etc. is dependent on several factors beyond the bidder's direct control, including the existing GEL power supply infrastructure, availability of power and data connectivity, and the reliability of telecom/connectivity services provided by respective service providers across different states. Considering these dependencies and the associated external factors, ***we request M/s. GEL to kindly revise the required availability/uptime from 95% to 90% and down time 80% to 85%.*** Further, we request that the maximum penalty applicable under this ***clause be reduced from 10% to 5%,*** in line with the revised availability target.	Penalty shall be imposed on the Bidder for the reasons directly attributable to the Bidder. For Connectivity - In case of Single network failure, bidder shall still be liable for ensuring the uptime. However, if both the networks are completely down, penalty deduction shall not be considered. Documentation to support Bidder's claim to be submitted to GEL in this regard as per the timelines specified in the SOW document.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
84	Page No: 14/34 of GTC Clause No: 14 of GTC	14. LIQUIDATED DAMAGES	14.1 The CONTRACTOR acknowledges the importance to the OWNER of receiving the GOODS and/or SERVICES at the times specified in this CONTRACT and/or as intimated by the OWNER REPRESENTATIVE, and undertakes to take all steps necessary to achieve the completion dates so specified. In this respect, time shall be of the essence. No other activity of the CONTRACTOR shall take precedence over the supply of SERVICES/GOODS. 14.2 Without prejudice to the OWNER's other rights available under the CONTRACT and/or Law, in case the CONTRACTOR fails to meet the Delivery and/or Completion Schedule as specified in the CONTRACT and/or as intimated by OWNER REPRESENTATIVE, for the reasons other than Force Majeure and/or reasons attributable to OWNER alone, the OWNER shall, unless otherwise specified differently in the Special Terms of Contract, recover, as ascertained and agreed, Liquidated Damages , and not by way of penalty, a sum equivalent to half percent (0.5%) of the value of delayed GOODS / SERVICES per week of delay or part thereof, on basic value of delayed GOODS / SERVICES, subject to maximum of 5% of the basic value of the delayed portion of the GOODS/SERVICES. The decision of the OWNER in regard to the actual delay shall be final and binding on the CONTRACTOR. 14.3 The CONTRACTOR shall immediately notify the OWNER, prior to the applicable Delivery Schedule/ completion timelines, of any event or circumstance that may give rise to any delay in the delivery of the GOODS/SERVICES, other than arising from reasons covered by the provisions of Clause 40 of GTC on Force Majeure hereof. The CONTRACTOR shall immediately give details to the OWNER's REPRESENTATIVE of the effect or anticipated effect on the performance of its obligations under the CONTRACT along with the actions it intends to take to mitigate the same. 14.4 If the OWNER agrees that delivery of the GOODS/SERVICES or part thereof, is likely to be delayed beyond the stipulated schedule/ execution timelines as specified in the CONTRACT, and that such delay is not attributable to the CONTRACTOR, then the	Bidder requests you to accept that any delay attributed to the bidder beyond agreed date of delivery will attract Liquidated Damage (LD), as a genuine pre-estimated losses and not as penalty, at 0.5% per week or part thereof on the value of the undelivered portion only, subject to maximum five percent (5%) on the total value of the undelivered portion of supply or services, as applicable. However, in case of any delay for the reason not attributable to the bidder or due to force majeure conditions, the provision of liquidated damages shall not apply. Liquidated Damages shall be the exclusive and the sole remedy available to the Purchaser under this Contract (or Order), tort or any other law applicable for the time being in force.Kindly confirm	Penalties shall be deducted as per *"Service Level Agreement (SLA) and Penalty Framework "* section of SOW document.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
			OWNER shall grant such revision schedule/execution timelines as the OWNER considers reasonable in all the circumstances, provided such intimation is received from CONTRACTOR prior to the applicable schedule.		

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
85	SECTION V: SPECIAL TERMS OF CONTRACT (STC) – COMMERCIAL	2. PAYMENT TERMS	2.1 Part-I: Schedule A – Hardware Costs (Implementation Phase)	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. 80% 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. 5% 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. 5% 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.	Payment terms for Schedule A have been revised. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
86	General Commercial Terms / Payment Terms	Overall payment-term relaxation (Deviation)	The project involves significant upfront expenditure toward software licences, hardware procurement, engineering, cloud infrastructure, FAT, mobilization and field deployment.	Deviation requested: Considering the large project value and substantial upfront cash outflow, kindly relax the payment terms to net 30 days from receipt of an undisputed invoice. Payment should not be linked to closure of minor observations, and no undisputed amount should be withheld due to a dispute on another invoice or milestone.	Payment shall be released within 30 days from the date of receipt of the complete and correct invoice, duly certified by GEL Representative as per the terms and conditions of the CONTRACT
87	Page 131, 209-211; Cl. 3.5, 5.2, 5.3	AMI parallel operation period	Clause 3.5 indicates approximately 30 days; milestone and Go-Live clauses specify at least 15 days per lot.	Please confirm the contractual parallel-operation duration for each AMI lot and exact reconciliation and Go-Live acceptance criteria.	Parallel-operation requirement has been excluded from the tender. Modem installation and Commissioning shall be deemed completed upon successful SAT and sign off from GEL representative. Go-live acceptance criteria is already provided under "Payment and Project Milestones" section of SOW document.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
88	Page 541-542; Special Terms Item 5	Site survey timing and access	The one-time survey is to occur before pre-bid, with dates communicated one week in advance.	Please confirm schedule, representative sites, team size, safety/access requirements and alternative survey/data support if a site is inaccessible.	One-time survey activity has already been completed before the pre-bid meeting.
89	Page No: 4/10 of STC Clause No: 8 of STC	8. LIQUIDATED DAMAGES AND PENALTIES	8.1 Liquidated Damages for delay in implementation milestones, and penalties for non-achievement of manpower and O&M service levels, shall be levied as per Section 6 – Service Level Agreement (SLA) and Penalty Framework of the Scope of Work. This shall supersede the provision of Liquidated Damages under the General Terms and Conditions of the Contract. 8.2 The penalty caps under Clause 6.1.5 of the Scope of Work shall apply: the penalty for any / all SLAs in a quarter is capped at 20% of the Quarterly Payment, and the cumulative penalty over the full CONTRACT is capped at 10% of the overall contract value (both excluding GST). 8.3 Penalties shall not be levied during the three (3) month SLA Stabilisation Period of each lot / zone / phase. However, all SLAs shall be measured and reported during this period.		No query recieved from the Bidder.
90	Page No: 3/10 Clause No: 6	6. DEFECTS LIABILITY PERIOD	6.1 Not applicable as a separate period, since the comprehensive onsite warranty, CAMC and O&M obligations under this CONTRACT cover all hardware, software, cloud and non-IT components for the full contractual duration.		No query recieved from the Bidder.
91	40		The bidder shall coordinate with mechanical, civil, electrical, instrumentation and other contractors for all works related to AMI, conduct site visits to gather any required input or data and shall take work permits from GEL for each station for each day of working at any station.		No query recieved from the Bidder.
92	91	RTU Communication Protocol and Data Management Requirements	The Bidder shall implement comprehensive DNP3 Level 4 protocol capabilities across all RTU locations, supporting both unsolicited data reporting (push) and polled data requests (pull) to provide flexible communication options optimized for different operational requirements and network conditions. • The Bidder shall configure DNP3 protocol stack with Secure Authentication Version 5 (SAv5) for all RTU communications, ensuring encrypted data transmission, message authentication and protection against cybersecurity threats while maintaining protocol efficiency and reliability.		No query recieved from the Bidder.
93	3.3/Page No. 45	CMP	Intellectual Property Rights	It is not acceptable. Please note that all the intellectual rights shall remain with OEM and not with GEL.	No change. 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
94	45		The bidder shall not lay any claim to Intellectual Property Rights or patents for any code developed for GEL under this project; all such rights shall lie solely with GEL.	Bidder shall supply licenses for the CMP Application as its a COTS solution. We agree if any thing developed only for GEL shall be shared to GEL upon contract completion.	No change. Bidder shall comply with the tender requirements.
95	BQC – PQ Sr. No. 3	Bidder's Experience – SCADA	Similar SCADA work shall have a minimum project cost of INR 10 Crores and shall include Design, Engineering, Supply, Installation, Testing & Commissioning of SCADA with RTUs.	Considering that the tender comprises SCADA, AMI and CMP components and to facilitate wider participation of experienced System Integrators, we request GEL to kindly reduce the minimum project cost for similar SCADA experience from INR 10 Crores to INR 5 Crores.	No change in the Bidder Qualification Criteria. Bidder shall comply with the tender requirements.
96	Volume II Page no.57	4.2.9.3. New EVC / New Field Location Onboarding During the O&M Period	The SCADA system shall be provisioned from Go-Live to accommodate all DRS/CPRS stations across GEL's network, whether or not an EVC is currently installed, such that any EVC subsequently installed by GEL at any DRS (or other) location can be added to SCADA under the existing provision — without re-architecture, additional licensing gate or tag-capacity constraint. [Assumes "provision" = system/software readiness for all DRS, with per-EVC field hardware installed where an EVC exists (now) or when GEL adds one (at SOR). If GEL instead requires comms hardware pre-installed at every DRS at implementation, this clause and the SOR change accordingly.]	Please clarify whether communication modems are to be installed at all 375 DRS locations during implementation or only at locations where an EVC is presently installed. Please also provide the number and location-wise list of DRS sites currently equipped with EVCs.	Modems shall be installed at the sites where EVCs are present. GEL will undertake installation of EVCs in the DRS where currently not present. Payment shall be made by GEL only for the actual locations where communication modems are installed. Detailed survey shall be carried out by the bidder post award of order to identify DRS sites with EVCs and with or without grid power provide the consolidated list for GEL to review.
97	Page 263 of 542	8.1. Schedule A – Hardware Costs	Workstation with related accessories and licenses including OS license, end point protection, productivity suite, etc.	There is workstation mentioned in the rate schedule but there is no minimum specification included into the tender for the workstation. We request GEL to provide minimum specification for workstation.	Minimum technical specifications for workstation have been included in the SOW. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
98	Volume II Page no.47, 80–81	3.4.1, 3.4.13	Inform GEL "at least seven (7) calendar days in advance before commencing any work at any station / location" and obtain written permission and work permits from GEL.	About 1,590 SCADA stations in roughly six months means 10–15 stations a day. Station-by-station permits with no GEL turnaround time set the programme at GEL's pace while LDs fall on the bidder. Hence, we request the authority to allow zone-level weekly work plans with blanket permission; GEL to issue permits within two working days; permit or shutdown delays to extend time without LD.	Methodology or necessary processes shall be discussed and finalized jointly by GEL and the Bidder post award of order during detailed engineering stage to meet the specified timelines.
99			Dispenser Gun port communication	We understand that RS 485 Communication cable from dispenser will be muliti drop and will be connected to bidder RTU. Pls. clarify.	Maximum 2 dispensers shall be connected to one RTU serial port.
100	General	At site location day-2	Dhaban CNG Station	Odorization unit, Check Metering station, DRS will be connected with single modem or connected with RTU in CNG station. Pls. clarify	Line items towards SITC of all types of Modems, RTUs, Cables etc. are provided in the SOR. Bidder shall be paid for SITC of all these

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
					items as per actual consumption during implementation stage.
101	Page 25-26, 147 and CMP migration clauses	Historical data migration	The scope refers to migration/availability of both three years and five years of historical data.	Please confirm the period, source systems, formats, volume, data-quality responsibility, incumbent support and acceptance criteria for each system.	Bidder shall migrate a maximum of 3 years of consolidated Legacy data for each system.
102	1.3/Page no. 19	Project-Specific Definitions	Go Live	Since systems are different, Go Live should be considered seprately for SCADA, AMI, CMP. Kindly accept.	Kindly refer to Payment and Project Milestones. Go-Live for AMI, SCADA and CMP are separate.
103			Payment for SaaS & AMC	Kindly accept quarterly payment for Saas and AMC services.	Kindly refer to Payment and Project Milestones.
104	Pg. 115 / Cl. 3.4.14, Sr. 1 Pg. 534 / Sec. 15 notes Pg. 263 / Cl. 8.1 Schedule A, Sr. 4, 5 Ref-Doc-Section-II SOW	Isolation barriers	Schedule A includes isolation barriers in the RTU line items. The CGS scope mentions isolation barrier modules for hazardous area connections. Section 15 asks for active IS barriers on each AI signal, including spares.	Please confirm whether isolation barriers are also needed on DI (limit switch), DO and AO signals, at which station types, and the type required (isolated or zener).	Isolation barriers are required for all I/Os at CGS, CNG Stations and all other devices installed in the hardous area across asset classes. Specification of Isolation barrier is already included under "Isolation Barrier Modules" section of SOW document. 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. Also, Bidder to refer reply to Sr. No. 69 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.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
105	Pg. 487 / Cl. 4.1.24 Pg. 496 / Cl. 1.1.3.1.7, item 8 Ref-Doc-Section-II SOW	Modem enclosure	Cl. 4.1.24 gives a wall-mounted Dual-SIM modem cabinet in 1.5 mm steel, IP55 minimum. For the EVC communication modem, a weatherproof outdoor enclosure supplied by the bidder (powder-coated SS304, polycarbonate or equivalent) is to be placed in the safe zone, at least 5 feet from the skid.	Please confirm which modem enclosure applies at each station type (SCADA Dual-SIM modem cabinet or AMI weatherproof outdoor enclosure), with its IP rating and material.	**IP Ratings provided here below:** RTU Type 1 & Type 2 - IP 55 Panel for RTU Type 1 and Type 2 - IP 65 Modem Type 1, Type 2 & Type 3 - IP 55 Panel for Modem Type 1, Type 2 & Type 3 - IP 66 MIU - IP 55 if installed inside the Enclosure (Enclosure to have IP 65 rating in such case) and IP 65 if MIU us direct snap fit type PT - IP 66 or better ***Ethernet Switch, ISBs - IP 55 or better*** For Material of Construction - May please refer "Technical specifications for Hardware Components" section. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
106	4..1.16. RTU subsystems		IO Cards	We understand that IO cards is only applicable for CGS and not for other locations. Kindly confirm.	IOs are applicable for CGS as well other asset types such as CNG, DCS etc. Bidder to refer reply to Sr. No. 400
107	General	At site location day-2	LCNG Plant-INOX operated	Siemens PLC controls this facility and has local SCADA with 4 Graphics pages which need to be developed for new SCADA and communicate through RTU or directly with WinCC through OPC UA	Interfacing of PLC and Dispensers at LCNG stations shall be done through Type-2 RTUs
108	Volume II Page no.73	3.4.10. Work Associated with Implementation	Current systems include flow meters and EVCs for volume correction.	Please confirm that approximately 12–15 EVC parameters per check-metering station will be acquired through Modbus. Please provide the complete parameter list, Modbus register map, data types, scaling factors, communication settings, and equipment-wise interface details.	Indicative list of EVC parameters is specified under Section 14 of SOW document. No. of Parameters may vary for different EVC makes, all available parameters from the EVC shall be fetched by the SCADA/AMI System GEL shall endeavor in facilitating coordination between the Bidder and existing EVC OEMs however Bidder shall remain entirely responsible to obtain required details for integration of all EVCs with their SCADA/AMI System.
109	44		In Phase 2, The bidder shall integrate the SCADA and AMI applications delivered under this RFP with the CMP, Bidder shall ensure that the CMP software and architecture are compatible with standard ESB solutions available in the market.	Please consider if the SCADA System supplied by Bidder Is Equiped with Full Feature CMP System meeting Tender requirement can be supplied.	If the SCADA System supplied by Bidder Is equiped with Full Feature CMP System and it complies with all CMP specific requirements as mentioned in the tender document then it is acceptable.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
110	Volume II Page no.36	3.1. Brief Scope of the work for SCADA	The Bidder shall provide complete grid power connection for all Electronic Volume Correctors (EVCs) at GEL sites including all hardware, materials and installation activities as specified below:	Please confirm that a reliable grid power source will be available at or near all EVC locations, and clarify the demarcation point between GEL's and the Bidder's scope for the power connection.	Grid power shall be available near (Around 5 feet away) from the Metering Skid/EVC. However, at DRS Sites, grid power source is not available largely and hence modems to be installed at DRS shall primarily be Battery operated. At select DRS sites, where there is grid power available, Bidder will have a choice to provide externally powered modem or battery operated modem
111	Volume II Page no.36	3.1 Brief Scope of the work for SCADA	The Bidder shall provide complete grid power connection for all Electronic Volume Correctors (EVCs) at GEL sites including all …...	Please amend the clause to confirm that GEL will ensure the availability of grid power at all EVC locations, while the Bidder's scope will be limited to supplying and installing the connection from the agreed power-source demarcation point to the offered EVC/communication solution.	Grid power shall be available near (Around 5 feet away) from the Metering Skid/EVC. However, at DRS Sites, grid power source is not available largely and hence modems to be installed at DRS shall primarily be Battery operated. At select DRS sites, where there is grid power available, Bidder will have a choice to provide externally powered modem or battery operated modem.
112	Industrial EVC page 263	8.1 Schedule A	EVC installed areas	When power supply is not available battery Operated Modem need to be installed – Bidder request for the exact count of such battery operated modems and its battery specification.	Grid power shall be available near (Around 5 feet away) from the Metering Skid/EVC. Bidder will have a choice to provide externally powered modem or battery operated modem. At DRS Sites, grid power source is not available largely and hence modems to be installed at DRS shall primarily be Battery operated. At select DRS sites, where there is grid power available, Bidder will have a choice to provide externally powered modem or battery operated modem. Detailed survey shall be carried out by the bidder post award of order to identify sites with or without grid power provide the consolidated BoM (specifying No. of Modems with Battery and Modems with External power) for GEL review and finalization of BoM.
113	Volume II Page no.36–37, 124	3.1, 3.2, 3.4.15	"The Bidder shall provide complete grid power connection for all Electronic Volume Correctors (EVCs) at GEL sites including all hardware, materials and installation activities ... whether specifically mentioned or not." The AMI battery limit is at the EVC serial port.	Distance to the nearest power point, DISCOM connections, meters and hazardous-area cabling are unknown for 3,300 EVC sites. Please confirm whether grid power to EVCs/modems is in scope. If yes, GEL to provide a power point within 10 m, with per-metre SOR rates beyond; if not, accept battery-powered modems as per the AMI modem specification.	Grid power shall be available near (Around 5 feet away) from the Metering Skid (IMS). SOR line item for "Power cable connectivity to GEL termination point and Cable from Modem to EVC" is kept in the SOR. Payment towards actual consumption of cables shall be made to the Bidder on a case to case basis.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
114	STC		AMC	Kindly accept that AMC shall start from Go Live of each lot.	Go-Live is achieved progressively, lot by lot (AMI), zone by zone (SCADA) and phase by phase (CMP), on the dates in the Installation and Go-Live Schedule. Kindly refer to sub-section *"Phased Go-Live, Per-Lot/Zone Stabilisation and Pro-Rata Billing"*.
115	3.1/Page No. 33	Supervisory Control and Data Acquisition System (SCADA)	All liaison with different OEMs required to complete the scope of work for SCADA	Please note that since other OEM's have contracts with GEL, liasioning work needs to be taken care by GEL only. Bidder is not in position to consider this as scope of work.	GEL shall undertake any modifications or changes in the firmware/software/hardware of the field equipments/devices to make them SCADA/AMI ready for the bidder to interface/integrate them in their proposed AMI/SCADA system. However 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. Detailed survey shall be carried out by the bidder post award of order to identify equipments/devices and the required modifications/changes and provide the consolidated list for GEL to carry out such modifications/changes.
116	Volume II Page no.44	3.3. Brief Scope of work for CMP	The bidder shall implement an alert management and emergency control system integrated with operator interfaces, process control systems and the CMP, supporting multiple communication channels (SMS, WhatsApp, email, voice notifications), automatic linkage to digital SOPs, geospatial rendering (GML/KML), role-based access with SSO, severity-based escalation workflows and a dispatch console for coordinated emergency response.	Please confirm that GEL will provide or arrange the SMS gateway, WhatsApp Business API, email/voice communication services, and all associated licenses, subscriptions, templates, and recurring charges required for the alert management system.	GEL shall provide email, whatsapp,SMS gateway, as required during the contractual duration to the winning Bidder however, Bidder shall integrate the same with the proposed system for it to work in a seamless manner.
117	CMP		Migration Scope	M/s GEL to provide the same in excel.	GEL shall provide data in excel or available data format.
118	34		The bidder shall lay all underground cables in trenches prepared by the bidder according to applicable standards and all above-ground cables shall be laid on perforated GI cable trays / pipe with tubular lugs used for all cable terminations. These installations must be undertaken at an adequate depth from the surface.	Kindly Confirm Who will provide necessary Approvals/ Permissions/ PESO Approvals for doing Trenching Work at OMCs/ RO/ DODO CNg Stations, as this locations are operated and Controlled by the Dealers/ Petrol Pump Oerators and as per our previous experience, They dont allow SCADA Vendor to do any civil work at the OMCs/ RO/ DODO Station premises.	GEL shall facilitate the required site-owner/OMC/dealer permissions / approvals and access for execution at OMC/RO/DODO locations. The Bidder shall obtain routine work permits and comply with all applicable HSE, statutory and site-specific requirements while executing the works.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
119	Volume II Page no.43	3.3. Brief Scope of work for CMP	The bidder shall, in Phase 1, integrate all operational systems, existing applications and third-party vendor solutions of GEL — including SAP, existing multiple third-party SCADA platforms, GEL's in-house SCADA, multiple AMR applications and data shared over spreadsheets (list at Annexure 1) — into the CMP, with all data replicated to a centralized Data Lake/alternative storage solution	Please confirm that GEL will facilitate access to SAP and all third-party applications and systems, and will bear any third-party licensing, API, interface, customization, or vendor-support charges required for integration with the CMP.	GEL shall facilitate the discussion with concerned solution providers / owners for provisinoing of APIs for integration with CMP. Additionally, GEL shall make GEL specific APIs available for integration purpose for GEL applications, however bidder shall develop and integrate APIs wherever applicable in their application. GEL shall bear the cost pertianing to the third party licensing, owned by GEL (example **SAP licensing cost).** GEL will share the APIs and bidder shall integrated the APIs as per the structure of GEL. Any backend changes in bidder's application or integration API cost shall be borne by the bidder. APIs will be formalised during the discovery session and required APIs with parameter will be discussed with bidder however bidder to match the structure as per GEL requirement.
120	Volume II Page no.35	3.1 Brief Scope of the work for SCADA	It shall be the responsibility of the SCADA vendor for coordination with mechanical, civil, electrical, instrumentation and other contractors for all the works related to SCADA.	Bidder understand that this clause covers coordination for interfaces with SCADA, while GEL facilitates access to, and cooperation from, its own contractors. Please confirm that: (a) GEL will nominate a point of contact and ensure its contractors cooperate within agreed timelines; (b) delays or defects caused by GEL's contractors, including civil, power and PLC/instrument readiness, will not count against our milestones, LDs or SLAs; and (c) any rework by those contractors stays within their scope.	GEL shall facilitate the coordination with external agencies however, Bidder shall be equally liable to ensure the sites are completed on a timely basis. With respect to the penalty impose on delay on account of non-support from third party agencies, GEL shall take appropriate decision for relaxation of penalty in such cases wherein, adequate documentation is available for consideration.
121	35		SCADA vendor must coordinate with Instrumentation / Telecommunication / Electrical / CP system contractor / vendor during installation & commissioning for proper integration.	vendor coordination shall be in GEL Scope as GEL is already having Understanding with these contractors. Kindly consider	GEL shall endeavor in facilitating coordination between the Bidder and field equipment / devices OEMs / Instrumentation / Telecommunication / Electrical / CP system contractor however Bidder shall remain entirely responsible to obtain necessary support and required details for integration of all field devices with their SCADA System.
122	457	11.3. Type 2 - Industrial Cellular Modem	Certification • PESO certified for Zone 1, Gr IIA/B as per IEC 60079	Please provide GEL Approved Vendor List for Atex/ PESO certified GPRS Modem	GEL does not have any approved vendor list for Modems. Bidder is free to provide Modems meeting the prescribed 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
123	39		The AMI platform architecture shall support canonical data model-based normalization to enable standardized interoperability across multi-OEM devices and enterprise applications.	Kindly provied AVL for AMI software Application.	GEL does not have any approved vendor list for AMI software application. Bidder is free to provide AMI software application meeting the tender requirements.
124	Volume II Page no.35	3.1. Brief Scope of the work for SCADA	Providing earthing to SCADA equipments at all locations by extending the earth conductor of suitable dimension from earth pit or earthing grid. Vendor may check earth connectivity before connection to the equipment rack. Bidder shall use 1 C x 6 sq mm FRLS armoured cable for earthing at each location and cost of the same shall be included in installation cost of respective equipment.	Please confirm that suitable and functional GI/copper earth pits or earthing grids will be made available by GEL at all locations, with the Bidder's scope limited to extending the specified earth conductor to the SCADA equipment.	Functional earth pits shall be made available by GEL. Bidder shall do necessary cabling (separate SOR line item for earthing is provided in the SOR) from SCADA and AMI equipment to GEL's earth pit.
125	Pg. 491 / Cl. 11.13 General Hardware Principles Pg. 492 / Cl. 1.1.3.1.2, item 7 Pg. 495-496 / Cl. 1.1.3.1.7, items 5, 8 Pg. 124 / Cl. 3.4.15.2 Pg. 487 / Cl. 4.1.24 Ref-Doc-Section-II SOW	Modem - Hazardous Area Certification; Dual-SIM Modem Cabinet Specifications	All hardware is to be ATEX/PESO certified for the hazardous area classification at the installation site, and the EVC communication modem for Zone-1/Zone-2, Group IIA/B. The modem enclosure is to be in the safe zone, outside the metering skid, and not inside any hazardous classified zone. If the modem is not ATEX/PESO certified, a certified safety barrier is to be installed between the EVC and the modem. The modem cabinet specification (Cl. 4.1.24) is for a non-explosion-proof cabinet, IP55 minimum (non-hazardous areas).	Please confirm whether the modem, installed in a safe-zone enclosure, still has to be ATEX/PESO certified for Zone-1/Zone-2, or only when it is installed in or adjacent to a hazardous area. Please also confirm that, where a certified barrier is used between EVC and modem, no further hazardous-area certification is needed for the modem.	Following types of Modems are envisaged under this tender: 1. IMS - Type 1 Modem (Installed in Safe area, **Zone 1 certification not required**, however Intrinsic safety barrier shall be used for connection to the EVC to fulfil EVC's ATEX specific requirements) 2. CNG/LCNG/CBG/DCS/CGS/LNG - Type 2 Modem (Installed in Safe area, **Zone 1 certification not required**, however Intrinsic safety barrier shall be used for connection to the equipment installed in Zone 1 Hazardous area to fulfil equipment's ATEX specific requirements) 3. DRS / CMS/Odorizer - Type 3 Modem (Installed inside the DRS, **Zone 1 certification required**, Intrinsic safety barrier shall also be used for connection to the EVC to fulfil EVC's ATEX specific requirements) All modems shall have Inbuilt protection against any power fluctuations or surge either from the incoming power supply, Antenna or from any field devices. Respective line items with Qty. are provided in the SOR. Bidder shall be paid for SITC of modems as per actual consumption during implementation stage. 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
126	36		All materials and equipment shall be of the highest quality, conforming to international standards and safety requirements. The Bidder shall provide all necessary installation accessories, supports and ancillary items required for complete and safe grid power connection to the EVC, whether specifically mentioned or not.	Does GEL means power connections from Main grid to be brought to EVC locations by Bidders…	Following clause has been removed from the SOW: *"safe grid power connection to the EVC, whether specifically mentioned or not."* Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
127	3.1/Page No. 36	Supervisory Control and Data Acquisition System (SCADA)	The Bidder shall provide complete grid power connection for all Electronic Volume Correctors (EVCs) at GEL sites including all hardware, materials and installation activities as specified below:	Kindly elaborate. We are not considering any power supply for EVC's.	Following clause has been removed from the SOW: *"The Bidder shall provide complete grid power connection for all Electronic Volume Correctors (EVCs)"* Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
128	36		The Bidder shall provide complete grid power connection for all Electronic Volume Correctors (EVCs) at GEL sites including all hardware, materials and installation activities as specified below:	Kindly clarify How to do this ?	Following clause has been removed from the SOW: *"The Bidder shall provide complete grid power connection for all Electronic Volume Correctors (EVCs)"* Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
129	Pg. 432 / Cl. 4.1.21, item 5 Ref-Doc-Section-II SOW	RTU communication protocols	The RTU is to support DNP 3.0, IEC 60870-5-104, Modbus RTU/ASCII/TCP, IEC 61850 (for substations), MQTT, AMQP and HTTP/REST API.	Please confirm the protocols that are mandatory in the RTU for each station type, and whether IEC 61850, AMQP and HTTP/REST API are needed in the RTU.	Field devices will communicate with the RTU through hardwired I/O or Modbus over Serial / Ethernet channels. The bidder shall interface SCADA with new RTU over the network using different open protocols (DNP 3.0, Modbus TCP/IP, IEC, MQTT, etc.) as already specified under " Brief Scope of the work for SCADA" section of SOW document.
130	Volume II Page no. 47	3.4.1.3. Work Associated with Implementation	Bidder shall configure the RTU for all I/O points & existing RTU configuration, ensuring that all current I/O points monitored and existing configuration by existing RTUs are migrated to and displayed in the new SCADA system without exception.	Please confirm that the complete existing I/O list, RTU configuration, termination drawings, wiring diagrams, and point database will be provided by GEL during the detailed-engineering phase.	Existing availble data will be shared with the bidder during the detailed engineering phase.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
131		11.1.2.5. Device Communication		Bidder understand that Dispenser gun will communicate with new RTU in RS485-Modbus Comm. protocol only in all Required locations. If any other protocol exists. Please clarify	a. Enabling the communication port in the existing field equipment including Dispensers, Compressor PLC, energy Meters, UPS, EVCs, USMs, MFMs, Multifunction meters, Odorization units, Open Path Gas Detectors, all field instruments (PT/TT/LT etc.) shall be in the GEL scope. b. GEL shall undertake any modifications or changes in the firmware/software/hardware of the field equipments/devices to make them SCADA/AMI ready for the bidder to interface/integrate them in their proposed AMI/SCADA system. c. Dispensers, Mass flow meters at MCV filling point, UPS, Energy meters will be interfaced with new RTU through RS485 communication port. Compressor PLCs will be interfaced through Ethernet port at majority of the locations, at select compressors where there is only serial port available for the communication - in such specific cases PLC of compressor shall be interfaced through serial port. d. All these devices as mentioned above support Modbus Communication protocol. Some compressors may have other protocols like Profibus, Profinet, etc. - in such case protocol convertor shall be supplied and installed by the Bidder. Separate line item for protocol convertor has been provided in the SOR. Bidder shall be paid for SITC of such convertors as per actual consumption during implementation stage. e. Detailed survey shall be carried out by the bidder post award of order to identify equipments/devices and the legitimate modifications/changes required and provide the consolidated list for GEL. GEL shall carry out such modifications/changes in such identified equipments/devices. 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

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
					Parameter registers map, data types, scaling factors, communication settings etc. of all field devices with their SCADA/AMI System.
132	Volume II Page no.67	3.4.8.2. LCNG Station -New Hardware Requirements	The Bidder shall implement individual dispenser electrical supply isolation capability with the following requirements:	Please provide a location-wise list of LCNG stations, including the number and type of dispensers at each location, to enable sizing and costing of the individual dispenser electrical-supply isolation arrangement.	Electrical-supply isolation requirement has been excluded from the RFP. Dispenser isolation shall be carried out through Modbus protocol. Necesary enablement of this feature in the dispenser shall be undertaken by GEL. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
133	Volume II Page no.32, 51, 54, 66, 115–119, 534	3.1, 3.4.3, 3.4.8, 3.4.14; IO notes	3.1: "isolation barrier modules (1 per 2 dispensers)" at CNG and LCNG; 3.4.8 and table 3.4.14 (CNG, LCNG, CBG, LNG rows): "(1 per 3 Dispensers)"; 3.4.3: "a maximum of 2 dispensers are connected to one RTU Modbus port". The CBG row lists dispenser barriers although CBG plants have no dispensers.	Please confirm the ratio and give dispenser counts per station; delete dispenser items from the CBG scope.	Dispenser specific clause has been removed from the CBG section. 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
134	Page 26, 124-125; Cl. 2.2.1.2, 3.4.15	EVC drivers before award	Working drivers for every Annexure A EVC make/model are required before award, but device access, OEM documentation and test facilities are undefined.	Please provide representative devices, protocols and test access before bid. Alternatively permit driver development/validation after award during engineering/FAT without affecting responsiveness.	Development of communication drivers for EVC makes (Under Annexure A) is deemed included in the SOW of Bidders. Development of communication drivers for EVC makes (Under Annexure B) shall be kept as an optional SOR line items and GEL may require communication drivers for these specific EVC makes if required and charges towards this line item shall be paid as per the rates finalized in the contract.
135	43	3.2.2. New EVC and PD Meter Onboarding During the O&M Period	***During the five-year O&M Period, GEL will install new EVC and PD meters at new or existing metering locations. The Bidder shall onboard all such new meters into the AMI System.*** ***•New EVC / PD meter onboarding during the O&M Period shall be priced on the annual unit rate applicable for the year in which onboarding occurs, as quoted in the SOR. The SOR shall contain a separate unit rate for each year of the O&M Period (Year 1 through Year 5).*** ***•GEL shall pay per device onboarded at that year's rate. There is no blanket or free onboarding of new meters during the O&M Period.*** ***•The Bidder's scope for each new device is identical to the initial deployment scope: physical survey, supply and installation of hardware, WAN connectivity, device commissioning in the AMI Platform and confirmation of data collection.*** ***•Where a new EVC OEM not previously present in GEL's network is introduced during the O&M Period, driver development costs shall apply as per SOR.***	With reference to our site visit conducted for sites with PD meter, we have found the meters are very old and doesnot have standard communication protocol. request you to replace those meters with new meters having the Communication protocols for integration with Modem	Detailed survey shall be carried out by the bidder post award of order to identify PD meters with the following issues: 1. MIU slot damaged and beyond repair causing difficulty in interfacing with the Pulse cable / MIU 2. MIU not able to generate the pulse from the meter Bidder shall provide a consolidated list of such PD meters to GEL for their review. Non compatible PD meters shall be replaced 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
136	Volume II Page no.32	3.1 Brief Scope of the work for SCADA	The bidder shall configure the SCADA system to handle over 150,000 tags (expandable to 300,000+) and provide real-time monitoring, control, data acquisition, alarm management, reporting and historical data archiving for 8 years.	As the retention periods exceed the ~6-year contract. Volumes of legacy data to be migrated into CMP are not given. Hosting is paid per node, but storage growth is at bidder's cost. Please clarify: (a) whether the eight-year data-retention requirement beyond contract expiry will be fulfilled through handover of the retained data at contract closure; (b) the source systems, formats, and approximate volume of historical data to be migrated; (c) whether additional storage required for devices, tags, or applications added by GEL will be compensated separately.	Historical data archiving for contractual period or 10 years, whichever is higher.
137	3.1/Page No. 32	Supervisory Control and Data Acquisition System (SCADA)	8 Years archiving	AMC is 5 years post Go Live. Kindly specify how 8 years archiving is asked.	Data archival and retention shall be required for the contractual duration, including the implementation and O&M periods. Please refer to the revised requirements. Historical data archiving for contractual period or 10 years, whichever is higher.
138	Page 25, 131, 309, 385, 397	Data-retention period	Different periods apply: SCADA historian 8 years, AMI/MDMS 7 or 10 years, CMP/KPI 5 years and audit logs 2 years.	Please provide a retention matrix by data type/system covering online/archive period, resolution, retrieval SLA, immutability, backup and base-cloud pricing.	Bidder to refer reply Sr.No. 137
139	Page 174-175 and 397; Cl. 3.7.6.6, 4.17.9	Cybersecurity patch timelines	Critical patch timing is stated as 30 days, while other version-management obligations refer to 48 hours.	Please confirm timelines for notification, workaround, patch qualification, VAPT and production deployment of critical patches.	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.
140	Volume II Page no 254	6.6 AMI Point #1	Billing data push to SAP of at least 99.5%. Penalty slabs of 5 / 10 / 15 / 20% of quarterly OPEX.	Billing data depends on inputs outside the bidder's control: EVC health (GEL-supplied), SAP availability and SAP master data. The penalty slabs of 5–20% are 2.5 times steeper than every other SLA in the RFP. A 98% target on healthy, commissioned meters, with slabs in line with the other SLAs, keeps the focus on billing accuracy without a disproportionate penalty. Hence, please reduce the target to 98% and the slabs to 1 / 2 / 3 / 4%. Exclude EVC faults and SAP-side issues.	Concerns outside the Solution supplied by the Bidder shall not be considered for the calculation of Penalty. However, adequate documentation needs to be submitted by the Bidder to prove the case. No change in SLA percentage or Slabs.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
141	206	Payment and Project Milestones	Schedule C — one-time activity costs. Charges quoted under this schedule (enterprise/cross-system integrations and new EVC-OEM driver development) shall be payable only on completion and GEL's written acceptance of the specific activity, at whatever point in the term that activity occurs, including during the OPEX phase. •Schedule D – Underground DRS – Charges quoted under this schedule shall not be considered for the purpose of consideration of the commercial bid of this project. It shall be at the GEL's discretion to award the work based on the POC for this particular line item.	We understand that the charges quoted under Schedule C – One-Time Activity Costs and Schedule D – Underground DRS are not intended to form part of the financial evaluation of the tender. In this regard, we kindly request M/s. GEL to provide clear confirmation that the prices quoted under Schedule C and Schedule D shall be treated as optional/additional quotes and shall not be considered for the purpose of financial bid evaluation or determination of the L1 bidder. Further, Schedule C activities may be taken up only as and when required during the contract period, subject to specific requirement and written acceptance/approval by GEL. Similarly, Schedule D may be awarded at GEL's discretion based on the outcome of the POC. We therefore request M/s. GEL to kindly clarify and confirm that the prices under Schedule C and Schedule D will be considered as optional quotes only and will be excluded from the financial evaluation of the tender.	Commercial evaluation shall be done on Total cost of all Schedules together (i.e. Schedule A, Schedule B1, Schedule B2 and Schedule C)
142	Volume II Page no 249	6.5 Point #3	Cloud infrastructure uptime of 99.95%. The first penalty slab (2%) runs from 99.95% down to 99%.	As 99.95% allows only about 65 minutes of downtime in a quarter. That is stricter than the SLA most MeitY-empanelled CSPs offer the bidder back-to-back. The first penalty slab also charges a 0.06% shortfall the same as a 0.9% shortfall. A 99.5% target aligns the bidder's obligation with what the CSP commits. It is also sufficient for a supervisory and metering platform with DR in place. We request to please reduce cloud uptime to 99.5%, in line with standard MeitY CSP SLAs.	Cloud penalties to start from 99.90% and this shall be calculated as an average of DC and DR. GEL is currently having AWS as its cloud service provider for an ongoing SAP upgradation project. Inline with that GEL prescribes AWS as a single cloud service provider as well. Wherein, AWS Mumbai location shall be primary / DC location whereas AWS Hyderabad location shall be the DR location.
143	249		Availability / Uptime of Cloud infrastructure	we request M/s. GEL to kindly revise the required availability/uptime from 99.95% to 99%.Further, we request that the maximum penalty applicable under this clause be reduced from 10% to 5%, in line with the revised availability target.	Cloud availability SLA and associated penalties shall be applicable from 99.90% availability, as specified in the revised SLA framework. High availability through the disaster-recovery arrangement shall be included.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
144	Volume II Page no.34	3.1 Brief Scope of the work for SCADA	The bidder shall configure I/O and Application servers with provision to run on cloud as well as on MMS and BMS	This clause asks bidder to configure the I/O and Application servers to run both on cloud and at MMS/BMS, and to supply software on hard disk with licence keys. Elsewhere, the RFP describes a SaaS model on a MeitY-empanelled cloud with no on-premise server hardware at MMS or BMS. Please clarify: (a) whether physical I/O and application servers are required at MMS/BMS and, if so, who will supply them; (b) whether "provision to run" refers only to architectural portability and disaster-recovery readiness rather than a live on-premises deployment; (c) whether hard-disk media and perpetual licence keys are applicable under the proposed SaaS cloud model.	Clause related to configuration of I/O and Application servers with provision to run on cloud as well as on MMS and BMS has been removed. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
145	General		Civil and electrical works	Bidder understand that the existing Trench and cable tray should be used for RTU interface. Both civil and Electrical scope will be in Customer/Bidder scope. Please clarify how the payments will be done if in bidder scope. All station trenches will not be of same distance, so need clear information for the estimation purpose. **GEL to provide the site Layout drawing for Calculating cable distance.**	Cable lengths and types for interfacing of equipments installed at different Stations with the RTU / modems shall vary on a case to case basis. Applicable line items such as supply of cables, conduit and trenching works etc. and their estimated quantities have been included in the SOR with payment based on actual measured quantities.
146	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 CNG stations and provide RS-485 cables to dispensers (5V DC FRLS armoured and screened cable through metal conduit)	Please specify the maximum permissible RS-485 cable length between the dispenser and panel room, and provide the applicable SOR line items and estimated quantities for cable supply, conduit, and trenching works.	Cable lengths and types for interfacing of equipments installed at CNG Stations with the RTU shall vary on a case to case basis. Applicable line items such as supply of cables, conduit and trenching works etc. and their estimated quantities have been included in the SOR with payment based on actual measured quantities.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
147	BQC – PQ Sr. No. 1	Financial Capability	The Bidder shall have minimum average annual turnover of INR 100 Crores in last three financial years i.e. FY 2023-24, 2024-25 and 2025-26.	Considering the nature and scope of the project and to encourage participation from technically competent and financially sound Indian System Integrators, we request GEL to kindly consider reducing the minimum average annual turnover requirement from INR 100 Crores to INR 50 Crores. This will enable capable and experienced System Integrators with relevant SCADA/AMI/CMP expertise to participate in the tender.	BQC crtieria for minimum average annual turnover has been revised. Bidder to refer the revised BQC document uploaded along with the pre-bid replies.
148	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. •The bidder shall supply and install a Workstations (1 per GA) for Geographic Area control centers.	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 to refer reply to Sr. No. 44
149	39		The Bidder shall conduct an independent penetration test by a CERT-In empanelled security auditor prior to Go-Live and remediate all critical and high severity findings before seeking GEL's acceptance. Additionally, Bidder shall also undertake the VAPT testing through CERT-IN empanelled agency every year and shall submit report in this regard. Bidder shall ensure that any recommendations suggested by the CERN-IN empanelled agency is addressed within V1–V4 15/30/60/90 model upon receipt of the report.	Kindly clarify -VAPT & penetration testing in Bidder scope	Bidder's understanding is correct. VAPT & penetration testing is in Bidder scope.
150	3.1/Page No. 35	Supervisory Control and Data Acquisition System (SCADA)	Powering	Kindly note that UPS shall be in scope of M/s GEL.	Bidder's understanding is correct. UPS shall be in GEL scope.
151			Dispensers limitation	Bidder understands that each gas station will have a maximum of 4–6 dispensers only. Please confirm.	Bidder's understanding is correct. Maximum 6 dispensers at any given CNG Station.
152	Pg. 83 / RTU Installation Based on Station Type Pg. 115 / Cl. 3.4.14, Sr. 1 Pg. 422 / Type-1 RTU, item 4 Pg. 449-450 / Inbuilt AGA Flow Calculations Ref-Doc-	AGA flow calculation in Type-1 RTU	Type-1 RTUs are to have built-in AGA calculations at all CGS. The Type-1 specification allows inbuilt AGA calculation or an interface to the existing flow computer. The AGA section asks for AGA-3, 7, 8 and 11.	Please confirm whether inbuilt AGA calculation in the RTU is mandatory at CGS that already have flow computers, and which AGA standards apply at which CGS (orifice, turbine, Coriolis).	Bidder's understanding is correct. 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
	Section-II SOW				
153	Volume II Page no. 50	3.4.2.3 Work Associated with Implementation	Bidder shall test the complete odorizer monitoring system after installation to verify correct operation.	Please confirm that existing odorizer equipment and communication ports will be functional and available for integration and testing. Any test failure attributable to defective or non-functional existing equipment should be excluded from the Bidder's completion and acceptance obligations.	Bidder's understanding is correct. Existing odorizer equipment and communication ports shall be made functional by GEL for integration with SCADA system.
154	463	11.8	Pressure transmitter	Bidder understands that the scope of supply is limited to the pressure transmitter and its associated accessories only. Any field modifications required for installation, including tapping, extension, tee (T) connection provision, welding, piping modifications, and integration with the existing pressure gauge, shall be under the customer's scope. Please confirm if our understanding is correct.	Bidder's understanding is correct. Bidder's scope is limited to the SITC of pressure transmitter and its associated accessories only. Any field modifications required for installation, including tapping, extension, tee (T) connection provision, welding, piping modifications, isolation valves/manifolds shall be under the GEL scope.
155	Volume II Page no.36	3.1. Brief Scope of the work for SCADA	The Bidder shall assume complete responsibility for any incident, failure, or disruption occurring in the deployed systems during the contract period	Please clarify that the 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 exclude failures arising from GEL systems, third-party systems, utilities, communication networks, or force majeure events.	Bidder's understanding is correct. Bidder's responsibility for incidents, failures, or disruptions will be limited to events directly attributable to the Bidder's supplied systems, services, or negligence. However, adequate documentation needs to be submitted by the Bidder to prove the case.
156	Volume II Page no.36	3.1. Brief Scope of the work for SCADA	• The Bidder shall be liable for: o Any business disruption caused by system failures	Please confirm that the Bidder's liability for business disruption caused by system failures will be subject to the agreed limitation-of-liability provisions and will apply only where the disruption is directly attributable to the Bidder.	Bidder's understanding is correct. Bidder's liability for business disruption caused by system failures 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.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
157	Volume II Page no.51	3.4.3.2. New Hardware Requirements	Bidder shall supply and install Dual-SIM/…….fallback with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available	Please confirm that the Bidder's deemed-included scope is limited to work reasonably inferable from the RFP for the specified quantities. Any additional or undefined hardware, civil works, power systems, or services not expressly included in the RFP/SOR should be handled through an approved change order or an additional SOR item.	Bidder's understanding is correct. Bidder's deemed-included scope is limited to work reasonably inferable from the RFP.
158	Approved BQC		Technical Criteria-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)	We understand that this is for SR. No. 3. Kindly confirm.	Bidder's understanding is correct. Bidder may refer the revised BQC document uploaded along with the pre-bid replies.
159	Approved BQC		Technical Criteria-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. 6)	We understand that this is for SR. No. 5. Kindly confirm.	Bidder's understanding is correct. Bidder may refer the revised BQC document uploaded along with the pre-bid replies.
160	55	3.4.3.4.2. CNG Compressor PLC Connectivity Scope	**The compressor PLC shall be connected through the available direct port to a new 4-port industrial Ethernet switch.** At locations where direct port is available in compressor PLC, but no Ethernet switch is present, the port of the compressor PLC shall be connected to a new 4-port industrial Ethernet switch. The Ethernet switch shall be installed in the panel room. A CAT-6 FRLS cable shall be laid from the PLC port to the new Ethernet switch with proper cabling glanding and protection. The Type-2 RTU shall also be installed in the panel room and connected to the new Ethernet switch. Necessary configuration shall be carried out by the bidder. At such locations, Ethernet switch with minimum 4 ports shall be provided by the bidder. The switch shall be connected to the Type-2 RTU using CAT-6 patch cable. Necessary configuration of PLC, Ethernet switch and Type-2 RTU shall be carried out by the bidder. All the supplied switches shall have minimum 25% spare port capacity.	Please allow the Ethernet switch to be inside the RTU Type-2 Control panel	Bidder's understanding is correct. Ethernet switch shall be installed inside the RTU Type-2 panel.
161	Volume II Page no. 49	3.4.1.4. Connecttivity	At locations where Ethernet-based instruments or control systems exist, the bidder shall provide suitable Managed ethernet switches es to establish connectivity between these devices and the RTU. All Managed ethernet switches shall have a minimum of 25% spare ports.	Please confirm that the managed Ethernet switches required under this clause are covered under Schedule A – Hardware Costs, SOR Line Item No. 7.	Bidder's understanding is correct,managed Ethernet switches required under this clause are covered under Schedule A – Hardware Costs
162	Volume II Page no.51	3.4.3.2. New Hardware Requirements	Bidder shall supply and install new managed ethernet switches es at locations where less than 2 spare ethernet ports are available in existing equipment.	Please confirm that the managed Ethernet switches required under this clause are covered under Schedule A – Hardware Costs, SOR Line Item No. 7.	Bidder's understanding is correct,managed Ethernet switches required under this clause are covered under Schedule A – Hardware Costs
163	Volume II Page no.67	3.4.8.2. LCNG Station -New Hardware Requirements	Bidder shall supply and install new ethernet switch if no spare ports are available.	Please confirm that the managed Ethernet switches required under this clause are covered under Schedule A – Hardware Costs, SOR Line Item No. 7.	Bidder's understanding is correct,managed Ethernet switches required under this clause are covered under Schedule A – Hardware Costs

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
164	Volume II Page no. 46	3.4.1.2. New Hardware Requirements	Bidder shall supply new wired connections with limit switches for valve position monitoring for SSV and new wired connections for Emergency Shutoff Valve (ESV) monitoring.	Please confirm that the Bidder's scope is limited to disconnecting the existing signal cables from the SSV/ESV limit switches and reconnecting them to the new RTU using new interface cables, with the existing limit switches retained where functional.	Bidder's understanding is correct, Bidder's scope is limited to disconnecting the existing signal cables from the SSV/ESV limit switches and reconnecting them to the new RTU using new interface cable. Non functional switch replacement is under GEL scope
165	Volume II Page no.34	3.1 Brief Scope of the work for SCADA	The bidder shall interface SCADA with new RTU over the network using different open protocols (DNP 3.0, Modbus TCP/IP, IEC, MQTT, etc.) and ensure the platform supports OPC UA/OData API to allow future interfacing and integration of 3rd party systems including but not limited to: CMP, ESB, GIS, CCTV, RFID LCV Journey Application, SAP, etc.	This clause lists CCTV among the third-party systems the SCADA platform must interface with through OPC UA/OData. However, the RFP gives no other detail on CCTV: no existing system, camera count, VMS make or integration use case. Please clarify: (a) whether CCTV integration is part of the current scope or only a future provision; (b) what is expected, such as alarm-triggered camera pop-ups, live video in SCADA or event exchange only; (c) whether camera bandwidth, the VMS licence and the interface on the CCTV side will be arranged by GEL?	Bidder's scope is limited to integrating with 3rd party CCTV application. Bidder to refer the revised SOW document uploaded along with the pre-bid replies. Separate line item for such integrations are provided in the SOR - Schedule C. Bidder shall be paid for such integrations as per actual work done.
166	4..1.13. General		Rugged, capable of working in non-air conditioned environment with temperature grade up to 70°C	As per clause 4.1.1. operating temperature is upto 60 deg C. Kindly accept.	Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
167	CMP		The user should be able to run the What-if Analysis mode for multiple types of emergency events such as Bomb Blast, Weather events, Accidents etc.	Please note that it is impossible to predict -Bomb Blast, accidents, and such events. So, kindly remove this.	Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
168	page 458 of 542	11.4. Modem Antenna	VSWR: ≤ 1.5:1	**Change request:- VSWR**: ~~≤ 1.5:1~~ **≤3:1** We request GEL to consider relaxing this requirement to ≤3:1. From an RF perspective, a VSWR of 3:1 corresponds to a maximum mismatch loss of approximately 1.25 dB, while the incremental loss compared with 1.5:1 VSWR is only about 1.07 dB. Such a difference is generally manageable within the overall cellular RF link budget, particularly where antenna placement, cable loss, network coverage, and modem receiver sensitivity are appropriately engineered.Further, a ≤3:1 VSWR limit provides greater flexibility across wide cellular frequency bands and allows participation of a broader range of proven industrial antenna OEMs.	Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
169	CMP		GEL Modification Requests	Kindly specify exact such requirements.	Bidder to refer reply to Sr.No. 18

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
170	39		The Bidder shall carry out any modifications, additions, or configuration changes to the AMI Platform as required by GEL at any stage of the project, including during the O&M period, without additional cost to GEL. However, the same shall be limited to four major changes in an O&M year. Bidder shall not raise any concerns for any minor changes which includes modifications / creation of a particular report, change / updation of field name, dashboard re-alignment, setup of periodic report sharing etc.	Minor changes can be accomodated in Bidder scope, If Major changes, should be done based on commercial adjustments -kindly consider	Bidder to refer reply to Sr.No. 18
171	Volume II Page no.33	3.1 Brief Scope of the work for SCADA	The bidder shall deploy comprehensive cyber security across enterprise IT and OT networks for a unified end-to-end security architecture with separate firewalls for OT Networks and redundant firewalls for internet and intranet with automatic failover capability.	Please confirm that implementation of the IT/OT cybersecurity architecture in accordance with the applicable IEC 62443 series and relevant statutory requirements will satisfy the cybersecurity intent of this clause.	Bidder to refer reply to Sr.No. 5
172	33		All liaison with different OEMs required to complete the scope of work for SCADA, resolve protocol ambiguities, obtain technical documentation and fulfil any other obligation under this RFP shall be the sole responsibility of the Bidder; GEL shall not be required to intervene or facilitate communication with any OEM on the Bidder's behalf.	Totally not acceptable as all the OEMs are having AMC / Contracts with GEL, hence it shpuld be facilitated by GEL to provide the Integration information from the respective OEM. Also who will take responsibility of damage/ Shutdown of OEM Equipments during any programing changes done by the bidder. We suggest as per the Site Visit Conducted that GEL Shall do a detailed survey of all Such OEM Equipments and based on which, identify those Equipment and do necessary actions such as Modification/ Replace of the Equipments in discussion with Respective OEM.	Bidder to refer reply to Sr.No. 131 However 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.
173			RTU IO Modules	Kindly accept that no. of minimum ports per module shall be as per OEM.	Bidder to refer reply to Sr.No. 400
174	Volume II Page no.54	3.4.3.3. Work Associated with Implementation	Bidder shall ensure a maximum of 2 dispensers are connected to one RTU Modbus port to maintain communication reliability.	Please clarify the permissible number of dispensers per RTU Modbus port and per isolation-barrier module, as the relevant clauses indicate both two and three dispensers. ***Please also provide a location-wise list of CNG stations and dispenser quantities.***	Bidder to refer reply to Sr. Nos. 99 and 104

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
175	Volume II Page no.66	3.4.8.2. LCNG Station -New Hardware Requirements	Bidder shall supply and install isolation barrier modules for Modbus Cable (1 per 3 Dispensers).	Please clarify the isolation-barrier and RTU-port configuration, as this clause specifies one barrier module for three dispensers while Clause 3.4.8.3 specifies a maximum of two dispensers per RTU Modbus port. Please also provide a location-wise list of LCNG stations and the number of dispensers at each station.	Bidder to refer reply to Sr. Nos. 99 and 104
176	Page 456 of 542	11.3. Type 2 - Industrial Cellular Modem	Enclosure : Suitable for use in explosion-proof junction boxes	We request GEL to kindly delete the requirement "Suitable for use in explosion-proof junction boxes" from the modem specification. The suitability of the modem for deployment within an explosion-proof junction box is primarily dependent on the overall installation architecture, enclosure selection, hazardous-area classification, and applicable protection methodology, rather than the modem housing alone. The requested deletion is not expected to materially affect the intended communication functionality or system performance, provided the modem is installed in an appropriately designed and certified enclosure/location as applicable. Retaining this condition at the modem level may restrict participation to a limited range of products/OEMs. Deletion of this clause would therefore enable wider OEM participation and more competitive pricing while maintaining the required safety and functional intent through the overall installation design.	Bidder to refer reply to Sr. Nos. 125 and 105

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
177	Page 456 of 542	11.3. Type 2 - Industrial Cellular Modem	Certification: PESO certified for Zone 1, Group IIA/B as per IEC 60079	We request GEL to kindly delete the requirement for mandatory PESO certification for Zone 1, Group IIA/B as per IEC 60079 from the modem specification. The requirement for hazardous-area certification is typically linked to the **actual installation location, hazardous-area classification, enclosure philosophy, and overall protection methodology**. Where the modem is installed in a safe area or within an appropriately certified enclosure/panel, mandatory PESO certification at the individual modem level may not materially enhance the intended communication functionality or overall system safety. Retaining this requirement at modem level may restrict participation to a limited set of OEMs/products. Deletion of this clause would therefore enable wider OEM participation and more competitive commercial offerings, while the required hazardous-area safety can continue to be ensured through the overall certified installation design wherever applicable.	Bidder to refer reply to Sr. Nos. 125
178	Pg. 121 / Cl. 3.4.14, Sr. 10 Pg. 74-78 / Cl. 3.4.11 Pg. 212 / Cl. 5.4.2 Ref-Doc-Section-II SOW	Type-2 RTU at LNG Dispensing Stations	Cl. 3.4.14 shows the number of LNG Dispensing Stations as TBD, with Type-2 RTUs with redundant SMPS. The Go-Live schedule gives an LNG count by zone. Section 15 has no LNG I/O entry.	Please confirm the final number and locations of LNG Dispensing Stations that need a Type-2 RTU, and give the I/O list for these stations.	Bidder to refer reply to Sr. Nos. 400
179	46		Bidder shall supply new wired connections with limit switches for valve position monitoring for SSV and new wired connections for Emergency Shutoff Valve (ESV) monitoring.	Limit Switches supply is not in Bidder's scope please clarify.	Bidder to refer reply to Sr. No. 58
180	Volume II Page no. 48	3.4.1.4. Connecttivity	Gas chromatographs shall be connected to the RTU through serial ports (RS-485/RS-232) using the protocol supported by the device (typically Modbus). At locations where the gas chromatograph uses proprietary protocols, suitable protocol converters shall be provided by the bidder.	Please provide the location-wise list, make, model, available interface, and protocol details of gas chromatographs using proprietary communication protocols.	Bidder to refer reply to Sr. No. 130
181	General	General	Geographic Location details	Please share the Latitude and Longitude details for SCADA and AMI locations	Bidder to refer reply to Sr. No. 130
182	3.4.1.2/Page No. 46	New Hardware Requirements	Bidder shall supply new wired connections with limit switches for valve position monitoring for SSV and new wired connections for Emergency Shutoff Valve (ESV) monitoring.	Kindly specify this requirement as we cound not find this in SOR.	Bidder to refer reply to Sr. No. 164

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
183	3.4.1.4./Page No. 48	Connectivity	ESV, SSV-The bidder shall install new limit switches where existing ones are not functional or not available.	Kindly quantify.	Bidder to refer reply to Sr. No. 164
184	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 to refer reply to Sr. No. 119 and 116
185			Panel and Enclosure Installation-PESO	PESO is not applicable as RTUs will be installed in safe area.	Bidder to refer reply to Sr. No. 69. PESO certification is not required for RTUs.
186	Cl 3.1 Page 31 / 542	Brief Scope of the work for SCADA	The bidder shall supply and install junction boxes with surge protection devices for all field connections at hazardous area locations in accordance with IEC 60079 for Zone 1, Gr IIA/B with mandatory PESO/ATEX/ICEX certification for all equipment installed in hazardous areas	Not Applicable as equipment's will be installed in safe area.	Bidder to refer reply to Sr. No. 69.
187	3.2/Page No. 39	AMI	The bidder shall supply and install junction boxes with surge protection devices for all field connections at hazardous area locations in accordance with IEC 60079 for Zone-1/Zone-2, Gr IIA/B with mandatory ATEX/PESO certification for all supplied equipment.	Not Applicable of equipment's will be installed in safe area.	Bidder to refer reply to Sr. No. 69.
188	3.4.1.2/Page No. 46	New Hardware Requirements	Hazardous Area	Kindly clearly specify which area is hazardous. As per our understanding RTUs are installed in Safe Area.	Bidder to refer reply to Sr. No. 69.
189			RTUs, Modems	Kindly note that RTUs, Modems & Panels are for safe area installation.	Bidder to refer reply to Sr. No. 69 and 387
190	4.1.14		Zone 1, Group IIA/B (as applicable)	Not applicable for RTUs. Kindly accept.	Bidder to refer reply to Sr. No. 69
191	4..1.13. General		Safety-Intrinsically safe, suitable for use in hazardous environments (Zone 1, Group IIA/B) and certified as per applicable international standards	Please note that RTUs are to be installed in safe area. Hence, this clause is not applicable. Kindly accept.	Bidder to refer reply to Sr. No. 69
192	417	1.1.1.1 Remote Telemetry Units	Safety Intrinsically safe, suitable for use in hazardous environments (Zone 1, Group IIA/B) and certified as per applicable international standards	Please confirm and accept that whereever RTUs are installaed in Safe Area shall nopt require ATEX certification and for Intrinsic safe conditions, Barriers and SPDs are provided, and whereever RTUs are to be installed in Gase Zone, Safe Zone RTUs can be installed inside Exproof Enclosure.	Bidder to refer reply to Sr. No. 69
193	3.2/Page No. 37	AMI	STQC	STQC is not mandatorily applicable for software.	Bidder to refer reply to Sr. No. 61
194	36		The Bidder shall assume complete responsibility for any incident, failure, or disruption occurring in the deployed systems during the contract period.	How to address the failure/ disruptions occuring w.r.t GEL??	Bidder to refer reply to Sr. No. 155

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
195	Volume II Page no.412	4..1.4. Earthing	Each supplied RTU cabinet, Server cabinet / rack in the MMS /BMS locations shall be provided with earthing lugs with their frames. All these lugs/ strips shall be properly secured to the electrical earthing bus. Earthing of the SCADA equipment is in scope of bidder. Separate earthing shall be provided for AC and DC systems . Bidder shall extend the copper earth strip from earth pit upto the RTU panel / server panel.	We understand that its earthing scope is limited to earthing lugs, bonding and extending the earth conductor from GEL's existing earth pits to the RTU panel. Construction of new earth pits is not included. Kindly clarify and confirm Bidder's understadning for: (a) separate AC and DC earth pits meeting 5 Ω and 1 Ω are available at each RTU site, or, if not, that new pits will be provided by GEL or paid as a per-pit SOR item, GEL to add SOR Line item; (b) that the server-cabinet references do not apply under SaaS.	Bidder to refer reply to Sr. No. 124
196			Earthing Pits	We understand that earthing pits wherever applicable shall be provided by M/s GEL. Kindly confirm	Bidder to refer reply to Sr. No. 124
197	40		Providing earthing to new AMI equipment at all locations by extending the earth conductor of suitable dimension from earth pit or earthing grid. Vendor may check earth connectivity before connection to the equipment rack. Bidder shall use 1 C x 6 sq mm FRLS armoured cable for earthing at each location and cost of the same shall be included in installation cost of respective equipment.	Kindly Clarify, Who will provied the Earthing Pit	Bidder to refer reply to Sr. No. 124
198	Volume II Page no.34	3.1 Brief Scope of the work for SCADA	• The bidder shall carry out any number of changes, modifications, additions, or deletions to Graphics, Logics, Reports, etc. as required by GEL for any number of times at any stage of the project (including during warranty and post-warranty periods) without any additional cost to GEL.	Please amend the requirement for unlimited changes without additional cost by defining a design-freeze stage and an agreed number or effort limit for changes. Changes requested after design freeze or beyond the agreed limit should be processed through the change-management mechanism.	Bidder to refer reply to Sr. No. 18
199	3.1/Page No. 33	Supervisory Control and Data Acquisition System (SCADA)	all the current I/O points	Kindly specify I/O points.	Bidder to refer reply to Sr. No. 400
200			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.	Bidder to refer reply to Sr. No. 400
201	417	1.1.1.1 Remote Telemetry Units	I/O Cards Complete in all respects	Kindly provide the Hardwired IO Count for DI, AI, DO & AO for both Type-1 & type-2 RTU	Bidder to refer reply to Sr. No. 400

<table>
<tr><th>Sr. No.</th><th>Page No. / Clause No.</th><th>Title of Clause as per tender</th><th>Description of clause as per tender</th><th>Bidder's Query</th><th>GEL Reply</th></tr>
<tr><td>202</td><td>47</td><td></td><td>Bidder shall terminate all new cables to their respective terminals in the RTU panel according to the GEL approved termination diagrams.</td><td>If the existing cables are in good shape, Can we use the same without supplying new cables.
Also Please provide approximate distance of cables from RTU Panels to existing instruments at CGS Panels.</td><td>Bidder to refer reply to Sr. No. 146</td></tr>
<tr><td>203</td><td>51</td><td></td><td>Bidder shall supply and install RS-485 cables to dispensers using 5V DC FRLS armored and screened cable through metal conduit for reliable communication in hazardous areas.</td><td>Please provide the approximate length of Cable required from Dispensers to RTU Panel at Electrical room</td><td>Bidder to refer reply to Sr. No. 146</td></tr>
<tr><td>204</td><td></td><td>Payment Terms</td><td></td><td>Kindly accept Payment Terms as below:-
Supply-
1. 5% advance against ABG within 15 days of ABG submission.
2. 10% against document approval in Code-2
3. 75% against supply of materials on site with 30 days of invoice submission.
4. 5% against installation on pro-rata basis
5. 5 % against Go Live on Pro-rata basis.
However, if installation & commissioning is delayed beyond 60 dates from date of supply of materials for reasons not attributable to contractor, these payments shall be released against BG of an equivalent amount. All payment shall be released within 30 days of documents/invoice submission.</td><td>Bidder to refer reply to Sr. No. 85</td></tr>
<tr><td>205</td><td>Volume II
Page no 249</td><td>5.2. Implementation Milestones and Payment Schedule</td><td>
<table>
<tr><th rowspan="2">#</th><th rowspan="2">Particular</th><th colspan="2">As per RFP</th></tr>
<tr><th>Completion Timeline</th><th>Payment</th></tr>
<tr><td>1</td><td>Survey and requirement gathering</td><td>T + 1.5 months</td><td>10% of Sch. A</td></tr>
<tr><td>2</td><td>Material Factory Acceptance Test (FAT)</td><td>T + 3 months</td><td>18% of Sch. A</td></tr>
<tr><td>3</td><td>I&C - AMI</td><td>T + 6 months</td><td>15% of Sch. A</td></tr>
<tr><td>4</td><td>Go-Live of CMP - Phase 1</td><td>T + 4 months</td><td>4% of Sch. A</td></tr>
<tr><td>5</td><td>Go-Live - AMI</td><td>T + 6 months</td><td>10% of Sch. A</td></tr>
<tr><td>6</td><td>Go-Live of CMP - Phase 2</td><td>T + 7 months</td><td>4% of Sch. A</td></tr>
<tr><td>7</td><td>I&C - SCADA</td><td>T + 8 months</td><td>12% of Sch. A</td></tr>
<tr><td>8</td><td>Go-Live - SCADA</td><td>T1 = T + 9 months</td><td>12% of Sch. A</td></tr>
<tr><td>9</td><td>Go-Live of CMP - Phase 3, and Final Go-Live of all three components</td><td>T + 9 months</td><td>5% of Sch. A</td></tr>
<tr><td>10</td><td>Handover of SCADA, AMI and CMP</td><td>T2 = T + 12 months</td><td>10% of Sch. A</td></tr>
</table>
5.2. Implementation Milestones and Payment Schedule
</td><td>
<table>
<tr><th rowspan="2">#</th><th rowspan="2">Particular</th><th colspan="2">Suggested Changes</th></tr>
<tr><th>Completion Timeline</th><th>Payment</th></tr>
<tr><td>1</td><td>Survey and requirement gathering</td><td>T + ~~1.5~~ <u>2.5</u> months</td><td>10% of Sch. A</td></tr>
<tr><td>2</td><td>Material Factory Acceptance Test (FAT)</td><td>T + ~~3~~ <u>5</u> months</td><td>~~18~~ <u>20</u>% of Sch.</td></tr>
<tr><td>3</td><td>I&C - AMI</td><td>T + ~~6~~ <u>9</u> months</td><td>15% of Sch. A</td></tr>
<tr><td>4</td><td>Go-Live of CMP - Phase 1</td><td>T + ~~4~~ <u>6</u> months</td><td>~~4~~ <u>8</u>% of Sch. A</td></tr>
<tr><td>5</td><td>Go-Live - AMI</td><td>T + ~~6~~ <u>12</u> months</td><td>10% of Sch. A</td></tr>
<tr><td>6</td><td>Go-Live of CMP - Phase 2</td><td>T + ~~7~~ <u>9</u> months</td><td>4% of Sch. A</td></tr>
<tr><td>7</td><td>I&C - SCADA</td><td>T + ~~8~~ <u>18</u> months</td><td>12% of Sch. A</td></tr>
<tr><td>8</td><td>Go-Live - SCADA</td><td>T1 = T + ~~9~~ <u>24</u> months</td><td>12% of Sch. A</td></tr>
<tr><td>9</td><td>Go-Live of CMP - Phase 3, and Final Go-Live of all three components</td><td>T + ~~9~~ <u>24</u> months</td><td>~~5~~ <u>4</u>% of Sch. A</td></tr>
<tr><td>10</td><td>Handover of SCADA, AMI and CMP</td><td>T2 = T + ~~12~~ <u>24</u> months</td><td>~~10~~ <u>5</u>% of Sch.</td></tr>
</table>
The proposed extension provides a realistic implementation window for the integrated SCADA, AMI and CMP programme, considering the sequential dependencies across detailed surveys and requirement finalisation, engineering approvals, procurement, FAT, communication-network readiness, field installation at geographically dispersed locations, system integration, data migration, cybersecurity checks, testing, user acceptance and phased go-live.
</td><td>Bidder to refer reply to Sr. No. 75</td></tr>
</table>

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
206	STC	1.4	The major milestones to be achieved are as follows:	Kindly accept milestones as below:-Material Factory Acceptance Test – 3 batches (Milestone 2)-T + 6 months Go-Live of CMP – Phase 1 (Milestone 4) T + 8 months Installation & Commissioning and Go Live of AMI 5 lots (Milestones 3 & 5)-T+8 to T+10 months Phase-2-T+11 Months Milestone-7&8-T+12 Months Phase-3-T+14 Months	Bidder to refer reply to Sr. No. 75
207	208	3	Particular- I&C – AMI- Completion Timeline -T + 6 months, Payment - 15% of Sch. A, Deliverables- Per-lot I&C SAT sign-off report (site wise);Installation completion detailed report; EVC driver registerand Remarks-Undertaken on batches (1,000 locations/lot); released in tranches per lot	We request M/s. GEL to kindly consider the following modifications in the I&C – AMI milestone, considering the project execution requirements, site readiness, installation activities, testing and commissioning: Considering the scale of AMI installation activities, site readiness, coordination with various stakeholders, field-level installation requirements, testing, commissioning and SAT activities, we request GEL to revise the completion timeline from **T + 6 months to T + 9 months** to ensure smooth and quality execution of the project. The payment milestone of 5% of Schedule A and the specified deliverables may kindly remain unchanged.	Bidder to refer reply to Sr. No. 75

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
208	208	4	Particular-Go-Live of CMP, Completion TimelinePhase -1 T + 4 months, Payments 4% of Sch. A Phase 1 Go-Live report; Integration test report; Data Lake & retention confirmation; UAT sign-off	We request M/s. GEL to kindly consider the following modification in the Phase-1 Go-Live milestone: Considering the overall scope of the CMP, including system integration, interfacing with multiple systems, data migration/availability, Data Lake configuration and retention requirements, integration testing and User Acceptance Testing (UAT), the proposed timeline of T + 4 months may not be practically achievable. We therefore request M/s. GEL to kindly revise the Phase-1 Go-Live completion timeline from T + 4 months to T + 8 months, allowing adequate time for development, integration, testing, data validation, UAT and successful Go-Live of the CMP. The payment milestone of 4% of Schedule A and the specified deliverables may kindly remain unchanged.	Bidder to refer reply to Sr. No. 75
209	208	5	Particular-Go-Live of AMI, Completion TimelinePhase -T + 6 months, Payments 10% of Sch. A, Deliverables- Per-lot Go-Live report; Parallel-operations reconciliation reports; UAT completion report; VAPT report; DR test record; SAP integration EMS commissioning confirmation	We request M/s. GEL to kindly consider the following modifications in the I&C – AMI milestone, considering the project execution requirements, site readiness, installation activities, testing and commissioning: Considering the scale of AMI installation activities, site readiness, coordination with various stakeholders, field-level installation requirements, testing, commissioning and SAT activities, we request GEL to revise the completion timeline from T + 6 months to T + 9 months to ensure smooth and quality execution of the project. The payment milestone of 5% of Schedule A and the specified deliverables may kindly remain unchanged.	Bidder to refer reply to Sr. No. 75

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
210	209	6	Particular-Go-Live of CMP, Completion TimelinePhase -2 T + 7 months, Payments 4% of Sch. Deliverables- A Phase 2 Go-Live report; Integration test report; Data Lake & retention confirmation; UAT sign-off	We request M/s. GEL to kindly consider the following modification in the Phase-2 Go-Live milestone: Considering the overall scope of the CMP, including system integration, interfacing with multiple systems, data migration/availability, Data Lake configuration and retention requirements, integration testing and User Acceptance Testing (UAT), the proposed timeline of T + 7 months may not be practically achievable. We therefore request M/s. GEL to kindly revise the Phase-2 Go-Live completion timeline from T + 7 months to T + 11 months, allowing adequate time for development, integration, testing, data validation, UAT and successful Go-Live of the CMP. The payment milestone of 4% of Schedule A and the specified deliverables may kindly remain unchanged.	Bidder to refer reply to Sr. No. 75
211	209	7	Particular-I&C – SCADA, Completion Timeline T + 8 months, Payments 12% of Sch., Deliverables-- Per-zone Go-Live report; system validation report; VAPT sign-off; UAT completion report; As-built documentation, Remarks - Six zones; incl. thorough testing of SCADA and CMP software; released in tranches per zone	We request M/s. GEL to kindly consider the following modifications in the I&C – SCADA milestone, considering the overall scope, system integration, zone-wise implementation, testing and commissioning requirements: Considering the complexity and overall scope of the SCADA implementation across six zones, including system integration, configuration, field-level coordination, software integration with CMP, system validation, VAPT, UAT, commissioning and preparation of as-built documentation, we request GEL to revise the completion timeline from T + 8 months to T + 12 months. Further, the I&C – SCADA milestone involves substantial resources, manpower, engineering efforts, testing and commissioning activities across all six zones. Accordingly, we request GEL to revise the payment milestone from 12% to 5% of Schedule A, to adequately align the payment with the actual execution effort and milestone completion. The existing deliverables and provision for zone-wise execution and release of payment in tranches per zone may kindly be retained.	Bidder to refer reply to Sr. No. 75

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
212	210	8	Particular-Go-Live – SCADA, Completion Timeline T1 = T + 9 months, Payments 12% of Sch., Deliverables-- Per-zone Go-Live report; system validation report; VAPT sign-off; UAT completion report; As-built documentation, Remarks - Six zones; incl. thorough testing of SCADA and CMP software; released in tranches per zone	We request M/s. GEL to kindly consider the following modifications in the Go-Live – SCADA milestone, considering the overall implementation, integration, testing and commissioning requirements across all six zones: Considering the complexity of SCADA implementation across six zones, including system integration, configuration, testing, VAPT, UAT, CMP software integration, commissioning and preparation of as-built documentation, we request GEL to revise the Go-Live – SCADA completion timeline from T + 9 months to T + 13 months. The extended timeline will provide adequate time for comprehensive system integration, zone-wise testing, validation, UAT and successful Go-Live, thereby ensuring reliable and stable system performance. Further, considering the proposed milestone structure and overall payment distribution, we request GEL to revise the payment against this milestone from 12% to 5% of Schedule A. The existing deliverables and zone-wise execution with payment release in tranches per zone may kindly be retained.	Bidder to refer reply to Sr. No. 75
213	210	9	Particular-Go-Live of CMP, Completion TimelinePhase -1 T + 4 months, Payments 5% of Sch. A Phase 1 Go-Live report; Integration test report; Data Lake & retention confirmation; UAT sign-off	We request M/s. GEL to kindly consider the following modification in the Phase-1 Go-Live milestone: Considering the overall scope of the CMP, including system integration, interfacing with multiple systems, data migration/availability, Data Lake configuration and retention requirements, integration testing and User Acceptance Testing (UAT), the proposed timeline of T + 4 months may not be practically achievable. We therefore request M/s. GEL to kindly revise the Phase-1 Go-Live completion timeline from T + 4 months to T + 8 months, allowing adequate time for development, integration, testing, data validation, UAT and successful Go-Live of the CMP. The payment milestone of 5% of Schedule A and the specified deliverables may kindly remain unchanged.	Bidder to refer reply to Sr. No. 75

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
214	210	10	Particular-Handover of SCADA, AMI and CMP, Completion TimelineT2 = T + 12 months, Payments 10% of Sch. A., Handover report; SOPs (SCADA, AMI, CMP); Per-lot/zone/phase stabilization SLA reports; Defect-closure report; Complete as-built; Final asset inventory,Remarks - Triggers only after Go-Live of all three components	We request M/s. GEL to kindly consider the following modifications in the Handover milestone, considering the completion, stabilization and handover requirements of all three components: Considering that the handover milestone is triggered only after the Go-Live of all three components—SCADA, AMI and CMP, adequate time is required for system stabilization, performance monitoring, defect resolution, preparation and validation of SOPs, completion of as-built documentation and final asset inventory. Accordingly, we request GEL to revise the Handover completion timeline from T + 12 months to T + 16 months, enabling sufficient time for comprehensive stabilization and successful completion of all handover requirements. Further, since the handover milestone is the final stage after completion and stabilization of the three major components, we request GEL to revise the payment associated with this milestone from 10% to 5% of Schedule A, in line with the overall milestone-wise payment distribution.	Bidder to refer reply to Sr. No. 75
215	244-246	6.3. Penalty for Delay in Implementation Milestones	Penalty for Non-Achievement	We kindly request M/s. GEL to consider our request, as already mentioned on Page 206 – Payment and Project Milestones, against the Project Time Line mentioned point.	Bidder to refer reply to Sr. No. 75
216	Volume II Page no.71	3.4.9.2 Compressed Biogas (CBG) Plant- New Hardware Requirements	Bidder shall supply and install managed ethernet switch if required to connect to CBG OEMs PLCs and serial interface cables for older PLCs to ensure compatibility across various equipment generations. Bidder shall supply and install new managed ethernet switches at locations where less than 2 spare ethernet ports are available in existing equipment.	Please confirm that the managed Ethernet switches required for integration with CBG OEM PLCs are covered under Schedule A – Hardware Costs, SOR Line Item No. 7. ***Please also clarify the commercial treatment of any proprietary serial-interface cables or protocol converters required for older PLCs.***	Bidder to refer reply to Sr. No. 55 and 131 - Para 3
217	3.1/Page No. 32	Supervisory Control and Data Acquisition System (SCADA)	The bidder shall supply and install new managed ethernet switches es at locations where no spare ports are available in existing equipment to facilitate integration with PLCs and control systems.	Kindly specify such locations.	Bidder to refer reply to Sr. No. 55

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
218	3.4.1.4./Page No. 49	Connectivity	At locations where Ethernet-based instruments or control systems exist, the bidder shall provide suitable Managed ethernet switches es to establish connectivity between these devices and the RTU. All Managed ethernet switches es shall have a minimum of 25% spare ports.	Kindly quantify.	Bidder to refer reply to Sr. No. 55
219	32		The bidder shall supply and install new managed ethernet switches es at locations where no spare ports are available in existing equipment to facilitate integration with PLCs and control systems.	to be considered in each RTU Panel and please provide the Qty of such sites	Bidder to refer reply to Sr. No. 55
220	Volume II Page no.61	3.4.6.2.1. Temperature Transmitters	Temperature transmitters shall be provided by the Bidder along with all applicable accessories — including a stainless-steel thermowell of suitable insertion length, bore and material for natural-gas service, the RTD (Pt100) sensing element, and all mounting hardware, connectors and cable glands required for connection of the temperature transmitter. The thermowell shall be installed into the pipeline at the outlet of the decompression skid, and the transmitter shall be head-mounted on the thermowell or,	Please confirm that a suitable thermowell tapping/nozzle of the required size and pressure class is already available at the decompression-skid outlet. Please provide the relevant P&ID, line size, pipe schedule, material specification, pressure class, and thermowell connection details for engineering and selection.	Bidder to refer reply to Sr. No. 64.
221	Volume II Page no.54, 61–62	3.4.3, 3.4.6	Bidder to install new pressure and temperature transmitters, including thermowells and tapping points on live gas lines (decompression skids, CNG).	Hot-tapping on live gas pipelines is specialised work needing GEL's permits, shutdowns and pipeline-integrity approvals. GEL to provide tapping points and thermowells with isolation valves; bidder scope limited to mounting and connecting transmitters on available tappings.	Bidder to refer reply to Sr. No. 64.
222		11.1.2.5. Device Communication		Bidder understand that Mass flow meter will communicate with new RTU in RS485-Modbus protocol only. If any other protocol exists. Please clarify	Bidder to refer reply to Sr. No.131.
223		11.1.2.5. Device Communication		Bidder understand that Energy meter will communicate with new RTU in RS232 Serial communication port. Protocol need to be provided for all locations. Please clarify	Bidder to refer reply to Sr. No. 131.
224		11.1.2.5. Device Communication		Bidder understand that DG set will communicate with new RTU in RS232 Serial communication port. Protocol need to be provided for all locations. Please clarify	Bidder to refer reply to Sr. No. 131.
225	3.1/Page No. 32	Supervisory Control and Data Acquisition System (SCADA)	Bidder shall interface with existing compressor PLC systems by converting all the existing protocols (Profibus, Profinet, Modbus, etc.)	Kindly note that we need data from PLC on Modbus. Please accept the same.	Bidder to refer reply to Sr. No. 131.
226	3.4.3.3/Page No. 53 & 54	Work Associated with Implementation	Bidder shall perform programming for conversion of non-Modbus protocols to Modbus wherever required.	Please note that we can't take this in our scope. Hence, kindly remove it.	Bidder to refer reply to Sr. No. 131.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
227	32		Bidder shall interface with existing compressor PLC systems by converting all the existing protocols (Profibus, Profinet, Modbus, etc.) by necessary converters or programming to be able to connect to the RTU by existing managed ethernet switches or new managed ethernet switches	What if there is no communication ports available for connection with RTU. Request GEL to arrange/ replace those equioment in discussion with the Equipment OEM.	Bidder to refer reply to Sr. No. 131.
228	51	3.4.3.2. New Hardware Requirements	Bidder shall supply and install ethernet connections for newer compressor PLCs and serial interface cables for older PLCs to ensure compatibility across various equipment generations.	As per site visits, we have observed old compressor PLCs where there is no scope of etehrnet/ Serial Communications. request you to kindly coordinate with Compressor OEMs for integration with RTU and if required upgrade the existing PLCs of very old makes and which is EOL declared by the PLC OEM.	Bidder to refer reply to Sr. No. 131.
229	57	Scenario 6: PLC without Ethernet or MODBUS Port	At locations where neither Ethernet nor MODBUS communication port is available in PLCs of Type B, a suitable managed Ethernet switch (minimum 4 port) shall be provided by the bidder. The Ethernet switch shall be installed in the panel room if space is available, otherwise in a suitable location. A compatible connection shall be established between the PLC and the Ethernet switch based on available communication options. The Ethernet switch shall then be connected to the Type-2 RTU installed in the panel room using CAT-6 cable. Necessary configuration shall be carried out by the bidder to ensure proper data communication.	This is not possible as there is no communication media available. GEL to provide information of such compressors and alternative way to get come data from this compressors	Bidder to refer reply to Sr. No. 131.
230	3.4.3.2/Page No. 51	New Hardware Requirements	Bidder shall supply and install ethernet connections for newer compressor PLCs and serial interface cables for older PLCs to ensure compatibility across various equipment generations.	Kindly quantify each type.	Bidder to refer reply to Sr. No. 131 and 55
231	351	11.1.2.5. Device Communicatio n		Bidder understand that Existing PLC-CPU will communicate with new RTU through Cat-6 port only. If any other exists. Please clarify. Bidder work will be interface only. Any modification required in Please confirm.	Bidder to refer reply to Sr. No. 131.
232	General	Existing Dispenser Gun	Dispenser Gun port availability	Bidder understands that making available and enabling the RS-485 Modbus communication port in the existing dispenser board at all locations will be in the customer's scope. Please confirm.	Bidder to refer reply to Sr. No. 131.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
233	General	Existing Energy meter	Energy meter serial port availability	Bidder understands that making available and enabling the serial port communication port in the existing energy Meter and Multifunction meter at all locations will be in the customer's scope. Please confirm on interface protocol.	Bidder to refer reply to Sr. No. 131.
234	General	One location we visited in day-3	Bharathi enterprises CNG Station-Surat	Bidder understands that the existing TSX Micro/Modicon PLC at this station is an obsolete model and, if required, replacement/upgradation with a latest PLC having the necessary communication port availability shall be under the customer's scope. Please confirm.	Bidder to refer reply to Sr. No. 131.
235	General		Network communication	Bidder understand that the communication between RTU and Existing PLC is over managed network.	Bidder to refer reply to Sr. No. 131.
236	32 of 542	3.1 Brief Scope of the work for SCADA	Bidder shall interface with existing compressor PLC systems by converting all the existing protocols (Profibus, Profinet, Modbus, etc.) by necessary converters or programming to be able to connect to the RTU by existing managed ethernet switches or new managed ethernet switches	Bidder work is to establish interface with compressor PLC for available analofg signals, alarms & control signals. Any logic modification for remote control/ interlocking required in compressor PLC is excluded from bidder scope. Same will be carried out by GEL. Also If firmware upgrade is required for compressor PLC to establish interface is excluded from bidder scope. Same will be carried out by GEL.	Bidder to refer reply to Sr. No. 131.
237	Volume II Page no. 31	3.1. Brief Scope of the work for SCADA	Bidder shall interface with existing compressor PLC systems by converting all the existing protocols (Profibus, Profinet, Modbus, etc.) by necessary converters or programming to be able to connect to the RTU by existing managed ethernet switches or new managed ethernet switches	Please confirm that GEL will make the required communication ports available and provide complete protocol details and data-mapping addresses for all existing systems to be integrated with the RTU.	Bidder to refer reply to Sr. No. 131.
238	Volume II Page no.33	3.1 Brief Scope of the work for SCADA	All liaison with different OEMs required to complete the scope of work for SCADA, resolve protocol ambiguities, obtain technical documentation and fulfil any other obligation under this RFP shall be the sole responsibility of the Bidder; GEL shall not be required to intervene or facilitate communication with any OEM on the Bidder's behalf.	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.	Bidder to refer reply to Sr. No. 131.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
239	Volume II Page no.134	3.5.3	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.	Bidder to refer reply to Sr. No. 131.
240	3.4.1.4./Page No. 48	Connectivity	Protocol-Flow Computer, Gas Chromatograph	Kindly provide data fromdevices on open protcols like Modbus or Ethernet.	Bidder to refer reply to Sr. No. 131.
241	3.4.3.4.1./Page No. 55	CNG Dispensers	Configuration of all the arms per dispenser shall be done to enable both reading and writing of data via Modbus. This includes programming for dispenser data read interface to monitor dispenser systems and enabling remote price update capability through Modbus write register. The configuration shall ensure proper communication with each dispenser arm to allow time-stamped reporting of batch filling operations.	Please note that any work in 3rd party or existing system like dispenser, compressor, flow computer, EVC etc. shall not be in our scope.	Bidder to refer reply to Sr. No. 131.
242	General		Any work in 3rd party or existing system	Kindly note that we will not be able to consider any work related to modification, supply of any hardware or any other work related to 3rd party or existing system.	Bidder to refer reply to Sr. No. 131.
243			Interface	Please note that interface of PLC, dispenser with RTUs shall be on open protocol-Modbus or Ethernet. Kindly accept.	Bidder to refer reply to Sr. No. 131.
244	56	Scenario 5: PLC without Ethernet or Serial Port	At locations where neither Ethernet nor serial port is available in certain PLCs. A suitable protocol converter shall be provided by the bidder. The converter shall be installed in the panel room. The proprietary connection shall be made from the PLC to the converter and then the converter shall be connected to the Type-2 RTU using CAT-6 cable. The Type-2 RTU shall be installed in the panel room. Necessary configuration of the converter and Type-2 RTU shall be carried out by the bidder to ensure proper data communication.	Please confirm if the Compressor such as ICL booster compressors where there is no PLC and runs on Relay logic. In such cases, it cannot be integrated to teh RTU as there is no communication media available.	Bidder to refer reply to Sr. No. 131.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
245	Volume II Page no.63	3.4.7.2 Cathodic Protection System (TR Units) -New Solution Architecture	CP-TR OEM RTU Integration: • Bidder shall integrate the SCADA system with CP-TR OEM RTUs through direct MQTT communication protocol • No additional RTU hardware supply required from the bidder for CP monitoring locations • Communication architecture based on MQTT messaging protocol for real-time data exchange. Bidder Integration Requirements MQTT Communication Interface: • Bidder shall develop and implement MQTT client functionality within the SCADA system to communicate directly with CP-TR OEM RTUs Bidder shall configure MQTT broker connectivity and subscription management for all 97 CP locations • Bidder shall implement MQTT message parsing, data validation and error handling mechanisms • Bidder shall ensure secure MQTT communication with authentication, encryption and access control	Please confirm that the Bidder's scope is limited to integrating the existing centralized CP-TR monitoring system with SCADA through MQTT, including broker configuration, topic subscription, message parsing, and security. No additional hardware, firmware modification, or field-level work at the CP-TR RTUs will be required from the Bidder.	Bidder to refer reply to Sr. No. 394
246	Volume II Page no.64	3.4.7.6 Cathodic Protection System (TR Units) - connectivity'	•MQTT message delivery success rate: minimum 99.5%	Please clarify whether the minimum 99.5% MQTT message-delivery success rate will be measured only during availability of the cellular network and existing CP-TR infrastructure, excluding network outages, OEM-system downtime, and communication interruptions beyond the Bidder's control.	Bidder to refer reply to Sr. No. 394
247	Volume II Page no.64	3.4.7.6 Cathodic Protection System (TR Units) - connectivity'	•MQTT communication latency: maximum 5 seconds for normal condition •Real-time alarm notification through MQTT: maximum 10 seconds from event to SCADA alarm	Please clarify the measurement methodology and start/end points for the ≤5 second MQTT communication latency and ≤10 second alarm-notification requirement, including whether the measurement starts at field-event occurrence, RTU detection, MQTT message generation, or broker receipt, and ends at SCADA alarm presentation.	Bidder to refer reply to Sr. No. 394

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
248	208	5.2. Implementation Milestones and Payment Schedule 2.	Particular Material Factory Acceptance Test (FAT)- Completion Timeline -T + 3 months, Payment - 18% of Sch. A, Deliverables- QA/inspection records FAT completion certificate; GEL dispatch clearance and Remarks-Bidder shall undertake this milestone on three (3) equally distributed batches	We request M/s. GEL to kindly consider the following modifications in the FAT milestone, considering the requirement of material manufacturing, inspection, testing, and readiness for dispatch: --- Considering the overall project scope, manufacturing lead time, procurement of critical components, assembly, inspection, testing and coordination for FAT, the proposed timeline of T + 3 months may not be practically achievable. We therefore request M/s.GEL to revise the FAT completion timeline to **T + 7** months. Further, as FAT represents a major milestone involving substantial material readiness and completion of manufacturing activities, we request GEL to consider **50%** of Schedule A as the payment against successful completion of FAT and issuance of the required dispatch clearance.	Bidder to refer reply to Sr. No. 75
249	211	5.4. Installation and Go-Live Schedule	5.4.1. AMI I&C Go-Live Schedule	We kindly request M/s. GEL to consider and revise the timelines for Milestones 2 to 10 under Clause 5.2 – Implementation Milestones and Payment Schedule, as proposed above.	Bidder to refer reply to Sr. No. 75
250	212		5.4.2. SCADA Go-Live Schedule	We kindly request M/s. GEL to consider and revise the timelines for Milestones 2 to 10 under Clause 5.2 – Implementation Milestones and Payment Schedule, as proposed above.	Bidder to refer reply to Sr. No. 75
251	213		5.4.3. CMP Phase Schedule	We kindly request M/s. GEL to consider and revise the timelines for Milestones 2 to 10 under Clause 5.2 – Implementation Milestones and Payment Schedule, as proposed above.	Bidder to refer reply to Sr. No. 75
252	38		For any EVC make or model listed in Annexure B (makes not already integrated), the Bidder shall submit, as part of its commercial bid, a per-make driver development cost (under Schedule C). Following price discovery, GEL shall decide at its sole discretion whether to proceed with driver development for each Annexure B make, or to replace those EVCs. No Annexure B driver development shall commence without GEL's written instruction.	As Schedule C Costs for new Driver Develpopment cannot Gurantee that GEL shall place the order even after proving the technology, should not be kept under the Financial Evaluation and sould be kept under Optional Quote. Kindly consider	Bidder to refer reply to Sr. No. 141
253	37		Security breaches or cyber incidents	All this issues attributable to GEL shall be in GEL scope and not on Bidder's scope	Bidder to refer reply to Sr. No. 60
254	54		Bidder shall implement TLS encryption, DNP3 and additional security measures for control functions.	As the SCADA is Cloud based, Hence request you t consider MQTT for communication between RTU and SCADA	Bidder to refer reply to Sr. No. 129

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
255	417	1.1.1.1 Remote Telemetry Units	Communication Processors Confirming communication protocols like DNP 3.0, Modbus, IEC-60870-5-104 and Ethernet	Kindly also Consider Communication between SCADA & RTU to be MQTT Communication protocol as the SCADA shall reside in Cloud Infrastructure.	Bidder to refer reply to Sr. No. 129
256	42	3.2.1. EVC OEM Driver Development		Kindly provied AVL for AMI software Application.	Bidder to refer reply to Sr. No. 123
257	2.2.1.1/Page No. 24	Supervisory Control and Data Acquisition System (SCADA)	RTU supply and integration	Kindly accept RTUs as IEC 62443 compliant in place of certified.	Bidder to refer reply to Sr. No. 5
258	53		Bidder shall perform new cable trenching from dispensers to panel rooms as required based on site conditions.	Request you to clarify who will provide trenching permissions in OMC/RO/ DODO locations where the CNG Station is owned by Dealers. Also Please clarify who will provide PESO Approvals for such work in OMC/ RO where the station also have Petrol Pumps in the same premises.	Bidder to refer reply to Sr. No. 118
259	3.4.13.1.1.		PESO	Kindly specify why the PESO certification is required for installation activities? We do not understand the requirement of this.	Bidder to refer reply to Sr. No. 118
260	39		The Bidder shall estimate and recommend minimum bandwidth requirement for the internet / intranet each of the GA locations and Head office / other office locations of GEL to access cloud-based AMI solution.	Who will supply the internet / intranet??- Please clarify Also confirm	Bidder to refer reply to Sr. No. 57
261				Priority Zone Total Locations Go-Live Timeline 1 Zone 4 503 T + 6 months 2 Zone 2 327 T + 8 months 3 Zone 1 249 T + 10 months 4 Zone 6 169 T + 11 months 5 Zone 5 131 T + 12 months 6 Zone 3 211 T + 12 months	Bidder to refer reply to Sr. No. 75
262	STC	1.5	AMI Lot-wise Go-Live Schedule	Please accept below Lot-1 1,000- T + 6 months Lot-2 1,000 T + 8 months Lot 3 1,000 T + 10 months Lot 4 1,000 T + 12 months Lot 5 800 T + 14 months	Bidder to refer reply to Sr. No. 75
263	Approved BQC		Notes on POC	We request M/s GEL to kindly specify and fix the POC requirement.	Bidder to refer reply to Sr. No. 81

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
264	Volume II Page no.59	3.4.5.4 & 3.4.5.5 Underground DRS – 195 locations Proof of Concept & GEL's Discretion	The Bidder shall bear the full cost of the survey and the proof of concept as part of its base scope. The underground DRS locations are excluded from the committed scope and from the quantities on which the milestone and payment obligations are based and shall remain excluded until GEL issues written instruction to proceed for specific locations;	Please clarify whether the survey and proof of concept for the 195 underground DRS locations are included in the Bidder's base scope, although these locations are excluded from the committed scope until GEL issues a written instruction. As no SOR item is available, please provide a separate line item for the survey, proof of concept, and subsequent implementation, as applicable.	Bidder to refer reply to Sr. No. 19
265	Page 269 and 542; Schedule A/B/C	Schedule-wise price caps	Schedule B1+B2 must be at least 55%, Schedule C not above 5%, and another clause says this schedule must not exceed 40% of contract value.	Please confirm whether the 40% cap applies to Schedule A and confirm the complete allocation, rounding and tax basis for compliance.	Bidder to refer reply to Sr. No. 11
266	267	8.4. Important Notes to Bidders	Explanation for various schedules mentioned thereof: Schedule A:- Additionally, it is also to be noted that the cost quoted under this schedule shall not exceed by more than 40% of the overall cost of the contract (comprising of schedule A, schedule B and schedule C). In case of any deviation against this clause in the commercial bid submitted by the Bidder on (n)Procure portal, this shall be considered as a non-compliant Bid and necessary actions shall be triggered following the same and bid shall also be rejected.	The actual cost under this Schedule may vary depending on the project requirements, quantities, scope of work, site conditions, prevailing market prices, technology requirements, and actual resources/materials required during project execution. Imposing a fixed 40% cap may restrict the bidder's ability to quote the actual and realistic cost required for execution of the respective scope. Therefore, we request M/s. GEL to kindly remove the 40% cost capping and allow the bidder to quote the applicable prices based on the actual scope, quantities and associated cost of execution.	Bidder to refer reply to Sr. No. 11
267	Volume II Page no.404	11.1.4.7. Data Migration from Existing AMI System	A mandatory parallel operations period shall be conducted per batch of 600 — a minimum of 30 days or as agreed with GEL — during which both the existing AMI system and the new AMI System shall simultaneously collect data from the same field devices.	Please clarify the scope, batch sequencing, entry and exit criteria, acceptance parameters, responsibilities of GEL and the Bidder, and the minimum duration applicable to the parallel operation of each batch of 600 devices.	Bidder to refer reply to Sr. No. 87
268	44	3.3. Brief Scope of work for CMP	The bidder shall ensure that outgoing/legacy applications (multiple SCADA and AMR platforms) remain integrated with the CMP alongside the new SCADA and AMI platforms of this RFP until all corresponding meters/EVCs/stations are migrated to the new platforms and shall not raise any concern in this regard.	Kindly clarify for the Meters/ EVCs having RS-232 Ports cannot communicate to Multi Masters, Hence suggest a way forward during the testing stages how these meters/ EVCs shall connect to the Existingf System and New AMI/ SCADA System Simultaneously	Bidder to refer reply to Sr. No. 87
269	Page 129-130 and Annexure A; Cl. 3.4.17	AMI field-device quantities	Indicative scope shows 3,158 EVC/IMS, 1,439 PD meters and 100 domestic G1.6 meters, while annexure totals differ.	Please provide final OEM/model/GA-wise counts and confirm the basis for pricing, FAT, installation, licences, spares and payment.	Bidder to refer reply to Sr. No. 400

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
270	page 491 of 542	1.1.3.1EVC Communicatio n Modem — Technical Specifications	1.1.3.1EVC Communication Modem — Technical Specifications	The technical specification for the EVC Communication Modem is provided in the tender; however, its required quantity is not defined in the BoQ. We request GEL to kindly specify the total quantity of EVC Communication Modems to be considered for commercial quotation.	Bidder to refer reply to Sr. No. 400
271	3.4.3.2/Page No. 51	New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems with 4G/LTE capability and 2G fallback with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available.	Kindly quantify.	Bidder to refer reply to Sr. No. 400
272	3.4.4.2/Page No. 57	New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems with 4G/LTE capability and 2G fallback with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available.	Kindly specify quantity.	Bidder to refer reply to Sr. No. 400
273			System supplies	Please note that all the systems to be supplied are as per SOR and specifications. Kindly accept.	Bidder to refer reply to Sr. No. 400
274	AMI		Where a requirement is identified during FRS/SRS development that is a reasonable and necessary part of a complete AMI System but was not explicitly listed in this RFP, the Bidder shall include it in the FRS/SRS and deliver it within the contracted scope. The Bidder shall not treat the absence of an explicit listing in this Section as grounds for exclusion or additional charge.	Kindly accept the consideration shall be strictly as per SOR and specifications.	Bidder to refer reply to Sr. No. 400
275	58	3.4.4.4. Connectivity	The DRS locations where Flow meter with EVC and Power Supply is available, such DRS shall be connected to the SCADA. At locations where power supply is not present, a provision for optional solar power supply system shall be considered. At such locations, junction box and MODEM shall be provided. The MODEM shall be installed inside the Junction box. The EVC shall be connected with the MODEM through serial RS-485 connection over MODBUS RTU protocol. At locations where RS-232 port is available in EVC, at such locations either MODEM with RS-232 port shall be provided or suitable RS-232 to RS-485 converter shall be provided by the bidder. At DRS locations, MODEM with minimum 1 Ethernet port and 2 serial ports shall be provided by the bidder.	Pls provide the Qty of solar system required.	Bidder to refer reply to Sr. No. 54
276	460	11.6. Solar Power System (Optional for DRS)	11.6. Solar Power System (Optional for DRS)	Kindly provided the Approximate no. of DRS Locations, where Solar Power System needs to be installed	Bidder to refer reply to Sr. No. 54

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
277	Pagw 460 of 542	11.6. Solar Power System (Optional for DRS)	-	The requirement for the Solar Power System is indicated; however, the required quantity is not defined. The tender does not define the quantity of Solar Power Systems to be considered. We request GEL to kindly specify the required quantity of Solar Power Systems for accurate technical sizing and commercial quotation.	Bidder to refer reply to Sr. No. 54
278	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.	Tender terms prevail
279	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.	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
280	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 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 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** **>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.	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
281	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.	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
282	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.	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
283	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.	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
284			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	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
285	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~~ **Justification:** We reqest authority to 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.	Tender terms prevail
286	Approved BQC		OEM compliance criteria-RTU-ii. Minimum supply and installation base of 25,000 RTUs within India or outside of India	Please note that 25,000 is too hgih quantity. Kindly clarify.	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
287	10	OEM compliance criteria (RTU)	Minimum supply and installation base of 25,000 RTUs within India or outside of India.	With reference to the requirement of a minimum supply and installation base of 25,000 RTUs within India or outside India, we kindly request the esteemed organization to reconsider and suitably relax this eligibility criterion. We would like to submit that we are an Indian RTU manufacturer, and our RTU solution has been indigenously designed and developed in Pune, Maharashtra, under the Government of India's **"Make in India"** initiative. Till date, we have successfully supplied and deployed more than 4,000+ RTUs across various projects in India as well as overseas markets. These deployments demonstrate our proven manufacturing capability, technical competence, product reliability, and execution experience in RTU-based automation projects. Considering the above, we kindly request that the minimum supply and installation experience requirement of 25,000 RTUs may please be reduced to 4,000 RTUs, thereby enabling qualified Indian RTU manufacturers with proven technology and successful deployment experience to participate in the tender.	Tender terms prevail
288	General			Kindly specify quantities of all locations where battery backed modem or solar power is required.	Bidder to refer reply to Sr. No. 54
289	Technical Qualification Criteria (TQ), Page 12 of 23	Clause 1- Financial capability	The sole Bidder having annual average turnover in last 3 FY ending 31st March 2026 shall get marks as per the guidelines. Average annual Turnover >=100 crores & <= 300 crores - 3 Marks >300 & <= 500 crores - 6 Marks >500 & <= 700 crores - 9 Marks >700 crores - 10 Marks	The sole Bidder having annual average turnover in last 3 FY ending 31st March 2026 shall get marks as per the guidelines. Average annual Turnover >=100 crores & <= ~~300~~ **250** crores - 3 Marks >~~300~~ **250** & <= ~~500~~ **400** crores - 6 Marks >~~500~~ **400** & <= ~~700~~ **650** crores - 9 Marks >~~700~~ **650** crores - 10 Marks **Justification:** To allow wider participation from capable bidders.	Bidder to refer reply to Sr. No. 147

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
290	4	Pre-Qualification Criteria (PQ)	The Bidder shall have minimum average annual turnover of INR 100 crores in last three financial years (i.e., FY 2023-24, 2024-25, 2025-26).	**Request for Rationalization of Minimum Average Annual Turnover Requirement** **It is respectfully requested that the Authority may kindly reconsider and suitably rationalize the prescribed minimum average annual turnover requirement of ₹100 Crores**, considering the overall project value, contract duration, commercial model, and the technical qualification requirements stipulated under the tender. **The total estimated project value is approximately ₹120 Crores**, with a contract **period of five (5) years**. Accordingly, the average annualized project value works out to **approximately ₹24 Crores per annum (₹120 Crores ÷ 5 years)**. Further, the project is structured on a **CAPEX + OPEX model**, under which the project expenditure and operational obligations are distributed over the entire five-year contract period. In this context, prescribing a minimum average annual turnover of ₹100 Crores, as against an average annualized project value of approximately ₹24 Crores, results in a significant disproportion between the financial eligibility criterion and the actual scale and annualized value of the project. The prescribed annual turnover requirement of **₹100 Crores is more than four times the average annualized project value**. Such a stringent financial threshold may unnecessarily restrict participation by technically competent and financially sound MSME bidders having substantial and proven experience in the relevant **CGD/SCADA/Automation industry.** **It is further submitted that, based on our extensive experience in the CGD sector and our review of similar CGD tenders floated by various PSUs in the past, a minimum average annual turnover of ₹100 Crores has generally not been prescribed for projects of comparable nature and value. The qualification criteria in such projects have generally sought to maintain a reasonable balance between the bidder's financial capability and relevant technical experience.** **Our organization has more than 10–15 years of experience in the relevant industry and possesses** substantial experience in the execution of similar projects in India as well as abroad. We also have prior experience of executing similar assignments for **M/s GEL,** wherein such a high minimum turnover requirement was not stipulated. Our experience demonstrates that successful execution of projects of this nature is primarily dependent upon: • relevant technical expertise and domain knowledge; • proven experience in CGD/SCADA and automation projects; • project execution and resource-management capability; • availability of adequate financial resources; and • successful completion of similar assignments. While financial capacity is undoubtedly an important consideration, an exceptionally high annual turnover requirement, disproportionate to the annualized project value, may not necessarily provide a corresponding indication of a bidder's technical or project-execution capability. **Comparison of Financial and Technical Qualification Criteria** **It is further requested that Clause 1 and Clause 3 of the PQ criteria may kindly be considered together, as under:** **PQ Criterion Prescribed Requirement** **Clause 1 – Minimum Average Annual Turnover ---₹100 Crores** **Clause 3 – Experience of execution of SCADA Project---₹10 Crores** **The above criteria result in a 10:1 ratio** between the prescribed financial turnover threshold and the specified technical project-experience threshold. Such a significant disparity between the financial and technical eligibility thresholds may render the financial criterion disproportionately stringent when compared with the actual technical qualification requirement. In effect, the stipulated annual turnover requirement is **ten times the value of the SCADA project experience** prescribed	Bidder to refer reply to Sr. No. 147

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
				under the technical qualification criteria. It is respectfully submitted that such a disproportionate relationship may restrict otherwise technically competent bidders, particularly experienced MSME organizations that possess substantial domain expertise and a proven track record in executing similar CGD/SCADA projects but whose turnover may not reach ₹100 Crores. In comparable CGD industry procurements, greater emphasis is generally placed on a b**alanced assessment of relevant technical experience, domain expertise, successful execution of similar projects and reasonable financial capability, rather than prescribing an excessively high turnover threshold alone.** **Grounds for Reconsideration** **In view of the above, the following factors may kindly be taken into consideration while reviewing the financial eligibility criterion:** **1. Total estimated project value:** Approximately ₹120 Crores; 2. Contract period: Five (5) years; 3. Average annualized project value: Approximately ₹24 Crores per annum; 4. Commercial model: CAPEX + OPEX, with expenditure and operational obligations distributed over the contract period; 5. Availability of technically experienced bidders/MSMEs with proven experience in CGD/SCADA/Automation projects; and 6. Qualification practices followed in comparable CGD projects, which generally seek to maintain a reasonable balance between financial capability and relevant technical experience. Requested Amendment In view of the foregoing, we respectfully request the Authority to kindly **review and suitably reduce the minimum average annual turnover requirement from ₹100 Crores to ₹24 Crores**, corresponding to the average annualized project value of the subject project. Alternatively, the Authority may kindly consider prescribing **any other reasonable and proportionate turnover threshold as deemed appropriate in accordance with the applicable procurement policy/guidelines of M/s. GEL and relevant CVC procurement guidelines,** commensurate with the project value, contract duration, commercial model and technical qualification requirements. Such rationalization would facilitate **wider, fair and competitive participation** while continuing to ensure adequate financial capability of the bidders. It would also enable technically competent and experienced organizations, including eligible MSMEs with proven CGD/SCADA project experience, to participate in the tender without being excluded solely on account of a disproportionately high turnover threshold. We therefore earnestly request the Authority to kindly consider the above representation and suitably amend the financial eligibility criterion in the interest of **fair competition, wider participation and effective procurement**, while maintaining the requisite standards of technical and financial capability. ::: I've deliberately kept the **₹24 Crores request as the primary proposed amendment**, while adding an alternative "or any other reasonable threshold" formulation so the Authority has flexibility to accept a moderated figure rather than rejecting the request outright.	
291	3.4.2.2/Page No. 49	New Hardware Requirements	Bidder shall supply and install isolation barrier modules for hazardous area connections to ensure intrinsic safety requirements are met.	Please specify such connections.	Bidder to refer reply to Sr. No. 104
292	3.4.3.2/Page No. 51	New Hardware Requirements	SMPS	Redundant SMPS is not required.	Bidder to refer reply to Sr. No. 6
293	General		SMPS	Non-redundant SMPS is sufficient for RTUs.	Bidder to refer reply to Sr. No. 6

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
294	4..1.19.		Analog inputs	Please note that HART is not available in RTU Ios. Kindly accept the same.	Bidder to refer reply to Sr. No. 76
295	3.2/Page No. 39	AMI	Addition/deletion	Kindly limit addition/deletion to +-15% of quantities.	Tender terms prevail
296	SOR	8.4. Important Notes to Bidders	The specified quantity 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	Kindly limit addition/deletion to +-15% of quantities.	Tender terms prevail
297	3.1/Page No. 35	Supervisory Control and Data Acquisition System (SCADA)	Upgrades	Please replace it with updates.	Bidder to refer reply to Sr. No. 389
298	55	3.4.3.4. Connectivity	At locations where a dispenser is connected to the compressor PLC, if another spare RS-485 port and spare cable entry is available in the dispenser, then the dispenser shall be connected to the RTU. If either spare RS-485 port or spare cable entry is not available in the dispenser, then the dispenser shall be disconnected from the PLC. Separate cable shall be laid by the bidder from each dispenser to RTU and existing cable at both the dispenser end and compressor PLC end shall be disconnected by the bidder and removed from the respective junction box at both locations and handed over to GEL. New cable trenching shall be performed from dispensers to panel rooms as required based on site conditions.	Any modification in the wiring resulting in any damage/ shutdown shall be in GEL & OEM scope hence request GEL to provide OEM support	Bidder to refer reply to Sr. No. 115
299	General		Trench	Please take it in GEL's scope	Bidder to refer reply to Sr. No. 7
300	Volume II Page no. 48	3.4.1.3. Work Associated with Implementation	Bidder shall configure the RTU with the required communication protocols (Modbus RTU/TCP, HART) including TLS encryption and DNP3 authentication.	Please confirm that field devices will communicate with the RTU through hardwired I/O or Modbus, as applicable, and that DNP3 will be used for upstream communication from the RTU to the SCADA system.	Bidder to refer reply to Sr. No. 129
301			DNP 3	Kindly accept DNP3 SAV3	Bidder to refer reply to Sr. No. 129
302	49		The bidder shall establish dual-redundant communication paths from each CGS location to the central SCADA system using Dual-SIM/Single-SIM multi-network support industrial cellular modems with automatic failover capability. All communication shall be secured using TLS encryption and DNP3 authentication.	As the data will be interfaced with Cloud based SCADA System hence request you to consider MQTT Communication for integration of RTU with SCADA.	Bidder to refer reply to Sr. No. 129

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
303	Page 263 of 542	8.1. Schedule A – Hardware Costs	SITC of Modem -Type 1 (without mandatory ethernet port) and related accessories SITC of Modem – Type 2 (With mandatory ethernet port) and related accessories	Two types of modems are included in the Rate Schedule, but their detailed technical specifications are not provided in the tender. We request GEL to kindly provide the complete technical specifications for both modem types so that all bidders can consider a uniform technical configuration and submit comparable offers.	Bidder to refer reply to Sr. No. 53
304	Volume II Page no. 46	3.4.1.2. New Hardware Requirements	Bidder shall supply Type-1 RTUs with redundant SMPS diode-based power supplies, mounted in fully wired free-standing panels, with built-in AGA calculations.	Please confirm that the mass-flow calculation will be obtained from the existing EVC/flow computer and, therefore, a separate AGA calculation within the RTU is not required.	Bidder to refer reply to Sr. No. 152
305	Volume II Page no. 47	3.4.1.3. Work Associated with Implementation	AGA flow calculations shall either be performed by interfacing with the existing flow computer or be configured directly on the RTU as determined during the detailed engineering phase. If AGA calculations are configured on the RTU, the bidder shall ensure full compliance with the relevant AGA standards.	Please confirm that AGA flow calculations are already available in the existing flow computer and that the RTU will primarily function as an interface and data-acquisition device. AGA calculations in the RTU will be required only where specifically identified during detailed engineering.	Bidder to refer reply to Sr. No. 152
306	3.4.1.2/Page No. 46	New Hardware Requirements	AGA	Please note that AGA are available in Flow Computers, not in RTUs. So, kindly remove this clause.	Bidder to refer reply to Sr. No. 152
307			RTU	Kindly accept that AGA is not required for RTUs as same is not available in RTUs.	Bidder to refer reply to Sr. No. 152
308	46	3.4.1.2. New Hardware Requirements	Bidder shall supply Type-1 RTUs with redundant SMPS diode-based power supplies, mounted in fully wired free-standing panels, with built-in AGA calculations.	AGA Calculations are part of the configurations related to the Natural Gas flow inside the pipelines across Orifice plates using the Various DPT, PT & temperature considerations. This cannot be a specification of RTU Hardware. Hence request you to kindly rephrase the RTU Speacifications that RTU must support AGA Calculations in the RTU Programming Software.	Bidder to refer reply to Sr. No. 152
309	Annexure D (Pg. 539)	Annexure D: Indicative List of Use Cases for running AI/ML module driven Advanced Analytics Dashboard	Demand Forecasting: Algorithms analyze historical consumption data, weather patterns, and other factors for accurate gas demand predictions. CMP will synthesize consumption patterns and environmental data to accurately forecast demand, assisting in optimizing the supply chain and delivery schedules. (Also Predictive Maintenance: ML models analyze historical equipment-performance data to predict failures/maintenance needs.)	Since the demand forecasting and predictive maintenance use cases listed in Annexure D require accurate time-series modeling on operational data, can GEL confirm whether the CSP's native, built-in time-series forecasting capability is expected to be provided, or if GEL mandates a specific forecasting methodology/framework?	Bidder to refer reply to Sr. No. 22.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
310	3.3 (Pg. 44)	Brief Scope of work for CMP	The bidder shall, in Phase 3, deploy and develop an AI/ML-driven advanced data analytics engine/module — integrated with or tightly coupled to the CMP — with predictive, prescriptive and descriptive analytics capabilities and deploy AI/ML-driven advanced analytics dashboards. Bidder may propose a product with an in-built capability of AI/ML driven data analytics engine.	Since the AI/ML-driven analytics module is marked as desirable and may need to be built/validated by GEL's own engineering/ops staff without a dedicated data-science team, can GEL confirm whether a no-code/low-code ML model-building capability is expected to be provided, or if GEL mandates a specific ML development approach?	Bidder to refer reply to Sr. No. 22.
311	3.3 (Pg. 44)	Brief Scope of work for CMP	In addition to this, it is desirable to have a conversational AI as a top layer to the entire dataset integrated with CMP and the data stored in data lake. It shall be able to generate customized data, report, chart, etc. as per the manual query by the user. Please note that this functionality is desirable to have and not mandatory to be supplied by the Bidder.	Since the desirable conversational AI/chatbot layer over the CMP dataset would benefit from access to leading frontier models, can GEL confirm whether availability of multiple frontier foundation models (e.g., Anthropic Claude, OpenAI models) hosted within the India region is expected to be provided, or if GEL mandates a specific model provider/architecture?	Bidder to refer reply to Sr. No. 22.
312	3.3 (Pg. 44)	Brief Scope of work for CMP	The bidder shall, in Phase 3, deploy and develop an AI/ML-driven advanced data analytics engine/module — integrated with or tightly coupled to the CMP — with predictive, prescriptive and descriptive analytics capabilities and deploy AI/ML-driven advanced analytics dashboards. Bidder may propose a product with an in-built capability of AI/ML driven data analytics engine.	Since the conversational AI layer and future AI/ML use cases may require flexibility across model types, can GEL confirm whether a CSP's native managed platform providing unified access to both frontier foundation models and open-weight models (via a single API/governance layer) is expected to be provided, or if GEL mandates a specific model-serving architecture?	Bidder to refer reply to Sr. No. 22.
313	3.3 (Pg. 45)	Brief Scope of work for CMP	The bidder shall integrate any additional future applications into the CMP as and when required throughout the contract duration, quoting the additional amount in the commercial bid and being paid on actuals upon successful completion of such integration.	Since future requirements may call for additional third-party or specialized ISV solutions (e.g., for domain-specific analytics, security, or integration needs), can GEL confirm whether access to a native CSP marketplace offering a broad ecosystem of ISV solutions is expected to be provided, or if GEL mandates a specific procurement/integration route for third-party software?	Bidder to refer reply to Sr. No. 22.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
314	SCADA Spec #79 (Pg. 312)	Cloud Infrastructure General Requirement	The SCADA system shall be hosted on a private cloud infrastructure provided by a MeITY-approved private cloud service provider with data centres located within India, with comprehensive cybersecurity implementation, data management systems and scalable, redundant architecture ensuring high availability and reliability.	Suggestion (ref. Gujarat Gas CSP General Requirement): The proposed CSP should offer a complete native security and governance model covering (a) governance controls — audit trail, configuration history, IAM policies; (b) protective controls — VPN, Firewall, DDoS, WAF, IAM, Logging, Encryption, KMS, HSM; (c) detective controls — threat identification, compliance monitoring, vulnerability assessment; (d) responsive controls — configurable alarms/alerts; (e) recovery controls — snapshots, backups, security-alert management, threat detection; and (f) a single platform for monitoring and reporting across all applications. Request GEL confirm whether such native CSP-provided security & governance services are expected.	Bidder to refer reply to Sr. No. 22.
315	SCADA Spec #79 (Pg. 312)	Cloud Infrastructure General Requirement	The SCADA system shall be hosted on a private cloud infrastructure provided by a MeITY-approved private cloud service provider with data centres located within India, with comprehensive cybersecurity implementation, data management systems and scalable, redundant architecture ensuring high availability and reliability.	Suggestion: CSP should publish on its public-facing website the rates for cloud services and provide a working cost calculator that allows the estimate to be created, changed, exported and downloaded. Request GEL confirm this is acceptable as evidence of commercial transparency.	Bidder to refer reply to Sr. No. 22.
316	3.7.8 / Pg. 23, 25	Cloud Hosting, Data Centre, Disaster Recovery, MeitY Empanelment and Data Residency	All Platforms shall be hosted in a primary cloud data centre with a geographically separate Disaster Recovery (DR) site on MeITY-empanelled private cloud with SOC 2 Type II certification, with high availability. The Cloud Service Provider shall remain a MeITY-empanelled CSP with SOC 2 Type II certification for the entire contract duration.	Suggestion: CSP should offer financially-backed public SLAs for all key offered services, with public website links confirming the SLA. Request GEL confirm whether financially-backed, publicly-published SLAs are the expected standard.	Bidder to refer reply to Sr. No. 22.
317	3.7.8 / Pg. 23, 25	Cloud Hosting, Data Centre, Disaster Recovery, MeitY Empanelment and Data Residency	All Platforms shall be hosted in a primary cloud data centre with a geographically separate Disaster Recovery (DR) site on MeITY-empanelled private cloud with SOC 2 Type II certification, with high availability. The Cloud Service Provider shall remain a MeITY-empanelled CSP with SOC 2 Type II certification for the entire contract duration.	Suggestion: CSP should offer Compute and associated Storage from India data centres with 99.99% compute availability and 99.999999% (11-nines) storage durability as published by the CSP, with a no-single-point-of-failure architecture and active-active synchronous replication across two physical sites, enabling automatic failover with near-zero RTO/RPO. Request GEL confirm these availability/durability and active-active DR expectations.	Bidder to refer reply to Sr. No. 22.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
318	SCADA Spec #79 (Pg. 312)	Cloud Infrastructure General Requirement	The SCADA system shall be hosted on a private cloud infrastructure provided by a MeITY-approved private cloud service provider with data centres located within India, with comprehensive cybersecurity implementation, data management systems and scalable, redundant architecture ensuring high availability and reliability.	Suggestion: CSP shall have published on its public-facing website (i) cloud service rates for India, (ii) SLAs with well-defined uptime levels, (iii) a live dashboard of cloud-service health across global data centres, and (iv) outage details with RCA. Request GEL confirm whether a public live-status/health dashboard and outage RCA are expected.	Bidder to refer reply to Sr. No. 22.
319	3.3 (Pg. 44)	Brief Scope of work for CMP	The bidder shall deploy and develop an AI/ML-driven advanced data analytics engine/module with predictive, prescriptive and descriptive analytics capabilities, with all data replicated to a centralized Data Lake/alternative storage solution; the CMP shall be compatible with standard ESB solutions available in the market.	Suggestion : CSP should provide managed, native service platforms for interactive analytics, big-data processing, real-time/streaming analytics, operational analytics, data visualization & visual data prep, real-time data movement, and predictive analytics/ML — including a serverless analytics service (no servers to provision/maintain), managed BI with embeddable dashboards, a fully-managed cloud-native data warehouse, on-demand Hadoop (MapReduce/Spark), managed search (Elasticsearch/CloudSearch), and a managed ETL/data-pipeline service. Request GEL confirm whether native, managed CSP analytics services satisfy this requirement.	Bidder to refer reply to Sr. No. 22.
320	SCADA Spec #81 (Pg. 313)	Cloud Infrastructure Certifications	The cloud service provider shall maintain current ISO 27001 (ISMS), ISO 27017 (cloud security) or equivalent, ISO 27018 (PII protection in public clouds) or equivalent, and SOC 1 and SOC 2 compliance or equivalent for service organization controls. All certifications shall be valid during the contract period, with renewal evidence provided to GEL.	Suggestion (ref. Gujarat Gas CSP selection criteria): CSP should be certified for ISO 27001, ISO 27017, ISO 27018, ISO 22301, ISO/IEC 27701:2019, ISO 42001:2023 (AI Management System), ISO 20000-1, and accredited for SOC 1/SOC 2/SOC 3 and PCI DSS. Request GEL confirm whether valid copies of these certificates / compliance reports are required as the acceptable form of evidence.	Bidder to refer reply to Sr. No. 22.
321	SCADA Spec #81 (Pg. 313)	Cloud Infrastructure Certifications	The cloud service provider shall maintain current ISO 27001 (ISMS), ISO 27017 (cloud security) or equivalent, ISO 27018 (PII protection in public clouds) or equivalent, and SOC 1 and SOC 2 compliance or equivalent for service organization controls. All certifications shall be valid during the contract period, with renewal evidence provided to GEL.	Suggestion: CSP should offer CSP-managed and native security services from its platform including WAF (natively integrated with the CSP's CDN, LB and API services), Network Firewall with IPS/IDS, Cloud Security Posture Management, Anti-DDoS, Key Management Service, user-activity monitoring, end-user authentication, secret/key vault, Kubernetes service and a GenAI service. Request GEL confirm whether these native managed security (and GenAI) services are expected.	Bidder to refer reply to Sr. No. 22.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
322	Pg. 541 — Minimum Eligibility / Pre-Qualification Criteria (BQC)	Evaluation Criteria of Technical Bid / Pre-Qualification Criteria	The Technical bid will be evaluated only for Bidders who comply with the prequalification criteria mentioned in the Minimum Eligibility Criteria/Pre-Qualification Criteria (BQC document). GEL shall verify the documentary evidence for the criteria set forth in the technical qualification criteria.	Suggestion : Request GEL confirm that a self-declaration by the CSP on its letterhead, duly signed by the Authorised Signatory, confirming that the CSP is not blacklisted/debarred (as on the date of bid submission) by the Central Government / any State Government / PSUs / Smart City SPV / ULB is the acceptable form of evidence for this eligibility criterion.	Bidder to refer reply to Sr. No. 22.
323			CNG Station RTUs	We understand that 2 Serial ports are required. Kindly confirm.	Bidder to refer reply to Sr. No. 70
324	48-49		For interface with flow computers, gas chromatographs and other serialized devices at each CGS location, the RTU shall provide a minimum of four (6) serial ports. Each serial port shall be isolated and capable of being configured independently for different communication parameters (baud rate, parity, data bits, stop bits).	Kindly Clearify -How many serial ports 4 or 6 ??	Bidder to refer reply to Sr. No. 70
325	Volume II Page no 252	6.6 SCADA Point #1	Command success of at least 99.5%, round-trip latency of 5 seconds or less, zero ESD/SSV failures. ₹1,00,000 per safety-critical failure.	The bidder's battery limit is the RTU output. Valves, actuators, solenoids and PLC interlocks are GEL's existing field equipment and are outside the bidder's scope and control. A command can also be blocked by design, for example during active dispensing. Measuring success at the RTU output makes the SLA objective and places the bidder's responsibility where its scope ends. Hence, please count a command as successful when it reaches the RTU output. Exclude failures of GEL's field equipment (valves, PLC, actuators).	Bidder to refer reply to Sr. No. 140
326	CMP			Please note that any software can't in totality define SLA as there might be multiple factors involved in Wireless communication which is beyond control of all. Hence, kindly remove this.	Bidder to refer reply to Sr. No. 140
327	Cl 3.2 Page 38 / 542	Brief Scope of work for AMI	The Bidder shall procure and manage all SIM cards throughout the contractual period. All SIMs shall be registered in GEL name. Bidder shall make all the payment associated with SIM cards for success operation of all the devices.	We request M/s GEL to kindly take SIM in their scope considering the TRAI guidelines where end user needs to consider SIM. We shall provide required documentation.	Bidder to refer reply to Sr. No. 26.
328	57	3.4.4.2. New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems with 4G/LTE capability and 2G fallback with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available.	Please provide the list of DRS connected to grid and without grid supply.	Bidder to refer reply to Sr. No. 388

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
329			Advanced Mobile Cascade Vehicle Tracking and Loss Analysis System	This feature are achieved by integrating SCADA with Vehicle Tracking system. Kindly confirm that M/s GEL will provide VTS.	Bidder to refer reply to Sr. No. 10
330	Pg. 483, 485, 487 / Cl. 11.12 Pg. 190 / Cl. 3.7.18 Pg. 418 / Cl. 4.1.13, item 11 Pg. 442 / RTU Panels, item 32 Pg. 491 / Cl. 11.13 Ref-Doc-Section-II SOW	Enclosure IP rating - RTU and Modem	RTU and modem cabinets are specified as IP55 minimum (non-hazardous areas). Other clauses require IP65 minimum for field enclosures (Cl. 3.7.18), IP65 for RTU cabinets (Cl. 4.1.13), IP65 (IP52 minimum) for RTU panels, and IP65 minimum for all hardware (Cl. 11.13).	Please confirm the IP rating to be quoted for RTU and modem enclosures (IP55 or IP65).	Bidder to refer reply to Sr. No. 105
331	38		The Bidder shall ensure all field-to-platform communication is encrypted using TLS 1.2 or higher. The complete AMI System and its data shall comply with IEC 62443, NCIIPC and DPDP guidelines for cybersecurity throughout the contractual period.	We kindly request M/s. GEL to provide the approved vendor list for Modems, as, to the best of our knowledge, no Modem has been approved that fully complies with the cybersecurity requirements specified under IEC 62443, NCIIPC, and DPDP guidelines.	Bidder to refer reply to Sr. No. 122 IEC 62443 certification is not mandatory for modems
332	Volume II Page no.51	3.4.3.2. New Hardware Requirements	Bidder shall supply and install Isolation Barrier Modules, with one module serving a maximum of 2 dispensers for Modbus cabling to RTU, ensuring intrinsic safety requirements are met.	Please clarify the required isolation-barrier configuration, as this clause specifies one module for a maximum of two dispensers while Clause 3.4.3.4.1 refers to three dispensers. Please also provide a location-wise list of CNG stations and the number of dispensers at each station.	Bidder to refer reply to Sr. No. 99 and 400
333	3.4.1.2/Page No. 47	New Hardware Requirements	Bidder shall supply isolation barrier modules for all hazardous area connections to ensure intrinsic safety requirements are met according to applicable standards.	Kindly specify such connections.	Bidder to refer reply to Sr. No. 99 and 400
334	Cl 3.1 Page 34 / 542	Brief Scope of the work for SCADA	The bidder shall coordinate with mechanical, civil, electrical, instrumentation and other contractors for all works related to SCADA, conduct site visits to gather any required input or data and shall take work permits from GEL for each station for each day of working at any station.	Since M/s GEL has contract with these service providers, we request to kindly take this in GEL's scope . It is not possible for contractor of AMI to co-ordinate with these vendors.	Bidder to refer reply to Sr. No. 120
335	Cl 3.1 Page 35 / 542	Brief Scope of the work for SCADA	SCADA vendor must coordinate with Instrumentation / Telecommunication / Electrical / CP system contractor / vendor during installation & commissioning for proper integration	Since M/s GEL has contract with these service providers, we request to kindly take this in GEL's scope . It is not possible for contractor of AMI to co-ordinate with these vendors.	Bidder to refer reply to Sr. No. 120

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
336	3.1/Page No. 34	Supervisory Control and Data Acquisition System (SCADA)	Co-ordination	Please note that co-ordination with other contractors should be in GEL's scope.	Bidder to refer reply to Sr. No. 120
337	3.1/Page No. 35	Supervisory Control and Data Acquisition System (SCADA)	Co-ordination	Please note that co-ordination with other contractors should be in GEL's scope.	Bidder to refer reply to Sr. No. 120
338	Volume II Page no.54, 481–482	3.1, 3.4.3, 11.11	New trenching from dispensers to panel rooms; underground cable trench "750mm minimum below finished grade"; road crossings "1000mm minimum below road surface" with HDPE pipes; cables to all field instruments.	Since the Lengths, surfaces (soil, paved, concrete) and crossings vary by site and are not given; there is no SOR line. We request the authority to add per-metre SOR rates (cable types; trenching in soil / paved surface; road crossing; reinstatement) paid on measured quantities or state an average length per station type to be priced.	Bidder to refer reply to Sr. No. 391
339	-	Cables		Kindly specify length of each types of cables to be considered at each of the locations.	Bidder to refer reply to Sr. No. 391
340	47		At CGS locations with existing RTUs, the bidder shall disconnect existing cables, remove the old RTU and install the new Type-1 RTU. The bidder shall supply and install completely new FRLS armored and screened cables for all field connections, as existing wiring will not be used. All new cabling, terminations and configurations shall be performed by the bidder. The bidder shall ensure mapping of all existing I/O points to the new RTU without exception. The complete replacement of all field communication wiring is a mandatory requirement for CGS locations to ensure system reliability and integrity.	AS per site visit at CGS locations, The Existing locations has sealed cable trenches. Hence request you to kindly provide alternate Trench routes for new cable laying or the existing trench access should be provided by GEL or their contractors	Bidder to refer reply to Sr. No. 391
341	8. Schedule of Rates Page 263 of 542	8.1. Schedule A – Hardware Costs	-	The BoQ is not clearly defined in the tender. In the absence of a common item-wise BoQ and quantities, each bidder may consider quantities based on their own understanding, resulting in varying commercial offers and an unequal basis for commercial comparison. We request GEL to kindly provide a detailed and standardized BoQ with item-wise quantities to ensure all bidders quote on a common and comparable basis.	Bidder to refer reply to Sr. No. 391
342	3.1/Page No. 34	Supervisory Control and Data Acquisition System (SCADA)	The bidder shall carry out any number of changes, modifications, additions, or deletions to Graphics, Logics, Reports, etc. as required by GEL for any number of times at any stage of the project (including during warranty and post-warranty periods) without any additional cost to GEL.	Kindly suggest limit to this requirement. It can't remain open.	Bidder to refer reply to Sr. No. 18

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
343	3.2/Page No. 39	AMI	The bidder shall carry out any number of changes, modifications, additions, or deletions to Graphics, Logics, Reports, etc. as required by GEL for any number of times at any stage of the project (including during warranty and post-warranty periods) without any additional cost to GEL.	Kindly suggest limit to this requirement. It can't remain open.	Bidder to refer reply to Sr. No. 18
344	34		The bidder shall carry out any number of changes, modifications, additions, or deletions to Graphics, Logics, Reports, etc. as required by GEL for any number of times at any stage of the project (including during warranty and post-warranty periods) without any additional cost to GEL.	There should be a capping on the modification requirements ot GEL as infinite work can not be costed during bidding stage hence there should be a maximum modification capping for bidders to cost	Bidder to refer reply to Sr. No. 18
345	3.4.2.2/Page No. 49	New Hardware Requirements	is available and a minimum of 5-year battery backup where grid power is not available or interface the odorizer unit with new RTU installed at CGS and CMS stations	Kindly provide quantities where battery backup is required.	Bidder to refer reply to Sr. No. 415. Supply of Solar power panels is not envisaged under this tender.
346	Volume II Page no. 46	3.4.1.2. New Hardware Requirements	Bidder shall supply Dual-SIM/Single-SIM multi-network support industrial cellular modems with 4G/LTE capability and 2G fallback for redundant communication paths to ensure reliable connectivity	Please confirm that the industrial cellular modems specified under this clause are covered under Schedule A – Hardware Costs, SOR Line Item No. 2, "SITC of Modem – Type 2 (with mandatory Ethernet port)."	Bidder's understanding is correct. Modems required under this contract are covered under Schedule A hardware cost
347	Volume II Page no. 49	3.4.2.2. New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems with 4G/LTE capability and 2G …..	Please confirm that the industrial cellular modems specified under this clause are covered under Schedule A – Hardware Costs, SOR Line Item No. 2, "SITC of Modem – Type 2 (with mandatory Ethernet port)."	Bidder to refer reply to Sr. No. 346
348	Volume II Page no.51	3.4.3.2. New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems with 4G/LTE capability and 2G fallback with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available	Please confirm that the industrial cellular modems specified under this clause are covered under Schedule A – Hardware Costs, SOR Line Item No. 2, "SITC of Modem – Type 2 (with mandatory Ethernet port)."	Bidder to refer reply to Sr. No. 346
349	Volume II Page no.61	3.4.6.2 Decompressio n Skids -New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modem.	Please confirm that the industrial cellular modems specified under this clause are covered under Schedule A – Hardware Costs, SOR Line Item No. 2, "SITC of Modem – Type 2 (with mandatory Ethernet port)."	Bidder to refer reply to Sr. No. 346
350	Volume II Page no.66	3.4.8.2. LCNG Station -New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems with 4G/LTE capability …...	Please confirm whether the industrial cellular modems required for LCNG stations are covered under Schedule A – Hardware Costs, SOR Line Item No. 1 or Line Item No. 2, and identify the applicable modem type.	Bidder to refer reply to Sr. No. 346
351	Volume II Page no.67	3.4.8.2. LCNG Station -New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modem.	Please confirm whether the industrial cellular modems required under this clause are covered under Schedule A – Hardware Costs, SOR Line Item No. 1 or Line Item No. 2, and identify the applicable modem type.	Bidder to refer reply to Sr. No. 346

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
352	Volume II Page no.71	3.4.9.2 Compressed Biogas (CBG) Plant- New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems with 4G/LTE capability and 2G fallback ….....	Please confirm whether the industrial cellular modems required for CBG plants are covered under Schedule A – Hardware Costs, SOR Line Item No. 1 or Line Item No. 2, and identify the applicable modem type.	Bidder to refer reply to Sr. No. 346
353	Volume II Page no.71	3.4.9.2 Compressed Biogas (CBG) Plant- New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems for redundant communication paths.	Please confirm whether the industrial cellular modems required under this clause are covered under Schedule A – Hardware Costs, SOR Line Item No. 1 or Line Item No. 2, and identify the applicable modem type.	Bidder to refer reply to Sr. No. 346
354	Volume II Page no.73	3.4.10. Check Metering Stations	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems with 4G/LTE capability and 2G fallback with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available with RS-485/232 capability	Please confirm whether the industrial cellular modems required for check-metering stations are covered under Schedule A – Hardware Costs, SOR Line Item No. 1 or Line Item No. 2, and identify the applicable modem type, including RS-485/RS-232 capability.	Bidder to refer reply to Sr. No. 346
355	Volume II Page no.74	3.4.11. 2 LNG Dispensing Stations	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems	Please confirm whether the industrial cellular modems required for LNG dispensing stations are covered under Schedule A – Hardware Costs, SOR Line Item No. 1 or Line Item No. 2, and identify the applicable modem type.	Bidder to refer reply to Sr. No. 346
356	Approved BQC		OEM compliance criteria-Modem-The proposed Modem must have a valid certification of PESO / ATEX / IECEx (Zone 1 / Zone 2)	Please note that Modem are for safe area installation and thus this clause is not applicable. Kindly accept.	Bidder to refer reply to Sr. No. 387. Bidder to also refer to updated SoW

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
357	OEM Compliance Document Checklist Page 20 of 23	iv. The proposed Modem must have a valid certification of PESO / ATEX / IECEx (Zone 1 / Zone 2)	iv. Necessary valid certification as on bid publication date from competent authority	We request GEL to kindly delete the requirement of mandatory PESO / ATEX / IECEx certification for the proposed Industrial Cellular Modem. Alternatively, the requirement may be made applicable only where the modem itself is directly installed within the classified hazardous area. Industrial cellular modems are typically installed inside an appropriate enclosure/cabinet or at a safe/non-hazardous location, with the overall installation designed in accordance with the applicable hazardous-area requirements. In such cases, requiring independent Zone 1/Zone 2 certification specifically for the modem does not provide additional functional or safety benefit. Further, mandating PESO/ATEX/IECEx certification at individual modem level significantly restricts the number of established industrial modem OEMs that can participate, thereby limiting competition and interoperability options. It is therefore requested that hazardous-area compliance be considered at the complete installation/enclosure level, wherever applicable, rather than mandating certification of the modem itself.	Bidder to refer reply to Sr. No. 387. Bidder to also refer to updated SoW
358	Volume II Page no.412	4..1.3. Surge Protection, Transit Suppressors, RFI Filters	Surge protection device for the power and communication shall be considered of both internal and external type confirming to IEC or UL standards. Surge Protection devices shall be provided as per following philosophy- •For all incomer power supply to each panel (UPS , Solar, Non-UPS) •For Each MODBUS communication Channel •Power supply feeder to Modems •Antenna cable	1. Please confirm that a separate SPD at the RTU-panel incomer is not required where the RTU panel is located adjacent to and supplied from a protected UPS source within the same electrical room. 2. Please also confirm that antenna-cable SPDs are required only for outdoor antennas/exposed cable runs, while indoor antennas may be installed without a coaxial SPD.	Bidder to refer reply to Sr. No. 415
359	4..1.13. General		Power Supply Battery backed power supply unit	Please note that RTUs are not battery backed. External power source is required. Kindly elaborate.	Bidder to refer reply to Sr. No. 415
360	51		The Bidder shall supply and install one MCB (Miniature Circuit Breaker) with auxiliary contact block (1 NO + 1 NC) in the electrical supply line of each dispenser	As per Site Visit conducted, There is no Provision/ option to Install MCB and Contactors in the Dispenser Panel as this Dispensers are in OEM Scope and remote Start/ Stop feature should be provided by the Dispenser OEM Kindly consider.	Bidder to refer reply to Sr. No. 132.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
361	52		Control Logic:	Who will provide the control logic and also GEL to provide support with OEM for the integration	Bidder to refer reply to Sr. No. 132.
362	3.4.3.4.2		Scenarios	Kindly quntify all the scenarios.	Bidder to refer reply to Sr. No. 417
363	Volume II Page no.36	3.1 Brief Scope of the work for SCADA	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. The Bidder cannot claim additional compensation or refuse to perform any work on the grounds that such work was not explicitly mentioned in the scope of work, provided such work is reasonably necessary for project completion. The Bidder is expected to use their professional expertise and industry knowledge to identify and execute all necessary work components to deliver a complete, functional and ready-to-operate solution.	Please confirm that deemed-included work is limited to activities reasonably inferable from the RFP for the specified scope and quantities. Items identified as GEL's scope—including EVC/PD meter supply, meter-index replacement, mains-power availability, customer permissions, and unspecified civil works—or any material additional requirements should be handled through an appropriate SOR item or change-order mechanism.	Bidder to refer reply to Sr. No. 157
364	3.1 & 3.2/Page No. 37, 42	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.	Please note that scope of work shall be as per SOR and associated specifications.	Bidder to refer reply to Sr. No. 157
365	General			There are general statements in RFQ at multiple places like where required, wherever applicable which makes the requirement unclear. We request M/s GEL to kindly clearly specify the requirement for us to consider exact solution and correct costing.	Bidder to refer reply to Sr. No. 157

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
366	Volume II Page no.61	3.4.6.2 Decompression Skids -New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems with 4G/LTE capability and 2G fallback with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available.	1. Please confirm whether a 2–3-hour battery backup may be provided at locations with grid power instead of the specified three-day backup, with outages beyond the backup duration excluded from the end-device availability SLA. 2. For locations without grid power, please confirm acceptance of a solar power system with three-day battery backup in place of a five-year standalone battery, provide the location-wise grid-power availability and communication duty cycle, and include a separate SOR item for the solar system.	Bidder to refer reply to Sr. No. 410
367	Volume II Page no.66	3.4.8.2. LCNG Station -New Hardware Requirements	Bidder shall supply and install Dual-SIM/Single……. with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available.	1. Please confirm whether a 2–3-hour battery backup may be provided at LCNG locations with grid power instead of the specified three-day backup, with outages beyond the backup duration excluded from the end-device availability SLA. 2. For locations without grid power, please confirm acceptance of a solar power system with three-day battery backup, provide grid-power availability and communication duty-cycle details, and include a separate SOR item for the solar system.	Bidder to refer reply to Sr. No. 410
368	Volume II Page no.71	3.4.9.2 Compressed Biogas (CBG) Plant- New Hardware Requirements	Bidder shall supply and install Dual-SIM/….. with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available.	1. Please confirm whether a 2–3-hour battery backup may be provided at CBG locations with grid power instead of the specified three-day backup, with outages beyond the backup duration excluded from the end-device availability SLA. 2. For locations without grid power, please confirm acceptance of a solar power system with three-day battery backup, provide grid-power availability and communication duty-cycle details, and include a separate SOR item for the solar system.	Bidder to refer reply to Sr. No. 410

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
369	Volume II Page no.73	3.4.10. 2 Check Metering Stations	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support i…….....with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available with RS-485/232 capability	1. Please confirm whether a 2–3-hour battery backup may be provided at check-metering stations with grid power instead of the specified three-day backup, with outages beyond the backup duration excluded from the end-device availability SLA. 2. For locations without grid power, please confirm acceptance of a solar power system with three-day battery backup, provide grid-power availability and communication duty-cycle details, and include a separate SOR item for the solar system.	Bidder to refer reply to Sr. No. 410
370	Volume II Page no.74	3.4.11. 2 LNG Dispensing Stations	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support……..... with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available	1. Please confirm whether a 2–3-hour battery backup may be provided at LNG locations with grid power instead of the specified three-day backup, with outages beyond the backup duration excluded from the end-device availability SLA. 2. For locations without grid power, please confirm acceptance of a solar power system with three-day battery backup, provide grid-power availability and communication duty-cycle details, and include a separate SOR item for the solar system.	Bidder to refer reply to Sr. No. 410
371	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 CNG stations and provide RS-485 cables to dispensers (5V DC FRLS armoured and screened cable through metal conduit).	Please provide station-wise dispenser quantities and estimated trench, cable, and conduit lengths. As these quantities are site-dependent and no specific SOR item is available, please include separate unit-rate SOR items for trenching, cabling, conduit, and associated civil works, with payment based on actual measured quantities.	Bidder to refer reply to Sr. No. 1, 146 and 391
372	General		Station wise list of PLC Types and communication like profibus/serial or cat-6 etc.	Bidder request to provide the list of each station in excel format which involves 1.Area 2.Existing PLC detail 3.Protocol available 4.How many dispensers in each location 5.EVC Types. This will enable us to consider/quantify compatibility converters w.r.t to ports availability.	Bidder to refer reply to Sr. No. 400, 131 and 100

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
373		15. Indicative Station Wise I/O Details	CNG Stations • Varies by station type: - Mother stations: 88 PLC I/Os, 10 dispenser points - Daughter-Booster: 44 PLC I/Os, 10 dispenser points - Daughter: 10 dispenser points	Please provide the list of Hardwired IOs (AI, DI, DO, AO) requirement in CNG Stations as, we have noticed during Site Survey that some of the stations are having DCS, Odorizer Units, other Equipment where Hardwired IO Connections are required.	Bidder to refer reply to Sr. No. 400 At CNG stations where there are other equipments like DRS/CMS/Odorizer etc. these additional equipments will be interfaced with the new RTU through serial / ethernet port (Subject to spare port availability).
374	263	8.1 Schedule a	Modems for RTU Not quantified	Bidder understands that RTU qty. mentioned in sr no-4&5 will only need to be supplied by bidder 8.1. Schedule A – Hardware Costs. Bidder has found that modem quantity not counted for 920+15 RTU's for sr. no. 4&5. The modems quantified in sr. no 1&2 are for industrial EVC & PD metering modems. Pls clarify.	Bidder to refer reply to Sr. No. 400
375	Pg. 534 / Sec. 15 notes Pg. 442 / RTU Panels, item 35 Pg. 453 / Annexure-1, item 17	Spare I/O	Section 15 asks for a minimum of 10% spare of each I/O type (AI, DI, DO). The RTU specification asks for fully wired 30% spare additional I/O terminals, and Annexure-1 item 17 asks whether hardware for 30% spare installed I/O is included.	Please confirm whether to price 10% spare I/O (with modules, relays and barriers on that basis) or 30% spare I/O hardware, and whether the 30% applies to terminals and panel space only.	Bidder to refer reply to Sr. No. 400 - Point D
376	Pg. 263 / Cl. 8.1 Schedule A, Sr. 5 Pg. 83 / RTU Installation Based on Station Type Pg. 115-122 / Cl. 3.4.14 Pg. 212 / Cl. 5.4.2 Ref Doc Section-II SOW	Schedule of Rates - Type-2 RTU; Indicative Scope of SCADA	Schedule A Sr. 5 asks for 920 Nos. Type-2 RTU. Cl. 3.4.14 shows Type-2 RTUs at CNG (850), Decompression Skids (20), Cathodic Protection (110), LCNG (8), CBG (7), LNG Dispensing (TBD) and Gas Exploration Sites (16).	These stations add up to 1,011 without LNG, and 1,016 with the 5 LNG stations shown in the Go-Live schedule, against 920 in the Schedule of Rates. Please give the location-wise list (zone-wise and station-type-wise) of the 920 Type-2 RTUs, and confirm which stations will not get a Type-2 RTU.	Bidder to refer reply to Sr. No. 400
377	Page 120-122, 212, 245	Station-type count inconsistencies	CNG, CMS, DRS, CP/CPTR, CBG and LNG counts vary across scope and schedules; LNG is also shown as TBD.	Please provide one approved master quantity table by station type and zone, including confirmed LNG quantity, and the document precedence.	Bidder to refer reply to Sr. No. 400
378	Cl 15.0 Page 533/542	Indicative Station Wise I/O Details	-	Kindly provide seggregation of RTU's, Modems & MIUS as per the infrastructure type. Likewise how many Rtu's in CGS , CNG etc	Bidder to refer reply to Sr. No. 400

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
379	Cl 15.0 Page 533/542	Indicative Station Wise I/O Details		In the Indicative Station-wise I/O Details, the number of DI, DO, AI, and AO signals for CNG Stations, LCNG Stations, and Other Stations has not been specified. Kindly provide the detailed I/O requirements for each station type, including the number of DI, DO, AI, and AO to finalize the RTU configuration	Bidder to refer reply to Sr. No. 400
380	Volume II Page no 256	6.8	Exclusions cover scheduled maintenance, force majeure, TSP mass outages and GEL-caused outages. GEL decides whether any exclusion claim is valid.	Grid power, EVCs, PD meters, PLCs and site access are provided or controlled by GEL. Theft, third-party damage and sites with no network coverage are beyond any bidder's control. Without these exclusions the bidder carries penalties for events it cannot prevent. Joint review of exclusion claims, instead of GEL's sole determination, keeps the process transparent. Hence, please add these exclusions: site power failure, faults in GEL-owned equipment, site access denied, theft or damage, and no-network sites.	Bidder to refer reply Sr.No. 131. Kindly refer to section Service Level Agreement (SLA) and Penalty Framework for SLA exclusions.
381	40		The bidder shall implement VPN tunnelling architecture with IPsec protocol and AES-128 / 256 encryption for all communications between field devices and the cloud-based AMI infrastructure.	Kindly confirm the number of VPN tunnels required so that the bidder can consider the appropriate firewall requirements at the cloud end.	Bidder to evaluate and finalize this as per their System architecture and proposed solution which shall fulfil the tendered requirements.
382	Volume II Page no 254	6.6 AMI Point #3	SAP integration 100% available during the billing window; ₹50,000 per hour of unavailability.	SAP, the ESB and GEL's network are owned and operated by GEL. The bidder can control only the AMI-side interface. A 100% target that includes SAP downtime makes the bidder liable for systems it cannot manage. Limiting responsibility to the AMI interface, and excluding SAP-side outages, makes the SLA fair and measurable. Hence, please Make the bidder responsible for the AMI-side interface only. Exclude SAP downtime.	Bidder shall be responsible for the AMI-side interface only. SAP planned downtime shall be exlcuded. However, SAP downtime impacted due to any API, service, or backend process failure originating from the Bidder side or any other such reasons attributable solely due to the Bidder - SLAs shall remain applicable for such incidents.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
383	Page No: 25/34 Clause No: 35	35. LIMITATION OF LIABILITY	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	Bidder requests to remove the below 3 clauses from Limitation of Liability: a. Breach of Applicable Laws by the CONTRACTOR 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 Please confirm.	Bidder may refer replies given under Commercial Pre-bid queries.
384	Page No: 17-18/34 Clause No: 18	18. WARRANTY/ DEFECT LIABILITY	18.1 CONTRACTOR warrants that: a. The SERVICES shall be free of defect, deficiency or omission of any kind; b. All resources, including any CONTRACTOR's equipment, shall be of good quality, without defect, suitable for the purpose and use for which they are intended or used, shall conform to the requirement of the OWNER and perform in accordance with the requirements and conditions of CONTRACT; c. The SERVICES comply with OWNER's requirements (as notified to CONTRACTOR) both individually and (where relevant) together as an operating system; and d. The SERVICES will comply with and meet all requirements of the Legislation. 18.2 CONTRACTOR shall be deemed to have read all documentation relating to the CONTRACT in order to determine the quantity and quality of resources that will be required and CONTRACTOR shall obtain for itself a full understanding and knowledge of the nature and SERVICES and of the prevailing conditions under which the SERVICES are to be carried out. 18.3 Defect liability period (DLP) shall be for the period as stipulated in the STC commencing from the date of completion of SERVICES. For any process or system related defects observed during this period, the CONTRACTOR shall rectify/ re-construct the same at its own cost. The date of completion of the SERVICES shall be the date on which the OWNER's REPRESENTATIVE approves completion of SERVICES.	Kindly accept that the DLP/Warranty period shall be twelve (12) months from the date of commissioing or 18 months from supply whichever is earlier under this Contract (hereinafter referred to as "the Warranty Period"), which results during Warranty Period in the defective equipment, any defect for the reasons that is solely attributable bidder with the exceptions on following i.e. (i) anomalies arising from supplies or parts provided by the Purchaser without conforming to technical specification mutually agreed with the Supplier. (ii) normal abrasion, normal corrosion or normal wear and tear of the supplies. (iii) use or storage of the Equipment that does not comply with technical specifications agreed by both Parties. (iv) in the event of repair, modification, dismantling or reassembly connection of the Equipment not carried out by Supplier (v) incorrect use of equipment by the Purchaser.	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
			18.4 In case of supply of GOODS is in scope of the CONTRACTOR, 18.4.1 CONTRACTOR warrants that the quality of GOODS supplied shall be in accordance with CONTRACT and specified standards and shall show the utmost skill, diligence and competency in workmanship. CONTRACTOR also warrants that such GOODS shall meet the requirements of, and be in conformity with all applicable laws, rules, regulations and ordinances of any GOVERNMENT AUTHORITY. 18.4.2 Without prejudice to the rights of the OWNER under this CONTRACT, wherever applicable, the CONTRACTOR warrants the GOODS against the CONTRACTOR's faulty design, workmanship or materials arising or becoming apparent within a period of 12 months from commissioning or 18 months from delivery, whichever is earlier, (henceforth referred to as the "Warranty Period") from the date of delivery of GOODS at DELIVERY POINT, either following delivery or following the repair, modification or replacement of the GOODS, or any part thereof, unless otherwise stated differently in the STC. 18.4.3 CONTRACTOR warrants that GOODS under this CONTRACT will be new and of recent manufacture, of specified quality and free of all defects and all malfunctions, including latent defects, and compete and fit for the use for the specific purpose for which they are purchased and that they are in strict accordance with the drawings and Specifications, and all relevant codes as applicable to GOODS in India or any sub division thereof. 18.4.4 If any fault, defect or nonconformity is discovered during the Warranty Period, CONTRACTOR shall take or arrange for all measures necessary to correct, or have corrected, any and all defects, or to replace or have replaced the defective parts (the decision regarding replacement/repair shall be at OWNER's discretion) with the greatest diligence and at CONTRACTOR's expense to the full satisfaction of OWNER. The CONTRACTOR shall also provide supervision as required and accept charges for the dismantling and re-assembly of work on site. All transport costs for the parts to be repaired or replaced will be paid by CONTRACTOR. 18.4.5 All the spares shall be supplied with fitment certificate to the original equipment, as applicable. 18.4.6 Should the nature or size of the defective GOODS or other circumstances make it impracticable		

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
			for the defective GOODS or part thereof to be removed, the OWNER may require the CONTRACTOR or others to carry out the work necessary for repair, modification, or replacement of the GOODS on site at the CONTRACTOR's expense, and the cost for the same shall be recovered /deducted from the CONTRACTOR. 18.5 If the CONTRACTOR fails to respond immediately to intimations of defects in GOODS/SERVICES and fulfil its obligations under this Clause, the OWNER may: a. Terminate this Contract or any part thereof in accordance with Clause 42 of GTC and/or debar the CONTRACTOR as per Clause 43 of GTC, without prejudice to its existing rights and remedies; and/or b. Recover as a debt due from the CONTRACTOR all extra costs and expenses arising from or in connection with any GOODS/SERVICES being found to be defective, including but not limited to those of employing others, repairing, modifying or testing defective GOODS/SERVICES, purchasing/storing alternative GOODS/SERVICES elsewhere. 18.6 Where the CONTRACTOR repairs, modifies or replaces any SERVICES/GOODS in accordance with this clause, the provisions of this CONTRACT shall apply to the repaired, modified or replacement SERVICES/GOODS. 18.7 Failing prompt and sufficient action on the part of CONTRACTOR, OWNER reserves the right to carry out the necessary work at CONTRACTOR's risk and expense. OWNER shall have the right to recover such costs from CONTRACTOR as described in GTC Clause No. 17.2. 18.8 Where applicable, the OWNER shall have the right to assign the benefit of this warranty to the OWNER's successors and/or assignees. When requested by the OWNER, the CONTRACTOR shall assign to the OWNER the full benefits of all guarantees/warranties obtained by the CONTRACTOR.		

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
385	Page No: 4/10 Clause No: 9	9. OWNERSHIP, TITLE AND INTELLECTUAL PROPERTY	9.1 All field hardware (RTUs, transmitters, Modems, MIUs, antennas, enclosures, cables and associated accessories) shall be owned by OWNER. Title to each item shall pass to OWNER, free of all liens, charges and encumbrances, on release of the milestone payment covering that item, as per Clauses 2.2.2.1 and 5.6.1.4 of the Scope of Work. 9.2 Material for which payment has been released at the FAT milestone but which remains in the CONTRACTOR's or manufacturer's custody shall be physically marked, segregated and recorded as OWNER's property, and shall not be sold, pledged, substituted or encumbered. Such material shall be insured with OWNER as loss payee until delivery to site is confirmed. 9.3 All software shall be provided on a Software-as-a-Service (SaaS) basis for the contractual period. At contract completion, the CONTRACTOR shall provide OWNER with active licences in OWNER's name and full transition support, as per Clause 4.2.12 of the Scope of Work. 9.4 All intellectual property in code, drivers, integrations, dashboards and use cases developed specifically for OWNER under this CONTRACT shall rest solely with OWNER. The CONTRACTOR shall not claim any Intellectual Property Rights in them.	Transfer of ownership to the Purchaser shall be only after complete payment to Bidder. The risk of the asset/item/equipment shall transfer to Purchaser after delivery of items by Bidder wherein the scope including safe custody and storage, safety and security with its associated responsibilities and costs of the delivered asset /item/ equipment shall be fully in Purchaser scope under this Contract. It is clarified that all intellectual property rights under this Contract is limited and restricted to the right to use by the Purchaser for the limited purpose of this Contract only. all and any pre-existing intellectual property rights of Bidder are not transferred under this Contract and Bidder shall be exclusive owner and title holder for Bidder pre-existing intellectual property rights and similarly for any third party owned pre-existing intellectual property rights will be exclusively owned by such third party/ies. Upon receipt of such timely notification by Purchaser, Bidder may at its sole discretion decide at its own cost to conduct negotiations for the settlement of any claim of infringement or allegation of infringement and any litigation that may arise therefrom, to defend Purchaser or to indemnify Purchaser. Purchaser shall not make any admission which might be prejudicial to Bidder. Purchaser shall, at the request of Bidder, provide all reasonable assistance and information to Bidder for the purpose of contesting the claim and conducting negotiations and litigation for the settlement thereof, and shall be compensated by Bidder for all reasonable costs incurred in so doing; to procure the right to continue use of the Products; to modify the infringing Products to make them non-infringing; to replace the infringing Products with non-infringing functional equivalents; or to remove the infringing Products and refund the purchase price. Bidder's obligations established in this Clause shall only apply provided that all of the following conditions are satisfied. (a) The claim arises out of the design, if any, manufacture of the Product or Purchaser's use of the Product. (b) The infringement or allegation of infringement was not caused by any use of the Product (i) which is unlawful or in breach of the Contract, (ii) which is other than for the purpose indicated in the Contract or reasonably to be inferred from the Contract, (iii) which is in association or combination with any other product not supplied by Bidder, unless such association or combination was disclosed to and approved in writing by Bidder prior to the date of the Contract, (iv) which comprises any modifications of or alterations to the Products not approved in writing by Bidder prior to the date of the Contract. (c) The infringement or allegation of the infringement was not caused by a Product implementing any instructions contrary to or used against Bidder's recommendations. This Clause states Bidder's entire liability for indemnification for third party IPR infringement by the Products.	Bidder may refer replies given under Commercial Pre-bid queries.
386	Volume II Page no.35	3.1. Brief Scope of the work for SCADA	SCADA vendor must coordinate with Instrumentation / Telecommunication / Electrical / CP system contractor / vendor during installation & commissioning for proper integration.	Please provide the list and contact details of the existing Instrumentation, Telecommunication, Electrical, CP system, and other relevant contractors/vendors, and confirm that they will provide the protocols, drawings, data, and technical support required for integration.	Available data shall be provided once the Bidder is onboarded

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
387	General	General	ATEX/PESO Safety Compliance	If the RTU and/or modem are not ATEX/PESO-certified, request the authority to allow the Bidder to install an appropriately ATEX/PESO-certified cabinet	ATEX/PESO requirement is only envisaged for Modems which are intended for installation inside Hazardous area such as DRS/CMS. For such modems, Zone 1 certification for the modem is required and Intrinsic safety barrier shall also be used for connection to the EVC to fulfil EVC's ATEX specific requirements. If the modem is not ATEX/PESO-certified, installing an ATEX/PESO-certified cabinet is acceptable however, Intrinsic safety barrier shall still be provided for connection to the EVC to fulfil EVC's ATEX specific requirements.
388	Volume II Page no.57–58, 115–119	3.4.4, 3.4.14 (row 4), 11.6	3.4.4.2: "Bidder shall supply and install a minimum solar panel option to ensure DRS locations remain online 24x7 as required"; table 3.4.14: "Option for Solar panel systems for 24x7 operation" and "Interface with new EVC (GEL procured) via Modbus"; only some DRS have EVCs.	It is unclear whether solar is mandatory at 375 DRS, what applies at DRS without EVCs, and who supplies new EVCs. There is no SOR line for solar. Hence, Kinldy provide the DRS list with EVC and grid-power status; confirm solar is optional and paid per unit (new SOR line) where GEL instructs; confirm new EVCs are free-issue by GEL.	At DRS Sites, grid power source is not available largely and hence modems to be installed at DRS shall primarily be Battery operated. At select DRS sites, where there is grid power available, Bidder will have a choice to provide externally powered modem or battery operated modem. Detailed survey shall be carried out by the bidder post award of order to identify DRS sites with EVCs and with or without grid power provide the consolidated list for GEL to review. Modems shall be installed at the sites where EVCs are present. GEL will undertake installation of EVCs in the DRS where currently not present. Supply of Solar power panels is not envisaged under this tender. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
389	3.1/Page No. 33	Supervisory Control and Data Acquisition System (SCADA)	Upgradation	Kindly replace upgradation with updation.	As the software supplied under this project are on SaaS model. Upgradation as mentioned in the tender forms part of scope of Bidder.
390	3.3/Page No. 45	CMP	Archive Data	M/s GEL needs to provide archival data in excel.	Archival data shall be provided to the bidder in the format available following a discussion between GEL and Bidder post award of contract.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
391	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).	Considering the hot-work and spark-generation risks associated with cutting, threading, and bending GI conduit at hazardous sites, please confirm whether suitable HDPE conduit may be used as an alternative. Please also include a separate per-metre SOR item for HDPE conduit installation, with payment based on actual measured quantities.	Applicable line items and their estimated quantities have been included in the SOR with payment based on actual measured quantities.
392	Volume II Page no.71	3.4.9.2 Compressed Biogas (CBG) Plant- New Hardware Requirements	Bidder shall install an antenna along with each industrial modem	Please confirm that the antenna, antenna cable, connectors, mounting accessories, and installation required for each modem are included in the applicable Schedule A modem SOR item (Line Item No. 1 or 2).	Antenna, antenna cable, connectors, mounting accessories, and installation is deemed to included in the modem cost. Bidders to take note that rates quotes under line items for SITC of Modems shall be inclusive of supply of all modem accessories such as but not limited to Antenna, connecting cables, connectors, isolation barrier, junction boxes, mounting pole, brackets etc. required to complete the installation and commissioning at site.
393	263		8.1 schedule -A	Can you please detail out what is the purpose of voltage stabilizer mention in 8.1 schedule A	All new RTUs supplied under this project shall be mains powered through UPS, as primary function of the UPS is not to condition voltage fluctuations, to protect the new RTUs from such voltage flucations, RTU shall have Inbuilt protection against any power fluctuations or surge either from the incoming power supply or from any field devices.
394	Pg. 83 / RTU Installation Based on Station Type Pg. 118 / Cl. 3.4.14, Sr. 6 Pg. 533 / Sec. 15, Sr. 9 Ref-Doc-Section-II SOW	Type-2 RTU at Cathodic Protection (TR Units)	Cl. 3.4.14 shows a Type-2 RTU with redundant SMPS at 110 Cathodic Protection locations. Section 15 gives 8-12 parameters via MQTT per location.	Please confirm that each of the 110 CP locations gets one Type-2 RTU, and whether the CP data is to be hardwired or read from the existing CP device over MQTT/Modbus. If some locations are modem-only, please list them.	All CP TRU locations shall be integrated with SCADA System through API call. No hardware is envisaged at CP TRU locations under this project. 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
395	Volume II Page no.417	1.1.1.1 Remote Telemetry Units	Intrinsically safe, suitable for use in hazardous environments (Zone 1, Group IIA/B) and certified as per applicable international standards	The Bidder understands that the RTU will be installed inside the station's equipment room, which is a non-hazardous (safe) area. Kindly clarify and confirm Bidder's understadning for: (a) RTU hardware rated for non-hazardous areas is acceptable, with field signals from Zone 1/2 connected through certified IS barriers (ATEX/IECEx and PESO approved); and (b) an IP55 cabinet is acceptable for indoor installation, consistent with p.483 (IP55 minimum (non-hazardous areas)). Where an RTU has to be installed outdoors, the Bidder will provide an IP65 cabinet.	a) Bidder to refer reply to Sr. No. 69 b) Bidder to refer reply to Sr. No. 125
396	Volume II Page no.35	3.1 Brief Scope of the work for SCADA	SCADA vendor must coordinate with Instrumentation / Telecommunication / Electrical / CP system contractor / vendor during installation & commissioning for proper integration.	The Bidder understands that this clause covers coordination on the interfaces between the SCADA system and the instrumentation, telecom, electrical and CP systems, while GEL facilitates access to, and cooperation from, those contractors and OEMs. The Bidder requests GEL to confirm that: (a) GEL will nominate a point of contact and ensure its contractors and OEMs share interface data in good time, such as CP-TR MQTT topics, PLC registers and I/O lists, and support integration testing; (b) delays caused by the readiness of GEL's contractors will not count against the Bidder's milestones, LDs or SLAs; and (c) any rework on their equipment remains within their scope.	a) & b) Bidder to refer reply to Sr. No. 394 and 121 c) Bidder to refer reply to Sr. No. 131
397	Pg. 442 / RTU shall comply, item 36 Ref-Doc-Section-II SOW	Burn-in of RTU panels	Hardware-mounted and wired panels are to be subjected to burn-in operation for a minimum of 15 days before dispatch.	For about 935 RTU panels, please confirm whether the 15-day burn-in is required on every panel, or may be done on a lot or sample basis with the FAT.	15-day burn-in is required on a lot or sample basis during the FAT.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
398	Volume II Page no.57	3.4.4.2 & 3.4.4.4. DRS New Hardware Requirements & Connectivity	Bidder shall supply and install Dual-SIM/Single-SIM multi-network support industrial cellular modems with 4G/LTE capability and 2G fallback with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available. • Bidder shall supply and install a minimum solar panel option to ensure DRS locations remain online 24x7 as required. 3.4.4.4. Connectivity (b.) If solar power supply system is required (as an optional item), it shall consist of the following:	1. Please provide the location-wise list of DRS sites with and without grid power and specify the communication/polling duty cycle for battery sizing. 2. The tender describes solar power as both mandatory and optional; please clarify the applicable requirement and include a separate SOR line item and quantity for the solar power system wherever required.	1.Detailed survey shall be carried out by the bidder post award of order to identify DRS sites with EVCs and with or without grid power provide the consolidated list for GEL to review. At DRS Sites, grid power source is not available largely and hence modems to be installed at DRS shall primarily be Battery operated. Modems shall communicate with the SCADA application once every day and also wake up every hour to send diagnostics specific data to NMS, EMS servers + check Pull requests from the SCADA applications + check any active alarms at the EVC side. At select DRS sites, where there is grid power available, Bidder will have a choice to provide externally powered modem or battery operated modem. 2. For locations without grid power, battery operated Type 1 modems shall be supplied by the Bidder. Supply of Solar power panels is not envisaged under this tender. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
399	Volume II Page no.51	3.4.3.1. Existing Setup	In the future GEL may add LNG dispensers at some CNG locations. The bidder has to connect the LNG dispenser to the SCADA system with the same level of control and monitoring applied for CNG dispensers.	1. Please clarify the commercial treatment for future integration of LNG dispensers. As no separate item is available in Schedule B2 – Annual Rate Contract Costs, please confirm 2. whether the applicable Type-2 RTU rates will be used or provide a separate SOR line item.	1. The bidder shall connect the LNG dispenser to the SCADA system with the same level of control and monitoring applied for CNG dispensers. 2. Bidder to refer reply to Sr. No. 400

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
400	Pg. 263 / Cl. 8.1 Schedule A, Sr. 4 Pg. 115 / Cl. 3.4.14, Sr. 1 Pg. 212 / Cl. 5.4.2 Ref Doc-Section-II SOW	Schedule of Rates - Type-1 RTU; Indicative Scope of SCADA - City Gate Station (CGS)	Schedule A Sr. 4 asks for 15 Nos. Type-1 RTU with accessories. Cl. 3.4.14 Sr. 1 shows 14 City Gate Stations, and the Go-Live schedule (Cl. 5.4.2) also gives CGS numbers by zone.	1. The Type-1 RTU quantity in the Schedule of Rates (15) does not match the CGS count in the scope table (14). Please confirm the quantity to be quoted 2. and, if it is 15, the zone and station where the 15th Type-1 RTU is required.	a. Quantities as specified in the SOR supersedes quantities specified elsewhere in the tender. b. Further, as mentioned under " Important Notes to Bidders" of the SOR, 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 c. Zone wise distribution of Asset types are given under "SCADA Go-Live Schedule" section of SOW. Asset wise Device Types distribution (Indicative list) is attached as Annexure E. Line items towards SITC of all types of Modems, RTUs, Cables etc. are provided in the SOR. Bidder shall be paid for SITC of all these items as per actual consumption during implementation stage. d. Asset wise IO distribution (Indicative list) is attached as Annexure F. Bidder shall supply RTUs with required no. of IOs at SCADA specific sites as per Annexure F. Separate line items for I/Os have been provided in the SOR. Bidder shall be paid for the SITC of such "I/Os" as per actual consumption during implementation stage.
401	Pg. 417 / Cl. 4.1.13, item 7 Pg. 420 / Cl. 4.1.16, item 7 Pg. 432 / Cl. 4.1.21, item 6 Pg. 440 / RTU shall comply, item 21 Pg. 263 / Cl. 8.1 Schedule A, Sr. 1, 2 Ref-Doc-Section-II SOW	RTU communication redundancy and modem	The RTU is to have dual redundant Ethernet ports, be polled over redundant connections, and fail over to a secondary channel within 100 ms. Schedule A lists Modem Type-1 (3300 Nos., without Ethernet port) and Modem Type-2 (1500 Nos., with Ethernet port) separately from the RTU line items.	1. Please confirm the redundant communication path at each station type (one dual-SIM modem or two modems), 2. which modem type (Sr. 1 or Sr. 2) goes with each Type-1 and Type-2 RTU, and 3. the modem quantity for RTU locations.	1. One modem with dual SIM/single-SIM with multi-operator capability (Min. 2 different service providers) shall be supplied by the Bidder. 2. and 3. Bidder to refer reply to Sr. Nos. 125 and 400
402	Page 210, 213, 232, 268; Cl. 5.3, 5.5, 5.6.9.5	Five-year O&M commencement	Some provisions link O&M to Final Go-Live at T+9 months, while handover is at T+12 months and other provisions commence O&M from handover.	1. Please confirm the common O&M start/end date for SCADA, AMI and CMP and 2. the pro-rata billing method between partial Go-Live, Final Go-Live and Handover.	1. O&M Phase of 5 Years shall commence after the achievement of Go-Live of all three components i.e. SCADA, AMI and CMP. 2. Pro-rata billing shall commence after the achievement of Lot wise/Zone wise

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
					Go-Live of AMI and SCADA respectively.
403	Volume II Page no.36	3.1 Brief Scope of the work for SCADA	The Bidder shall assume complete responsibility for any incident, failure, or disruption occurring in the deployed systems during the contract period. • Incident management shall include: o Immediate response to any system failure or disruption o Root cause analysis and corrective action implementation o Preventive measures to avoid recurrence o Complete documentation of incident and resolution steps	1. Please confirm that the Bidder's incident-management responsibility will apply only to failures directly attributable to the Bidder's supplied systems or services. 2. GEL should provide system orientation, site-specific operational procedures, escalation contacts, and required access/training before commencement of operations.	1. Bidder to refer reply to Sr. No. 155 2. GEL will provide system orientation, site-specific operational procedures, escalation contacts, and required access/training before commencement of operations.
404	Volume II Page no.51	3.4.3.2. New Hardware Requirements	Bidder shall supply, install and commission new pressure transmitters with displays with all the necessary ancillaries before PRV for compressors at station inlets.	1. Please confirm that the Bidder's installation boundary for the pressure transmitter starts from an existing tapping point with a functional root valve, 2. Please confirm that the required pressure transmitters are covered under Schedule A – Hardware Costs, SOR Line Item No. 8.	1. Bidder to refer reply to Sr. No. 154 2. Bidder's understanding is correct.
405	Volume II Page no.61	3.4.6.2 Decompression Skids -New Hardware Requirements	Bidder shall supply, install and commission new pressure transmitters with displays, temperature transmitters for outlet with all the necessary ancillaries.	1. Please confirm that the Bidder's installation boundary for the pressure and temperature transmitters starts from existing tapping points with functional root valves/nozzles, 2. Please confirm that the required transmitters are covered under Schedule A – Hardware Costs, SOR Line Item Nos. 8 and 9.	1. Bidder to refer reply to Sr. No. 154 2. Bidder's understanding is correct.
406	Volume II Page no.67	3.4.8.3.1. LCNG Station - Pressure Transmitters	a) Pressure Transmitters (PT) shall be provided by the bidder along with all applicable accessories such as SS Tubes, SS Valves, SS Manifolds, SS ferrules, SS connectors etc. as required for connection of Pressure transmitter.	1. Please confirm that the Bidder's installation boundary for each pressure transmitter starts from an existing tapping point with a functional root valve, 2. Please confirm that the required pressure transmitters are covered under Schedule A – Hardware Costs, SOR Line Item No. 8.	1. Bidder to refer reply to Sr. No. 154 2. Bidder's understanding is correct.
407	General	Existing PLC at sites	PLC/CPU-Port availability	1. Bidder understands that making of communication port availability in existing PLC/CPU in all locations will be in customer scope. (we also need the protocols at all stations). 2. Confirm who will perform the Existing PLC modifications.	1. Bidder to refer reply to Sr. No. 131. 2. Detailed survey shall be carried out by the bidder post award of order to identify equipments/devices and the required modifications/changes and provide the consolidated list for GEL. GEL shall carry out such modifications/changes in such identified equipments/devices.

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
408	Pg. 83 / RTU Installation Based on Station Type Pg. 116 / Cl. 3.4.14, Sr. 3 Pg. 212 / Cl. 5.4.2 Pg. 533 / Sec. 15, Sr. 2 Ref Doc-Section-II SOW	Type-2 RTU at CNG Stations	Type-2 RTUs are to be installed at CNG, LCNG, Decompression Skids and Cathodic Protection locations "as applicable". The Go-Live schedule splits the 850 CNG stations into Mother (103), Online (330), Daughter-Booster (13) and Daughter (404). Section 15 gives different I/O for each CNG station type.	1. Please confirm whether each of the 850 CNG stations (Mother, Online, Daughter-Booster and Daughter) gets its own Type-2 RTU, or whether some stations (for example Daughter) are covered by another RTU or by a modem only. 2. Please also explain what "as applicable" means for each station type.	1. Bidder to refer reply to Sr. No. 400
409	Volume II Page no.170, 218	3.7.6.4, 5.6.1	TPIA "appointed and paid for by the Bidder", which "shall be an accredited inspection body and/or GEL/PMC team members"; "The Bidder shall bear all costs associated with the FAT for all members engaged in the activity"; GEL may witness any FAT "with or without advance notice".	1. GEL shall pay TPIA fees; 2. GEL/PMC travel and stay borne by GEL; 3. FAT witnessing with 7 days' notice; rejection only for non-conformance with approved specifications/QAP.	1. Bidder shall arrange and bear the cost of TPIA. 2. GEL or its consultant travel related cost shall not be borne by bidder 3. FAT witnessing with 3 days' notice.
410	Volume II Page no. 49	3.4.2.2. New Hardware Requirements	Bidder shall supply and install Dual-SIM..... and 2G fallback with 3-day battery backup where grid power is available and a minimum of 5-year battery backup where grid power is not available	1. Please confirm whether a 2–3-hour battery backup may be provided at locations with grid power instead of the specified three-day backup, with outages beyond the backup duration excluded from the end-device availability SLA. 2. For locations without grid power, please confirm acceptance of a solar power system with three-day battery backup in place of a five-year standalone battery, provide the location-wise grid-power availability and communication duty cycle, and include a separate SOR item for the solar power system.	1. Battery back up is not required for Type 2 modem. 2. For locations without grid power, battery operated Type 1 modems (With Battery power) shall be supplied by the Bidder. Supply of Solar power panels is not envisaged under this tender. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
411	Pg. 533-534 / Sec. 15, Sr. 1 Pg. 422 / Type-1 RTU specification (under Cl. 4.1.16), item 2 Ref-Doc-Section-II SOW	Indicative Station Wise I/O Details; Type-1 RTU I/O handling	Section 15 gives CGS I/O as 24 DI, 3 DO, 45 AI and 3 AO (75 points). The Type-1 RTU specification says the RTU is designed for approximately 100 I/O points per CGS, with total I/O count as per the I/O list along with spares.	1. Please confirm the I/O count to be priced per CGS (75 points plus 10% spare, or about 100 points). 2. Please also give the final station-wise I/O list for each Type-2 station type (CNG Mother/Online/Booster/Daughter, LCNG, Decompression, CP, CBG, E&P, LNG), including hardwired DI/DO/AI/AO and the serial and Ethernet port requirements.	1. & 2. Bidder to refer reply to Sr. No. 400

Sr. No.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
412	Page 25-26, 129-131; Cl. 2.2.1.2, 3.4.17, 3.5.1	AMI quantity and platform sizing	SOR governs quantities; implementation schedule totals 4,800 AMI locations, while the platform must scale to at least 7,000 points.	1) Please confirm the single governing AMI quantity for supply, installation, commissioning, licensing, cloud sizing and commercial evaluation. 2) Also confirm that capacity above commissioned quantity will not attract additional licence charges.	1) Bidder to refer reply to Sr. No. 400 2) AMI shall support the contracted metering scope and shall be scalable to a minimum of 7,000 metering points without architectural redesign and performance degradation. Charges for Nodes beyond Qty. as specified under the SOR shall be paid to the Bidder as per contracted rates through the entire contract period.
413	Volume II Page no.35	3.1 Brief Scope of the work for SCADA	Providing earthing to SCADA equipments at all locations by extending the earth conductor of suitable dimension from earth pit or earthing grid. Vendor may check earth connectivity before connection to the equipment rack. Bidder shall use 1 C x 6 sq mm FRLS armoured cable for earthing at each location and cost of the same shall be included in installation cost of respective equipment	Bidder understand that SCADA and AMI equipment will be earthed from GEL's existing earth pit or earthing grid at each location. Please confirm that: (a) where no earth pit is available, or the measured resistance is outside acceptable limits, GEL will provide or rectify it, or the work will be paid as an additional item; and (b) since the run from the earth pit to the panel varies widely by site, the 1C × 6 sq mm FRLS armoured earthing cable may be quoted as a separate per-metre SOR line item instead of being included in the equipment installation cost.	(a) where no earth pit is available, or the measured resistance is outside acceptable limits, GEL will provide or rectify it. Functional earth pits shall be made available by GEL. (b) Bidder shall do necessary cabling (separate SOR line item for earthing is provided in the SOR) from SCADA and AMI equipment to GEL's earth pit.
414	Volume II Page no.35	3.1 Brief Scope of the work for SCADA	The electrical works associated with the installation and commissioning of the equipments, earthing of equipments at all sites, powering of equipments at all sites, termination of cables as required shall be the responsibility of the bidder. Supply and laying of Power Cables from Electrical panel to respective RTU Panel, Server Panel, RWS etc cables as required shall be the responsibility of the bidder.	The Bidder understands that GEL will provide a spare, protected outgoing feeder (MCB) in the existing electrical panel at each site, and that the Bidder's scope begins from that feeder. The Bidder requests GEL to confirm that: (a) where no spare feeder or panel capacity is available, GEL will arrange it, or it will be paid as an additional item; (b) since cable lengths vary widely by site, power cables may be quoted as a separate per-metre SOR line item; and (c) since the platform is SaaS on cloud with no server hardware at MMS/BMS, the references to "Server Panel" and "RWS" do not apply.	(a) Bidder's understanding is correct. GEL will arrange it (b) Applicable line items have been included in the SOR. (c) Bidder's understanding is correct. Kindly refer to 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
415	Pg. 417 / Cl. 4.1.13, item 3 Pg. 419 / Cl. 4.1.15 Pg. 420 / Cl. 4.1.16, item 10 Pg. 439 / RTU shall comply, item 14 Pg. 263 / Cl. 8.1 Schedule A, Sr. 5, 6 Ref-Doc-Section-II SOW	RTU power supply, battery backup and voltage stabilizer	The RTU is to have a battery-backed power supply with redundant hot-swappable modules, operating at 24 V DC from a 230 V AC supply. Schedule A Sr. 5 lists a redundant power supply but no battery, and Sr. 6 lists 920 voltage stabilizers.	Please confirm (a) the battery backup duration, battery type and capacity, and whether it is part of the RTU line item; (b) whether 24 V DC or 230 V AC is available at each station type; (c) the voltage stabilizer rating, and whether it is meant for every Type-2 RTU; (d) whether power conditioning is needed at the Type-1 locations.	(a) Battery-backed power supply NOT required for RTUs, however, in case of power failure, RTU shall shut down safely without any loss of program,logic,configuration data and stored data. (b) 230 V AC is available at CNG/LCNG/CBG/DCS/CGS/CMS/Odorizer stations (c) Both RTUs and all types of Modems shall have Inbuilt protection against any power fluctuations or surge either from the incoming power supply or from any field devices. Accordingly, requirement of Voltage stabilizers for RTU and Modems have been excluded from the SOW/SOR. (d) Power conditioning is NOT required at the RTU Type-1 locations.
416	57	Scenario 7: Limited Cable Entry Points	At locations where spare cable entry is not available in the compressor PLC, an explosion proof junction box shall be provided by the bidder and installed near the compressor JB. Minimum 2 cables (as per the instructions of GEL) from the compressor JB shall be disconnected from compressor JB and connected to ex-proof JB supplied by bidder and 1 multi-pair cable shall be connected from ex-proof JB supplied by bidder to the compressor JB and terminated in the compressor JB. All the works for removing existing cable, removing the existing cable gland, glanding and termination of removed cable in ex-proof JB, glanding and termination of multi-pair cable in compressor JB etc. as per the direction of GEL is included in scope of the bidder.	Please provide the list of such compressors to quantify the no. of junstion boxes to be considered in costing	"Scenario 7: Limited Cable Entry Points" clause has been revised. Bidder to refer the revised SOW document uploaded along with the pre-bid replies.
417	Volume II Page no.55	3.4.3.4.2 CNG Compressor PLC Connectivity Scope	Scenario 1….scenario 7	Please provide a location-wise list of CNG stations, identifying which of the seven connectivity scenarios is applicable to each station.	Location-wise list of CNG stations shall be shared with the successful bidder post award of Order and Detailed survey shall be carried out by the bidder to identify applicable Scenarios and provide complete bill of Material to GEL for their review and approval to proceed for I&Cs.
418	Extension			Considering scope, clearity required and Festival session please give extension : 4 weeks .	-

Initiator: Replies to the technical pre-bid queries have been prepared based on inputs received from the cross-functional teams (TS, IT and SAP) and finalized in consultation with PwC.