

REPLY TO PRE BID QUERIES DATED:16.12.2025

TENDER FOR SUPPLY & IMPLEMENTATION OF GIS BASED CGD PLANNING, OPERATIONS AND MAINTENANCE MANAGEMENT SYSTEM FOR PIPELINE & ASSOCIATED ASSETS FOR GEOGRAPHICAL AREAS OF HPOIL GAS

TENDER NO. HOGPL/2025-26/C&P/027 DATE: 06.12.2025

Sl. No.	Ref Clause No.	Ref Clause Description	Bidders Query	HOGPL Reply
1	SECTION I IFB 4.0 CONTRACT PERIOD	Contract valid for 5 years (1 year AMC included in supply + 4 years AMC) from PO/LOI.	The contract period is defined as 5 years including AMC, while the technical scope also defines a 3-month implementation and then 5-year AMC. Can you clearly define: (a) implementation period, (b) first year included in supply, and (c) subsequent 4-year AMC start/end dates so we can align resource planning and warranty/AMC obligations correctly?	Supply & implementation of Web & Mobile app based GIS based CGD Planning, Operation & Maintenance Management system Application UAT (User Acceptance Test) must be completed within 3 (three) month after issuing agreement/purchase order/work order. Annual Maintenance Contract (AMC) of the application must be for 5 (Five) years (First initial year AMC cost included in Software cost i.e line-item no. 1 and remaining four-years cost payable through line-item no. 4) immediate after Go-live. AMC will begin from Go Live of software package.
2	SECTION I IFB 9.2 BID SECURITY/EMD	MSEs with valid registration/UDYAM are exempted from EMD and tender fee; traders/agents/stockists not eligible; procurement preference rules apply.	We are registered as an MSE under Udyam in a service/IT category. Please confirm that: (a) we will get full EMD and tender-fee exemption against submission of valid Udyam certificate, (b) no additional NSIC/EM-II is needed, and (c) how we should correctly mark EMD fields on the e-tender portal (e.g., “Not Applicable – MSE exempt”) so that the system does not treat the bid as non-responsive for EMD.	Bidder to select Exempted and upload UDYAM certificate.
3	General Query		The rejection criteria list several conditions as non-negotiable, including payment terms and completion period. If a bidder fully accepts the key commercial terms but seeks limited clarification on invoicing cycle, acceptance procedure, or practical scheduling, can you confirm such clarifications will not trigger rejection under “deviation” and will be handled through clarifications/corrigendum?	The bidder shall seek clarification during the Pre-Bid Queries. Any deviation from the commercial terms shall result in rejection of the bid
4	SECTION-IV SCC 15.0 CONTRACT PERFORMANCE BANK GUARANTEE	CPBG 5% or SD 2% + 5% retention from running bills; work starts only after CPBG/SD; delay in BG allows cancellation and EMD forfeiture.	Given the high upfront effort in software/GIS implementation, would HOGPL consider either: (a) reducing overall security to a maximum of 5% (via CPBG only), or (b) capping total security (SD + retention) at 5% of contract value and allowing work start against EMD/acceptance of LOI while BG paperwork is under process, subject to written confirmation from bidder and bank acknowledgement?	Bidder have to submit either BG or Security Deposit with retention from each bill. Further refer Corrigendum 1 .
5	2. PROJECT BRIEF	Integration of existing Hexagon GIS solution into open-source GIS-based CGD planning, O&M system for three GAs over 5 years.	Will the Vendor M/s Hexagon support in data migration?	Our AWS Cloud hosting service provider will assist in data migration., existing GIS solution, source code, backup files are readily available on cloud storage.
6	3. SCOPE OF WORK	Supply & implementation of web + mobile GIS solution within 3 months, integration of existing steel/MDPE network data, and 5-year AMC including enhancements and asset updates.	The scope includes both core implementation and continuous feature evolution during AMC. Can you clearly distinguish which items are part of the fixed-price implementation/AMC (bug fixes, configuration changes) and which types of new functionality will be treated as separate change requests with prior written approval and commercial agreement?	Please refer scope of work for all the required functionalities.
7	General Query	Native Android/iOS app, online/offline, GPS tracking, incident reporting, media capture, role-based access, sync with web server.	Please specify expected number of mobile users (per GA and total), approximate daily concurrent users, and minimum OS versions you want us to support. This information will help us size the mobile and backend architecture, choose suitable device compatibility levels, and estimate testing/maintenance efforts accurately.	20 users per GA & 2 users at HQ, total 62 users. Minimum OS version - Android 13
8	3. SCOPE OF WORK	Overlay pipelines on open-source imagery, Google Earth/Maps, routing and tracking via APIs; cost to be borne by bidder.	You have mentioned open-source imagery, Google Earth/Maps which one you are expecting vendor to provide, please specify because google earth is chargeable	Mapmyindia API, Google Maps or Google Earth API all are permitted.
9	8. PAYMENT SCHEDULE	For SOR-1 (core solution), milestones include UAT/Go-Live and balance 10% at end of first-year AMC; AMC (SOR-4) paid monthly.	Because a substantial portion of effort and cost is incurred prior to Go-Live, and the last 10% is linked to the end of first-year AMC, can you consider restructuring payments slightly—for example, releasing part of the 10% at Go-Live and the balance after 6 months of stable operations—so that cash-flow is better aligned with actual effort and risk?	Tender condition shall prevail.

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10	General Query	Weekly data porting requirement, “no backlog after 7th day”, and penalties for non-compliance.	Please define what constitutes “backlog” (e.g., percentage or volume threshold) and how exceptions will be handled in weeks with unusually high data inflow or force-majeure-type constraints. Can you confirm that where slippages are mutually discussed and approved in writing, penalties under this clause will not be automatically imposed?	The timelines regarding digitization of drawings will be mutually discussed during submission of drawings, penalty clause will not be imposed if the quantum of work is high.
11	General Query	On exit, bidder to facilitate complete data, documentation and DB handover; no deletion of data for 60 days post expiry/termination.	Kindly clarify the expected scope and duration of exit/handholding support (e.g., number of weeks/months, number of knowledge-transfer sessions) and whether this effort is considered part of the quoted 5-year price or will be separately payable if exit occurs before completion of the 5-year term.	The successful bidder shall not delete any data at the end of the agreement (for a maximum of 60 days beyond the expiry of the agreement) without the approval of the HOGPL. Further the bidder shall facilitate the DBMS to new contractor at the end of the contractual period. Kindly consider 60 days period as duration of exit/handholding support. The cost for the handover/migration of solution shall be borne by the bidder.
12	General Query	Defect Liability Period of 12 months from Go-Live, in addition to AMC coverage.	Since AMC and DLP overlap in time, can you please clarify: (a) which issues will be treated as “defects” under DLP (bugs vis-à-vis signed-off requirements), and (b) which will fall under AMC or paid change requests, to avoid future ambiguity on scope of free vs chargeable work during the first year?	The Owner shall promptly notify the bidder in writing of any claims arising under this AMC/DLP, upon receipt of such notice the bidder shall, within a reasonable period will resolve the issues/bugs for smooth running of solution, free of cost to the Owner. No claim whatsoever shall lie on the Owner.
13	SECTION I IFB 8.0 BIDDER EVALUATION CRITERIA (BEC)	Bidder shall have successfully carried out and completed 02 work orders of “Supply & implementation of GIS application project” directly from the client for any city gas distribution sector in preceding 5 years. Documents required for qualification I. Completion certificate issued by client: Details of PO/WO/contract agreement, date of commencement, total order value, Value of work executed etc. have to be clearly mentioned in completion certificate. II. Purchase order/Work order/Contract agreement. AND any one of the below mentioned documents. III. Certified Bills IV. Proof of Payment	We would request you to please consider email confirmation for any completed work. As offshore/international clients are generally communicate through email only and software development services can be provided remotely as the nature of your RFP. Please allow mail confirmation directly from the client's official mail id to understand completion status of the work.	Email communication from owner's/client can be considered.
14	9. OTHERS	For any third-party services like payment gateway, SMS packages, SIM Card, Mobile Phone, Computer System, Google API services for route tracking, route finding, monitoring of patrolling team etc. the cost would borne by the successful bidder.	Please confirm that bidder should include these direct cost into their commercials? Or it would be provided by client as and when required.	Bidder shall include the cost in their Price Bid
15	SECTION I IFB 8.0 BIDDER EVALUATION CRITERIA (BEC)	TECHNICAL: Bidder shall have successfully carried out and completed 02 work orders of “Supply & implementation of GIS application project” directly from the client for any city gas distribution sector in preceding 5 years. Out of the 02 required work orders the bidders should have minimum experience of Supply/Installation of 1(one) Open-Source GIS server engine/software to any Oil & Gas Govt Dept/PSU sector company in India	As per our understanding, orders dated on or after 01.04.2020 shall be considered. Kindly confirm the same.	Orders executed after 06.12.2020 will be considered.
16	SECTION I IFB 8.0 BIDDER EVALUATION CRITERIA (BEC)	TECHNICAL: Bidder shall have successfully carried out and completed 02 work orders of “Supply & implementation of GIS application project” directly from the client for any city gas distribution sector in preceding 5 years. Out of the 02 required work orders the bidders should have minimum experience of Supply/Installation of 1(one) Open-Source GIS server engine/software to any Oil & Gas Govt Dept/PSU sector company in India	Kindly allow ongoing project for a competitive bidding. Please modify the clause by: Bidder shall have successfully carried out and completed/executed 02 work orders of “Supply & implementation of GIS application project” directly from the client for any city gas distribution sector in preceding 5 years.	Tender condition shall prevail.

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17	SECTION I IFB 8.0 BIDDER EVALUATION CRITERIA (BEC)	The documents required to be submitted by the bidder to substantiate their qualification under Bidder Evaluation Criteria (BEC) shall be as follows: Technical BEC Documentary evidence to be submitted by bidder: I. Completion certificate issued by client: Details of PO/WO/contract agreement, date of commencement, total order value, Value of work executed etc. have to be clearly mentioned in completion certificate. II. Purchase order/Work order/Contract agreement. AND any one of the below mentioned documents. III. Certified Bills IV. Proof of Payment	We kindly request you to consider ongoing projects where User Acceptance Testing (UAT) or Go-Live has already been completed. In many cases, projects remain under AMC/Maintenance support for more than five years, while the RFP criteria considers only projects completed within the last five years. In this context, we request that UAT/Go-Live of the application may please be treated as the major milestone for completion of any software development project. Kindly include the below clause: Experience of ongoing works that are yet to be fully completed or commissioned shall be considered, provided the bidder submits sufficient documentary proof demonstrating that User Acceptance Testing (UAT) or Go-Live for the Software Development has been completed. Such proof must be issued directly by the Client. The Completion Certificate/email confirmation, Certified Bills, proof of Payment and any other document submitted in lieu of the documents sought above shall be certified by the owner/client (for whom the work has been executed) specifically having mention of the work <u>executed along with WO/PO/Contract agreement.</u>	Tender condition shall prevail.
18	SECTION I IFB 4.0 CONTRACT PERIOD	Manual Digitization of Steel & MDPE Pipeline Network	Please provide at least 1 year time to complete the digitization work for the quantity of 2075000 meter.	Digitization time period for the PO quantity is 5 years.
19	8. PAYMENT SCHEDULE	5. For SOR Line Item 5: Remote Manpower Support for Manual Digitization of Steel & MDPE Pipeline Network from existing As-Build Drawing (ABD)/ Autocad files and Integration with GIS based CGD Planning, Operation & Maintenance Management system.	In the RFP it is mentioned that "100% payment will be made after network plotting in GIS Application and approval from EIC." Considering the substantial volume of work involved and the requirement for deployment of multiple manpower resources to meet the project timelines. We kindly request you to allow submission of RA/monthly bills based on the executed work. This will help ensure smooth progress and effective resource management throughout the project duration.	Submission of Monthly Running Bills is acceptable.
20	General Query	➤ For any third-party services like payment gateway, SMS packages, SIM Card, Mobile Phone, Computer System, Google API services for route tracking, route finding, monitoring of patrolling team etc. the cost would borne by the successful bidder	Procurement of SMS gateway is required in this project? If yes, please provide approximate number of SMS required for the entire contract period.	SMS gateway is not required.
21	General Query	➤ For any third-party services like payment gateway, SMS packages, SIM Card, Mobile Phone, Computer System, Google API services for route tracking, route finding, monitoring of patrolling team etc. the cost would borne by the successful bidder	Scope of mobile phone and computer system supply is included in the bidders scope? If yes, please share the quantity and specification.	Mobile phone/computer system required for development of Web & Mobile application shall be procured by bidder.
22	General Query	➤ For any third-party services like payment gateway, SMS packages, SIM Card, Mobile Phone, Computer System, Google API services for route tracking, route finding, monitoring of patrolling team etc. the cost would borne by the successful bidder.	We understand that route tracking, route finding using Google services to be used by mobile app user only. Google API services is not required for Web portal user. Please confirm.	Agreed

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23	SECTION I IFB 8.0 BIDDER EVALUATION CRITERIA (BEC)	<p>TECHNICAL: Bidder shall have successfully carried out and completed 02 work orders of "Supply & implementation of GIS application project" directly from the client for any city gas distribution sector in preceding 5 years.</p> <p>Out of the 02 required work orders the bidders should have minimum experience of Supply/Installation of 1(one) Open-Source GIS server engine/software to any Oil & Gas Govt Dept/PSU sector company in India during last 05 years.</p> <p>Documentary evidence to be submitted by bidder: I. Completion certificate issued by client: Details of PO/WO/contract agreement, date of commencement, total order value, Value of work executed etc. have to be clearly mentioned in completion certificate. II. Purchase order/Work order/Contract agreement. AND any one of the below mentioned documents. III. Certified Bills IV. Proof of Payment</p>	<p>We would request you to please consider ongoing project which is under execution. Please ask for part completion or application Go-live confirmation from client.</p> <p>Please include "Go-live/UAT confirmation from client" as a documentary evidence, optional to the Completion certificate issued by client.</p> <p>Many of the CGD organization is private in India, mostly communication happened through email. Kindly consider mail confirmation from CGD company in India instead of asking only completion certificate.</p>	Tender condition shall prevail.
24	8. PAYMENT SCHEDULE	Remote Manpower Support for Manual Digitization of Steel & MDPE Pipeline Network from existing As-Build Drawing (ABD)/ Autocad files and Integration with GIS based CGD Planning, Operation & Maintenance Management system.	Please modify the payment terms to "Monthly invoice can be raised based on the executed quantity signed by EIC/Nodal. As dedicated resource to be deployed actively and it has direct expenditure of bidder.	100% payment of amount claimed in monthly running bills will be processed after network plotting in GIS application & approval from EIC
25	9. OTHERS	For any third-party services like payment gateway, SMS packages, SIM Card, Mobile Phone, Computer System, Google API services for route tracking, route finding, monitoring of patrolling team etc. the cost would borne by the successful bidder.	<p>We understand that integration will be the scope of bidder but</p> <ol style="list-style-type: none"> Who will provide SMS Gateway/Package (additional cost will be incurred) Who will provide SIM card, Mobile Phone and Computer System (additional cost will be incurred) Google API Services (additional cost will be incurred on yearly subscription) <p>Please include the services in additional line item in SOR and specify the payment terms.</p>	All associated costs shall be borne by bidder.

Seal & Signature of Bidder