

REPLY TO PRE BID QUERIES DATED:				
TENDER FOR HIRING OF AGENCY FOR PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE SERVICE OF DISPENSERS INSTALLED AT AMBALA-KURUKSHETRA & KOLHAPUR GA				
TENDER NO. HOGPL/2024-25/C&P/018 DATE: 15.01.2025				
Sl. No.	Ref Clause No.	Ref Clause Description	Bidders Query	HOGPL Reply
1	2. Service Requisition - Technical Volume	b) Break down maintenance as and when required within AMC by OEM/Non-OEMs. Equipment downtime shall not be max 04 hrs from the time intimated via telephone/Email.	Allowed down time should be 8 to 10 hour based on the location and traffic conditions	Tender Conditions shall prevail.
2	5.1 Machines, Equipment, Tools Tackles - Technical Volume	Contractor shall note down the dispenser performance before and after carrying out the maintenance. Contractor to submit report of Percentage difference between Mass Flow Meter and Non-resettable Totalizer on fortnight or Monthly basis as per order of EIC. Later on after continuous operation, if calibration of installed Mass Flow Meter will be required. Same will be executed by Contractor at site with the help of laptop and suitable software. Only in case of lab calibration, if established by Contractor in front of HOGPL Site Incharge through proving exercise by Standard Master Calibration Device (CNG Prover), During CAMC Contractor will be entitled to send the Mass Flow Meter, PG, PT, safety relief valve for calibration at its own cost. While change of CNG rate under GA, contractor shall ensure availability of his personnel at site. They should also ensure availability of their personnel at the time of dispenser stamping as a part of O&M requirement.	We will provide the necessary support to implement the annual calibration of the MFM and prover. However, Compac will not have any financial responsibility in this regard. (For The Rate Change- This should not be in our scope, however we will provide the training.)	Tender Conditions shall prevail.
3	6. Break down Repair - Technical Volume	Attend to dispenser breakdown service calls on 24X7 basis. The service personnel will report to the call site within 4 hours from the time of receiving service call in respective GA's site or at whatever site dispensers are installed	Allowed down time should be 8 to 10 hour based on the location and traffic conditions	Tender Conditions shall prevail.
		Malfunctioning of meter/totalizer per instance – Rs. 2000.	A penalty of ₹100/- per case should be imposed in the event of a meter/totalizer breakdown	Tender Conditions shall prevail.
		Unauthorized personal handling – Rs. 2000 per instance.	A penalty of ₹100/- per case should be imposed for handling by unauthorized personnel	Tender Conditions shall prevail.
		Authorized person should attend the breakdown in case of hose pulling, if there is any major breakdown due to hose pulling, it will be reimbursed by HOGPL	If it is not covered under the AMC, it will be resolved on a chargeable basis.	Tender Conditions shall prevail.
		Penalty for 1-hour delay in reaching at all site (ie, within 5 hours instead of 4 hours)		Tender Conditions shall prevail.
		Rs 500/- per arm per dispenser.	Request to consider penalty of 100 rs per hour after 8 hour.	Tender Conditions shall prevail.
		Penalty for 2-hour delay in reaching at all site (ie, within 6 hours instead of 4 hours)- Rs 1000/- per arm per dispenser.	Request to consider penalty of 100 rs per hour after 8 hour.	Tender Conditions shall prevail.
		If the shutdown time, which will be calculated from the time the dispenser is offered to service person on reaching site, is extended beyond 4 hours, a penalty of Rs 500/- per hour will be applicable.	Request to consider penalty of 100 rs per hour after 8 hour.	Tender Conditions shall prevail.
		Rs 2000 towards non availability of mandatory spares at operational sites	Penalty of ₹100/- will be applicable for the non-availability of mandatory spares at operational sites.	Tender Conditions shall prevail.
		Rs. 1000/- per instance for postponement of preventive maintenance for lack of recommended spares	Penalty should be ₹100/- per instance.	Tender Conditions shall prevail.
Rs. 500/- against re-occurrence of repeat complaint due to poor workmanship or partial work.	With regards to this, there will be no penalty.	Tender Conditions shall prevail.		
The max penalty per month shall not be more than 50% of per month charge against O&M quoted by the supplier.	Request to consider 20 % for individual dispenser	Tender Conditions shall prevail.		
4	9.2 BID SECURITY/EMD - Commercial Volume	All bids must be accompanied with bid security amount of INR 4.88 Lakhs.	We seek clarification regarding the Earnest Money Deposit (EMD) amount specified as ₹4.88 lakh in the tender. As we intend to quote exclusively for Group 2 (Compac make dispensers), kindly confirm whether the EMD amount will remain the same or be revised accordingly.	Tender Conditions shall prevail.
5	INSTRUCTIONS TO BIDDERS (ITB) Note - (Page No- 7) - Commercial Volume	Bidder to quote for full quantity. Bid with part quantity shall be liable for rejection.	We would like to clarify regarding the scope of quotation submission in the provided Schedule of Rates (SoR). The SoR includes two groups: TGT and Compac. As we exclusively deal with Compac make dispensers, we can only quote for the Compac group. Kindly confirm if our bid, limited to the Compac make dispensers, will be accepted. This clarification will help us proceed accordingly.	Pls go ahead with "Not Quoted" SOR Sheet for other make dispensers.

SPECIAL CONDITION OF COMPAC	HPOIL Gas Remarks
Any type of accidental damage or mishandling damage would not be covered under AMC contract.	Will be considering on case to case basis.
breakaway, vent tube broken and hose pulling issue would be covered under mishandling case.	Not Agreed
hose pipes/ngv/nzs to be change at the time of complaint.	Agreed
transportation of dispensers would not be in our scope.	Agreed
w&m stamping would not be in our scope.	Agreed
Abrasion on hose pipe will be considered mishandling, however we will provide hose sleeve.	Hose Sleeve to be provided with immediate effect after issuance of WO.
Master meter would be in client scope	Agreed
Excessive penalties would result in high quotes.	Tender Conditions shall prevail.

Seal & Signature of Bidder