



Vadodara Gas Limited
Replies to Bidder's Queries

SUBJECT: Hiring of Manpower for Meter Reading, Bill & Notice Distribution, Payment Collection and Recovery of VGL's PNG Customers for a Period of 24 Months at VGL.

TENDER NO.: VGL/CO/C&P-BILLING/BD2026010S381 Dated 12/10/2026 & **TENDER ID:** 354529.

Sl. No.	Sec. No.	Page No.	Clause No.	Subject	Bidder's Query	VGL's Reply
1	Section II	Page 39-40	-	Section II, EMD Exemption	Is there any exemption from Earnest Money Deposit (EMD) for MSME/Udyam-registered bidders? If yes, kindly specify the applicable terms and conditions	There is no exemption from Earnest Money Deposit (EMD) for MSME/Udyam-registered bidders. Tender Fee & EMD is Compulsory for all the Bidders to participate in the Tender.
2	Section – VIII	Page 156	-	Section – VIII, SOR	Kindly confirm whether Section-VIII: Schedule of Rates (SOR) is the final BOQ/Price Bid format for submission, or if any separate BOQ sheet will be issued	Final SOR has been uploaded on Tender N-Procure. Bidders need to Quote Prices on Tender N-Procure Portal.
3	Section – VIII	Page 156	-	Section – VIII, SOR	In Section-VIII: Schedule of Rates (SOR), separate line items for different consumer categories are not mentioned, whereas the tender document refers to multiple consumer categories. Kindly clarify whether separate rates are required for each consumer category or a common rate is to be quoted	The SOR is for numbers of total consumers to be billed in 24 months, even though they fall in their respective consumer category.
4	Section IV	Page 83, 119	-	Section IV, SCC,	Kindly provide the latest active consumer count division-wise, subdivision-wise, and section-wise. We observe variations in the consumer numbers mentioned in the tender document, BOQ, and Page No. 119, where approximately 2,20,000 consumers are stated to be billed. Kindly clarify the correct consumer count.	Approx 2.95 lakhs Billable consumers.
5	Section V	Page 107	-	Section V SOW,	Kindly clarify whether billing and collection activities are to be carried out on a monthly, bi-monthly, or fortnightly basis for each consumer category. Further, in case of bi-monthly billing, please clarify the methodology for contractor billing and invoice processing.	Please refer to tender document.
6	Section V	-	-	Section V SOW	What is the current average monthly consumer allocation per Meter Reader under the existing field operations? Also, can the contractor increase the allocation per Meter Reader while maintaining the required service levels?	This needs to be calculated by the participating vendor.
7	Section V	-	-	Section V SOW	Is the contractor required to provide fuel/conveyance allowance and mobile data/internet allowance to Meter Readers, Cashiers, Supervisors, and other deployed manpower?	Detailed labor compliances mentioned in the tender document.
8	Section V	Page 108	-	Section V SOW,	Is new mobile handsets/smart devices required to be provided by the contractor for Meter Readers and Cashiers, or meter reader's & cashier's their own mobiles can be used in billing operation ?	All Required hardware devices will be in scope of Vendor Only.
9	Section V	Page 108	-	Section V SOW,	Will the thermal paper rolls required for spot billing and receipt printing be supplied by VGL in pre-printed format, or should the contractor procure plain paper rolls?	All Stationary required, including the preprinted paper rolls will be in vendor scope , VGL will provide the CDR file for the preprinted content to be printed in the back side of paper rolls, only.
10	Section VIII	Page 156	-	Section VIII SOR,	Are the rates for Meter Reading/Spot Billing and Bill Collection considered separately, or is a single/common rate applicable for both activities?	Please refer SOR
11	Section V	Page 103	-	Section V SOW,	How many POS machines are required for bill collection ? Will be provided by VGL or it will be provided by contractor ?	VGL is providing the POS as per the current practice.
12	Section V	Page 104	-	Section V SOW,	Kindly clarify whether the contractor is required to provide desktop/laptops to teach Tele callers, Customer Care Executives, MIS Executives.	YES, as per tender terms and conditions.
13	-	-	-	BEC Technical	Context: As a major Listed Public Limited Company with 20+ years of domain expertise, we deploy large-scale manpower (tele-callers and field executives) to manage billing payment collections and outstanding recoveries. In the banking and financial institution framework, contracts are executed	Tender Conditions Shall Prevails.



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					via long-term, master Service Level Agreements (SLAs). Unlike standard engineering or item-rate contracts, these SLAs do not feature a fixed upstream 'estimated value' on the contract text. Instead, regular monthly volume allocations are distributed based on live recovery portfolios, and the actual execution value is verified periodically via formal, client-certified monthly performance reports and account credit disbursements. Furthermore, these institutional contracts operate as master ongoing partnerships, meaning traditional terminal 'Completion Certificates' are not generated. Query / Clarification Requested: 1. In light of this specific industry practice, please confirm that a formal Master Service Agreement/Contract along with client-certified Monthly/Annual Performance Letters indicating cumulative recovery collection volumes matching the A1.86 Crore threshold will be accepted in lieu of a single fixed-value Work Order? 2. Pursuant to Note 5 & 8 of the BEC (Page 14), please confirm that live, ongoing collection and recovery contracts supported by client-issued execution updates will be considered fully valid in place of a standard terminal Completion Certificate? 3. To definitively substantiate the actual payment disbursements received against our ongoing Master Service Agreements (SLAs), please confirm if the bidder can submit client-specific Form 26AS (TDS Returns), certified E-Invoices, or GST Returns as authenticated evidence to establish the cumulative executed value threshold of Z1.86 Crore or more.	
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Note: This Replies to Bidder's Queries as uploaded on n-Procure & VGL's Website. Please upload the same duly Sign and Seal with Techno-Commercial Bid as this is an Integral Part of the Tender.