Vadodara Gas Limited
Replies to Bidder's Queries

SUBJECT: "Hiring of Debt Recovery Agency for Recovery of Outstanding Debts for a Period of 24 Months".

TENDER NO.: VGL/CO/C&P-BILLING/BD2026010S380 Dated 28/10/2026 & **TENDER ID:** 360366.

Sl. No.	Sec. No.	Page No.	Clause No.	Subject	Bidder's Query	VGL's Reply
1	II	13	01	Technical Criteria (As A Single Bidder)	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 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 ₹1.86 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 ₹1.86 Crore or more?	Tender Conditions Prevails
2	II	13		Bidder should have completed/ executed a work order/ contract of Recovery or disconnection in any utility company or any City Gas Distribution company & outstanding payment collection for financial service sector /banking sector/ insurance companies/ City Gas Distribution companies'/ electricity distribution companies/ water distribution companies in previous Seven (07) years to be reckoned from the final bid closing date.	We do not have experience of Recovery or disconnection in any utility company or any City Gas Distribution company. Please confirm if we are eligible as we have outstanding payment collection experience of financial service sector /banking sector/ insurance companies.	Tender Conditions Prevails
3	-	-	06	Penalties and Incentives	Kindly clarify whether there is any upper limit on the total penalties	25% will be the maximum cap for penalties for RA bills.

					that can be imposed, such as 30% of the invoice value or any other predefined threshold. As per the current penalty terms, it appears that the cumulative penalties could potentially exceed the invoice value, resulting in a negative net payable amount. We request you to clarify the maximum permissible penalty limit and whether a cap can be incorporated into the SOW to ensure that the total penalties do not exceed a mutually agreed percentage of the invoice value.	

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.