

**REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING
APPOINTMENT OF DIRECT MARKETING AGENCY FOR FOR VARIOUS GAS of GUJARAT ENERGY LIMITED (GEL).**

Sr. No.	Page No.	Title of Clause as per Tender	Description of Clause as per Tender	Bidder's Query	GEL Reply to all Bidders
1	Page No.09 and page No.10, Clause 2.4, 2.4.1 and 2.4.2	Section-II (Scope Of Work), Clause No.2.4 Identification and Notices to Non-PNG Domestic Customers	2.4.1 Identification and Notices to Non-PNG Domestic Customers at Societies/RWAs/Villages DMA to identify the societies/RWAs/villages where PNG is available but 100% saturation is not achieved. - DMA shall print the notice as per the format given by GEL and shall submit the same to the President/Authorized Signatory/Sarpanch of the society/RWA/Village. - DMA shall maintain a record of issued notices with details like name, address, contact no. (WhatsApp) of society president or its authorized representative / village sarpanch and shall submit duly signed/stamped copy with at least 3 photos to GA C&M lead. 2.4.2 Identification and Notices to Non-PNG Individual Domestic Customers - DMA to identify the non-PNG individual customers in areas where PNG is available. - DMA shall print the notice as per the format given by GEL and shall submit the same to the individual households. - DMA shall maintain a record of issued notices with details like name, address, contact no. (WhatsApp) of house owner or its authorized representative and shall submit duly signed/stamped copy with at least 3 photos to GA C&M lead.	With due respect, we would like to bring to your kind attention that the rates specified under the Notice Distribution clause, i.e. Rs. 50/- for Society and Rs. 7/- for Individual Customer, appear to be quite low considering the comprehensive scope of work and responsibilities involved as per the tender terms. The execution of the said activity involves various stages, including: • Printing of Notice • Distribution of Notices to the respective customers/societies • Taking Photographs as proof of distribution • Data Entry and maintenance of distribution records • Submission of Distribution Records • Preparation and submission of Bills/Claims along with all necessary supporting documents Considering the above-mentioned activities, manpower involvement, administrative efforts, documentation, transportation, and associated operational expenses, the existing rates are economically not viable for executing the work effectively. Such rates may also impact the ability to maintain the desired level of quality, accuracy, and proper documentation. We therefore respectfully request you to kindly reconsider the existing rates under the Notice Distribution clause and review the same based on the actual scope of work, resources involved, and the importance of maintaining accurate and useful data for future reference, analysis, and operational requirements. We would be grateful if you could kindly reassess and suggest a realistic and mutually viable base rate for the above-mentioned scope of work, enabling us to execute the assigned activities efficiently while maintaining the required quality and compliance with the tender terms. We sincerely hope that our request will receive your kind consideration and a positive response. Thank you for your understanding and continued support.	While the rates under the Notice Distribution clauses are considered adequate and commensurate with the nature and volume of work envisaged under this tender. It may be further noted that the rates are structured on a per-unit (per Society/per Individual Customer) basis, and the aggregate volume of work under the tender is expected to make the engagement commercially viable for the successful bidder. After careful consideration of the query, it has been decided that the rates under the Notice Distribution clauses shall remain unchanged as specified in the tender document. However, clarification is given that printing of notices shall be permitted in black & white, and colour printing is not mandatory. Submission of one 1 photograph per notice, bearing date and time stamp, shall be mandatory as proof of distribution.
2	Page No.14 and 15, Clause No.5 D and E and Clause No. 5.2	Section-II (Scope Of Work), 5. BILLING AND PAYMENT	D. Identification and Notice o Non PNG Domestic Customers at Societies/RWA, s/Villeges: Invoice shall be raised for each new notice issued during the month at rate mentioned in the below tabel Rate Per Notice Rs.50/- E. Identification and Notice o Non PNG Domestic Customers: Invoice Shall be raised for each new notice issued during th month at rate mentioned in the below tabel. Rate Per Notice Rs 7/-	We would be grateful if you could kindly reassess and suggest a realistic and mutually viable base rate for the above-mentioned scope of work, enabling us to execute the assigned activities efficiently while maintaining the required quality and compliance with the tender terms. We sincerely hope that our request will receive your kind consideration and a positive response. Thank you for your understanding and continued support.	
3	SCOPE OF WORK/ PAGE NO. 11/ clause no. 2.4.2	Identification and Notices to Non-PNG Individual Domestic Customers	DMA shall maintain a record of issued notices with details like name, address, contact no (WhatsApp) of house owner or its authorized representative and shall submit duly signed/stamped copy with at least 3 photos to GA C&M lead.	AS ONLY RS.7/- IS GIVEN. AS WE HAVE TO TAKE SIGN OF AUTHORISED PERSON. SO I REQUEST IF TAKING 3 PHOTOS NON MANDATORY.	Clarification is given that Submission of one 1 photograph per notice bearing date and time stamp, shall be mandatory as proof of distribution &M, IT & ERP

Approved By:

