 MAHARASHTRA NATURAL GAS LIMITED	Reply to bidders queries against Tender for procurement of GIS software for implementation of GIS based assessment software for existing assets & network at MNGL, Pune with 2 year AMC for CGD Network of MNGL, Pune Bid No.: MNGL/C&P/2017-18/106
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Date: 20.01.2018

Replies to Queries of the Bidders


SUB: Replies to queries of the bidders for Tender for procurement of GIS software (ESRI Arc GIS Desktop & Arc GIS server along with Arc FM extension) for implementation of GIS based assessment software for existing assets & network at MNGL, Pune with 2 year AMC for CGD Network of MNGL, Pune

REF: Bid Document No. MNGL/C&P/2017-18/106 dated 23.12.2017 & Addendum – I dated 15.01.2018


Dear Sir,

Following are the replies to queries of the bidders. Kindly note the same.


Sl. No.	Bidder's Query / Clarification	MNGL' Reply
	Commercial:	
1	12.2 Part A Techno-commercial un-priced Bid (Page No. 16) xiv) Indian Bidders are required to submit Employees Provident Fund registration certificate, ESIC registration certificate, Professional Tax Registration certificate, Labour welfare registration under Maharashtra Labour Welfare Fund Act and Shop Act Registration certificate. Is it mandatory to have Labour welfare registration under Maharashtra Labour Welfare Fund Act and Shop Act Registration certificate?	It is mandatory to have Labour welfare registration under Maharashtra Labour Welfare Fund Act and Shop Act Registration certificate. In case of award of job, bidder should submit the same before raising the 1 st bill.
2	Requested to consider Balance Sheet & Profit & Loss A/c. statement for the current year upto 31.12.2017 for qualifying BEC – Financial criteria.	Balance Sheet & Profit & Loss Account Statement for the current year upto 31.12.2017 is acceptable for qualifying BEC – Financial criteria subject to submission of CA certified Profit & Loss account statement & Balance Sheet as on 31.12.2017.
	Technical:	
1	BEC Criteria 3.3 (Page No 6): Bidder should have successfully executed similar work of GIS work having value not less than Rs.150 Lac in a single work order or two orders having order value not less than Rs.75 Lacs each in preceding 5 years reckoned from the bid due date. We have executed similar work in oil & natural gas sector having value more than Rs 150 Lacs, but not on ESRI platform. It is mandatory to have the GIS work on ESRI platform only or any other cots platform will be accepted.	Bidder should have successfully completed the similar GIS work on ESRI Platform & bidder must meet all three BEC criteria (3.1, 3.2 & 3.3) to be eligible for bidding.

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2	<p>Section 3, Technical Criteria, Page 6. Bidder should be an ESRI authorized partner should submit an authorization letter from ESRI to supply the ESRI Arc GIS server & Arc FM software license. Also have a back-end support agreement / arrangement with ESRI, which includes the post-sales support for ESRI Arc GIS server & Arc FM for entire project duration.</p> <p>Please confirm, whether only Manufacturer Authorization Form is required from OEM. If yes, please provide the format.</p>	<p>Bidder has to submit the authorization letter from ESRI (OEM) along with a back-end support agreement / arrangement with ESRI, which includes the post-sales support for ESRI Arc GIS server & Arc FM for entire project duration.</p>
3	<p>Section 5, Contract Validity, Page 73 (SPECIAL CONDITIONS OF CONTRACT) OR Section V, SOW, Page 85 The duration of contract shall be Three years (1-year warranty + 5 year AMC) from the date of Go Live of the system. OR AMC including one number dedicated on site resource during warrantee & AMC period (36 months from the date of go live).</p> <p>We understand project duration is 6 years. Between initial warranty and required AMC the COTS are covered for support and upgrade for a duration of 3 years. Is the AMC for COTS after Go-Live is required? Kindly clarify.</p>	<p>It is to be read as Project duration is 03 years after go live (i.e. 1 year software warrantee + 02 years software maintenance & services AMC). During the entire 03 year period AMC for services and maintenance support for developed application will be there and it will start after go live & it also includes the one number of dedicated onsite experienced recourse.</p>
4	<p>Section 05, SOR - B - Software, page 91 Software maintenance & services (ESRI Cots) cost for Two year (from the date of end of initial warranty) : Provide expert OEM maintenance services for all software's used (Arc GIS desktop, Arc GIS Server, Arc FM & extension used for desktop solution & web solutions) and support for troubleshooting /Debugging, engineering, data management, upgradation of software & Patch upgradation 18 months from date of supply i.e. 24 months from the end of 12-month warrantee.</p> <p>"data management" is generally out of scope of COTS support activity. Kindly clarify what is requested here? Or Keep the scope of data management to "Services and maintenance support for developed application".</p>	<p>As tender terms prevail.</p> <p>Data management is as integral part of the GIS project & it is going to be single bidder for the entire GIS project. However, bidder is free to cover this part from back end partner as per their convenience.</p>
5	<p>Pg. 76, Scope of Work Supply, installation, testing & commissioning of Esri ArcGIS Desktop 10.5 or latest standard Software for complete desktop solution with extensions</p> <p>Change required --> Supply, installation, testing & commissioning of Esri ArcGIS Desktop Standard software latest & compatible with Arc FM for complete desktop solution with extensions (1 No. Each).</p>	<p>Point to be revised as hereunder: Bidder to ensure latest version of Arc GIS Desktop & Arc FM software which are compatible with each other.</p>

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6	<p>Pg. 76, Scope of Work Supply, installation, testing and commissioning of software of Esri Arc GIS server advance enterprise (latest) for complete web based GIS solution for MNGL with 50 named user account with editing rights on internet and unlimited viewing rights within intranet it also includes 50 user licenses for the mobile application for viewing/editing MNGL GIS Maps.</p> <p>Change required --> Supply, installation, testing and commissioning of software of Esri ArcGIS Server Advance Enterprise (latest) for complete web based GIS solution for MNGL with 50 named user account with editing rights on internet, mobile and unlimited viewing rights within intranet.</p>	Tender condition prevails.
7	<p>Pg. 76, Scope of Work Supply of Arc FM - Supply, installation & commissioning of, Arc FM server (01 nos) , Arc FM desktop (01 nos), Arc FM Mobile Users Arc Fm network adapter (01 nos), Arc FM Designer (01 nos) on arc GIS enterprises solutions.</p> <p>Change required --> Supply of Arc FM - Supply, installation & commissioning of, Arc FM Server/Web (01 nos), Arc FM desktop (01 nos), Arc FM Network Adapter (01 nos), Arc FM Designer (01 nos) on arc GIS enterprises solutions.</p> <p>Arc FM Mobile User (01) license will not suffice needs of MNGL. Moreover, Arc FM mobile is available for Windows & iOS platform only. Whereas MNGL workforce has Android phones. We recommend using Collector & Survey123 mobile apps which comes bundled with ArcGIS Server Advance Enterprise license and works on Android, iOS & Windows.</p>	Point to be revised as hereunder: Supply, installation & commissioning of Arc FM server (01 No.), Arc FM desktop (01 No.), Arc FM Network Adapter (01 No.), Arc FM Designer (01 No.) on arc GIS enterprises solutions. Further bidder has to develop the mobile user application as per the scope of work.
8	<p>Phase1: Supply and Installation of ESRI Arc GIS licenses Phase 2: Phase-2 [01-4.5 months]</p> <p>a) Data Model Development / Data base (one Month after software installation) b) Develop Web GIS Application for MNG c) Develop Mobile Application for MNGL 04.5 Months after software installation d) Integration with SAP / CRM MNGL installation)</p> <p>Phase 1 & Phase 2 require absolutely two different skill set. For Pahse1 as ArcGIS & Arc FM licences are being developed by only one vendor we do not see any competitive nature of bidding here. The entire lifecycle of the product would largely depend on Esri India only. Once the licenses are delivered and installed the support is also extended by Esri only. The end user prices are also decided by Esri India. For Phase 1 as the product is of</p>	Tender condition prevails Interested bidder has to bid for tender on overall basis.

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	<p>proprietary nature competitive bidding is not possible as the prices would be only fixed by Esri India.</p> <p>However, for Phase 2 there is huge scope of competitive bidding both in terms of technical solution & prices. Each vendor may have different approach & prices for phase 2 and this can be evaluated on a known international standards and in accordance to it the best solution can be acquired at a optimized price.</p> <p>Would humbly request that one should be allowed to quote only for Software Development (Phase2) which would bring best of the possible solutions at the competitive price.</p>	
9	<p>Payment Terms (SOR Item No. 1, 2 & 3) Delivery of Software A. 70% shall be paid on pro-rata basis upon "Supply & Installation of products/licenses/tools/software's for complete thin client (web) based & mobile based GIS Solution deployment (along with 50 user licenses for Portal/mobile access) with Software maintenance & services (ESRI Cots) cost for Two year (from the date of end of initial warranty) B. Balance 10% shall be paid within 30 days on pro-rata basis upon on completion of proposed development activity 01 (Activity 1)-Page no 88 C. Balance 10% shall be paid within 30 days on pro-rata basis upon on completion of proposed development activity 02 (Activity 2)-Page no 88 D. Balance 10% shall be paid within 30 days on pro-rata basis upon "Delivery and completion of Activity</p> <p>Change required : Delivery of Software A. 90% shall be paid on Delivery of Software B. Balance 10% shall be paid upon Installation of products/licenses/tools/software's for complete thin client (web) based & mobile based GIS Solution deployment (along with 50 user licenses for Portal/mobile access) with Software maintenance & services (ESRI Cots) cost for Two year (from the date of end of initial warranty)</p> <p>Change required : 1-Delivery of Software a. 90% shall be paid within 30 days on pro-rata basis upon "Supply & Installation of products/licenses/tools/software's for complete thin client (web)based & mobile based GIS Solution deployment (along with 50 user licenses for Portal/mobile access) with 2 Year AMC". b. Balance 10% shall be paid within 30 days on pro-rata basis upon "Delivery and completion of Activity"</p> <p>2-Data base up gradation with existing application & Data</p>	<p>Payment terms will be as per the terms & conditions of tender.</p>

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	<p>migration</p> <p>a. 30% shall be paid within 30 days on pro-rata basis upon "Approval of System Requirement Specification (SRS) document containing detailed requirement capture and analysis including database design, functional requirement, Interface Specifications, application security requirements".</p> <p>b. 30% shall be paid within 30 days on pro-rata basis upon "Finalization of data model and design submission for migration of existing database".</p> <p>c. 30% shall be paid within 30 days on pro-rata basis upon "Migration of existing data and system features ".</p> <p>d. 10% shall be paid within 30 days on pro-rata basis upon "User evaluation and system acceptance ".</p> <p>3-Development of Interfaces for integration with SAP, Synergee, VTS etc</p> <p>a. 40% shall be paid within 30 days on pro-rata basis upon "Approval of System Requirement Specification (SRS) document containing detailed requirement capture and analysis including database design, functional requirement, Interface Specifications, application security requirements".</p> <p>b. 40% shall be paid within 30 days on pro-rata basis upon "Development of application for integration interfaces with integration of SAP, Synergee VTS etc.</p> <p>c. 20% shall be paid within 30 days on pro-rata basis upon "User evaluation and system acceptance by MNGL".</p> <p>4-Development of Integration interfaces for SCADA, AMR</p> <p>a. 40% shall be paid within 30 days on pro-rata basis upon "Approval of System Requirement Specification (SRS) document containing detailed requirement capture and analysis including database design, functional requirement, Interface Specifications, application security requirements ".</p> <p>b. 40% shall be paid within 30 days on pro-rata basis upon "Development of application for integration interfaces for SCADA, AMR".</p> <p>c. 20% shall be paid within 30 days on pro-rata basis upon "User evaluation and system acceptance ".</p> <p>5-Annual Maintenance support for Application: Monthly basis on submission of Invoice duly certified by EIC.</p>	
10	<p>MNGL tender for GIS implementation (BEC criteria & Scope of software supply)</p> <p>Query -1 Tender should be for GIS based software only NOT for a specific Product foreign brand 'Arc GIS' We are pleased to inform you that our IGiS software is Integrated GIS & Image Processing Software having equivalent</p>	<p>Majority of industries are using the product Arc GIS for their Enterprise GIS needs including – ONGC, GSPC, GAIL, CAIRN, OIL, IOCL, RIL and IGL. Based upon the collective feedback and relevant use cases of our peers, we have found it in line with our requirement</p>

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	<p>feature & function to international softwares like ArcGIS in single platform.</p> <p>Query -2 We urge you to review the OEM/Technology restriction and the Pre-Qualification criteria and reissue the RFP as appropriate.</p>	<p>of Enterprise GIS. Further it facilitates the off-the-shelf integration with our utility tools i.e. SCADA, Synergee, SAP, CRM, VTS, AMR.</p> <p>A small Company like us cannot afford to have trial & error in decision making on such big projects. Hence organization with proven track record in implementing Arc GIS/Arc FM will be considered as per Tender Terms and conditions.</p>
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Please submit the signed & stamped copy of Replies to Queries of the Bidders along with tender document with your techno-commercial offer as a token of acceptance.

All the others terms and conditions of the bid documents are unchanged.

With regards.

Ganesh Said
Sr. Manager (C&P)