 MAHARASHTRA NATURAL GAS LIMITED	REPLY TO BIDDERS QUERIES AGAINST TENDER FOR HIRING OF AGENCY FOR AUTOMATION PROJECT FOR MRS INSTALLED AT VARIOUS SITES FOR CGD NETWORK OF MNGL, PUNE Bid No.: MNGL/C&P/2019-20/56
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Date: 02.08.2019

Replies to Queries of the Bidders


SUB: Replies to queries of the bidders for Tender for hiring of agency for Automation Project for MRS installed at various sites for CGD Network of MNGL, Pune

REF: Bid Document No. MNGL/C&P/2019-20/56 dated 04.07.2019 & Addendum – I dated 25.07.2019.


Dear Sir,

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


Sr No	Bidders Query / Clarification	MNGL's Reply / Clarification
1	<p>Tender Clause : SOR 25 & 26 (Page no 2 & 3 of SOR)</p> <p>Supply of Mandatory spares as per tender specifications</p> <p>SOR item 25 & 26 is repeated.</p>	<p>SOR items are not repeated, please follow description below for clarity: Mandatory Spares for line item 25 - 70 quantity - Includes parts of the RTU which are more susceptible to damage: 1) SMPS 2) Antenna 3) GSM modem 4) Relays and converters, Barriers.</p> <p>Mandatory Spares for line item 26 - 5 quantity : Completely assembled RTU.</p>
2	<p>Tender Clause: (Page 117 of 139) The control room will have a large LED screen display of the Web-Application, 2 operator stations, 1 engineering stations for changes/data modification and one historian to back up cloud database.</p> <p>Bidders Query: The specifications ask for supply of operator stations and Engineering stations, however there is no mention of the same in SOR. Request you to kindly explicit mention the same in the SOR</p>	<p>Please read tender document line item 22 and 23 are already mentioned for the same as different SOR.</p> <p>Specification: Dell Inspiron Desktop-New Inspiron 24 3480 All-in-One/HP ProOne 400 G4 50.8 CM (20) Non-Touch All-in-One Business PC, both for Engineering and Operator Stations.</p>

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3	<p>Tender Clause: (Page 117 of 139) One viewing station will be provided in MNGL head office for monitoring.</p> <p>Bidders Query: The specifications ask for supply of Viewing stations, however there is no mention of the same in SOR. Request you to kindly explicit mention the same in the SOR.</p>	<p>Already mentioned in SOR (refer SOR item No. 21). Please read the tender document.</p>
4	<p>Tender Clause 18 (Page 113 of 139) The vendor has to supply and install Catalytic Type Methane Gas detectors in all MRS and DRS systems, the signal of which, is to be made available to the RTU and from RTU to web-application. Popup notification must be provided if there is any alarms from the equipment, in the web-application</p> <p>Bidders Query:</p> <ul style="list-style-type: none"> • The specifications at various locations asks for supply of Catalytic Type Gas detectors. We request to allow Catalytic or IR type gas detectors. • Kindly provide the specifications of Catalytic type methane detector. 	<p>Catalytic type Gas detectors only to be provided. Following are the specifications:</p> <p>Display Type Digital, Analog Alarm Volume Within 1 Minute 80 dB Dimension 104 x 51 mm Power Supply 12 V DC Receive Frequency 315/433 MHz</p> <p>Brand: Trace, Model: RS24IG-FST or Equivalent</p>
5	<p>Tender Clause 20 (Page 113 of 139) Firewall and GPS based master clock to be provided and synchronized for accurate data collection.</p> <p>Bidders Query: SOR does not include Firewall & GPS based master clock</p>	<p>Cost to be included in the cost of provision of Web-Application, in SOR item 1</p>
6	<p>EVC Integration</p> <p>Bidders Query: Kindly let us know the various makes of EVCs that would be required to be integrated to RTU.</p>	<p>EVC Models - Corus, Romet, Telvis, Plum, mini elcor, metrix italia, maxi elcor, R-Flow, Bristol Babcock FC, Vemmtech. Communication protocol RS 232, RS 485</p>

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7	<p>Connectivity to EVC Bidders Query: Please note that EVC is intrinsically safe devices and in order to connect the EVC from RTU which would be placed in FLP box, it is mandatory to use the right power supply (Half Atex or Atex certified power supply). Specification doesn't provide any information on this connectivity between RTU and EVC. Improper connection, would void the ATEX certification of EVC, hence barrier and other precaution needs to be taken for such connectivity. Please confirm</p>	<p>Barriers to be installed to make the supply to RTU, intrinsically Safe.</p>
8	<p>Tender Clause 1.8 (Page 126 of 139) <i>System Availability</i> The AUTOMATION System availability of 99.98% shall be ensured by the AUTOMATION vendor. The AUTOMATION vendor shall ensure that calculation of availability takes into account of MTTR of RTU as 8hrs and Control Room equipment 2 Hrs. Future expansions shall also to be considered.</p> <p>Bidders Query: Tender specifications asks for system availability of 99.98%. This is extremely difficult and we request MNGL to relax the same to 95%.</p>	<p>Tender Conditions prevails.</p>
9	<p>Tender Clause A.1 (Page 114 of 139) 24V DC SOV based remote tripping mechanism for MRS systems</p> <p>Bidders Query: Please provide details of the SOV based remote tripping mechanism to be supplied with system. Also let us know the various makes and models of SLAM shut valves, regulators for which this mechanism be utilized.</p>	<p>Bidder to present own control mechanism and get it approved by MNGL prior to commencing of work. If required bidder may visit the site for detailed study. Slam Shut Valve & Regulator makes: Petro Florentini, Nirmal, Fischer, RMG. Operating Pressure - 4 bar.</p>
10	<p>Tender Clause 15 (Page 112 of 139) After project completion a minimum of 5 years AMC service has to be provided by the vendor, which will include all aspects of the project. During this period the bidder has to implement all necessary changes pertaining to Operational requirement as suggested by MNGL</p> <p>Bidders Query: Kindly elaborate on the changes required during the</p>	<p>Changes in User Interface, Software patches/upgradation etc. will be done by the bidder during the AMC period on request from MNGL. Other aspects such as hardware replacement/repairing will come under comprehensive AMC., in SOR item 1</p>

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	AMC period?	
11	<p>Tender Clause (Page 115 of 139) The vendor must provide mandatory spares as recommended in the tender document after commissioning of the entire system or after completion of AMC period.</p> <p>Bidders Query: List to be provided</p>	<p>Mandatory Spares for line item 25 - 70 quantity - Includes parts of the RTU which are more susceptible to damage: 1) SMPS 2) Antenna 3) GSM modem 4) Relays and converters, Barriers.</p> <p>Mandatory Spares for line item 26 - 5 quantity : Completely assembled RTU.</p>
12	<p>Tender Clause 1.1.9 (Page 120 of 139) Any kind of electrical, instrumentation, mechanical & civil work (limited to AUTOMATION work) required to carry out fulfill the overall functionality of the AUTOMATION system.</p> <p>Bidders Query: Scope & Amount of civil work like cable trenching, laying of conduits etc. to be identified in SOR.</p>	<p>Separate SOR will not be provided, since the existing SOR includes supply and service. Tender condition prevails.</p>
13	<p>Tender Clause 1.1.20 (Page 121 of 139) MNGL shall provide supply of 230V AC, 50 Hz in MCC, HO, MRS/DRS. All necessary power distribution and required conversion for MCC, HO, and all site locations are within the scope of AUTOMATION vendor. Battery backup/UPS with minimum 6 hrs. backup/UPS at MCC shall be provided by AUTOMATION vendor. Power distribution cabinet shall be free standing enclosed type cabinet having 25% spare MCB's..</p> <p>Bidders Query: Pg 115 defines earthing will be done by MNGL; earthing scope needs to be properly defined?</p>	<p>MNGL will provide Maintenance Free earthing as per standard.</p>
14	<p>Tender Clause 1.7.2.11 (Page 125 of 139) The contractor must have relevant licenses (like PWD certified for electrician etc. for electrical work). Drilling machine used by contractors should in good working conditions and fiber body. Electric wire used for machine should not have joints. The electrical tools and hand tools should be as per proper safety standards. The electric hand tool shall have ELCB to prevent shock. Use appliances with 3 pin plugs and connect</p>	<p>Tender Conditions Prevails.</p>

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	<p>them to 3 pin sockets only. Property inspected electric resistant gloves must be worn when working near "Live" wires carrying 440 V or more</p> <p>Bidders Query: Bidder certified manpower may be accepted.</p>	
15	<p>Tender Clause: SOR 7 to 16 (Page no 1-2 of SOR) MNGL specific modification charges</p> <p>Bidders Query: Kindly define the type of modifications. Bidder proposes that changes if required will be charged on man-hour basis?</p>	<p>Changes in User Interface, Software patches/upgradation etc. will be done by the bidder during the AMC period on request from MNGL. Charge must be included in AMC charges for the year specified. Tender condition prevails.</p>
16	<p>Clause No. 3.2 (Page No. 139) CPBG: CPBG & Security Deposit mentioned after SPAT which is not clear.</p>	<p>It is clarified that CPBG & Security Deposit is same and CPBG / Security Deposit shall be released after completion of Warranty Period + 3 months lodgement period, towards contractual obligation of System performance & guarantee.</p>
17	<p>SECTION – VI SCOPE OF WORK Page 111 -OPERATION PHILOSOPHY for MRS & DRS Automation Kindly provide us detail and clear architecture.</p>	<p>Confirmed, attached.</p>
18	<p>SECTION – VI SCOPE OF WORK Page 111 -OPERATION PHILOSOPHY for MRS & DRS Automation Please specify requirement of engineering and operator station</p>	<p>Dell Inspiron Desktop-New Inspiron 24 3480 All-in-One/HP ProOne 400 G4 50.8 CM (20) Non-Touch All-in-One Business PC, both for Engineering and Operator Stations.</p>
19	<p>SECTION – VI SCOPE OF WORK Page 111- point no 5: The vendor has to design an FTP server to collect data from the Web-Application in a pre-defined format so as to interface with SAP to process the billing for individual Customers.</p> <p>Please specify FTP required on physical or on web, and also provide the date format for SAP integration.</p> <p>And who will provide the FTP</p>	<p>The FTP or (Secure File Transfer Protocol SFTP) server can act either as a sender or a receiver of messages. The setup and the detailed configuration procedure differ according to the communication direction that is being set up: whether the sftp server is supposed to provide messages to the integration platform or the other way round.</p> <p>A typical task in an integration project is to connect sftp servers to the SAP</p>

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		<p>Cloud Integration Tenant, either for sending messages to or for polling messages from the sftp server.</p> <p>Format of SAP is a .csv file.</p> <p>Secure FTP should be designed, developed and maintained by the bidder.</p>
20	<p>SECTION – VI SCOPE OF WORK Page 111- point no 6: The web-application will have provision for remotely shutting down MRS at any given customer premises, in case of EMERGENCY.</p> <p>Clarification required for Shutting down MRS at any customer premises Any preconditions or any feedback signal going to receive to web application; secondly intimation of "About to Shutdown message to respective customer premises ,Any physical hardware arrangement at respective ends and its scope of supply work -- Please clarify</p>	<p>The RTU should be capable to send as well as receive messages.</p> <p>The web application should show the status of GAS SUPPLY i.e. operating or under shut down for each MRS system.</p> <p>Secondly intimation of "About to Shutdown message to respective customer premises, Any physical hardware arrangement at respective ends and its scope of supply work - This is not in scope.</p>
21	<p>SECTION – VI SCOPE OF WORK Page no. 112 point no 7: The bills for each customer to be generated on fortnightly basis and must be mailed to the respective customers as well as MNGL. This will be in the scope of SAP vendor, but the data must be transmitted to the FTP server by the Web- Application.</p> <p>Kindly specify SAP End data receipt handshaking confirmation in SAP vendor scope.</p>	<p>Data in specified format as per SAP should be uploaded on secure FTP server from where the SAP vendor can access and process the file. However, any issue arising out of the data pushing/retrieval must be taken care of by the bidder in coordination with SAP vendor, wherein MNGL will facilitate dialogue between the two parties.</p>
22	<p>Page no112 point no8: The data that will be pushed by the RTU to Web-Application must have an intermediate stage where-in the operator at the control room can validate the data before the data is pushed to FTP server, for billing. Without operator validation the Web-Application will not push the data into the FTP server.</p> <p>a) Kindly elaborate actual data flow architecture. b) Intermediate Station Clarification required.</p>	<p>a) Data from RTU --> Web Application --> Validation by MNGL --> Upload on FTP server.</p> <p>b) It should be read as "intermediate stage" and not "station". Intermediate stage signifies the final control authority, wherein after approval of the operator only the data will be sent to FTP server.</p>

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	<p>c) Field data received by RTU will be received at Intermediate station which will be either Personal computer with some kind of software.</p> <p>d) What will be reference point of data validation for operator.</p> <p>e) What will time required for data validation for operator.</p> <p>f) MNGL to clarify the activation to accept the data of FTP server, How much time FTP server will be in active mode and sleep mode, more clarification required.</p>	<p>c) Refer reply to a & b above. There will be no intermediate station but only intermediate stage which is a user interface in the web application.</p> <p>d) Operator will cross verify the data with field personnel for validating the data.</p> <p>e) Time required for data validation will be decided after go live of web application.</p> <p>f) FTP server will always be in running condition.</p>
23	<p>Page no112 point no11: The entire system should employ proper security measures/encryption and decryption to avoid data theft.</p> <p>Definition of "Equipment". More or less here all field devices will be connected to PLC system so is PLC consider as equipment. In case any other devices are going to connect more clarification required along with its type of physical or type of communication protocol</p>	<p>To authenticate and secure the connection, each RTU must be capable to prepare a JSON Web Token (JWT, RFC 7519). JWTs are used for short-lived authentication between devices and the MQTT or HTTP bridges. This is to secure the connection between the RTU and the database.</p> <p>In other words, the data which will be gathered by RTU from field devices such as PLC, Dispenser motherboards, EVC etc. will have to be encrypted at RTU level before pushing the data to cloud and again decrypted by Web-Application before publishing at the user end. This is to avoid data theft.</p>
24	<p>Page no 113 point no 17. All critical parameters/alarms to be sent to registered cell phone numbers through SMS alerts, notifying the user/management for corrective measures</p> <p>Please clarify (List of parameters and number of cell phones need to confirm. Any corrective action at field level will be taken by field operator after this SMS. Once issue identified and solved then any records to be maintained in Server.)</p>	<p>All the parameter data, alarm logs and records file should be maintained by Bidder in the web application. SMS for gas leakage and equipment malfunction/trips, should be sent to 1-10 (Max) MNGL personnel, only.</p>

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25	SCOPE OF SUPPLY AND SCOPE OF WORK: A.1 SCOPE OF SUPPLY (On-field Equipment): Details of EVC with make and model number required along with type of communication protocol available --- tested or not ,interface with AMR.	EVC Models - Corus, Romet, Telvis, Plum, mini elcor, metrix italia, maxi elcor, R-Flow, Bristol Babcock FC, Vemmtech. Communication protocol RS 232, RS 485 - Not tested. Interface with AMR - Available at most locations and unavailable at the rest.
26	SCOPE OF SUPPLY AND SCOPE OF WORK: A.1 SCOPE OF SUPPLY (On-field Equipment): Detailed of AMR systems will be helpful if any data to read from it.	Details not available. Only EVC communication parameters will be shared before site handing over to bidder.
27	SCOPE OF SUPPLY AND SCOPE OF WORK: A.1 SCOPE OF SUPPLY (On-field Equipment): Catalytic type Methane Gas detector roof mounted	Yes
28	SCOPE OF SUPPLY AND SCOPE OF WORK: A.1 SCOPE OF SUPPLY (On-field Equipment): 24V DC SOV based remote tripping mechanism for MRS systems--details are required with specification	Specifications are already mentioned in the tender document. Operating Pressure - 4 bar. Bidder to submit own control mechanism and get it approved by MNGL before commencing work.
29	SCOPE OF SUPPLY AND SCOPE OF WORK: A.1 SCOPE OF SUPPLY (On-field Equipment): Please clarify P&ID and control philosophy	Bidder to present own control mechanism and get it approved by MNGL prior to commencing of work. If required bidder may visit the site for detailed study.
30	SCOPE OF SUPPLY AND SCOPE OF WORK: A.1 SCOPE OF SUPPLY (On-field Equipment): SS304 Tubing - Need to understand and one survey to understand the sizing and pressure rating –	Bidder may visit the site and MNGL will arrange for the site visit with prior intimation.
31	SCOPE OF SUPPLY AND SCOPE OF WORK: A.1 SCOPE OF SUPPLY (On-field Equipment): Miscellaneous items --more specific information required	Please read Page 114 of 139 of tender document for details
32	A.3 SCOPE OF WORK: Logic modification for remote shut down will be in the scope of the bidder, in consultation with the OEM. List of OEM and systems provided by them along with software backup	OEM - Kirloskar Pneumatics Limited, Chichago Pneumatics. Software backup will be provided prior to commencing of activity at each site.

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33	<p>GPRS enabled SIM cards and Ethernet connectivity provision will be in the scope of MNGL. Maintenance of the cellular and Ethernet network will be in the scope of MNGL.</p> <p>Ethernet Connectivity along with Static IP will be in scope of MNGL along with properly sized bandwidth.</p>	<p>Static IP will be in the scope of the bidder.</p> <p>SIM card and ethernet, for communication will be in the scope of MNGL.</p>
34	<p>MNGL will supply required electricity and access to its sites for the vendor personnel as and when required. Please clarify</p>	<p>MNGL will make provision for electricity of 230 V AC at each site for powering up of RTU supplied by bidder.</p>
35	<p>All equipment provided by the vendor must be compatible/interchangeable with the equipment installed in MNGL premises.</p> <p>All locations must have same specification and pressure ratings.</p> <p>Please confirm</p>	<p>Confirmed for CNG sites.</p>
36	<p>There should be additional ports in the RTU to accommodate future expansion in any given site in case of addition of instruments.</p> <p>Need to confirm number of additional ports for future expansion.</p>	<p>4 Additional Ports for each RTU, and it should be kept in mind that the micro controller/PLC must be powerful enough to cater to the addition of extra field equipment in future.</p>
37	<p>The vendor must provide mandatory spares as recommended in the tender document after commissioning of the entire system or after completion of AMC period.</p> <p>this should be different ...what if in case few spares required during commissioning</p>	<p>During Commissioning if spares are required, then it will be covered under warranty and hence will be under the bidder's scope to replace/refurbish the same without additional cost to MNGL.</p>
38	<p>Page no 116 : MRS skid structure need to share by MNGL. For SS Tubing detailed survey needed</p>	<p>MNGL will only share P&ID and necessary piping structure only with the successful bidder after proper Non-Disclosure agreement. However MNGL will facilitate visits to specified locations for survey, to the bidder.</p>

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39	<p>We are an MSME company and our Turn over in the financial year 2018-19 was only Rs 13,10,000. The Turnover of our sister company was Rs 3,05,00,000. Please confirm that we shall be qualified to participate in the tender.</p>	<p>Tender condition prevails. Bidder has to meet BEC – Financial criteria.</p>
40	<p>Annexure-I, Section – 3 (Page No. 6) The Bidder should be an experienced Web Application developer of offered hardware and software for this project. The Bidder should have successfully implemented with Turnkey responsibility covering scope form project management, design, engineering, integration, testing, supply, installation and commissioning, local communications with third party devices at RTU level, communication between multiple RTU's (minimum 10 RTU's), of a Project value not less than INR 5 crores for any reputed Industry preferably Oil and Gas. The offered RTU (Same product family and not necessarily the same version / release) should have been used at least in one Automation project/s successfully using the offered Web-Application by the bidder.</p> <p>1. It is requested that this project should be done on the basis of Proof of Concept executed for a specified desired period. Only those bids shall be opened which can provide satisfactory result during the time specified for POC. Else, the equipments required for automation for the scope will never match and quoting of prices will be uneven as it happened with tenders in other CGD companies.</p> <p>2. It is requested that this tender should be clubbed with tender number 53_02072019 of CNG automation as it will save atleast 70% cost. A common cloud based server can be used for all field related equipments where automation is required. It will accrue many commercial benefits viz. common control room and system.</p>	<p>Tender condition prevails.</p>
41	<p>Volume II of II 1.1.20 (Page No. 121) MNGL shall provide supply of 230V AC, 50 Hz in MCC, HO and CNG. MNGL shall provide UPS supply at CNG station. All necessary power distribution and required conversion for MCC, HO, and all site locations are within the scope of AUTOMATION vendor. Battery backup/UPS with minimum 6 hrs. backup / UPS at MCC</p>	<p>Yes. MNGL will provide ethernet connectivity wherever possible. Rest of the areas where ethernet connectivity is unavailable will be catered trough SIM cards.</p>

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	<p>shall be provided by AUTOMATION vendor. Power distribution cabinet shall be free standing enclosed type cabinet having 25% spare MCB's.</p> <p>Provision of internet 2MBPS connectivity in the scope of MNGL?</p>	
42	<p>Page No. 118 Entire communication will be based on MQTT protocol (Message Queue Telemetry Transport Protocol) for critical parameters and CoAP for non-critical parameters as per tender document.- Define critical and non critical parameter.</p> <p>Please clarify why two different protocols is required, can we use MQTT protocol for both Critical & Non Critical parameters</p>	Tender condition prevails. Critical & non critical parameters will be defined during project phase.
43	<p>ISO/IEC 27001 or ISO/IEC 20000-1 or ISO 9001 or ISO 22301 or CSA STAR or ISO/IEC TR 20000-9 or ISO 27017 or ISO 27018 and mandatory certifications include PCI DSS Compliance, Ministry of Electronics and Information Technology certification from Govt. of India, ANSI/TIA-942:2017 Rated 3 certifications-</p> <p>Does PCI DSS Compliance, Ministry of Electronics and Information Technology certification from Govt. of India, ANSI/TIA-942:2017 Rated 3 certifications mandatory for Submission.</p>	Tender condition prevails.

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)