

LANKA IOC PLC
LEVEL 20, WEST TOWER, WORLD TRADE CENTRE,
ECHELON SQUARE, COLOMBO – 01, SRI LANKA

MINUTES OF PRE-BID MEETING

NAME OF THE WORK: ESTABLISHING CALL CENTRE WITH ELECTRONIC COMMUNICATION TRACKING SYSTEM FOR COMPLAINTS REGISTRATION AND COMPLIANCE FOR LANKA IOC PETROL STATIONS.

VENUE: Lanka IOC Head Office, Colombo , Sri Lanka.

DATE: on 31st Jan'2020 at 11:30 hrs.

REF: TENDER NO. : LIOC/ ENG/ PT/ 02/ 2019-20

List of participants:

Lanka IOC Members:

1. Mr. T.K.Elamaran, SVP (Engg)/ HO
2. Mrs. Rasara S. Kodikara, Ex (Engg)/ HO

Vendors: Vendors participated as per attendance Signed, copy attached.

1. M/s. Texonic Information System.
2. M/s. VS Information Systems.
3. M/s. Novus Technologies.
4. M/s. Bellvantage Pvt Ltd.
5. M/s. DMS Electronics Pvt Ltd.

POINTS CLARIFIED:

1. Replies to various queries and Clarifications are as per enclosure.
2. This pre bid conference minutes will form part of the tender documents. The signed copy of pre-bid minutes to be enclosed while submitting the tender.

SVP (ENGG)

T.S. Elamaran
6/2/2020

Rasara 06.02.2020
(RASARA KODIKARA)
EX (E)

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Lanka IOC Conveyed the following,

Bidders are requested to submit their proposals (technical & financial) as described in the tender documents.

Experience of having successfully established call center with electronic tracking system (ECTS) for complaints registration and complaint redressal during the last 05 years ending 31.12.2019.

Note: Selection Process

- (a) Technical Evaluation based on pre qualifying criteria.
- (b) Financial proposal of technically qualified parties will be opened.
- (c) The lowest acceptable rate shall be arrived by following the company's policy on proposal comparison.

1. The Maintenance & Repair (M&R) requirements of an Retail Outlet (RO) can be broadly classified of 2 varieties namely:
 - Related to DU & which is attended to through CAMC i.e. the respective representatives of the OEM.
 - Other non DU related requirements viz pipelines/ valves/ electrical issues/ driveway repairs etc. and which is attended to by the capex / empanelled Contractors
2. In the present system the complaints related to both DU and non DU are being lodged by the Dealer/ Dealer's Representative/ Field Officer directly to the Call Center which was established for complaints registration and tracking. On the other hand most of the non DU related complaints are still being received directly to Engg. Department.
3. However, there is an urgent requirement to make the entire process structured with electronic communication tracking system (ECTS), so that complaint lodging and redressal can be tracked easily to ensure down times are minimized and there are no delay in action due to communication gap.
4. With increasing no. of ROs, it is prudent that such system is put in place in stream line the process of handling M&R complaints. This would also help in generating credible information and data regarding the health of the ROs and would also help in monitoring the response of the AMC Contractors and other capex / empanelled Contractors as well

5. The following queries were raised by the bidders.

S. No.	Query Raised	Response by LIOC
1.0	Query Raised by M/s. DMS Electronics Pvt Ltd (vide mail dtd 29.01.2020):	
1.1.	Is the CRM developed separately or should the agent develop it as well?	Bidder is supposed to develop the CRM as per tender terms & conditions.
1.2.	Who will be logging complaints: call center agent / petrol shed people or both?	Both call center agent & petrol shed representative will be logging the complain.
1.3.	Is the OEM / Representative accessing the system? (or he just get an email)	Yes, the log in ID to be created for accessing the system by OEM as well as user side.

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S. No.	Query Raised	Response by LIOC
1.4.	Is the SMS gateway provided or should agent include the solution?	Agent should include the solution.
1.5.	What platforms / devices mobile app will be deployed?	Preference on android / apple base. It should be compatible for user end.
2.0	Query Raised by M/s. Bellvantage Pvt Ltd (vide email dtd 31.01.2020):	
2.1	Clarification on Clause 2 (1): The approval of the “Employer” is required before the “Engineer” can execute his duties in accordance with or as defined by the limits of the following clauses. (B) Clause Variations Ordering a variation if the value of such variation is likely to exceed one percent (1%) of the sum indicated in the letter of acceptance or rupees One million, whichever is less (C) Clause 27 fossils etc (D) Clause 40 Suspension of work (Page 31 of 40)	It is general contract condition of all the workman ship contract agreements. Not applicable for Call Centre.
2.2	Clarification on Clause 10 (1) - Performance bond: “The contractor shall obtain security for the proper performance of the contract to a value of ten percent (10%) of the contract price and provide the employer such security within fourteen (14) days after the receipt of the letter of acceptance. Such security or bond will be from licensed commercial bank in Srilanka in a form as annexed or any other form acceptable to the employer, The costs of compliance with the requirements of this clause shall be borne by the contractor” (Page 32 of 40)	It is part of contractual obligations.
2.3	Clarification on Clause 15 - Construction Management services: “the cost of this service is deemed to be included in the rates and prices quoted by the contractor and shall not be claimed separately by the contractor” (Page 33 of 40)	The quoted rate should inclusive of both material and services.
2.4	Clarification on Clause 19 - Watching & Lighting: “ the contractor shall indemnify the employer in the event of any claim arising from any person as a result of the contractor not strictly adhering to the provisions of this clauses (Page 33 of 40)	It is part of contractual obligations.

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S. No.	Query Raised	Response by LIOC
	Clarification on Clause 24 - accidents & injury: under the Condition of Contract part II in page no 34 of 40	It is general condition of all the workman ship contract agreements. Not applicable for Call Centre.
3.0	Query Raised by M/s. Securatec Lanka Pvt Ltd (vide email dtd 04.02.2020):	
3.1	Where to pay tender document fee of SLR 5,000/-?	It is applicable only if purchased from LIOC HO. Not applicable for website downloads.
3.2	Approximate Budget for project?	The contract to be finalized with the L1 (Lowest rate) proposal by following the company's policy on proposal comparison.
4.0	Other Query Raised by the participants on 31.01.2020:	
4.1.	Will the standard devices provide for all concerns?	Bidder must provide the required services to the concerns.
4.2.	Will the storage provide by the LIOC, any specific cloud defined by the LIOC, eg: AWC?	LIOC will not provide any server or cloud storage, the bidder must provide the cloud storage.
4.3.	How the LIOC expectations on the proposed system?	Since all out sourced it should fully fledged sophisticated system.
4.4.	Is there any call centre kind of thing already established in LIOC for the purpose & how the prevailing process?	Yes currently we have agent who is undertaking the Call Centre. The format of current system shall be shared.
4.5.	Should it 24/7, how many app users will be there and number of staff required?	24/7 Complaint logging must be available. However the Call Center function could be as per tender terms & conditions. Approx. 500 app users.
4.6.	Time - Project Execution and Commissioning Schedule	Total Contractual period of 01 year with provision for extend another year on mutual consent.
4.7.	Overall Clarification on system which is expected by LIOC.	The bidder can add more features such as, SMS gateway, visualization system, e-signature as an added advantages for the proposals.
4.8.	Others, If Any	Format of Current Call Centre Data Sheet is given as Annexure-A

Annexure - A

LANKA IOC COMPLAIN TRACKING SYSTEM - DU																				
S.NO.	Complain Received Date / Time	Case No	RO Code	Ro Name	Caller Tel #	Caller Name	District	DISTANC E	Make of DU	S. No. of Machine	Nature of Complaints	Complain Details	DATE/ TIME of Rectification - Given by Contractor	No of Time taken for Rectificatio n	DELAY/ ONTIME	DELAY HRS	DELAY DAYS	Case Close/Open	Communication Details	Remarks - By contractor
1	12/2/19 8:29 AM	DU-8384	102368	A MADAWAN	071-2937347/ 052-2259878	Mr Jeewankhan	Nuwara Eliya	72	Midco	16CE0384V	Breaker goes off	Diesel pump- Breaker goes off	12/4/19 2:30 PM	54.01	OK			Case Closed		
2	12/2/19 8:32 AM	DU-8385	102339	MAWANELLA HEMIMATAGAMA MPSC LTD	035-2248849 / 071-3106916	Mr Sameera	Kegalle	48	Midco	16CE0319V/ 16OE0318V	Hose Leak	Euro 3 two pumps Hose damage(hose change)	12/5/19 3:00 PM	78.28	D	30	1	Case Closed		
3	12/2/19 8:35 AM	DU-8386	102338	E P B DE SOYSA & SONS (PVT) LTD	011-2956058/ 011-4938793	Mr Jayasinghe	Gampaha	48	Tokheim	Not Given	Slow Delivery	Petrol pump - Slow delivery	12/6/19 4:44 PM	104.09	D	56	2	Case Closed		
4	12/2/19 9:03 AM	DU-8387	104957	AGNSK ALKEGAMA,	027-2248416	Ms. Poorima	Polonnaruwa	72	Midco	Not Given	Pump Not Working	Petrol pump is not working (E66 Error)	12/2/19 11:00 AM	1.57	OK			Case Closed		
5	12/2/19 9:15 AM	DU-8388	103411	INDIKA FILLING STATION	025-2220444	Mr Premashanth	Anuradhapura	72	Tokheim	G0314170	Nozzle Issue	Super diesel- Nozzle damage change the nozzle	12/13/19 12:00 PM	266.45	D	194	8	Case Closed		
6	12/2/19 9:19 AM	DU-8389	104318	Mango Tree Lankaioc Filling Station	077-6939776	Mr Aladeen	Ampara	72	Tokheim	Not Given	Other -	Petrol pump battery error Petrol pump - Over issue	12/4/19 9:05 AM	47.46	OK			Case Closed		
7	12/2/19 9:48 AM	DU-8390	102318	MRS SOMA ABHAYAWARDHANA	077-2819425	Mr Samarasekara	Colombo	24	Tokheim	G0410011	Pump Not Working	Diesel pump- hose error	12/2/19 4:34 PM	6.46	OK			Case Closed		
8	12/2/19 10:27 AM	DU-8391	104672	Ms. H A K PRIYANGI KUMARI,	033-2276300	Ms. Neranjala	Gampaha	48	Midco	15AEO690V	Nozzle Issue	Petrol 92 no 3 pump - Nozzle auto on off lock damage Oil leak from the Nozzle continuously	12/5/19 1:30 PM	75.03	D	27	1	Case Closed		
9	12/2/19 10:55 AM	DU-8392	102319	M G SAMSON AND SONS	011-2680410	Mr Botheju Manager	Colombo	24	Midco	15AF0759V	Motor Failure	92 Petrol pump motor stuck	12/3/19 4:00 PM	29.05	D	5	0	Case Closed		
10	12/2/19 11:01 AM	DU-8393	102368	A MADAWAN	071-2937347/ 052-2259878	Mr Jeewankhan	Nuwara Eliya	72	Midco	Not Given	Pump Not Working	Dual pump Diesel side No Delivery- motor not working / 01 Nozzle sensor issue/ Bill printer not working	12/4/19 2:30 PM	51.29	OK			Case Closed		
11	12/2/19 11:17 AM	DU-8394	102310	FELIX PEREIRA AND SONS	011-2695606	Ms Rohini	Colombo	24	Midco	Not Given	Other -	Petrol 95 pump - fuel issuing meter not running	12/2/19 5:45 PM	6.28	OK			Case Closed		
12	12/2/19 11:54 AM	DU-8395	102413	A J S JAYAKODY	0777-870856	Ms. Prabodya	Puttalam	72	Tokheim	G0499043	Nozzle Issue	Petrol pump Nozzle auto off is not working	12/6/19 4:43 PM	100.49	D	28	1	Case Closed		
13	12/2/19 1:59 PM	DU-8396	102378	D H J JAYAKODY BROTHERS	077-9827691	Mr Tony	Colombo	48	Tokheim	G0411297	Hose Leak	Euro side pump - Hose damage	12/5/19 5:12 PM	75.13	D	27	1	Case Closed		
14	12/2/19 2:51 PM	DU-8397	105170	ORIENT PETROLIAM PVT LTD	057-4926084	Mr Kasun	Nuwara Eliya	72	Midco	14ME0454V	Nozzle Issue	Euro 03 pump - nozzle not working properly Change the nozzles	12/3/19 12:00 AM	9.09	OK			Case Closed		
15	12/2/19 3:50 PM	DU-8398	105637	SOUTHERN PETROLEUM (PVT) LTD -8	077-7593014	Mr Wasantha	Colombo	24	Midco	Not Given	Battery Failure	Diesel pump E10 error	12/7/19 10:00 AM	18.1	OK			Case Closed		
16	12/2/19 3:55 PM	DU-8399	102356	W A PERERA & SON	081-4946059	Mr. Nirosan	Kandy	72	GVR	Not Given	Motor Failure	Diesel pump motor stuck	12/6/19 9:30 AM	89.35	D	17	1	Case Closed		
17	12/2/19 3:57 PM	DU-8400	102412	KATANA MPSC LTD	011-2253930	Mr Sadun	Gampaha	48	Tokheim	Not Given	Other -	Diesel pump Nozzle hanging part lock not working properly	12/6/19 5:10 PM	97.13	D	49	2	Case Closed		
18	12/2/19 3:58 PM	DU-8401	102432	CADILLAC FILLING STATION (PVT) LTD.	041-2222675	Mr Nisak	Matara	72	Midco	15AE0522V	Motor Failure	Diesel pump is working continuously, motor doesn't get off	12/4/19 2:00 PM	46.02	OK			Case Closed		