

REPLY TO PREBID MEETING/QUERRIES HELD ON 23.12.2025 (TENDER NO. LIOC/ENG/GT/06/2025-26)

DESIGN, DEVELOPMENT, SUPPLY, DELIVERY, INSTALLATION, TESTING & COMMISSIONING OF CLOUD FCC BASED RETAIL AUTOMATION SYSTEM AT 230 NOS PETROL STATIONS OF LANKA IOC PLC

Bidder Name	SI No 1	Page No	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change request (if any)	LIOC REPLY
Novustech Transact Lanka (Pvt) Ltd	1	16	6	Works executed as part of joint Venture / Consortium will not be considered	Kindly Explain the point more Briefly.		If a project was executed jointly by two or more companies under a JV or Consortium arrangement, Then that project experience cannot be counted to meet the tender's eligibility / qualification / experience criteria. Further, refer to clause no. 6,7,& 8 of tender page 15 of 107 for details.
	2	49	Sction 3 / 3.1	System Architecture of the Retail Automation System	Kindly clarify which cloud platform is used in the proposed system architecture eg LIOC Cloud, Private or Public cloud or any specific		Tender Conditions Prevail. Bidder to provide private LIOC cloud infrastructure at no additional cost.
	3	P13	1	PRE-QUALIFICATION CRITERIA (PQC) DEFINITION OF SIMILAR WORKS:- The Bidder should have experience of the successful completion of design, development, supply, delivery, installation, testing & commissioning of Cloud FCC (Forecourt Controller) / Asset management System.	Only the single tender published by BPCL, "Cloud FCC (Forecourt Controller)", and was allotted to only one Vender, we suggest revise the PQC criteria to Enable other vendors to participation.		Tender Conditions Prevail
	4	P14	1.3	The bidder must have past experience of Design, Development and Implementation of Enterprise FCC on Cloud Platform for IoT Devices for a minimum 250 Sheds/Retail Outlets selling Petrol, Diesel OR Gaseous Fuel (like LPG, CNG, CBG, LNG etc).	Only the single tender published by BPCL, "Cloud FCC (Forecourt Controller)", and was allotted to only one Vender, we suggest revise the PQC criteria to Enable other vendors to participation.		Tender Conditions Prevail
	5	P15	5	Bidder should submit CMMI Level 3 (or above) certificate valid as on bid due date. The validity of this document should be ensured during the contract period. In case of expiry of this certificate, bidder shall get it renewed and submit it to LANKA IOC.	We request an extension to the certificate submission deadline, proposing it to be Before Project Execution.		Tender Conditions Prevail
	6	P19	4.1	Development of Proprietary Operating System for LankalOC.	Clerification Require		Tender Conditions Prevail
	7	P19	4.1	Note: Bidder has to supply the above-listed material at 266 Sheds/Ros (230 Non-automated RO + 36 existing automated RO, which are to be upgraded without any cost to LIOC).	We request the RO List of 266 sheds/outlets, including location details or area-wise RO counts. Clarification is required regarding the existing ATG system integration scope for already automated ROs.		List of the ROs will be shared with the successful bidders. Some of the existing Automated ROs are having ATGs. Successful bidders has to integrate the ATG with the supplied system as per tender specifications. Make of ATGs sstem available are of Start Italiana, veeder Root, Dover etc.

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Relcon Systems	8	P20	4.4	<p>The vendor shall be responsible for the proper functioning and upkeep of all equipment and materials supplied under this contract for a period of seven (7) years from the date of SAT.</p> <p>During this period, the vendor shall ensure comprehensive maintenance support, which shall include all repairs, replacements, rectifications, and performance-related interventions required to keep the system in optimal working condition. All such activities shall be carried out free of cost to LIOC and within mutually agreed response and resolution timelines.</p> <p>Any defects, performance issues, or failures arising during the maintenance period shall be promptly attended to by the vendor to the satisfaction of LIOC.</p>	Clarification is required on the chargeability of replacements due to burn damage, physical damage, missing materials from ROs, DU replacements, damage caused by customers, weather conditions, or uncontrolled natural events.		Please refer to Maintenance Deduction & Penalty on page 34 of 107.
	9	P27	2	Balance 20% distributed in the next 2 Calendar Quarters post start of Maintenance period	We propose releasing the remaining 20% payment upon completion of SAT or in the following month.		Tender Conditions Prevail
	10	P28	C-1	Monthly Maintenance Charges-End of every calendar month	Given that PM will be carried out on a quarterly basis, we seek clarification on the purpose of the Monthly Maintenance Charges levied at the end of each calendar month.		Tender Conditions Prevail
	11	P31	25.3	<p>Scope of SAT Validation:</p> <p>The SAT process shall cover, but not be limited to, the following verification points:</p> <ul style="list-style-type: none"> ☑ Matching of totalizer readings with tank sales, dispenser logs, and transaction data. 	As ATG is not part of the tender, and manual entry of ATG stock data is to be provided by the vendor, we suggest accepting reports based on totalizer and transaction sale matching. This addresses potential discrepancies arising from delayed stock input by the station in-charge.		Tender Conditions Prevail
	12	P31	25.4	Perform SAT (Site Acceptance Test) for IoT devices at each RO.	Can we submit the matched report from IoT enterprise for this case?		Tender Conditions Prevail
	13	P40	42	<p>CATALOGUES AND MANUALS:</p> <p>The Contractor must supply the following records in English language only along with the Automation Systems for each RO.</p> <ul style="list-style-type: none"> i) Three sets of maintenance manuals ii) Three sets of Technical manuals. 	We suggest accepting digital versions of maintenance and technical manuals instead of requiring three physical copies for each RO.		Both are acceptable
	14	P46	2.2	Integration with Solar System, EV Chargers and other third-party equipment proposed by LIOC during the course of the contract.	Protocol documents for any additional device integration with the IoT solution will be arranged by LIOC.		Will be provided at the time of such integration

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	15	P47	2.2	<p>Enterprise Forecourt Controller (FCC) Platform & IoT Integration - Deploy a cloud-hosted FCC platform to manage and integrate all IoT devices at the ROs, supporting multi-vendor protocols and enabling real-time device control, monitoring, and remote firmware updates.</p> <p>Head Office System (HOS) Design and deploy a centralized HOS application with multi-tier architecture, role-based dashboards, real-time inventory and sales monitoring, predictive analytics, and secure access controls.</p> <p>Transaction Processing Server (TPS) Provide a high-availability ITPS to validate transactions in real time, retain offline transactions, and integrate securely with HOS, SAP ERP, and external payment gateways.</p> <p>Command & Control Centre (CCC) Develop a centralized application for 24/7 monitoring of ROs, with live dashboards, unified alarms, predictive analytics, inventory tracking, and secure user management.</p> <p>Mobile Application Suite Deploy secure iOS/Android apps for dealers, sales officers, and LIOC officers to monitor RO operations, manage sales and inventory, and access CCC alerts, with offline support and sync</p>	<p>Clarification is needed regarding the ITPS development and deployment of the service: whether it will be over the LIOC Platform or on a vendor-provided cloud platform. This is further emphasized by the later mention: "Centralized HOS application shall be hosted on secure LIOC private cloud infrastructure. (P54-B-II)".</p>		<p>Please refer to clause iii of page 55 of 107</p>
	16	P48	12	<p>Maintenance & Support (Post-Handover) Provide comprehensive maintenance and support for a period of 7 years post-handover, covering preventive, corrective, and periodic maintenance of all hardware and software components. This includes regular inspection, calibration, firmware/software updates, new development & customization as per the company's requirement, troubleshooting, replacement of faulty components, and ensuring uninterrupted operation of IoT devices, Enterprise FCC, HOS, POS Application, mobile applications, and integrated systems, as per agreed Service Level Agreements (SLAs).</p>	<p>Specify the count for No. of add on development</p>		<p>Tender Condition prevails</p>

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	17	P58	3.2.2.3	Rate display units, routers, authorization modules (RFID/Face recognition), and other forecourt peripherals	Protocol documents for any additional device integration with the IoT solution will be arranged by LIOC.		Will be provided at the time of such integration
	18	P63	E	Deliver new OEM protocol integrations within 21 days of documentation handover.	We request an extension of the development timeline from 21 days to 30 days.		Tender Condition prevails
	19	P65	N-III	LIOC Ownership of Firmware & Source Code <input checked="" type="checkbox"/> All firmware and OS code developed under this project shall be the sole property of LIOC. <input checked="" type="checkbox"/> The bidder shall hand over the complete, vetted source code, binaries, build scripts, documentation, and version control history to LIOC at deployment, and upon release of any updates. <input checked="" type="checkbox"/> No proprietary or vendor-controlled binaries shall be permitted. The solution must ensure no vendor lock-in by using standard interfaces and open APIs.	This should be done through Escrow and should get release to LIOC on event of failure of vendor to give service up to 7 year as per tender terms,		Tender Condition prevails
	20	P79	6.2	Supply of Dual SIM Router	IoT devices are equipped with an integrated SIM for data transfer to an IoT enterprise server. What is the purpose of an add-on SIM in this configuration? What's purpose of Dual SIM Router? LIOC will supply the required dual SIM cards to ensure internet connectivity at retail outlets.		Dual SIM router is required to ensure communication redundancy. The primary communication shall be through the router, while the secondary/failover communication shall be through the SIM on the IoT device, ensuring uninterrupted connectivity in case of network or device-level failure.
BCT	21	26	20.1.1	Instructions For Foreign Bidders	Please confirm for international bidder as well the materials need to be delivered till the site by the bidder		Yes your understanding is correct.
	22	28	3	Supply of Dual sim Router	Please confirm the use of dual sim router since as per our understanding the IoT device itself will have the SIM slot		Already explained in point no 20.
	23	29	22.4	Guarantee Certificate of Manufacturer's/ Principal's in duplicate Quality certificate from Manufacturer's/ Principal's in duplicate	Please confirm is there any specific format these details need to be provided		Format Shall be shared with successful bidder.
	24	52	E	The IoT Device shall have built-in protection against over-voltage, overload, short circuits, with auto-reset and surge protection ≥3kV, safeguarding both the device and connected assets.	Its difficult to get such a heavy power management board into the IoT device, hence please confirm is it mandatory or the vendor can decided the spec which can support the field conditions		Tender Conditions Prevail.
	25	80	8	Serial Interface	Please confirm the use of serial interface on the router, there are very limited brands only support serial interface		Serial interface on the router is required to support where Ethernet/IP interfaces are not available or supported, for example Signage or any other sensors that may be introduced in future.

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	26	General		Existing 36 sites, ATG Integration	<p>Please confirm the make of ATG probes available at these sites</p> <p>It's a Wired or Wireless ATG and please confirm the working conditions of these ATG Probes</p> <p>If it's a wired ATG probe in case of any cable damages the same will be replaced by LIOC</p> <p>If it's a wireless ATG probes in case if any probe batteries are not working will the same will be replaced by LIOC</p>		<p>Please refer point no 7.</p> <p>All available ATGs (if any) are wired one.</p> <p>Replaced by Dealer/LIOC depends on site conditions.</p> <p>Not Applicable</p>
	27	General		Support or documentation required for Import	<p>Since the items will be imported in the LIOC name in cases of any authorization or documents support required need to be supported by LIOC, however the duty payment and other charges will be paid by the vendor</p>		<p>Any mandatory authorization required by Srilankan Authorities shall be provided by LIOC if required. However, all applicable customs duties, taxes, levies, freight, and associated charges shall be borne and paid entirely by the vendor, in accordance with the tender terms.</p>
Evastica Technologies Pvt. Ltd	28	14-16	PQC – Clause 6	Works executed as part of Joint Venture / Consortium will not be considered.	<p>Please clarify whether a prime bidder + OEM authorization model (non-JV, non-consortium) is acceptable, where the local bidder is the sole contractual entity and the OEM provides software/IP support only.</p>	No change; clarification only.	<p>Please be guided by clause no 6, 7 & 8 of Tender document page 15 of 107.</p>
	29	15	PQC – Clause 3 & 4	Bidder must have implemented Enterprise FCC on Cloud Platform for minimum 250 ROs and demonstrate the same.	<p>Please confirm whether the OEM's prior experience of 250+ ROs can be considered for qualification when supported by OEM authorization and live platform demonstration.</p>	Please Allow OEM credentials to be considered through authorization.	<p>Allowed, provided the OEM should necessarily be a subsidiary or a group company of the bidder. Further refer to clause no 7& 8 of Tender Document page 15 of 107.</p>
	30	15-16	PQC – Clause 8	Back-to-back corporate guarantee to be provided when using parent/group credentials.	<p>Please confirm whether a back-to-back corporate guarantee from OEM is acceptable only to the extent of software platform obligations, while overall contract liability remains with the prime bidder.</p>	No change; clarification only.	<p>Confirmed, provided the OEM should necessarily be a subsidiary or a group company of the bidder. Further refer to clause no 7& 8 of Tender Document page 15 of 107.</p>
	31	16	PQC – Clause 10	Vendor shall have a registered company / subsidiary / authorised partner in Sri Lanka.	<p>Please confirm whether a locally registered partner entity acting as prime bidder fully satisfies the local presence requirement, with OEM providing remote L3 support.</p>	No change; clarification only.	<p>Local presence requirement shall be deemed complied if the bidder is registered in Sri Lanka and responsible for all service obligations, irrespective of OEM support structure.</p>
	32	19-20	Scope – Part A (Supply Items)	Development of Proprietary OS, Cloud FCC Platform and software applications included in supply scope.	<p>Please confirm whether Cloud FCC software platform may be supplied by an overseas OEM, while hardware supply, installation, and commissioning are performed by the local bidder.</p>	No change; clarification only.	<p>Cloud FCC software may be supplied by an overseas OEM, provided all contractual, integration, warranty, and SLA obligations are met by the bidder.</p>
	33	26	Price Basis – Clause 20.1.1	Foreign bidder to quote on DDP basis up to ROs including installation.	<p>In case of a local prime bidder with overseas OEM, please confirm that pricing may be consolidated under the local bidder, without requiring OEM to quote DDP separately.</p>	No change; clarification only.	<p>In case of a local prime bidder, all the prices shall be quoted in LKR only as per the relevant price bid format for Local Bidders.</p>

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	34	27-28	Payment Terms – Clause 22	Payments linked to supply, SAT acceptance, and maintenance commencement.	Please confirm that SAT shall be deemed accepted if no observations are communicated within the stipulated period, enabling maintenance billing commencement.	No change; clarification only.	SAT shall be deemed accepted as per tender conditions if no observations/punch points are communicated within the specified timeframe.
	35	31-32	SAT – Clause 25	SAT includes 7-day observation period and acceptance by LIOC.	Please confirm whether SAT and platform demonstrations may be conducted remotely (screen share + live dashboards) for Enterprise FCC validation.	No change; clarification only.	Tender Condition prevails
	36	20-21	Scope – Clause 4.2	Quantities indicated are tentative and may vary ±10%.	Please confirm that billing shall be strictly on measure-and-pay basis for actual quantities installed, with no penalty for variation due to site conditions.	No change; clarification only.	Billing shall be done on measure-and-pay basis for actual quantities installed and commissioned as per tender terms.
	37	21	Scope – Clause 6.1	Comprehensive maintenance for 7 years from SAT date.	Please confirm that monthly AMC charges quoted shall remain fixed for the entire 7-year maintenance period across all call-up orders.	No change; clarification only.	Comprehensive maintenance rates quoted shall remain firm for the entire maintenance period as per tender terms.
	38	31	Implementation on Timeline – Clause 24	Call-up orders to be completed within defined timelines.	Please confirm whether parallel deployment teams across regions are permitted to meet rollout timelines.	No change; clarification only.	Bidder may deploy parallel and multiple deployment teams across regions to meet the stipulated timelines, subject to strict adherence to implementation plans, quality standards, safety norms, and coordination protocols as defined by LIOC. The bidder shall remain fully accountable for consistency of delivery, workmanship quality, system performance, and compliance across all sites, irrespective of the number of teams deployed.
	39	7 of 108	4	Tender Due Date & Time : 14.01.2026 @ 14:00 HRS	We request Lanka IOC extend the bid submission date for 40 days from the date of pre-bid response/corrigendum.		Will be notified if granted.
	40	14 of 108	PQC	DEFINITION OF SIMILAR WORKS:- The Bidder should have experience of the successful completion of design, development, supply, delivery, installation, testing & commissioning of Cloud FCC (Forecourt Controller) / Asset management System.	We request Lanka IOC to consider "Retail outlet automation" experience in similar work criteria.		Tender Conditions Prevail
	41	15 of 108	PQC / 3	The bidder must have past experience of Design, Development and Implementation of Enterprise FCC on Cloud Platform for IoT Devices for a minimum 250 Sheds/Retail Outlets selling Petrol, Diesel OR Gaseous Fuel (like LPG, CNG, CBG, LNG etc).	We request Lanka IOC to consider "Retail outlet automation" in past experience criteria.		Tender Conditions Prevail
	42	15 of 108	PQC / 4 ii	Proof of minimum 250 Sheds/Retail Outlets onboarded on the Enterprise FCC Platform, AND	We request Lanka IOC to consider "Retail outlet automation" completion certificate as proof of work.		Tender Conditions Prevail

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	43	15 of 108	PQC / 4 iii	NOTE: a) Post Tender Due Date, all participating bidders shall be notified of the specific date and time prior to the opening of the technical bids for conducting the demonstration as required under Clause (iii) above. The bidder shall be required to demonstrate their Enterprise FCC Platform with a minimum of 250 (Two Hundred Fifty) Sheds/ Retail Outlets (ROs) already onboarded, operational and communicating in real-time on the platform.	We request Lanka IOC to consider "Retail outlet automation" solution for demonstration.		Tender Conditions Prevail
	44	7 of 108	1	CLOUD FCC BASED RETAIL AUTOMATION SYSTEM AT 230 NOS PETROL STATIONS OF LANKA IOC PLC	Cloud based eterprice FCC solution is recommended for more than 4000+ retail outlet base. For below 1000 sites our recommendation is proven standard FCC based retail automation solution.		Tender Conditions Prevail
	45	12 of 108	n.	For Foreign Bidder: The bidders are required to deposit EMD/Bid Security of USD 18,895 by way of TT Transfer in favour of Lanka IOC PLC directly into the designated bank mentioned as below and enclose a copy of the Swift transfer Message.	Please allow submission of bank guarrantee instead of TT/Demand draft.		BG in lieu of Bid bond is accepted only if it is issued in the name of prime bidder to LIOC & strictly as per the Annexure X of Tender Document.
	46	27 of 108	20.3.5	Price(s) to be quoted should remain firm till the goods are delivered and Commissioned successfully. No Price escalation is admissible.	Escalation of prices to be allowed in case such escalation is not attributable to the Vendor but to global events such as IC chip Shortage and global supply chain issues.		Tender Conditions Prevail.
	47	7 of 108	10	Price Validity of contract : 36 Months from the date of finalization of Tender	Please consider the rate contract validity for 12 months.		Tender Conditions Prevail.
	48	29 of 108	22	Mode of Payment for Foreign Bidder : Payment shall be made by direct remittance to the banker of the successful foreign bidder through the international banking system by LANKA IOC PLC's banker in Sri Lanka against invoice and other documents stated in the contract.	Our understanding is payment will be through irrevocable LC (Letter of credit) payable at sight, if not possible it will be documents through bank in USD.		Tender Conditions Prevail.

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Gilbarco Veeder Root	49	23 of 108	10	The several documents forming the Contract shall be taken, as mutually explanatory to one another and in case of any discrepancies, the Bill of Quantities shall prevail over the Specifications and the Terms and Conditions over the General Conditions of Contract. In case of any dispute, question or difference either during the execution of the Contract or any other time as to any matter or thing connected with or arising out of this Contract, the decision of the VP (E)/ Lanka IOC, thereon shall be final and binding upon the vendor	Request to replace the portion highlighted in the clause description with "Special Terms and Conditions of Tender".		Tender Conditions Prevail.
	50	23 of 108	10	In case of any dispute, question or difference either during the execution of the Contract or any other time as to any matter or thing connected with or arising out of this Contract, the decision of the VP (E)/ Lanka IOC, thereon shall be final and binding upon the vendor.	Any disputes, questions, or differences arising out of or in connection with the Contract should be amicably resolved through mutual discussions between the parties and, in the event the same is not resolved amicably, be referred to an appropriate dispute resolution mechanism.		Tender Conditions Prevail.
	51	27 of 108	20.3.7	If new statutory taxes/duties or any changes in existing statutory taxes/duties come in force in Sri Lanka, the same will be paid as applicable currency of contract. Any benefit out of it has to be passed on to LANKA IOC PLC Documentary evidence for this purpose is to be produced by the vendor.	Request to duly inform the Vendor of any new statutory taxes/duties or changes in existing statutory taxes/duties coming into force in Sri Lanka during the currency of the Contract, to enable appropriate compliance and submission of documentary evidence.		Tender Conditions Prevail.
	52	29 of 108	23	Work completion time shall be binding on the supplier. If work is not completed within the time stipulated in the PO without assigning any acceptable reason to the LIOC, the order may be cancelled without notice at the option of LIOC. In the event of failure to execute the order, LIOC will take penal action against the supplier and his name will be removed from the list of vendors.	We request that situations arising due to force majeure or circumstances beyond the reasonable control of the vendor be excluded from this provision. Hence, these factors should be taken into account before cancellation of the order or taking penal actions against the supplier. In the absence of such a safeguard, the clause imposes strict liability, which may be commercially unbalanced and unreasonable.		Tender Conditions prevails. However the force majeure will be guided as per the relevant clause in the Tender.

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	53	29 of 108	23	In case of default in completion of work in time or, failure to deliver as per correct specification or, the approved quality within the time stipulated LIOC is entitled to purchase the items and get work done from any other source at the risks, costs and expenses of the supplier. Such purchase may comprise the whole or, any portion of the supply/ work remaining undelivered/ unfinished or, not approved	With regard to the 'Risk Purchase' provision quoted here, procurement of undelivered quantities/default or failure in completion of work at the supplier's "risk, cost and expences" is not acceptable to us since LIOC is already levying penalty (Cl.33,pg.37). This clause enables LIOC to claim consequential losses which are beyond the control of the vendor and cannot be claimed.		Tender Conditions Prevail.
	54	33 of 108	26.1.(ii)(v)	The Vendor shall maintain the system uptime as stipulated elsewhere in the contract.	We assume this refers to clause 26(i) page 32 (SLA and Downtime).		Your understanding is correct.
	55	36 of 108	28.2.2	All supplies are subject to inspection before acceptance by VP (E), LANKA IOC PLC or his authorized officer. In case the equipment supplied is not in good condition/suitable, supplier shall have to replace it at his own cost immediately.	It is requested that a reasonable rectification and/or replacement period be expressly included in the Contract in case any equipment supplied is found not in good condition or unsuitable or specifying a clear time limit for such rectification or replacement. Furthermore, immediate replacement may not be feasible, hence a reasonable timeline should be provided.		Tender Conditions Prevail.
	56	37 of 108	32	Notwithstanding the Inspection, Testing and Trial of equipment and materials by VP (E),LANKA IOC PLC or its authorized officer any material found to be defective in quality and not conforming to the relevant specification, shall liable to be rejected and the supplier shall replace the same at his cost and arrangement at the earliest.	Please clarify the circumstances in which such defects may be identified after completion of inspection, testing, and trial, as identification of defect after such inspection would otherwise defeat the purpose of the inspection and testing process. Furthermore, such rejection should be based on clear technical justification, with reasonable opportunity for rectification or replacement at justified cost.		Tender Conditions Prevail.
	57	38 of 108	34	In case of supplier's failure and at the absolute discretion of the VP (E), Lanka IOC the work may be ordered to be completed by some other agency at the risk and expense of the supplier (successful tenderer) after a minimum three weeks' notice in writing has been given to the supplier by the VP (E), Lanka IOC or, his representative. In case of risk purchase extra cost will be borne by the supplier (successful tenderer).	Such action shall be taken only in cases of material default attributable to the supplier, after due notice and reasonable opportunity to cure, and that circumstances beyond the reasonable control of the Supplier including due to Force Majeure events should be excluded from the applicability of risk purchase or recovery of additional costs. In the absence of such a safeguard, the clause imposes strict liability, which may be commercially unbalanced and unreasonable.		Tender Conditions Prevail.

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	58	38 of 108	36	The term "FORCE MAJEURE" as employed herein shall mean acts of God, Earthquake, War, Revolts, Riots, Fire, Floods, Sabotage, Hurricanes/Cyclones and Strikes, excluding strikes by the employees of the Supplier or, their sub-contractors.	The scope of the Force Majeure clause should be expanded to include other events and circumstances beyond the reasonable control of the Supplier, such as epidemics, pandemics, public health emergencies, adverse or abnormal weather conditions, government actions or restrictions, lockdowns and supply chain disruptions arising from such events.		Tender Conditions Prevail.
	59	39 of 108	38	JURISDICTION OF COURT AND LAWS	We suggest that a provision on amicable resolution of disputes be also added including dispute resolution through arbitration.		Tender Conditions Prevail.
	60	Pg 4	Clause 2	Complete Offer may please be dropped in the Engineering tender box kept in our office at address given below.	Pl clarify if this is an offline or online tender. Can bidder submit the tender documents online?		It is offline tender. All the documents as per the tender condition to be submitted before the due date and time in physical form.
	61	Pg 7	Clause 7	work completion: Note: Order for a minimum of 100 new ROs/Sheds shall be placed per call-up order, in addition to the upgradation of existing automated ROs.	How many of the 230 outlets are due for upgrade?		Nil. There are an additional 36 ROs with existing automation needs to be upgraded.
	62	Pg 12	n.Bid Bond/EM	EMD for Foreign Bidder	Can foreign bidder submit EMD in form of Bank Guarantee?		Please refer to the reply at Point No 45.
	63	Pg 14,15	PQC :Similar works , Clause 3	Definition of Similar works: The Bidder should have experience of the successful completion of design, development, supply, delivery, installation, testing & commissioning of Cloud FCC (Forecourt Controller)/Asset Management	pl consider proven work experience in deployment of wireless forecourt controller for Retail Automation system as qualifying criteria.		Tender Conditions Prevail
	64	Pg14	PQC: Clause a.	Proof of works completed supported by copies of work orders / Contract, final bill copies / work completion	In case of "work in progress" and meeting PQC criteria pl confirm bidder will be allowed to submit a letter from client mentioning executed value of works till date to qualify.		Completed works should meet the Value of Technical works required as per PQC Criteria.
	65	Pg17	10.Local Presence	Alternatively, the vendor may engage a local partner or authorised service agency duly registered in Sri Lanka for the purpose of providing on-ground maintenance and support services on behalf of the vendor.	Bidder understands that local partner need not necessarily have proven experience in similar works as long as primary bidder is meeting PQC requirements. Pl confirm		Your question is about Local presence during execution. For PQC purpose, The Primary Bidder/OEM shall be a Parent/ Group/Subsidiary company of the Local partner who shall necessarily meet the similar works definition.
	66	Pg20,21	Clause 4.1,5.1	Bidder has to supply the above-listed material at 266 Sheds/Ros (230 Non-automated RO + 36 existing automated RO, which are to be upgraded without any cost to LIOC	Part A and B of price bid mentions only 230 RO for supply and installation. Pl clarify where in the price bid are the quantities for 36 existing RO's to be accommodated ?		36 Ro's to be executed as per tender technical specs at no cost to LankalOC.

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Bidder Name	SI No.1	Page No	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change request (if any)	LIOC REPLY
Pine Labs Limited	67	Pg 21	Clause 7.1	Lanka IOC presently operates thirty-six (36) ROs that are equipped with existing automation systems The successful bidder shall be fully responsible for the safe de-installation, removal, and handing over of all existing automation equipment to respective dealers under due acknowledgement from the dealer and for the supply, installation, configuration, integration, testing, and commissioning.....complete conformity with the specifications and functional requirements detailed in this tender document without any extra cost to LIOC.	Pl elaborate LIOC requirement against this clause. Bidder understands that Hardware +Software will be replaced at these RO's.		Yes Your understanding is correct
	68				Can bidder utilise existing cables / glands, power sockets etc as available at these RO's? pl clarify		IoT being a wireless solution the usage of existing cables doesnot arise.
	69	Pg24	Clause 14	The contract shall be governed by all relevant Acts as in Sri Lanka and applicable only within the jurisdiction of the High Court at Colombo.	Bidder requests mutual clause here with governance ,relevant acts and jurisdiction at bidder's parent country as well.		Tender Conditions Prevail
	70	Pg28	Payment Methodology	Supply:Last 20% distributed in the next 2 Calendar Quarters post start of Maintenance period	As material is supplied in full, bidder request that the complete 40% payment of material supply (20% against SAT acceptance + final 20%) should be released together upon successful SAT acceptance milestone.		Tender Conditions Prevail
	71				what is the credit period for release of payments from the date of invoice submission? Ideally bidder requests payments should be released within 15 days from invoice submission along with requisite documents.		Tender Conditions Prevail
	72	Pg29	3.Observation Period	The start and end dates of the Seven (7) Days SAT observation period shall be communicated to LIOC via official email for record purposes.	Is observation period of 7 days post SAT or before SAT ?		SAT Shall be accepted after succesful completion of 7 day observation period.
	73				Is this milestone applicable for every RO ? As system offered is same, bidder suggests this activity may be restricted to a certain % of the total RO's. Pl clarify		Tender Conditions Prevail
	74	Pg43	52. Pricing for ATG System (Wireless Technology)	The quoted rates for ATG systems shall be inclusive of all necessary materials, components, and services, including but not limited to:Supply of riser pipes required for installation and mounting of ATG probes.	Bidder understands that supply of riser pipes along with modification in tank manhole is in scope of Lanka IOC. Pl clarify		Tank Modification is in LankaIOC scope, Bidder to provide Riser Pipes.
	75	Pg 46,47	2.2 Broad Scope of the Retail Automation	3.HOS 4. TPS 7. CCC 8.Mobile App suite,Loyalty & Rewards	Bidder to develop the application software for Enterprise FCC ,HOS, TPS, Loyalty interface, and Mobile app suite. Cloud infra will be provided in scope of LIOC. Pl confirm bidder understanding.		Cloud Infra and its related cost is in the bidder's scope only.
	76				If yes, pl clarify the line item in price bid where bidder to quote for these application offerings ? As we see there is only line item provided for BOS application.		Clarified above.

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Bidder Name	SI No 1	Page No	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change request (if any)	LIOC REPLY
	77	Pg 46	2.2 Broad Scope of the Retail Automation	2.Enterprise Fore court controller platform, 3.HOS 4.Transaction Processing Server 5.payment systems and loyalty, 7.Command and control center 8.Mobile app 9.Analytics 10. Ticket Mgmt system	Please clarify the scope of bidder against each of such integrations.		Tender Conditions Prevail
	78				All these applications will need to be maintained post deployment. PI incorporate line item in price bid to quote for monthly recurring cost of support and maintainence of these modules.		Tender Conditions Prevail
	79	Pg 51	G. Security and Compliance	The OEM of the IOT device supplied shall comply with ISO 27001 2022 standards and SOC2 Type 2 compliance	These standards are designed for service organizations like cloud providers and software as a service (SaaS) vendors , as automation bidder is only supplying hardware , this is not applicable for the automation bidder.pl clarify		Prime Bidder carries responsibility of delivering the entire job. Hence required.
	80	Pg 53	D.Scalability & Flexibility;/A. Data & IoT Ingestion Layer	Transaction Systems: POS systems, fuel dispensing units, payment gateways.	Scope of POS system to be clarified		Please refer to Clause iii on Page 55
	81	Pg 55	ii. Head Office System (HOS) Application	The HOS forms the central command and management hub of the platform:Centralized HOS application shall be hosted on secure LIOC private cloud infrastructure.	Bidder to provide only application. Hosting will be done on LIOC provided private cloud infra.PI confirm		Cloud Infra and its related cost is in the bidders scope.
	82	Pg 78	6.1. IoT Device	4G Module - Nano SIM support; WiFi Hotspot capable - 2.4GHz; M2M SIMs	what is the use case for 4G module in IoT? We see dual SIM router is already part of BOM. PI clarify		Clarified in Point 20.
	83	Pg 78	6.1. IoT Device	Communication protocols	PI include Zigbee as well		Tender Conditions Prevail
	84	Pg 72,81,82	ATG Tech specs	ATG tech specs	Bidder understands as per tech specs that wired ATG system may also be offered. In such case, how will the supply ,laying of cables from ATG to IoT be handled ?		Bidders to quote only for the supply & Installaton of ATG system. Supply of cables and cabling works, etc., shall be taken up separately as required during the course of the contract.
	85				Is density detection required? While density is mentioned on page 72, the same is not mentioned in tech spec sheet. PI clarify		Density measurement & density related functionalies are not within the scope of this tender.
	86	Pg 80	Dual SIM Router -Tech specs	Dual SIM Connectivity	PI clarify scope of SIM supply and number of SIM's required per RO		SIM will be in LankaIOC Scope
	87				If SIM in scope of bidder , pl clarify on recurring connectivity charges and how the bidder will be compensated by LIOC?		Clarified above
	88	Price Bid	Section A, B , C	Price Bid currency -Foreign bidder	Rates for supply and installation to be quoted in USD while rate for Monthly maintainence is to be quoted in LKR. PI clarify our understanding.		Your understanding is correct.
	89	Price Bid	Section A	Supply of IoT device=4 per RO	PI clarify the rationale behind this IoT device quantity.is monolith , ATG considered as well ?		This is the average no. of Dus, however is payable on measure basis.
	90	Price Bid	Section D	Supply of ATG probe	PI add a line item for barrier card as a separate line item to quote		Tender Conditions Prevail

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Bidder Name	Sl No 1	Page No	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change request (if any)	LIOC REPLY
	91	Price Bid	Section D	Monthly maintenance	Is ATG hardware to be considered under scope of Monthly maintenance ? As this item is an optional item bidder understands it does not form part of AMC. Pl clarify		Shall be considered under uptime if supplied by succesful bidder.
Digital Petro Private Limited	92	14-16	PQC – Eligibility	Works executed as part of Joint Venture / Consortium will not be considered.	Please accept Consortium Bid for this tender.	Allow Consortium bids subject to prime bidder responsibility.	Tender Conditions Prevail
	93	15	PQC – Demonstration Requirement	Bidder shall demonstrate Enterprise FCC Platform with minimum 250 ROs onboarded.	Please confirm that the demonstration should be on a live Enterprise FCC platform and not on a Head Office / test system.	Clarification requested.	Yes, Your understanding is correct. Demonstration should be on a live Enterprise FCC platform.
	94	15-16	PQC – Clause 5	Bidder should submit CMMI Level 3 (or above) certificate.	Please confirm whether CMMI Level 3 certification of a Consortium Partner is acceptable.	Allow CMMI Level 3 compliance through Consortium partner.	Tender Conditions Prevail
	95	22	Special Terms – Clause 8 (TPI)	Third Party Inspection agencies listed including Bureau Veritas Industrial Services (India) Pvt. Ltd.	Please change the name of the TPI Agency to BUREAU VERITAS (INDIA) PRIVATE LIMITED.	Update agency name.	Ok. Bureau Veritas Industrial Services (India) Pvt. Ltd. shall be read as BUREAU VERITAS (INDIA) PRIVATE LIMITED in the list of Third Party Inspection Agencies in Clause no 8.1 on Page 23 of 108 of the tender document.
	96	11-12	NIT – Bid Bond / Bid Security	Bid Bond / Bid Security is mandatory for all bidders.	We request waiver of Bid Bond / Bid Security for Startups meeting the technical and financial qualification requirements of the tender.	Allow waiver for eligible Startups.	Tender Conditions Prevail
	Tata Communications	97				1. Existing ATG Systems: Does Lanka IOC plan to utilize existing Automatic Tank Gauging (ATG) systems? If so, what are the common ATG types currently in use across the network?	
98					2. IoT Device Coverage: What is the required coverage range for a single IoT device?		>= 100 m range
99					3. Connectivity: Is LoRaWAN connectivity a mandatory requirement for the solution?		Yes
100					4. Payment Gateway: Does Lanka IOC intend to integrate with their existing payment gateways?		Payment integration is not in the scope of this tender.
101					5. Architecture: Is strict adherence to the architecture proposed in the RFP mandatory?		Tender Conditions Prevail
	102				Please confirm whether a consortium / OEM-local partner model is acceptable, where the local bidder (Flowco Lanka) is the prime contractor and an overseas OEM (DAE, Singapore) provides the core software and L3 support.		Tender Conditions prevail.

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Bidder Name	SI No 1	Page No	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change request (if any)	LIOC REPLY
	103				Please confirm whether OEM authorization letters from the principal software provider are sufficient to establish OEM credentials and experience.		<p>For Pre-Qualification Criteria (PQC) purposes, the experience credentials must be in the name of the Bidder or its Parent / Subsidiary / Group Company, as defined in the tender.</p> <p>OEM authorization letters alone shall not be sufficient to establish experience eligibility, unless the OEM is a Parent, Subsidiary, or Group Company of the Bidder, and the relationship is duly substantiated through documentary evidence.</p> <p>In cases where such Parent/Subsidiary/Group relationship exists, the OEM authorization shall be accompanied by:</p> <p>Valid documentary proof of the corporate relationship, and</p> <p>A back-to-back corporate guarantee, wherever stipulated in the tender, binding the Parent/Subsidiary/Group entity to fulfill the contractual obligations for the entire contract period.</p> <p>All other PQC conditions shall remain unchanged and strictly applicable.</p>
	104				In case qualifications (e.g., experience, outlet count) are met through the OEM, please confirm whether a back-to-back corporate guarantee is acceptable.		Please refer above reply
	105				Please confirm whether the contractual liability will remain solely with the prime bidder , with OEM obligations limited to the scope defined in authorization letters.		Contractual liability shall rest solely with the prime bidder. OEM obligations shall be limited to the scope defined in the authorization letter.
	106				Please confirm that software (FCC, CMS, cloud platform) may be supplied by an overseas OEM, while hardware supply, installation, and commissioning are performed by the local bidder.		Software components may be supplied by an overseas OEM, while all hardware supply, installation, testing, commissioning, and onsite support shall be the responsibility of the local prime bidder, in accordance with the tender terms and conditions.
	107				Please confirm that L1/L2 support can be provided locally by the prime bidder, while L3 support is provided remotely by the OEM.		L1 and L2 support may be provided locally by the prime bidder, while L3 support may be provided remotely by the OEM, with overall SLA responsibility resting with the prime bidder.

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Bidder Name	SI No 1	Page No	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change request (if any)	LIOC REPLY
Flowco Lanka	108				Please confirm that hardware warranties and field services are the responsibility of the local bidder and not the software OEM.		Contractual liability shall remain solely with the prime bidder.
	109				Please confirm whether hosting of the enterprise cloud platform outside Sri Lanka is acceptable, subject to security and access controls.		Hosting of the Enterprise Cloud Platform shall be in compliance with applicable data security, access control, regulatory, and audit requirements as per relevant Sri Lankan authorities and as specified in the tender
	110				Please confirm that price bids may include partial scope pricing , provided the full system price is consolidated by the prime bidder.		Tender Conditions Prevail
	111				Please confirm that the OEM's price submission may be limited to software license and L3 annual maintenance , excluding hardware, logistics, L1/L2, and local manpower.		Tender Conditions Prevail
	112				Please confirm whether the OEM's pricing exclusions can be stated explicitly in the price bid or commercial annexure.		Tender Conditions Prevail. However, the price bid is to be strictly submitted as per the prescribed format by the prime bidder.
	113				Please confirm the expected commercial treatment of foreign OEM pricing (currency, tax handling, pass-through).		Tender Conditions Prevail
	114				For the requirement of minimum 250 retail outlets on cloud-based FCC , please confirm whether this can be demonstrated using OEM customer references .		Tender Conditions Prevail. Further be guided by the explanation given at Point No. 103.
	115				Please confirm the acceptable forms of proof for outlet count (customer letters, contracts, screenshots, audit statements).		Tender Conditions Prevail
	116				Please confirm whether the technical demo will focus primarily on software functionality rather than hardware integration.		Tender Conditions Prevail
	117				Please confirm the weightage of software functionality vs hardware compliance during technical evaluation.		Tender Conditions Prevail
	118				In the event of equivalent compliance, please clarify whether scalability, cybersecurity, and cloud maturity are considered differentiators.		Tender Conditions Prevail
	119				Please confirm whether CMMI Level 3 certification is required only for the software development entity and not for the local service provider.		For PQC purposes, CMMI Level 3 (or above) certification of the OEM/software development entity shall be acceptable, provided the OEM/Software development entity is a parent or subsidiary entity of the bidder.
120				Please confirm whether the CMMI certificate must be valid on bid submission date or contract award date.		Tender Conditions Prevail	
121				Please confirm if equivalent ISO / secure SDLC practices may be referenced in addition to CMMI.		Tender Conditions Prevail	

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	122				Please confirm if there are data residency requirements mandating fuel transaction data to be hosted within Sri Lanka.		The vendor shall comply with any data-localization requirements as per prevailing Sri Lanka Rules or if introduced by the regulator or relevant authority at anytime during the course of contract.
	123				Please confirm acceptable cybersecurity standards (ISO 27001, SOC2, etc.) for cloud-hosted FCC platforms.		Tender Conditions prevail.
	124				Please confirm whether remote access by OEM engineers for L3 support is permitted.		Remote access by OEM engineers for L3 support is permitted; however, SLA compliance and service responsibility shall rest solely with the prime bidder.
	125				Please confirm the timeline and notice period for the technical demo after bid submission.		Within 2 working days from date of Intimation
	126				Please confirm whether the demo environment may be cloud-hosted and remote , or must be on-premise.		Please be guided by clause 3 & 4 on page 14
	127				Please confirm whether OEM participation in the demo (remote or in-person) is permitted.		OEM participation in the demo, either remote or in person, is permitted. However, all tender-specified demonstration requirements must be met, with full responsibility resting with the prime bidder.
	128				Please confirm that liquidated damages and penalties apply only to the prime contractor and not directly to OEMs.		Tender Conditions Prevail
	129				Please confirm that IP ownership remains with the OEM , with LIOC receiving usage rights only.		Please be guided by Clause N on Page 65
	130				Please confirm whether future enhancements or new modules fall outside the base contract scope.		Please be guided by the Clause no 2.1 of Tender Document Page No. 46 of 107.
	131	16/108	5	Bidder should submit CMMI Level 3 (or above) certificate valid as on bid due date. The validity of this document should be ensured during the contract period. In case of expiry of this certificate, bidder shall get it renewed and submit it to LANKA IOC.	As a industry practice, CMMI level 4 & 5 are known for the high maturity and hence for the better stability and performance, we request LIOC to allow CMMI level 5 as minimum qualifying criteria.		Tender Conditions Prevail

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Bidder Name	SI No 1	Page No	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change request (if any)	LIOC REPLY
	132	20/108	Annexure I (4.1)	Note: Bidder has to supply the above-listed material at 266 Sheds/ROs (230 Non-automated RO + 36 existing automated RO, which are to be upgraded without any cost to LIOC).	As we understand, existing automated outlet automation component removal will not be charged extra to LIOC. New material issued to 230 sites and 36 sites will be invoiced as per tender finalized rates. Please confirm.		Please be guided by Clause no 7 on Page 21. Further, at 36 Retail Outlets where old automation systems already exist, the bidder shall supply and install equipment same as specified for in this tender for these 36 RO's at no cost to LIOC. The existing automation system shall be safely dismantled, removed, and handed over to the Dealer / LIOC representative, and the Retail Outlets shall be re-automated in full compliance with the scope, specifications, and requirements of this tender at no cost to LIOC.
	133	27/108	Annexure I (22.1)	The maintenance, support, and warranty period for each Retail Outlet (RO) shall commence from the first day of the calendar month following completion of the call up order and receipt of a formal acceptance email from LIOC.	As we understand, Warranty duration will start after completion of the all sites SAT issued under a particular call-up PO. Please confirm.		Please refer to the Tender Clause 22.1 " Maintenance Period Start and Payment Eligibility" - Page 26 of 107
	134	29/108	Annexure I (22.4)	Guarantee Certificate of Manufacturer's/ Principal's in duplicate Quality certificate from Manufacturer's/ Principal's in duplicate	Please confirm is there any specific format these details need to be provided		Please refer to the reply at Point No. 23
	135	33/108	Annexure I (26)	SLA	As network connectivity will be arranged by LIOC, any outage / delay in data transmission shall not be counted as downtime. LIOC shall consider the same during the SLA calculation.		Tender Conditions Prevail
	136	41/108	Annexure I (45)	Pre-dispatch inspection of equipment and materials will be done by an approved TPI agency which has been listed in the tender document (Clause No 7) Pre Pre-dispatch inspection will be arranged by the supplier. The cost of inspection shall be borne by the supplier.	Please confirm quantity to be undergone a TPI testing and QAP for the TPI to verify the functionalities.		Please be guided by Clause 8.1 on page 22
	137	48/108	Annexure II (2.2 - 6)	SAP ERP Integration -Establish real-time, secure API-based communication with SAP ERP to automate financial postings, inventory updates, procurement data, and provide full audit trails.	Please confirm if API to be developed by bidder or already available API to be consumed by the bidder for the integration of SAP.		Details will be shared with succesful bidder at the time of FDS creation.
	138	48/108	Annexure II (2.2 - 8)	Mobile Application Suite Deploy secure iOS/Android apps for dealers, sales officers, and LIOC officers to monitor RO operations, manage sales and inventory, and access CCC alerts, with offline support and sync capabilities.	As we understand, App hosting on the marketplace is not in scope of bidder and if required, LIOC will own the activity including the commercials involved or the hosting. Please confirm.		It is in the scope of the sucessful bidder.
	139	48/108	Annexure II (2.2 - 9)	Advanced Analytics & Reconciliation Tools - Implement AI/ML-driven predictive analytics for demand forecasting, maintenance planning, fraud detection, and a centralized reconciliation tool for sales, inventory, payments, and loyalty points.	Need detailing on the deployment and KPI of the analytics as dashboards are already covered in the centralized monitoring part. Need clarity on the same.		Tender Conditions Prevail

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Bidder Name	SI No 1	Page No	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change request (if any)	LIOC REPLY
BCT	140	50/108	Annexure II (3.2 - B)	The IoT device shall have a provision for M2M SIM slots, enabling cellular communication and independent connectivity.	As shown in architecture, IOT are connected to the centralized HOS through the router. In hardware specification IOT device needs M2M sim slot. Please confirm exact network connectivity method to be adapted.		Dual SIM router is required to ensure communication redundancy. The primary communication shall be through the router, while the secondary/failover communication shall be through the SIM on the IoT device, ensuring uninterrupted connectivity in case of network or device-level failure.
	141	51/108	Annexure II (3.2 - B)	The IoT device shall support multiple communication protocols, including Wi-Fi, Bluetooth LE 4.2 (GAP/GATT), GSM (2G/3G/4G/5G/LTE), LoRaWAN, and Zigbee, providing flexibility in deployment and network redundancy.	As we understand, LoRaWAN, Zigbee and Wi-Fi Mesh are for the communication within the IOT devices network. Either of these will be used during the operation and hence, it will be bidders discretion to use any of the given technology for the communication. Please confirm.		Tender Conditions Prevail
	142	51/108	Annexure II (3.2 - B)	The IoT device shall be compatible with VSAT, GPRS, Broadband, LTE, and other connectivity media including connection via wireless routers ensuring continuous network availability.	IoT device will be able to use any of the given network connectivity through the router. There will not be physical connection provision to the IOT from VSAT, Broadband or any other network communication.		Tender Conditions Prevail
	143	53/108	Annexure II (3.2.2)	The LIOC Enterprise Platform shall be a cloud-based IoT Enterprise Platform designed to manage, monitor, and control forecourt operations across network of LIOC retail outlets (ROs).	Please confirm the scope of cloud subscription. Cloud will be managed by LIOC or bidder needs to manage the cloud for the Application hosting, UAT, OTA, ITPS etc. If hosting is to be done by bidder, monthly subscription charges are to be added in the price bid.		Please refer to the reply at Point No. 75.
	144	55/108	Annexure II (3.2.2.2 Bii)	The HOS forms the central command and management hub of the platform: ⓧ Centralized HOS application shall be hosted on secure LIOC private cloud infrastructure.	As we understand HOS cloud server is in LIOC scope, associated licenses are also being provided by LIOC. Please confirm.		Please refer to the reply at Point No. 75.
	145	56/108	Annexure II (3.2.2.2 Biii)	Transaction Processing System (TPS) Application	As we understand this will be a separate data storage application for the payment gateway data sharing. Please confirm the scope of the cloud server provision and management.		Tender Conditions Prevail
	146	56/108	Annexure II (3.2.2.2 Biv)	Command & Control Centre (CCC) Application	Please confirm the scope of cloud subscription. Cloud will be managed by LIOC or bidder needs to manage the cloud for the Application hosting.		Please refer to the reply at Point No. 75.

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Bidder Name	SI No 1	Page No	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change request (if any)	LIOC REPLY
	147	57/108	Annexure II (3.2.2.2 Bvi)	Predictive Analytics Tool Use cases: o Fuel demand forecasting for inventory optimization. o Predictive maintenance for dispensers, ATGs, and IoT devices. o Fraud detection and anomaly identification (e.g., sudden sales drops, reconciliation mismatches).	Please confirm if the given use cases are the only KPI which needs to be delivered as a part of predictive analytics tool. This will be required for the scope clarity.		Tender Conditions Prevail
	148	58/108	Annexure II (3.2.2.2 G)	Key Performance Indicators (KPIs) - Financial Metrics: Revenue per station, average customer spend. Customer Metrics: Satisfaction scores, loyalty engagement, and visit frequency.	Please confirm how visit frequency is mapped for the customer. Confirm data acquisition method of vehicle no. / mobile no of the customers.		Details shall be shared as an when required to be implemented or at the time of FDS creation.
	149	59/108	Annexure II (3.2.2.3)	Rate display units, routers, authorization modules (RFID/Face recognition), and other forecourt peripherals	Face recognition is not possible with the given hardware. Please exclude the same.		Face Recognition is not in scope of deliverables.
	150	62/108	Annexure II (3.2.2.3 K)	The system shall support firmware images for all controller boards based on ESP32, ARM, Intel, and AMD processors, as well as any additional hardware platforms or devices that may be specified by LIOC during the contract period.	As we understand, ESP32 based IOT shall be provided through this tender and all firmware shall be supporting the same. During a contract period if controller type to be changed, all the firmware needs to be recreated and hence, we request LIOC to finalize the hardware changes quantum to assess the efforts estimation.		Tender Conditions Prevail
	151	79/108	Annexure II 6.1	RAM (RasPi) - 2GB minimum	As ESP 32 is specified, RasPi is not required. Please confirm.		Tender Conditions Prevail
	152	79/108	Annexure II 6.1	Nano SIM support; WiFi Hotspot capable - 2.4GHz; M2M SIMs	It will be a single sim slot available in the inbuilt GSM module. Please confirm.		Tender Conditions Prevail
	153	79/108	Annexure II 6.1	Persistent Memory (SD Card) [Min.] - 32 GB Rated High Endurance	Please accept onboard memory to avoid the issues related to SD card malfunction and have better system stability.		Tender Conditions Prevail
	154	79/108	Annexure II 6.1	LoRa Connectivity - 867MHz; UART protocol, minimum 100m range	IOT devices can communicate over the Wi-Fi mesh network and hence LoRa is not required. Please accept.		Tender Conditions Prevail
	155	80/108	Annexure II 6.2	Serial Interface - 1 x RS232 and/or 1 x RS485 (configurable)	Please elaborate functional requirement of these communication ports.		Tender Conditions Prevail
	156	80/108	Annexure II 6.2	Digital I/O - Minimum 2 digital inputs and 2 digital outputs (optional)	Please elaborate functional requirement of these communication ports.		Tender Conditions Prevail
	157	80/108	Annexure II 6.2	Power Supply - 9-36 V DC with reverse polarity protection	Is LIOC providing DC power supply at the sales building / Router mounting location. If not, please accept AC powered router to avoid the additional SMPS installation.		Tender Conditions Prevail
	158	81/108	Annexure II 6.3	ATG	Wired and wireless both are acceptable, Please confirm scope of the cable laying for the wired system.		Please refer to the reply at Point No. 84

REPLY TO PREBID MEETING/QUERRIES HELD ON 23.12.2025 (TENDER NO. LIOC/ENG/GT/06/2025-26)

DESIGN, DEVELOPMENT, SUPPLY, DELIVERY, INSTALLATION, TESTING & COMMISSIONING OF CLOUD FCC BASED RETAIL AUTOMATION SYSTEM AT 230 NOS PETROL STATIONS OF LANKA IOC PLC

Bidder Name	SI No 1	Page No	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change request (if any)	LIOC REPLY
	159	General		Existing 36 sites, ATG Integration	Please confirm the make of ATG probes available at these sites It's a Wired or Wireless ATG and please confirm the working conditions of these ATG Probes If it's a wired ATG probe in case of any cable damages the same will be replaced by LIOC If it's a wireless ATG probes in case if any probe batteries are not working will the same will be replaced by LIOC		Please refer to the reply at Point No. 26
	160	General		Support or documentation required for Import	Since the items will be imported in the LIOC name in cases of any authorization or documents support required need to be supported by LIOC,however the duty payment and other charges will be paid by the vendor		Please refer to the reply at Point No. 27
	161	General		Approved Makes	Request LIOC to provide approved make for the ATG and Router		Any equipment/material manufactured by domestic / International manufacturer/supplier meeting the minimum specifications mentioned in the tender document will be acceptable.

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Bidder Name	Sl No 1	Page No	RFP Section / Clause No.	Existing Clause (as per RFP)	Query / Clarification Sought	Change request (if any)	LIOC REPLY
Astro Baltics OÜ	162	19	4.1	<p>NAME OF EQUIPMENT / ITEMS:</p> <p>i. IoT Device as per tender specifications</p> <p>ii. Accessories as per RO requirements</p> <p>iii. Dual SIM Router as per tender specifications</p> <p>iv. Development of Proprietary OS, Cloud FCC Platform and Any other Software Applications as specified in the tender</p> <p>Note: Bidder has to supply the above-listed material at 266 Sheds/ROs (230 Non-automated RO + 36 existing automated RO, which are to be upgraded without any cost to LIOC).</p>	Is it acceptable that the required software is used under a 7-year license agreement?		<p>The software required under this tender shall be made available to LIOC for the entire contract and maintenance period as part of the monthly maintenance charges quoted by the bidder.</p> <p>No separate or additional software license fee shall be payable during the contract period.</p> <p>The bidder shall ensure uninterrupted usage rights of the Cloud FCC / platform software for the full duration of the contract, co-terminus with the maintenance period, without any requirement for separate license renewal or additional charges.</p> <p>The above to read in conjunction with the clause N of Tender at Page 65 of 107.</p>
Srilankan Telecoms	163			Works executed as part of Joint Venture/ Consortium will not be considered		Possibility of adjusting the term for partnerships to deliver better solution	Please refer to the reply at Point No. 1
	164			Price Validity of contract - 36 Months from the date of finalization of Tender	Abnormally high and what is the reason?		Tender Conditions Prevail
	165			36 existing automated RO – which are to be upgraded	What is meant by upgrade? Does this have different SOW than the non-automated ROs?		Tender Conditions Prevail. At 36 Retail Outlets where old automation systems already exist, the bidder shall supply and install equipment same as specified for in this tender for these 36 RO's at no cost to LIOC. The existing automation system shall be safely dismantled, removed, and handed over to the Dealer / LIOC representative, and the Retail Outlets shall be re-automated in full compliance with the scope, specifications, and requirements of this tender.

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For Lanka IOC:

Buwaneka Abeyundera (Exec. Engineering)



Sandeep Gupta (Senior Vice President Engineering)