

Reply to Pre-bid queries received in the pre-bid meeting held on 20.05.15.

Name of work:- Expression of interest (EOI) from the manufacturers of 15 mm dia water meters.

S.No .	Clause/ page	NIT provision	Queries	Replies by DJB (Uniformly applicable to all bidders)
M/s ARAD Technology Through M/s Technochem				
1			i) WATER METER 1) We have already passed the endurance testing of FCRI for Q model. Please allow/ accept this certificate. The validity of this certificate is for 3 year from the date of issue. We have conducted this testing on 21/09/13. Please allow .	Fresh tests are to be done as per EOI.
2	2. /page- 5	Material of construction: a) The manufacturer shall provide specific details of materials used for various parts of the meter which must meet the specifications for the material of construction of the individual parts of the meters as per IS 779:1994 (latest amendments) or ISO 4064: 1993	Material of construction: a) Please clarify if producer presently supplying this meter to DJB is also requested to provide the details listed in (a)	Yes, as per EOI.

		<p>d) The internal pressure cup shall be made of low-ferrous brass not exceeding 0.02% Fe contents / Engineering plastic. Furthermore the internal pressure cup should overlap the meter body. The lower case of the meter shall be painted with thermal painting externally. The painting materials should be safe for human uses and not affect human health (Health certificates should be included in the bidding documents). The painting colour shall be decided in consultation with the department after order of award.</p>	<p>d) We request DJB to mention that the meters painting should be provided by both the side externally and internally</p>	<p>DJB has no objection but paint used should be of food grade.</p>
3	2./page-5	<p>Material of construction: a) The manufacturer shall provide specific details of materials used for various parts of the meter which must meet the specifications for the material of construction of the individual parts of the meters as per IS 779:1994 (latest amendments) or ISO 4064: 1993.</p> <p>b) The body of the meter shall be of either Brass or Bronze. The firm shall specifically mention in the offer, the metal used in manufacturing. Material that come in contact with the water supply shall withstand 2 ppm (parts per million) of chlorine residual in the water supply and shall be resistant to corrosion supported with test certificate.</p> <p>c) The water meter and accessories shall be manufactured from materials of adequate strength and durability. The materials, which come in contact with the potable water, shall not create a toxic hazard, shall not support microbial growth, and shall not give rise to unpleasant taste or discoloration in the water supply. However, the spindle and bearings inside the hydraulic chamber shall be made of polished stainless steel with hard</p>	<p>Please clarify if producer presently supplying this meter to DJB is also requested to provide the details listed in items a) to f)</p>	<p>Yes, as per EOI</p>

		<p>metal tip/ sapphire.</p> <p>d) The internal pressure cup shall be made of low-ferrous brass not exceeding 0.02% Fe contents / Engineering plastic. Furthermore the internal pressure cup should overlap the meter body. The lower case of the meter shall be painted with thermal painting externally. The painting materials should be safe for human uses and not affect human health (Health certificates should be included in the bidding documents).</p> <p>e) Variation in weight of the meter will be permissible to $\pm 5\%$ of the weight indicated by the bidder in his technical bid.</p> <p>f) Each meter should be supplied in separate individual box with its accessories and test certificates and guarantee card indicating year of manufacture, unique ID by manufacture, date of approval of DJB with validity of the same.</p>		
4	2.1 /page 5	<p>The Totalizer and Totalizer Shield:-</p> <p>The totalizer shall be designed in such a way that if the totalizer protective glass is broken for a reason or another the totalizer cannot be removed from its place. The totalizer protective cover shall be made of sturdy glass and shall have a thickness of not less than 5mm and shall pass specified tests. Sturdy glass is defined as the ability of the counter protection glass to withstand, without damage, a free fall of a metal ball weighing 27.2 grams from a vertical distance of not less than 70 cm or sturdy Engineering plastic window subject to clear visibility till end of contract period guaranteed by bidder may be</p>	<p>The Totalizer and Totalizer shield:-We request DJB to allow Borosilicate Glass. We object the above sentence: No Plastic material can stand permeability for 5 Year in pits.</p>	<p>Manufacturer may use desired material for their particular model which satisfy the IS provisions and IP 68 protection class and guarantee period of 5 years.</p>

		allowed.		
5	2.2	<p>Totalizer :-</p> <p>C] The totalizer reading should be less than 1KL</p> <p>H] Totaliser shall be made of copper CAN having 5mm thickness mineral glass or any other suitable material required to maintain IP 68 protection class.</p> <p>I] Meter will be provided with monolithic seal with copper wire.</p>	<p>2.2. Totalizer:-</p> <p>C) We request DJB that the totalizer reading should be 0.1 of one litter. We comply the same.</p> <p>H) We request DJB to allow S.S. CAN having 5 mm Thickness Borosilicate Glass to maintain IP 68 Protection class.</p> <p>I) We request DJB to allow Plastic Seal with S.S. Wire.</p>	<p>C) As per DJB, the Totalizer should be able to read up to a least count of 1 litter but DJB have no objection if more accuracy in reading is available.</p> <p>H) Manufacturers are free to use any suitable material for CAN (registration box) with appropriate thickness of glass/engineering plastic to satisfy IS provisions, IP68 protection class and guarantee of 5 years.</p> <p>I) Agreed</p>
6		<p>ii) SELECTION CRITERIA:-</p> <p>2. Approval and validity – After passing report from FCRI brand and model will be approved for use in DJB with terms and conditions attached initially for a period of three years. After expiry of validity period the manufacturers will have to submit model approval (MAP) from FCRI for each model to be approved for DJB.</p>	<p>ii) SELECTION CRITERIA:-</p> <p>2. We have already passed the endurance testing of FCRI for Q model. Please allow/ accept this certificate. The validity of this certificate is for 3 year from the date of issue. We have conducted this testing on 21/09/13</p>	<p>Fresh tests are to be done as per EOI.</p>

7			<p>This is to inform you that Technochem Agencies (Bombay) Pvt. Ltd. is Exclusive Representative of M/s ARAD Limited, Israel.</p> <p>As you are already aware that ARAD Ltd. is not an Indian Company so wouldn't be able submit the EOI for the above subject hence we as an exclusive representative of ARAD LTD. would like to submit Expression of Interest (EOI) On behalf of ARAD Limited for the manufacturers of 15mm dia water meters (Ref: No: F.2()/ E.E.(Project) W-I/2015).</p> <p>We humbly request you to allow us to participate in the EOI.</p> <p>Your kind cooperation and support in this regard would be highly appreciated.</p>	<p>Authorised representative of foreign manufacturers in India may also submit EOI on behalf of manufacturer. Copy of Authorisation/MOU is submitted with EOI defining responsibility of Indian representative firm in respect of guarantee clauses of EOI.</p> <p>Applicant will seek & comply with all the regulations issued by Govt of India/ GNCTD related to dealing with foreign entity.</p>
M/s Kamstrup				
8			<p>Domestic Water Meters Based on Ultrasonic measuring principal (Ultrasonic type), the meter has no moving parts, No Air measurement. Resistant to wear & tear and impurities in the Water. Meter body - Manufactured with environmental friendly material Polyphenylene sulphide (PPS), non metallic body, light weight, easy to handle. Digital display – Big & easily readable display with five big figures indicate no. of cubic meters, and three small been decimals. Built-in AMR facility over RF,</p>	<p>This EOI is only for Non AMR magnetically coupled water meters only.</p>

			In-built Battery with approx. life more than 10 years. Duly sealed against tampering, watertight, IP 68 type tested suitable for ambient 50°C, MID approved - classified meter in accuracy class	
VA- Valves				
9			Presently, our Water Meters are not certified for IP 68 protection. But we can get the same certified from FCRI. Kindly extend the deadline for submission against the EOI so that the certification can be done well in time.	However, left out applicant agreeing to comply with all the provisions & process of this EOI may apply for empanelment which will be considered by DJB empanelment committee on merit.
10	Selection criteria	ii) IP 68 testing of water meter. iii) Any other test required/ specified by IS.	Also if this IP 68 test needs to be done on samples to be sealed by DJB, do we need to get this test done now??? Kindly confirm...	Certificate from FCRI/or any other NABL approved Lab is prerequisite of EOI to qualify technically. Tests are also to be done on technically qualified models offered by manufacturers.
11		i)Accuracy, Lifecycle & Endurance testing of water meters	Performance Test of water meter from FCRI , Our product is approved from FCRI for performance test.	Fresh tests are to be done as per EOI provisions
12	2,b(Material of construction).	The body of the meter shall be of either Brass or Bronze. The firm shall specifically mention in the offer, the metal used in manufacturing. Material that come in contact with the water supply shall withstand 2 ppm (parts per million) of chlorine residual in the water supply and shall be resistant to corrosion supported with test certificate.	With stand 2 ppm chlorides residual in water supply Kindly allow for Declaration for these criteria as there are not many labs in India which conduct these tests.	Self certification will be considered.

13	2,c(Material of construction.	c) The water meter and accessories shall be manufactured from materials of adequate strength and durability. The materials, which come in contact with the potable water, shall not create a toxic hazard, shall not support microbial growth, and shall not give rise to unpleasant taste or discoloration in the water supply. However, the spindle and bearings inside the hydraulic chamber shall be made of polished stainless steel with hard metal tip/ sapphire.	Kindly allow for Declaration regarding these criteria, as there are not much labs which give these certifications.	Self certification will be considered.
14	2,d (Material of construction.	d) The internal pressure cup shall be made of low-ferrous brass not exceeding 0.02% Fe contents / Engineering plastic. Furthermore the internal pressure cup should overlap the meter body. The lower case of the meter shall be painted with thermal painting externally. The painting materials should be safe for human uses and not affect human health (Health certificates should be included in the bidding documents)	The paint manufacturer has certification of the paint which shows the paint is safe for the human health, whose copy shall be provided with all documents.	Agreed
15	Totalizer 2.2 -H)	H] Totaliser shall be made of copper CAN having 5mm thickness mineral glass or any other suitable material required to maintain IP 68 protection class..	Instead of copper Can, we shall be offering engineered Plastic CAN and window and comply with IP 68 protection.	Manufacturers are free to use any suitable material for CAN (registration box) with appropriate thickness of glass/engineering plastic to satisfy IS provisions, IP68 protection class and guarantee of 5 years.
16	Selection criteria	1. Lab Testing: The lab testing shall include following tests as IS-779 standards. The same will be conducted at FCRI, Palghat. j) Accuracy, Lifecycle & Endurance testing of water meters. iii) IP 68 testing of water meter. iv) Any other test required/ specified by IS.	Life Cycle Test (Endurance Test) Our existing Life Test (Endurance Test) certification is from SI'TARC (Scientific AND Industrial Testing AND Research Center),	Life test certificate from SITARC lab is acceptable for technical qualification but all tests for this EOI will be carried out at FCRI.

			Coimbatore (Tamil Nadu). Please note that SI'TARC is Semi-Govt. Test Laboratory and is one of the only two Labs recognized by BIS (Bureau of Indian Standards), apart from FCRI. We request that this can be accepted as existing certification. For further testing of samples which shall be sealed by DJB, we agree for life testing at FCRI.	
ITRON				
17	A) WATER METER ELIGIBIL ITY & SELECTI ON CRITERI A:-	The water meter manufacturer shall submit a full fledged detailed, technology, methodology and one sample of each model of water meters for short listing them for further detailed examination / testing.	Please inform total number of samples to be submitted for technical evaluation/ endurance/life cycle testing	Technically qualified manufacturers will be informed for collection and sealing of 3(three) samples from manufacturing unit from a minimum lot of 1000 meters of each models offered by them.
18		The water meter shall be, inferential type, multi jet, magnetically coupled, having dry dial, Class 'B' conforming to IS-779: 1994 with up to date amendments or ISO 4064:1993 standard with ISI/EEC/OIML/MID certification mark shall be with protection class of IP-68	ISO 4064: 1993 is now updated with ISO 4064:2005. Will this be applicable?	Latest edition with up to date correction slip of IS and ISO or any other IS are to be referred.
19		i) Class "B" ii) Multijet/ Model iii) Magnetic Type iv) As per IS: 779-1994 OR ISO: 4064-1993. v) ISI OR EEC or OIML Code No.	Since there is space constraint on meter dial it is requested to keep below marking limited to the gurantee card :- vi) IP 68 and ix) Date of approval of DJB with	In case of space constraints some of the marking will be allowed on body of the meter. Marking on dial & body will be got approved from

		vi) IP-68 compliance vii) Make/Brand viii) Unique ID. / Year of Manufacture. ix) Date of approval of DJB with validity of the same.	validity of the same.	DJB .
20		Samples will be chosen randomly from manufacturing place and will be sent to FCRI for testing.	Please let us know number of sample water meters that will be selected?	Technically qualified manufacturers will be informed for collection and sealing of 3 samples from manufacturing unit from a minimum lot of 1000 meters of each models offered by them .
21		Each Guarantee card will indicate address/ K.No of consumer & unique ID of the meter issued to the purchaser/consumer who will submit a copy of the same to the DJB at the time of installation.	Please define DJB approval process for meters sold at retail outlet.	Each sold meter will be issued guarantee card indicating unique ID of meter, address/ K no. on it. On installation of the meter at consumer end, plumber/consumer will submit completion report along with a copy of guarantee card to DJB in prevailing format.
22		DJB reserves the rights to take the samples from the manufacturing unit/dealer/retailer /installed at site and get the meters tested any time from FCRI.	Since IS 779 / ISO 4064: 1993 is silent on the Maximum permissible error of meters installed at site, it is suggested to include clause no. 5.2 on page no. 13 of ISO 4064:2005-1, standard for MPE of field meters or ,meters in service	Meter should full fill all accuracy standard as per IS throughout the guaranteed life span of 5 years.
23		Totaliser shall be made of copper CAN having 5mm thickness mineral glass or any other suitable material required to maintain IP 68 protection class.	Why totaliser glass thickness is of 5mm only, why not 4mm or 6mm. However, we will maintain the IP68 protection class as well as IS779	Manufacturers are free to use any suitable material for CAN (registration box) with appropriate thickness of glass/engineering plastic to satisfy IS provisions, IP68 protection class and guarantee of 5 years.
24		After passing report from FCRI brand and model will	Manufacturer who have already have	Fresh tests are to be done as per

	be approved for use in DJB with terms and conditions attached initially for a period of three years. After expiry of validity period the manufacturers will have to submit model approval (MAP) from FCRI for each model to be approved for DJB.	presently MAP approval exactly as per specification from FCRI, will they be exempted from approval testing at FCRI.	EOI.
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EVEREST Sanitation

25		<p>It is most humbly submitted that we are an old manufacturer of water meter having BIS approval as well as ISO 9001:2008 Certification. Our water meters were being used as per the latest guidelines of the Delhi Jal Board regarding metering where in al the ISI Marked Water Meters were allowed to be used. Now in response to above mentioned subject, we have to say that:-</p> <p>1.) There had been clear guidelines of the Delhi Jal Board allowing use of ISI MARKED PRIVATE WATER METERS on DJB lines as per CHAPTER 4 of Delhi WATER AND Sewer (TARIFF and Metering) Regulation 2012 .</p> <p>Now, that you have made considerable changes in Water Meter Requirements other than that of BIS (used earlier). So it is requested that we should be given appropriate time to develop and</p>	<p>This EOI is invited for empanelment of water meter manufacturers of improved quality and will supersede earlier approval.</p> <p>However, left out applicant agreeing to comply with all the provisions & process of this EOI may apply for empanelment which will be considered by DJB empanelment committee on merit.</p>
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			adapt the same to serve you according to your requirements in the best possible way.	
26			2) You have mentioned that the meters shall be tested only by FCRI. If you are asking for ISI MARKED WATER METERS, then meters shall be tested in any GOVERNMENT LAB(or any other NABL Certified Lab) authorised by BIS for the same.	Testing is to be done from FCRI.
27			3) If DJB understand that meters are needed to be tested and verified every time DJB requires, than Food and Consumer Affairs Ministry(Government of India) in a Gazette notification have provided the authority of testing each and every meter to be used, By the legal meteorology department of the state that is by Delhi Government	As per EOI
BHARAT precision (Crescent meters)				
28		<u>Refer Pg. 6</u> <u>The Totalizer and Totalizer Shield</u> The totalizer protective cover shall be made of sturdy glass and shall have thickness of not less than 5mm and shall pass specified tests.	The totalizer protective cover shall be made of sturdy glass and shall have thickness that shall pass specified tests. Respected Sir, The thickness level is the design of manufacturers suitable according to their	Manufacturers are free to use any suitable material for CAN(registration box) with appropriate thickness of glass/engineering plastic to satisfy

			<p>model, so thickness shall not be specified. Thickness is not going to effect any performance of the water meter.It should withstand the IP 68 protection test which you are already ensuring by putting water meter for test .</p> <p>Also refer to EOI PARA A) Water Meter Eligibility & Selection Criteria Page 4</p> <p>The manufacturer shall provide specific details of materials used for various parts of the meter which must meet the specifications for the material of construction of the individual parts of the meters as per IS 779 :1994 (Latest amendments or ISO 4064:1993</p> <p>Since you are asking the manufacturer to provide the specific details of material as per IS :779/94 and ISO 4064:1993, why specific details are being demanded under materials of construction, Totalizer and Totalizer shield. Every manufacturer has its own design and technology</p>	IS provisions, IP68 protection class and guarantee of 5 years.
29		<p>Refer Page 6, 2.2 Totalizer Point B)</p> <p>The Totalizer shall register in cubic meter units.</p>	<p>Respected Sir,</p> <p>The units used and suitable for India are Kilo Litres, So kindly amend the same for the convenience of the residents of New Dehi.</p>	Agreed
30	<p><u>Para A)</u></p> <p><u>Water Meter Eligibility</u></p>	<p><u>Refer Pg. 4</u></p> <p>Water meter should have been duly tested and passed as per the relevant standards and specifications from Fluid Control Research Institute</p>	<p>Please Clarify</p>	<p>Certificate from FCRI/or any other NABL approved Lab is pre-requisite of EOI to qualify</p>

	<u>& Selection Criteria</u>	(FCRI) Kerela for performance test supported with test certificates. (Pg 5, Point 2 under water meter eligibility & selection criteria).		technically. Tests are also to be done on technically qualified models offered by manufacturers.
31			Please clarify whether the samples are to be sent to the lab or has to be submitted with your office.	One sample of each model offered for empanelment is to be submitted along with EOI. Technically qualified manufacturers will be informed for collection and sealing of 3 samples by DJB nominated staff from manufacturing unit from a minimum lot of 1000 meters of each models offered by them . Meters so selected will be sealed in presence of DJB representative. Manufacturers have to send samples to FCRI for testing. All costs on selection & transportations & testing of samples shall be borne by manufacturer including airfare, lodging and boarding of two DJB officials.

AMAN Engg(KRANTI)

32	Clause No. 2.2	G] The totalizer must be suitable for test on an electronic test bench.	<p>We are very much interested in your Empanelment Procedure being invited & considering our prolonged association with DJB metering, we are very much interested in submitting our offer and assist you in providing quality meters to your customers. However, ongoing through the specifications laid in the Expression of Interest, we have observed few specifications are suitable to only one or two manufacturers thereby making the process monopolistic and unaccommodating to most of the Indian Meter Manufacturers and further resulting in high cost, which needs to be rectified for better competition & quality products.</p> <p>In the context of above, we wish to put forth our observations which should be considered in the proposed pre bid meeting to be held on 20/05/15. The same are as below:-</p> <p>Clause No. 2.2 Totalizer Point (G): The Totalizer should be suitable for test on an electronic Test Bench This EOI is called for Mechanical Water Meters, thus testing Totalizer on Electronic test bench is irrelevant and monopolistic. This clause needs to be rectified.</p>	As per feedback from manufacturers every mechanical meters is capable for testing at electronic test bench. However it is not mandatory.
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33			<p>2. EOI Clause No. A(ii): Selection Criteria Point 1 - Lab Testing: The lab testing shall include following tests as per IS 779 standards. The same will be conducted at FCRI, Palghat.</p> <p>i. Accuracy, Life cycle & Endurance Testing of Water Meters.</p> <p>ii. IP 68 testing of Water Meters.</p> <p>iii. Any other test required/specified by IS. It is to state here that Bureau of Indian Standards mentions few approved Test laboratories for IS 779 Standards, where this "Life Cycle Test" is to be carried out, each year, for obtaining / renewing the ISI marking. The FCRI is one of the Testing Institute in the listed approved laboratory. (Copy of list attached). Thus, sending samples for "Life Cycle Test" & IP68 test only at FCRI is monopolistic & a deviation itself from IS-779 Standards criteria. Thus, it is requested that for the meters which are manufactured in accordance with IS-779 & bear ISI mark, the condition of sending samples specific to FCRI should be reconciled and any BIS approved NABL Accredited Laboratory should be considered.</p>	<p>Tests are to be done for this EOI at FCRI lab.</p>
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34			3 EOI Clause No. C: Documents to be submitted in along with the application of EOI Point 12 - The Experience certificate for similar type of work carried out under any local / Govt. Bodies. Experience Certificate for supply of Water Meters without Copper Can carried out under any local / Govt. Bodies should be considered for this Expression of Interest.	Accepted
35			4. Last date and Time for online submission of tender: 17.06.2015 Requesting for Time Extension of at least 6 months to develop Water Meters with Copper Can as per your specifications.	As per EOI, No change in present schedule. However, left out applicant agreeing to comply with all the provisions & process of this EOI may apply for empanelment which will be considered by DJB empanelment committee on merit.
CAPSTAN				
36	Page 5. Para 2 a).	The manufacturer shall provide specific details of materials used for various parts of the meter which must meet the specifications for the material of construction of the individual parts of the meters as per IS 779:1994 (latest amendments) or ISO 4064: 1993.	The standard 4064 and 779 are different. Also ISO 4064: 1993 has been withdrawn. Please give your standard for material and testing.	The meters are to be tested as per IS-779 (latest edition) with up to date correction slips.
37	Page 5 Para 2 c)	The water meter and accessories shall be manufactured from materials of adequate strength and durability. The materials, which come in contact with the potable water, shall not create a toxic hazard, shall not support microbial growth, and shall not give rise to unpleasant taste or	The material should not support microbial growth and should not be toxic. It was agreed a certificate from supplier will be acceptable.	Self certification will be considered.

		discoloration in the water supply. However, the spindle and bearings inside the hydraulic chamber shall be made of polished stainless steel with hard metal tip/ sapphire.		
38	Page5 Para 2 d	The internal pressure cup shall be made of low-ferrous brass not exceeding 0.02% Fe contents / Engineering plastic. Furthermore the internal pressure cup should overlap the meter body. The lower case of the meter shall be painted with thermal painting externally. The painting materials should be safe for human uses and not affect human health (Health certificates should be included in the bidding documents).	The internal pressure cup should overlap meter body. It is not possible. Also the internal pressure cup has not been defined. If DJB means fan chamber is internal pressure cup it is never made of brass. Please clarify. No health certificate can be provided self certification should be accepted	Manufacturer may adopt any other suitable arrangement to satisfy IP 68 protection class with other appropriate material.
39	Page 6 Para 2.1	The totalizer shall be designed in such a way that if the totalizer protective glass is broken for a reason or another the totalizer cannot be removed from its place. The totalizer protective cover shall be made of sturdy glass and shall have a thickness of not less than 5mm and shall pass specified tests. Sturdy glass is defined as the ability of the counter protection glass to withstand, without damage, a free fall of a metal ball weighing 27.2 grams from a vertical distance of not less than 70 cm or sturdy Engineering plastic window subject to clear visibility till end of contract period guaranteed by bidder may be allowed.	The totalizer protective cover to made to sturdy glass of 5mm thickness. It was agreed that plastic which can sustain impact of 27.2 gm ball of any thickness will be acceptable. No insistence of glass	Manufacturers are free to use any suitable material for CAN(registration box) with appropriate thickness of glass/engineering plastic to satisfy IS provisions, IP68 protection class and guarantee of 5 years.
40	5.Page 6 para 2.2 H)	Totaliser shall be made of copper CAN having 5mm thickness mineral glass or any other suitable material required to maintain IP 68 protection class.	Totaliser to be of copper can. It was decided it will not be mandatory to have copper can with mineral glass. Also mineral glass has not been defined.	Manufacturers are free to use any suitable material for CAN(registration box) with appropriate thickness of glass/engineering plastic to satisfy IS provisions, IP68 protection class

			<p>The requirement under IP 68 was discussed. It was decided to ascertain the definition of IP 68. One of the participants informed FCRI is conducting IP 68 test at at 2.5 mt dept of water for 10 hours. As per my information it is just more than 1 meter depth and more than 4 hours of immersion in water. As per definition of IP 68 it is as agreed between buyer and seller.</p>	<p>and guarantee of 5 years.</p> <p>For IP-68 protection, the meter is to be immersed in water at a depth of 1.5 m for a period of 4 Hours.</p>
41	Page 4 ParaA).	<p>The water meter manufacturer shall submit a full fledged detailed, technology, methodology and one sample of each model of water meters for short listing them for further detailed examination / testing.</p>	<p>The manufacturer to submit full detailed technology and methodology and one sample. Please elaborate what technology and methodology is to be submitted. You want inferential meters. This gives the method of measurement. There is no technology in reading or measuring water. Please explain which technology is desired to be given.. If EOI is to be submitted on line, samples can not be submitted on line.</p>	<p>The manufacturer has to submit details i.e. size etc. of construction material of various parts for each model to be offered for empanelment. Samples as well as EOI shall be submitted physically in the office of EE (Project)-1, Jhandewalan Phase-1, Delhi.</p>
Jhande			<p>Regarding testing of samples at FCRI. It was pointed that there are other NABL approve labs approved by BIS. It was agreed that you will consider other lab also. Also regarding drawing of samples was discussed and it was suggested that 10 to 25 samples will be called from the supplier and 6 will be drawn at</p>	<p>One sample of each model offered for empanelment is to be submitted along with EOI. Technically qualified manufacturers will be informed for collection and sealing of 3 samples by DJB nominated staff from manufacturing unit from a minimum lot of 1000 meters of</p>

			random from them for FCRI testing.	each models offered by them . Meters so selected will be sealed in presence of DJB representative. Manufacturers have to send samples to FCRI for testing. All costs on selection & transportations & testing of samples shall be borne by manufacturer including airfare, lodging and boarding of two DJB officials.
43	Page 10 Para 1	Each Guarantee card to indicate Address/ K no of consumer and unique ID issued to the purchaser.	. Each Guarantee card to indicate Address/ K no of consumer and unique ID issued to the purchaser. All meters have unique ID no. Is it sufficient? What does guarantee imply. 1. What is the case if the consumer makes false complaint once/ many times? 2. What if the meter is damaged by external force. 3. What if the meter stops due to sand/ plastic/ stone in the water going in the meter, 4. What is the position if the seal is broken and meter is tempered by consumer/ or at his premises. Meters will be sold by	Manufacturer/dealer/retailer will issue a guarantee card to each purchaser/ consumer indicating unique ID of meter, address/ k no of consumer. That guarantee card will be submitted by consumer/ his authorised plumber to DJB along with installation/ completion report. 1. The manufacturer has to deal with all after sale complaints. 2. This is matter of conditions of guarantee provided by manufacturer. 3. Not applicable for DJB supply. 4.This is matter of conditions of guarantee provided by manufacturer.

			dealers who will provide a dated copy of guarantee certificate to the consumer. Will it suffice?	
44			<p>2. It was discussed that DJB will not purchase any meter. What will be the position of manufacturers whose meters fail or who do not participate now and want to participate later? In all other water boards you can apply any time and if you qualify you are approved. Please explain DJB's stand as DJB is not purchasing any meter there should not be any time frame for empanelment.</p> <p>We request you to confirm the above or give your comments.</p>	<p>Only those models will be empanelled who pass the entire test specified in the EOI. However, left out applicant agreeing to comply with all the provisions & process of this EOI may apply for empanelment which will be considered by DJB empanelment committee on merit.</p>
Toshi Water meter Company				
45			<p>Page no: 4 para second line number fourth , since the water meters play vital role in revenue generation of the DJB.</p> <p>This is to confirm you that water meter business is the only VITAL and MAIN role in revenue generation of TOSHI WATER METER COMPANY.</p> <p>We really appreciate that finally quality is becoming a priority in water meter business.</p> <p>I have my view for which I am contradictory to</p>	

			<p>the some points stated in Expression Of Interest as it may vanish few manufacturing concerns.</p> <p>1) There should not be any bank guarantee, as even famous products like apple I Phone, BMW, or eatables company like Kquality Walls etc. or even stringent products like medicines does not provide any kind of bank guarantee.</p> <p>I agree that quality should be prime focus. But bank guarantee is not acceptable.</p>	As per EOI
46	T&C no.4	Manufacturer will enter in to agreement with DJB to supply the meters directly or through dealers with in MRP i/c 5 years guarantee. Any violation shall be dealt seriously which will include de-panelling from registration.	2) Five years warranty: sir medium in water meter is water and when it comes into contact with impeller because of friction it effects its movement and accuracy over the period if time . Warranty period should be reduced to TWO years.	As per EOI
	T&C no.3	Manufacturer will provide a toll free no. for consumers, where consumer may register their complaints. Manufacturer will also facilitate consumers testing of water meters at designated workshop in Delhi.	3) Minimum weight of brass or bronze body should be made mandatory. As there is no such condition in ISI.	The manufacturer has to declare details of material of various part and the weight of the meter for each model offered for empanelment which is to be maintained during period of approval.
47	T&C no.3	Manufacturer will provide a toll free no. for consumers, where consumer may register their complaints. Manufacturer will also facilitate consumers testing of water meters at designated	4) Small manufacturer cannot afford to have toll free number, but the can revert on email instantly.	. It is advisory and not mandatory

		workshop in Delhi.		
48	T&C no.3	Manufacturer will provide a toll free no. for consumers, where consumer may register their complaints. Manufacturer will also facilitate consumers testing of water meters at designated workshop in Delhi.	5) Opening lab in Delhi for manufacturer in Punjab or any other state will not be feasible. But a dedicated after sales officer can be provided.	It is advisory and not mandatory.
49	C, (12) PAGE-7	DOCUMENTS TO BE SUBMITTED IN ALONG WITH THE APPLICATION OF EOI : 12.The experience certificate for similar type of work carried out under any local / Govt bodies.	6) a new manufacturer having no past record should be given chance to apply. But with all required and mandatory test certificate and reports.	As per EOI. However past experience of supply is not mandatory.
50			7) there should be subsidy given 100 % for all the test from FCRI as FCRI charges hefty amount of charges . But condition can be made for three attempts beyond that Full charges could be charged.	As per policy of test lab.
51			8) Technical knowhow and product up gradation knowledge should be provided to new Indian manufactures like us , so that our prime minister's policy for Make In India is achieved. We are new manufacturer and we our still in process to launch the product. I hope if we missed this tender opportunity, we will be given a chance to apply in few months on merit basis. Even if we do not have any past record.	Only those models will be empanelled who pass the entire test specified in the EOI. However, left out applicant agreeing to comply with all the provisions & process of this EOI may apply for empanelment which will be considered by DJB empanelment committee on merit.

			<p>Policies should be made for survival of all type of manufactures and not for the interest of few , kindly help manufactures like us to promote there business , by granting subsidy in all the required test certificate and also please consider the above stated points.</p>	
RAHUL METERS				
52			<p>1. The EOI document demands the standard conforming to be ISI/EEC/MID/OIML/ISO 4064 with FCRI life test certificate. The above noted clause implies that manufacturers possessing any one of the certification shall be deemed fit if the brand passes thru the entire qualifying ordeal and it implies that :</p> <ul style="list-style-type: none"> • Any brand with any of the above combination as per your contentions shall be allowed for the market sales with due recommendations from DJB. • Which means that even if the brand is approved with a standard which has its accreditations from out of the country shall also be eligible BUT have you given due thought to what these different accreditations mean and is it not a duplicity of the same INDIAN standard which already is a localized standard and best made / formulated to adapt to the Indian conditions while having its inputs from all referred standards ? 	<p>Brands and models are to be empanelled after passing the test as per IS-779(latest edition) with up to date correction slips and IP 68 compliance only.</p> <p>Same as above.</p>

			<ul style="list-style-type: none"> • Let us make your kind offices aware that the only agency which can meet any consumer complaint and sort out the due grievances is the Bureau of Indian standards of which DJB itself is a member of the CED committee responsible for formulating the standards . (see enclosed photocopies of proof of amalgamation of all standards by BIS and the committee list) • BIS is an active quality control body to look after the interest of the consumers and it is the only portal where consumers can file complaints and get a redressal especially it is the best agency for organized buyers such as DJB . • Furthermore BIS has already rolled out schemes where foreign brands can apply and may get ISI endorsement for better monitoring in no time. <p>2. We have noticed that at one hand the real objective seems to be “the accuracy” of the water meter with compliance to the relevant standard and at the other hand there are so many manipulative parameters deliberately inserted which have got nothing to do with the water meter’s performance such as :</p> <ul style="list-style-type: none"> • Copper CAN for the register - may we ask how copper can be a better choice when it 	<p>As per EOI</p> <p>As per EOI</p> <p>As per EOI</p>
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			<p>comes to performance and why copper can is required ? will it not increase the cost of the meter ? and is it not true that only few european brands make such copper can registers ? Is it not true that copper can register cannot guarantee better accuracy and efficiency ? if you find any answer to be worth otherwise , please share with us . Will this clause not monopolise the brands ? why such avoidable clause is inserted which has actually no meaning to be highlighted ? Even if a brand wants to sell their design which includes copper can register does not need promotion at DJB/Govt. level.</p> <ul style="list-style-type: none"> • A water meter manufacturer builds his design looking at the overall performance which means that all manufacturers may have different designs or few may have similar BUT how fair is restricting it to certain design type where as the real need is of performance . (ref. your clause demanding the overlapping of internal pressure cup over the meter body ?????? why ???? where did you get such insight that the meters with such designs are better performing ? please explain us as well and maybe we might learn something new OR scrap all such prerequisites interfering with individual designs of brands . <p>3. Financial liabilities of 5 lac bank guarantee for approved brand?</p>	<p>Manufacturers are free to use any suitable material for CAN(registration box) with appropriate thickness of glass/engineering plastic to satisfy IS provisions, IP68 protection class and guarantee of 5 years.</p> <p>Manufacturer is free to use their own design to achieve IP 68 protection class and to pass the test as per IS 779 and other relevant code.</p>
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			<ul style="list-style-type: none"> At one hand your kind offices are knowingly / unknowingly avoiding a better scheme to ensure quality supplies thru the marking scheme of BIS without affecting any financial burden on manufacturer directly which may affect consumers indirectly AND on the other hand you are opening a portal for any official to use the same as a threat for harassment clause to the manufacturer by claiming to dissolve the bank guarantee for faulty supply and hence may give rise to corruption , <i>whereas for such cases there are norms of stop marking etc. Already in place if you go thru the BIS directives over quality and complaint redressal .Please find time to go thru the same for which we hope you can request BIS to provide the papers.</i> ●<u>“Establishing a call centre for consumer complaint” , again this is an unnecessary cost burden and in fact a call centre should be provided by the DJB since routing of complaints should be thru the governing body and not thru “the stake holder in sales of water meters” which is us the MANUFACTURER.</u> The consumer complaint is a very detailed issue and cannot be dealt directly thru manufacturer since it involves warranty clauses, installation ambiguities, intentional damages to water meter as government 	<p>As per EOI</p> <p>It is advisory and not mandatory.</p> <p>As per EOI</p>
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			<p>property and tampering of reading affecting consumer bills. The implications are far reaching and practically it is impossible that corruption does not take place if all the cards are left in manufacturers' pocket.</p> <p><i>We would like to self-quote that “not every battle is won by drawing the sword and martyring oneself to undue caution” that it becomes a burden on the system and the system collapses,</i> whereas it should be a practical and logical solution for all to work smoothly in fine accord and better output for all stake holders reaching until the real stakeholder i.e. the consumer of DJB.</p>	
53			FCRI recommendations thru their MAP programme should be followed since FCRI is a research institute and has won its reputation on ethical and honest behavior	Fresh tests are to be done as per EOI.
54			- Those who do not have MAP conducted for their brands maybe allowed a grace period of 3 months to get the same done to their brands.	No change in present schedule. However, left out applicant agreeing to comply with all the provisions & process of this EOI may apply for empanelment which will be considered by DJB empanelment committee on merit.
55			Do not restrict design of individual brands	As per EOI & pre-bid replies.
			- water meters are not compared with their weight and you should only restrict	Weight of meter is not criteria for selection of meter. But

			<p>minimum weight but not compare and approve weight since the intention is not the scrap value for business gains BUT the performance output . Infant we would like to know why weight is a concern? AND how does it affect the performance once the modal is approved. (We can prove that this clause is picked up from the documents of a municipality which is dominated by few northern India brands.)</p>	<p>manufacturer has to declare minimum weight of offered model of meter and has to maintain during the approval period for that model.</p>
56			<p>- Instead of financial liability for grievance redressal better corrective actions be employed such as collaborating with the quality marks agency BIS / FCRI. Let the supplier role be limited to supply , build quality and lifespan with after sales of water meter , this way everybody can perform well in their own domain of specialty</p>	<p>As per EOI document.</p>
57			<p>The main essence and logical desire of the above is that :</p> <ol style="list-style-type: none"> 1. you should trust the pioneer laboratory for testing water and its equipment used in INDIA which again has its accreditations with many leading calibration and accrediting agency worldwide and is also a recognized Govt. laboratory of Bureau of Indian Standards i.e. FCRI PAllakad and we suggest that your concerned officials must visit the laboratory and witness what 	<p>Agreed, DJB may depute its official for witnessing of test</p>

			we have stated and is not an exaggeration.	
58			<p>2. Keep the penalties on actual with heavy penalties on occurrence of any unattended and careless after sales once proven and not rely on Bank guarantees.</p> <p>Have faith in good Indian manufacturers and at the same time give them the right environment to work along with the department since it is wiser to actively educate the right methodology rather than building fear since fear shall not yield better results</p>	As per EOI document
Aquamet Zenner				
59		<p>1. Lab Testing: The lab testing shall include following tests as IS-779 standards. The same will be conducted at FCRI, Palghat.</p> <p>i. Accuracy, Lifecycle & Endurance testing of water meters.</p> <p>ii. IP 68 testing of water meter.</p> <p>iii. Any other test required/ specified by IS.</p> <p>2. Approval and validity – After passing report from FCRI brand and model will be approved for use in DJB with terms and conditions attached initially for a period of three years. After expiry of validity period the manufacturers will have to submit model approval (MAP) from FCRI for each model to be approved for DJB.</p>	Life cycle test of water meter is valid for 3 years. This has been clarified by FCRI. If any manufacturer has a life test certificate issued within the last three years from NABL accredited laboratory, DJB should accept the same.	Fresh tests are to be done for this EOI at FCRI lab.

60			FCRI is only laboratory specified by DJB. There is another laboratory "SITARC" which is also NABL accredited. This laboratory is widely accepted by all the utilities for lif /performance testing of water meters.	Testing for this EOI is to be done at FCRI. Certificate from SITARC will be accepted for technical qualification.
N.B. Industries (Chambal Meters)pvt. ltd.				
61			<p>We have read the terms and conditions that your office have specified in the EOI for shortlisting of makes of domestic water meters for Delhi Jal Board and wish to express our concerns and humble suggestions for kind consideration.</p> <p>The said documents asks for life cycle test from FCRI Kerala and also mentions that samples once submitted to Delhi Jal Board would be again sent for endurance testing to the same lab and the cost of the same would have to be borne by the tenderers.</p> <p>We would like to request you to all allow endurance testing report from NABL accredited lab which has been conducted by the tenderer on its water meters in the past .Life cycle testing is an expensive time consuming process and once the life cycle has been cleared by NABL/BIS certified lab it appears to be unnecessary to send the meters to another lab to get the same test done again.You would appreciate the fact that if</p>	Testing for this EOI is to be done FCRI. Certificate from SITARC will be accepted for technical qualification.

			<p>each utility in the country start asking for the life cycle tests from various labs and ask the manufacturer to bear the cost it would prove to be very taxing on the manufacture. We do appreciate your concern for quality, which we believe can be easily satisfied based on submission of relevant documents alone along with the samples to be kept by your office for future reference and further analysis of meters , but conducting all the tests which have already been conducted by NABL/BIS approval labs would not only delay the entire process but also result in unreasonable expenditure for the manufacturers.</p> <p>Delhi Jal Board previously has also empanelled makes based on the documentations submitted by the manufacturers , which was successfully implemented till the intervention of the court in this subject.</p> <p>We hope you would appreciate our concern.</p>	
VENUS INDUSTRIES (Konark water meters)				
62		<p>c) The water meter and accessories shall be manufactured from materials of adequate strength and durability. The materials, which come in contact with the potable water, shall not create a toxic hazard, shall not support microbial growth, and shall not give rise to unpleasant taste or discoloration in the water supply. However, the spindle and bearings inside the hydraulic chamber shall be made of polished stainless steel with hard</p>	<p>Accepted. We will provide self declaration Bond, stating that it will not effect for portable water.</p>	<p>As per EOI.</p>

		metal tip/ sapphire.		
63		d) The internal pressure cup shall be made of low-ferrous brass not exceeding 0.02% Fe contents / Engineering plastic. Furthermore the internal pressure cup should overlap the meter body. The lower case of the meter shall be painted with thermal painting externally. The painting materials should be safe for human uses and not affect human health (Health certificates should be included in the bidding documents)	Accepted. We are using engineering plastic and nothing will affect even contact with water. We will provide self declared Bond. Kindly ignore the health certificate since painting all will be done outside the water meter. Suggestion for making powder coating instead of painting.	Self certification will be considered.
64	2.2(g)	G] The totalizer must be suitable for test on an electronic test bench.	Accepted. Since electronic test bench will be 10-12 times costlier than mechanical test bench. We will be install mechanical test bench for attending consumer complaints. We may get hardly one or two complaints per month as per our Id experience. It is also miss handling of water meters by consumers. Kindly change this.	Compatibility for electronic test bench is not mandatory.
65	2.2(H)	Totaliser shall be made of copper CAN having 5mm thickness mineral glass or any other suitable material required to maintain IP 68 protection class.	Accepted . We are manufacturing by using engineering plastic as per IS-779(1994). It will pass IP-68	Manufacturers are free to use any suitable material for CAN(registration box) with appropriate thickness of glass/engineering plastic to satisfy IS provisions, IP68 protection class and guarantee of 5 years.
66		Lab Testing: The lab testing shall include following tests as per IS-779 Standards. The same will be conducted at FCRI, Palghat. j) Accuracy, Lifecycle & Endurance testing of water	Accepted. Our water meter has been tested for endurance test, IP-68 test and listed under model approval at FCRI on September 2014.	Fresh tests are to be done for this EOI.

		<p>meters.</p> <p>ii) IP 68 testing of water meter.</p> <p>iii) Any other test required/ specified by IS.</p>		
67	Term and Conditions -3	<p>Manufacturer will provide a toll free no. for consumers, where consumer may register their complaints. Manufacturer will also facilitate consumers testing of water meters at designated workshop in Delhi.</p>	<p>Accepted. We will install mechanically operated test bench for attending consumer complaints. We request you to kindly provide 12x8 ft. place inside the DJB premises on free of cost or monthly rent basis.</p>	<p>Mechanical test bench accepted but manufacturers has to arrange space at their own.</p>
68	5	<p>Samples will be chosen randomly from manufacturing place and will be sent to FCRI for testing. After passing of sample meters, the manufacturer will be asked to submit bank guarantee money of Rs. 5.0 lacs valid initially for a period of 5 years. In case of complaints of consumers are not satisfactorily resolved, DJB reserves the right to liquidate BG and attend the same at the risk and cost of manufacturer i/c delisting of the manufacturer.</p>	<p>Accepted. For both. Kindly let us know how much samples required for testing. Is it one time test or regular test for each lot? Who will bear this cost? Is it endurance test or routine test?</p>	<p>Manufacturers have to give the location of their manufacturing unit along with average production capacity at the time of submission of EOI.</p> <p>One sample of each model offered for empanelment is to be submitted along with EOI. Technically qualified manufacturers will be informed for collection and sealing of 3 samples by DJB nominated staff from manufacturing unit from a minimum lot of 1000 meters of each models offered by them . Meters so selected will be sealed in presence of DJB representative. Manufacturers have to send samples to FCRI for testing. All costs on selection & transportations & testing of samples shall be borne by manufacturer including airfare,</p>

				lodging and boarding of two DJB officials.
69	6	DJB reserves the rights to take the samples from the manufacturing unit/dealer/retailer /installed at site and get the meters tested any time from FCRI.	Accepted. Is it endurance test or performance test? Testing cost we should born.	DJB reserves the rights to send the meter for any type of test at DJB cost. In case of failure of sample all cost will be recovered from the manufacturer i/c de-empement of brand.

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