

Reply to Pre-Bid Queries to the Tender No-TPCODL/P&S/100000046/21-22 for the rate contract for Meter Reading Cum Spot billing/ Bill distribution, Door to Door Collection & Disconnection.			
S NO	RFP STATEMENT	QUERIES	Response From commercial Side
1	Performance Bank Guarantee amounting to 5% of the first year contract value shall be submitted by the BA as per GCC for a period equivalent to contract validity period plus one month i.e. 13 months.	But Govt. Rule 3%	Please quote as per tender conditions
2	Technical Specification of Impact Printers : Paper Polished paper 57mm 60GSM, Technical Specification of Paper:75 GSM	Which one will I follow ? Is Thermal Printer applicable for the said spot billing work?	Technical Specification of Paper:75 GSM with Pre- Printed Stationery
3	business associate should mandatorily fulfill all statutory compliance, viz. Minimum wages, PF, leave, ESI etc. Business Associate shall submit necessary compliance documents	Pls mention the Minimum wages for Meter Reader, Supervisor, Project Manager, project In-Charge & HR Executive. Is it follows central govt. minimum wages rule or State Govt. minimum wages rule?	Central govt. minimum wages rule or State Govt. minimum wages rule will be followed
4	Total 20 Divisions	How many max. Division to be allotted for each Agency ?	Maximum 2 divisions
5	Technical Officer/Supervisor is required to be present along with the lineman at the time of disconnection.	Any security to be provided by local authority ?	No security will be provided by local authority.
6	For 1st 6 months from the date of contract, following incentive and penalty clause will be applicable: >80% - 85% No Penalty and Incentive & >105-110% Incentive 20% of Collection Rate	at present time what % of Collection. if Current Demand 100 % how will we achieve 110%. pls brief.	It Pertains to SBM Collection only
7	In order to ensure that collector visit all customers, maximum up to 10% within collection coverage will be considered in case the payment is received at any other sources/avenues as against Door to Door collection.	pls explain this matter.	IN cases you had visited the Premises and Captured the remark u will be paid for that cases
8	Cheque bounced during collection due to negligence of the Collector	In case of Cheque bounced what is the Role of Collector?	He need to see Cheque details like Name Date are correctly Filled
9	If the Associate is a joint venture or consortium, all concerned parties shall be jointly and severally bound to the TPCODL for the fulfillment of the provisions of the Contract. The consortium or the joint venture shall designate one party as their leader, who will be the coordinator between the parties and TPCODL. The constituents & leader of the consortium or joint venture shall not be changed without the prior consent of TPCODL.	responsibility of Lead partner /JV partner	Not Clear
10	Spot Billing Business Associate(s) shall set up 1 no. (one) of office establishments in each section preferably near TPCODL Section office with Computers, Printers, Scanner and other office requirements with internet connectivity to do the meter reading/collection/disconnection operation for each allocated Divisions. Spot Billing Business Associates shall establish 1 no. (one) of office set ups of main office for the duration of the project with requisite communication facilities with adequate number of staffs for smooth execution of the overall project.	Shall BAs responsible to set up office sector wise.	Yes BAs responsible to set up office sector wise/ Sub Division Office Depends upon the Distance to Division office.
11	The EMD in the form of Bank Draft / BG / Bankers Pay Order shall be delivered at the following address in sealed envelope clearly indicating the tender reference / enquiry number, name of tender and bidder name:	Due to prevailing Covid-19 pandemic it is very difficult to deliver the EMD in the form of Bank Draft / BG / Bankers Pay Order in the office of Chief (Procurement & Stores). Therefore, the Bids may be processed on the basis of the Scanned Bank Draft / BG / Bankers Pay Order and permission may be granted to deliver the said document on or before the issue of LOI.	It is Required
12	ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION EVENT (To be signed and stamped by the bidder)	The Acceptance Form for Participation in Reverse Auction Even, we presume has to be submitted on Bidder's Letter Head and not on Non-Judicial Stamp Paper.	Can be submitted on Bidders' Letter Head
13	It is the responsibility of the Spot Billing Business Associate(s) to generate all exception reports (as desired by TPCODL) like address not found, house locked, meter faulty, no meter and any other reasons of not read after completion of monthly reading as monthly performance sheet and inform the concerned authority for necessary action.	We presume that the software provided by TPCODL has the provision for generating such exception reports.	TPCODL has the provision for generating such exception reports.
14	In order to ensure that there are no defaults in the bill-distribution process, TPCODL would want customer acknowledgements in 100% bill as Proof of Delivery (POD) with sign & mobile number.	Is there any provision in the software to print the acknowledgement at the end of the bills or is such acknowledgement has to be taken in a separate Register?	provision in the there in software to print the acknowledgement at the end of the bills.
15	TPSODL reserves the right to assign scores to different parameters including but not limited to the following while evaluating the bids. TPSODL reserves the right to change the parameters and score without prior information to the associates:	As the work involved is Meter Reading Billing and Collection, the past experience the evaluation should be on the basis of past performance. The parameters should be published before bid submission date	Past performance shall be considered
16	Client Site Visit where the bidder is providing similar services. The visits as above shall be arranged by the bidder. However, all costs	We could not find Vendor Evaluation Form annex L with the tender documents.	Shall be shared
17	towards conveyance, lodging, boarding etc. shall be borne by TPSODL. The score assigned by TPSODL based on the above visits shall be final and binding on the bidder (Vendor Evaluation form attached as annex L)		
18	Safety - Score achieved against BA Safety Management System Questionnaire	Sir, the work involved is Meter Reading, Bill Generation and Distribution and Collection of the dues and not related to the other electrical works. Therefore, 20 marks allocated to this category may be added to the Billing experience of the Bidders.	Ok Will confirm the same
19	Technical Specification of Impact Printers. Make Analogic, Epson, Zebra, Amigos Or Softland	The Bidders may be permitted to purchase / use their own brand/ make of impact printers. Restricting the choice to the selected few makes may have cost implications	IT should be Compatible with TPCODL Mobile Applications
20	Bidder should have Performance Certificate for satisfactory performance in meter reading, billing, collection, metering, revenue recovery/disconnection from minimum one reputed Power Distribution Utility having consumer base of more than 5 lakhs.		The tender provision are clear and bidder need to comply with the same.
21	Checklist of all the documents to be submitted with the Bid-Signed copy of this tender as an unconditional acceptance	Uploading of the Signed Copy of Tender may be a tedious Job. Therefore, we suggested that an undertaking for the bidder stating that all the tender conditions enumerated in the tender are acceptable should be obtained.	Process to be adhered
22	Bidder should be registered entity in India under the Companies Act, 1956 / 2013 or LLP act for the financial year ending 31-Mar-2020.	whereas in serial no 6 at page 7 in the tender it is mentioned that Bidder should be a registered Sole Proprietor Firm/ Partnership Firm/ Company our company is registered partnership co. Please clarify whether partnership company is allowed or not?	Partnership firm shall be eligible to bid
23	The bidder should have at least 2 years of experience in Spot Meter Reading & Billing and/or Revenue Collection/Recovery/Metering activity in any power distribution utility during last 5 years covering at least 1 lacs no. of consumers per month	we have carried out meter reading cum spot billing and bill distribution in Southco from 2015 to 2017 for 1,00,000 consumers on a monthly basis. Request you to please relax from last 5 years to 7 years. Can you accept experience of metering activity i.e. meter replacement and shifting? Since 2009 to 2020 we have replaced and shifted more than 6 lacs single phase energy meters in Odisha Discoms.	Yes Can be considered
24	Valid ESI Registration Certificate is required	Can we submit ESI registration certificate before commencement of work?	We can consider submission of the same prior to award of Contract. An undertaking regarding the same to be submitted with the bid.
25	Bidder should have valid ISO 9001:2015 certification	Can we submit ISO 9001:2015 Certificate within two months from date of the Purchase Order?	We can consider an undertaking and copy of the application that the certification process is in progress.
26	The EMD shall be valid for 210 days from the due date of bid submission in the form of BG / Bank Draft / Bankers Pay Order (issued from a Scheduled Bank) online NEFT/ RTGS transfer favoring 'TP Central Odisha Distribution Limited' payable at Bhubaneswar.	can we upload scanned copy of original bg along with tender documents and original bg can be submitted within one week from due date of the tender?	Scanned copy of BG can be Submitted. The original needs to be couriered and the courier details are to be communicated.
27	Meter reading through CMRI for Single Phase Customers	CMRI will be supplied by TPCODL? CMRI protocol will be different for different make of meters	No and CMRI protocol will be different for different make of meters and list of Meters are very limited in TPCODL and it should be Compatible with same.
28	Additional Disconnection Van	Disconnection van will be provided by Business associate or TPCODL	Yes Disconnection van will be provided by Business associates
29	Meter Reading of Non-Spot Billing customers	all non spot billing consumers will be above 5KW ie. 3 phase consumers?	yes non spot billing consumers will be above 5KW no all there 23 K cases which are three phase consumers.
30	Spot Billing Business Associate(s) shall set up 1 no. (one) of office establishments in each section preferably near TPCODL Section office with Computers, Printers, Scanner and other office requirements with internet connectivity to do the meter reading/collection/disconnection operation for each allocated Divisions.	setting up office in each section will be a costly affair. It should be subdivision wise depending upon the no of consumers.	Office Can be Set up in Sub Division / Division Office
31	Business Associate(s) shall arrange to be ensure Quarterly Health Check-up for related to Medical Fitness + Eye sight from Govt. authorised centre.	Instead of quarterly it should be half yearly?	OK Can be Taken care off.
32	Business Associate(s) shall arrange and help in Redefining of walking sequence. Marking of walking sequence every connection on site within 3 billing cycle on customer premise wall through permanent marker and update in database	request you to please elaborate	Walking sequence should be available against each Installation which will improve the BA Productivity.
33	First 2 months will be considered as stabilization period. No penalty will be imposed in first 2 months. However, if any BA achieves its monthly target during this period, then it shall be eligible for incentive.	It is requested that after letter of award 2 months time to be given for arrangement of set up i.e. appointment of stff along with equipments.	No Changes
34	The scope includes knocking of defaulted 1-phase & 3-phase LT customers both and ensure 100% arrear collection by following up through nos. of physical visits & calling to customers to avoid unnecessary disconnection and if customer does not clear this outstanding dues, execute disconnection order by disconnecting supply from pole	do we have to replace defective meters with new one?	No, Meter Replacement is not scope of the work only Reporting is Scope of the work.
35	The contractor will prior to the commencement of the operation of contract, make available to the department particulars of all the employees who employed such particulars inter-ilia should include age, date of birth, photograph, local and permanent address, qualification parentage, HT License, Identity proof, experience (if any) etc. of the employees so deployed. Any change or addition in this regard should be notified immediately to EIC.	we have MV electrical license from elbo do we required HT license?	It will Work
36	in tender TPCODL asked to quote for all 20 divisions	As we understand you will not allot all the divisions to one bidder hence if you can relax to quote for 2 or 3 divisions whichever you consider to allot max divisions to one bidder.	No he has to bid for all 20 divisions
37	The bidder should have at least 2 years of experience in Spot Meter Reading & Billing and/or Revenue Collection/Recovery/Metering activity in any power distribution utility during last 5 years covering at least 1 lacs no. of consumers per month.	We have experience for the last one year. shall we be eligible for the project?	No, It is clearly mentioned in the QR criteria
38		Joint venture/Consortium is available	Yes

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39		Can Consodium be allowed for quoting of the tender?	No
40		local micro & small enterprises shall be exempted from payment of earnest money and shall pay 25% of the prescribed security deposit while participating in tenders of Government departments and agencies there under. Is this clause applicable in tender?	Please adhere to the tender conditions
41		As per MSME guideline is there any chance of the turnover relaxation in tender as per udyog aadhaar registered companies	Please adhere to the tender conditions
42		How many divisions can be allotted per vendor	Maximum 2 divisions
43		Can we use analogic epson thermal printer in billing	No Impact Printers to be used
44		In NBC activity how many consumers are allowed for billing per meter reader and bill collector	It Depends upon the Area/ Density and BA - Meter reader Performance .
45		Currently we have 2 months relaxation on meter reading and collection can it be extended till 4 months	No
46		Can the annual average turnover of company mentioned to be 3 crore be reduced upto 2 crore as we are MSME and SSI unit	Please adhere to the tender conditions
47		What is the expected date of payment after Submission of the bill, can you confirm if its 7 or 30 days	7 days
48		In current market the billing collection percentage is 70% or 75% but in your performance administration criteria it is mentioned below 70% of bill collection leads to 12% penalty can it be changed and the incentive is very less because incentive is calculated on the quoted price can it be converted into percentage	Need Clarity on the same
49		Can the tender tenure be extended to three years cause all the investment and effort needs a minimum of 3 years to be recovered	No It is for 2 years . Seeing the performance it can be extended .
50	The bidder should have an average annual turnover of 3 Cr in last 3 years. The Agency should have a positive Net worth for the all the last three Financial Years ending on 31-Mar-2020.	Earlier we did business in the name of M/s Vedant Enterprises with TATA Power Ltd, (2017-18 to 2019-20) 3 year total turnover Rs. 3,70,78,276 (average annual turnover Rs. 1,23,59,425). In the year 2019 we registered a new company M/s Maheshwara Engineering Pvt. Ltd and in 2019-20 Rs. 57,45,875 business with TATA Power Ltd and 2020-21 financial year we did a Rs. 2,78,30,674 business with TATA Power. You are requested to consider our turnover for participating in the above said tender. You are also requested to consider M/s Vedant Enterprises turnover and experience.	It has per QR criteria Mentioned in the Bid Document
51	The bidder should have at least 2 years of experience in Spot Meter Reading & Billing and/or Revenue Collection/Recovery/Metering activity in any power distribution utility during last 5 years covering at least 1 lacs no. of consumers per month.	We have an experience of meter installation / replacement and operation and maintenance (LT maintenance services). Electrical services for Consumer Sub-Station (CSS) Equipments & LT Metering works. You are also requested to consider our experiences with TATA Power Ltd. (Mumbai)	It will be Considered
52	The bidder should have experience in meter reading cum spot billing / bill distribution, metering, Door to Door Collection or Disconnection/Recovery of dues in any distribution utility during last 5 years having single order value of more than 50 Lakh.	You are requested to consider our experiences of meter replacement / installation and other activities / jobs / orders successfully executed with Tata Power Ltd.	It will be Considered
53	Electrical contract license (PWD)	We have Maharashtra PWD license, do we require to obtain license from Odisha ?	Yes, you need to acquire License from Odisha
54	It is the responsibility of the Spot Billing Business Associate(s) to generate all exception reports (as desired by TPCODL) like address not found, house locked, meter faulty, no meter and any other reasons of not read after completion of monthly reading as monthly performance sheet and inform the concerned authority for necessary action.	Please confirm if the mobile application provided by TPCODL will have the option to capture exceptions or it has to be done manually by Meter Readers	TPCODL application will have the option to capture exceptions or it has to be done manually by Meter Readers
55	While TPCODL would welcome the usage of newer technologies such as Optical character read (OCR) for recording meter-readings, Bidder shall not charge for the extra time and cost involved.	This Clause needs to be reconsidered. Introduction of new technologies such as OCR will have considerable impact on the daily output of Meter reader. Also the technology is still not mature.	It will well Tested by TPCODL . U are not been Penalised for Accuracy .
56	Business Associate(s) shall arrange meter reading through portable ladder where meter is installed at height. At least a ladder should be available on each location.	This Clause may be removed. Availability of ladder at each location for taking meter reading is not practical neither feasible. Instead BA may be asked to provide the list of such connections in first billing month and TPCODL may carry out meter shifting of such connections for proper Meter Reading/Spot billing in subsequent months.	Can be Considered
57	It is the responsibility of the Cash Collection Business Associate(s) to submit the cheques & Demand draft into Bank account of the TPCODL/ at Division office as per instruction given by EIC and any loss incurred in transit has to be borne with the Business associates. Report to be provided daily to Revenue Section/Finance & Copy to TL-MBC/EIC.	Please provide sub-Division wise list of bank branches of TPCODL for clarity. Also, please confirm if such branches of bank are available in each section of TPCODL for deposit.	Shall be shared later
58	TPCODL will make payment as per coverage & money receipt given to customer as per mobile application by the Door to Door Collection based on GPS co-ordinates. No duplicate/Multiple money receipt will be considered for payment. Unique transaction will be considered for payment. All source of payment will be considered from allotted customer for collections (max.10% allowed through other source to give buffer to collector's effort).	This Clause implies that part payment is not to be accepted from the customer and only one receipt is to be generated in a month even if it is the separate payment of arrears. Please confirm.	It will be considered as One Payment only
59	Bill Collector deployed by the Business Associate(s) should be suitably qualified (I.e. with minimum qualification of 10th Pass) apart from meter readers and trained for the job intended to be performed by them. The persons to be deputed for Collection should not be less than 20 years of age. 10th Mark sheet & qualification certificate will be verified by TL-MBC.	It is understood that separate manpower is to be deployed for Meter Reading/Spot billing and door to door collection work in the same area. Please confirm.	Not Necessary , it depends upon the MR Supervisor and how he is able to manage the Meter reading and Collection Activities .
60	Initially, Performance Bank Guarantee amounting to 5% of the first-year contract value shall be submitted by the BA within 7 days from the date of award of rate contract, as per GCC for a period equivalent to contract validity period plus one month i.e. 13 months. TPCODL shall review the collection amount for the initial six months from the date of execution of contract and if the PBG amount is less than the average collection of 3 days then Business Associate(s) will be informed to furnish a Bank Guarantee of differential amount and BA shall be liable to deposit the additional PBG within 7 days from the date of information by EIC. This shall be valid for a period equivalent to contract validity plus one month.	As this is a common tender for MBC & Disconnection work, please confirm whether a single combined PBG will be asked from successful bidders or separate PBGs for Meter Reading/Spot billing & Collection shall be required to be submitted.	There shall be a single BG amounting to 5% of the first-year contract value
61	Insurance for physical Cash/Cheque/DDs/Pay orders shall be the responsibility of Business Associate(s) while accepting the TPCODL bills including Cash/Cheque/DDs/Pay orders lying at other sites until Cash/Cheque/DDs/Pay orders are carried from TPCODL & deposit in the TPCODL nominated Bank. Any loss, including consequential loss, to TPCODL due to theft/fire/burglary or any other untoward incidence etc. shall be made well to TPCODL within 48 hours of occurrence of incidence, failing which an interest @ 18% per annum shall be charged by TPCODL without prejudice to its other rights as may be available to it under law.	TPCODL may provide average per month collection figure for each Division which will enable the bidders to ascertain the expenditure to be incurred in Cash /transit Insurance.	same can be shared later. Bidder should know the Odisha Business well in depth .
62	Agency shall also use mobile cash collection vans as & when require for collection with mike facility for announcements & revenue collection. Information for mike shall be provided by TPCODL & Agency shall ensure that mobile vans shall traverse across their allocated area each month with the necessary announcements.	Please clarify ,how many Cash Collection Vans need to be provided by Successful bidders. This information is necessary to understand and estimate the associated cost.	One Cash Collection is Sufficient and depends upon the Usage and its Spread across the Areas across the divisions
63	Each Bill-collector will be linked with a unique virtual - wallet account in which the Agency would need to top-up an amount for the bill-collector to start payment collection against Energy Bills.	It is understood that the V-Wallet account will be generated and provided by TPCODL for each Bill Collector. Please confirm	V-Wallet account will be generated and provided by TPCODL for each Bill Collector.
64	Virtual - wallet of each bill collector engaged for collection shall be maintained with a minimum top-up amount of Rs. 20,000/- by the Agency. The Bill-collector will not be able to collect beyond the amount in virtual - wallet without further top-up recharge. Bidder will recharge once in 3 days and based on this estimate will be considered.	Please clarify whether the agency/BA will have the authority to recharge the V-Wallet account or it will be done by the representatives of TPCODL	Authority to recharge the V-Wallet account will be done by the representatives of TPCODL
65	Collection Coverage as per mobile application (it includes visit to customers premise leading to payment at different Avenues/Source)	Please clarify how collection coverage will be calculated, verified/confirmed and mutually agreed between TPCODL & BA. What will be the mechanism followed for arriving at actual collection coverage . What about ghost and untraceable consumers.	Same shall be excluded from the same .
66	Qualification Matrix for BA Employees	Tender creates confusion regarding requirement of Meter Readers & Bill Collectors. Please clarify whether separate manpower is to be deployed for Meter reading/Spot billing (Meter Readers) & Door to door revenue collection (Bill Collectors) or the same manpower can be used by BA for both Meter Reading/Spot billing of SBM consumers and door to door revenue collection	Same Manpower to be deployed
67	Minimum Manpower Requirement	TPCODL may please clarify on what basis the count of MR/BC for SBM has been arrived at and what ratio has been considered for Consumer to MR/BC to arrive at this number. Further, is the count of MR/BC mentioned in tender absolute and no further addition of manpower will be required.	It may arise additional manpower depending upon the Requirement of EIC .
68	Scope of work for KYC & Indexing	It is understood that KYC and Indexing is to be done through the same manpower as deployed for MBC activity and no separate team is required for the purpose. Please confirm	You may Quote Different rate for the same separate Manpower can be Deployed for the same .
69	Price Bid Format	Data downloading and CMRI has been mentioned in Price bid Format. Please confirm how many CMRI's per Division are expected to be deployed by BA as data downloading will not be done in a sequence but will be in a fragmented manner over the geographical area. Also, please specify the model and make of CMRI to be used.	It should be Compatible with TPCODL Meter Makes

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70	FIRST PART: "EMD" as applicable shall be submitted. The EMD shall be valid for 210 days from the due date of bid submission in the form of BG / Bank Draft / Bankers Pay Order (issued from a Scheduled Bank) online NEFT/ RTGS transfer favoring 'TP Central Odisha Distribution Limited' payable at Bhubaneswar. The EMD has to be strictly in the format as mentioned in General Condition of Contract, failing which it shall not be accepted by TPCODL and the bid as submitted shall be liable for rejection. A separate non-refundable tender fee of stipulated amount also needs to be transferred online through NEFT/ RTGS in case the tender document is downloaded from our website. TPCODL Bank Details for transferring Tender Fee and EMD is as below: Account Name: TP CENTRAL ODISHA DISTRIBUTION LIMITED Bank Name: SBI, IDCO Towers, Bhubaneswar Bank Account No.: 10835304915 IFSC Code: SBIN0007891 For Tender Fee and EMD submitted via online transfer, bidder to ensure that the same are carried out through separate transactions	This is with reference to new guidelines issued by Govt. of India, Bidder will submit emd declaration instead of BG. Govt. Notification is enclosed for your kind reference.	Please adhere to the tender conditions.
71	Performance Bank Guarantee amounting to 5% of the first year contract value shall be submitted by the BA as per GCC for a period equivalent to contract validity period plus one month i.e. 13 months.	This is with reference to new guidelines issued by Govt. of India regarding reduction of Performance Security from existing 5-10% to 3%, we request you to please accept Performance security accordingly.	Please adhere to the tender conditions.
72	If the Associate is a joint venture or consortium, all concerned parties shall be jointly and severally bound to the TPCODL for the fulfillment of the provisions of the Contract. The consortium or the joint venture shall designate one party as their leader, who will be the coordinator between the parties and TPCODL. The constituents & leader of the consortium or joint venture shall not be changed without the prior consent of TPCODL.	Since, Consortium/ JV mentioned in GCC, we assume that consortium/ JV is allowed in this RFP. If no, then kindly allow the same and also allow to show their credential for eligibility criteria.	The tender documents are clear on the provisions.
73	The bidder should have at least 2 years of experience in Spot Meter Reading & Billing and/or Revenue Collection/Recovery/Metering activity in any power distribution utility during last 5 years covering at least 1 lacs no. of consumers per month.	Kindly amend the clause as under: The bidder/ Consortium partner should have at least 2 years of experience in Spot Meter Reading & Billing and/or Revenue Collection/Recovery/Metering activity in any power distribution utility during last 5 years covering at least 1 lacs no. of consumers per month. (Work Orders / Completion Certificates to be submitted)	No it is remain the same
74	The bidder should have experience in meter reading cum spot billing / bill distribution, metering, Door to Door Collection or Disconnection/Recovery of dues in any distribution utility during last 5 years having single order value of more than 50 Lakh.	Kindly amend the clause as under: The bidder/ Consortium partner should have experience in meter reading cum spot billing / bill distribution, metering, Door to Door Collection or Disconnection/Recovery of dues in any distribution utility during last 5 years having single order value of more than 50 Lakh. (Work Orders / Completion Certificates to be submitted)	No it is remain the same
75	Bidder should have Performance Certificate for satisfactory performance in meter reading, billing, collection, metering, revenue recovery/disconnection from minimum one reputed Power Distribution Utility having consumer base of more than 5 lakhs. (Copy of Performance Certificate to be submitted)	Kindly amend the clause as under: Bidder/ Consortium partner should have Performance Certificate for satisfactory performance in meter reading, billing, collection, metering, revenue recovery/disconnection from minimum one reputed Power Distribution Utility having consumer base of more than 5 lakhs. (Copy of Performance Certificate to be submitted)	No it is remain the same
76	First 2 months will be considered as stabilization period. No penalty will be imposed in first 2 months.	We request you to increase the stabilization period to 4 months from 2 months particularly for Bill collection activity. As it is to be done primarily in rural consumers (G1 & G2 category), hence to achieve the target of 80% or more will need more stabilization time.	No it is remain the same
77	The bids will be evaluated commercially on the overall lowest cost for each division for 2 years TPCODL reserves the right to conduct the reverse auction (instead of public opening of price bids) for the products/ services being asked for in the tender	Please confirm whether RA will be conducted for each division or overall lowest cost. Please confirm.	Bidders are encouraged to quote their best prices for each Division. Decision on RA is TPCODL's prerogative.
78	GENERAL CONDITIONS OF CONTRACT	We would like to inform you that most of the clauses/ Annexures are not applicable on us. We assume that we just have to sign the document and upload it on portal. Is it Correct?	The terms and conditions of the GCC shall be applicable for the contract. Bidder to bring out specific deviation, if any, in the format provided in the tender document.
79	a) Procurement of Android Phones and Impact Bluetooth Printers along with pre-printed stationery for bill / receipt printing as per requirement of TPCODL. The minimum technical specifications of Android Phone/Bluetooth Printer and Paper Roll used for printing of spot bill are mentioned separately.	MENTION SPECIFICALLY WHETHER IMPACT/THERMAL PRINTER AND ALSO PRE PRINTED OR WHITE ROLL FOR BILLING. CURRENTLY TPCODL AUTHORITIES INSTRUCTED FOR US USING ONLY THERMAL PRINTER AND WHITE PAPER.	Impact Printer to be used
80	C) Meter Reading of Non-Spot Billing customers (more than SKW, 3-phase)	MENTION SPECIFIC DAYS FOR 3 PHASE BILLING IN EVERY MONTH	25 th to 5 th are specific days for Billing
81	D) Bill Distribution of Non Spot Billing customers	MENTION SPECIFIC DAYS FOR 3 PHASE BILL DISTRIBUTION IN EVERY MONTH	5th to 15th of Every Month
82	Business Associate is responsible for providing sufficient quantity of Mobiles & SIMs with impact Bluetooth printers, pre-printed paper roll and sufficient monthly internet data pack	PRE PRINTED STATIONARY IN ENGLISH/ODIA	Both as per requirement of EIC . Most preferably ODIA
83	If the House locked cases are found to be more than 5% of the total customers billed under a particular Sub-Division, then the claim amount for the Spot Billing customers billed under House Lock over and above 5% shall not be paid.	PERMANENT HOUSE LOCK CASES SHOULD BE REMOVED/BILL STOP IN NEXT BILLING CYCLE AFTER WE PROVIDE THE LIST VERIFIED BY THE FIELD STAFF.	It will be part of the process and will be taken care .
84	Business Associate to also provide a list of untraceable customers to JE-Commerce or TL-MBC of concerned Discom personal within 60 days from the date of start of work. List provided by agency to be traced by JE-Commerce/Section staff within 30 days. In this regards, meter readers & supervisor of agency will closely work with JE- Commerce/Section Officer /TL-MBC for conclusion.	IF THOSE CONSUMERS ARE NOT REMOVED FROM DATABASE WITHIN 30 DAYS OTHERWISE DONT PUT PENALTY FOR THOSE CONSUMERS TO THE BUSINESS ASSOCIATE AND CONSIDER THEM ALSO AS BILLED	It will be taken care if report is submitted to RCM team members
85	First 2 months will be considered as stabilization period. No penalty will be imposed in first 2 months. However, if any BA achieves its monthly target during this period, it shall be eligible for incentive.	MINIMUM 3 MONTHS REQUIRED FOR STABILIZATION PERIOD	No it is remain the same
86	Door to door Collection shall be conducted sequentially in optimized routes as per existing route cycles by adopting virtual – wallet system in cash collection.	E WALLET APP SYSTEM SHOULD PROVIDE BY TPCODL OR BA	E WALLET APP SYSTEM SHOULD PROVIDE BY TPCODL
87	Mobile vans shall be deployed with GPS tracking and traversed route map shall be submitted as proof to the concerned Discom official copy to HOD-RCM/EIC. At least one bill collector with sufficient virtual - wallet balance/mobile & Bluetooth printer shall travel in the mobile van for ensuring on-spot revenue collection from customers.	IS IT COMPULSARY OR OPTIONAL? IF COMPULSARY - PROVIDE SEPERATE COLUMN IN PRICE BID FORMAT FOR MOBILE VAN RATE QUOTATION	Optional . All Prices in BOQ need to mentioned and is Mandatory
88		Whether we will get befit of EMD & PBG deposit on MSME ground.	Please adhere to the tender conditions.
89		Also Regarding relaxation of Turn over and Past work experience based on MSME circular no. 1(2)(1)/2016-MA dated 10.03.2016 of Ministry of Finance, Dept of EPP Division Govt of India.	Please adhere to the tender conditions.
90	Business Associate(s) shall arrange to be ensure Quarterly Health Check-up for related to Medical Fitness + Eye sight from Govt. authorised centre.	This should be done atleast half yearly	OK Can be Taken care off .
91	First 2 months will be considered as stabilization period. No penalty will be imposed in first 2 months	Stabilization period should be atleast 3 months	NO
92	Business Associate shall deploy one (1) disconnection squad per sub-division with four wheelers.	In Price Bid format there is additional vehicle per division for disconnection. This vehicle is from that or this is seprate and along with extra team i.e. 1 Supervisor, 1 Lineman, 1Helper.	Yes
93	1. Virtual - wallet of each bill collector engaged for collection shall be maintained with a minimum top-up amount of Rs. 20,000/- by the Agency. The Bill collector will not be able to collect beyond the amount in virtual - wallet without further top-up recharge. Bidder will recharge once in 3 days and based on this estimate will be considered.	This amount to be deposited to TPCODL or direct virtual wallet.	Both Options Remain Open -
94	Qualification requirement	We are a group of companies But we are bidding for the current bid through one of our sister concern which is registered under Societies Act XXI of 1860. Does it have any issues with qualifying criteria?	The company that is putting up the bids needs to fulfill all the Qualifying Requirements.
95	Qualification requirement	Our sister concern has annual turn over of around 16Crores in last three years. But we have collected revenue of more than 15Crores for TPNODL in last 7 years. Would it impact qualifying for the bid.	The company that is putting up the bids needs to fulfill all the Qualifying Requirements.
96	Qualification requirement	Is ISO certification mandatory for the bid?	Yes
97	No of division to be awarded	Is it possible to be awarded minimum one division for a bidder or any cap is there?	Maximum 2 divisions
98	Detailed scope of work	Whether snaps of all readings(kwh) will be taken or certain percentage would be fixed up?	Yes based on RQC Criteria Applied in Mobile Application
99	Detailed scope of work	In case of 3ph rural consumers, few consumers wont available during readings. Even after notifying them they don't make themselves available. In that case what would be done?	Process to be adhered
100	Detailed scope of work	Since only 10days have been mentioned in bid documents for 3ph non sbm readings. After repeated visits within 10days, if all readings wont be covered then what would our MR do?	no issues he has to Bill distribution Collection and Disconnection Notice Distribution
101	Detailed scope of work	Since non-sbm reading is 12days work, what would he do after this period?	no issues he has to bBill distribution Collection and Disconnection Notice Distribution
102	Detailed scope of work	Whether supervisory checks of 3ph reading would be thru reading taken by CMRI?	Not Mandatory
103	Detailed scope of work	Whether house lock cases would be considered excluding Ghost consumers?	No

Reply to Pre-Bid Queries to the Tender No-TPCODL/P&S/100000046/21-22 for the rate contract for Meter Reading Cum Spot billing/ Bill distribution, Door to Door Collection & Disconnection.

S NO	RFP STATEMENT	QUERIES	Response From commercial Side
104	Detailed scope of work	Can we appoint one supervisor for two sections or is it mandatory to depute one supervisor per section?	No
105	Establishments, Data compilations and reports	Setting up offices with all requirements at sections would incur huge cost which would impact per consumer rate. Is it mandatory? Subdivision wise one office would help us in this regard.	Set Up Office depends upon the area
106	Uploading/downloading of data regularly	Network issues are there in interior rural area. In that case if MR does it next day morning whether it will attract penalty?	No
107	target to Meter readers	Can we change no of meter readers based on geographical areas of certain divisions?	Yes
108	Health Check up	Quarterly health check up camp would cost more and well as time consuming. If it would be half yearly, it would help us.	Yes
109	Stabilisation period	It should be atleast 3 to 4 months. Setting up of offices, teams and bring the performance to the expected level needs minimum 3/4 months time.	No
110	Current demand collection	In many cases, consumers don't pay 100% current demand as because of paying capacity issue. In that cases what MR would do? In case of Average/Faulty cases it is applicable?	We need to Collect Current Demand
111	100% collection coverage	No where in Odisha, 100% coverage is achieved till now. Is it mandatory? Or Knocking at door to each consumer will be considered as coverage?	Yes
112	Mobile van for cash collection	Whether it is mandatory? If yes, then whether one vehicle per division or something else?	Yes
113	Section wise performance	If possible, please share with us section wise present performance level which would help us in manpower planning.	It will shared later separately
114	Bidder to confirm that they (bidding company, their parent company or subsidiary company) were not involved in any litigation in last three years and also there are no pending or open litigations. In case there were litigations in last 3 years or any present litigation is going on than details of the same have to be submitted	What does it mean for?	Required for evaluation of the Bidder.
115	Quantity Section	How it is calculated?	Query is not clear
116	Relaxation in Contract Clauses under Affirmative Action for SC/ ST Business Associates	The managing director of our company is a lady S.T. Plz intimate whether our pvt. Ltd. Company is eligible for such relaxation or not?	Will be dealt as per the Clause-9.3 of GCC of Tender
117	Taking a clear photo of Kwh Meter reading (Billing Parameters) displaying meter number by the meter reader with the help of an inbuilt phone camera of Mobile phones.	Please clarify whether photos to be captured only for exception cases or 100% photos to be captured for all SBM/Non-SBM reading consumers?	Exception cases as per Validation applied in Mobile Applications
118	Spot Billing Business Associate(s) shall set up 1 no. (one) of office establishments in each section preferably near TPCODL Section office with Computers, Printers, Scanner and other office requirements with internet connectivity to do the meter reading/collection/disconnection operation for each allocated Divisions.	Can BA get a space in section office of TPCODL which will be helpful to optimise the MRBD costing?	Yes It can be considered if available at our end
119	Business Associate(s) shall arrange to be ensure Quarterly Health Check-up for related to Medical Fitness + Eye sight from Govt. authorised centre.	Please make the health check-up cycle once in a year for MRBD staff because frequent health check-up involves lot of time and cost.	Can be Considered
120	It is advised to do Monthly R&R by Business Associates with necessary arrangements to motivate the Field staff to surpass base performance/outstanding performance in improving billing. Eligibility criteria may be decided after award of contract.	Please permit to conduct R&R on quarterly basis.	No Monthly R & R is required to meet the performance targets
121	Incentive & Penalties will be computed separately for each collection & reading as per rate quoted in SBM & Non SBM category.	Please share the existing performance (atleast for last 3 months) for Meter Reading SBM/Non SBM and collection efficiency of all divisions for better understanding of the current performance level.	Same can be shared Separately
122		Since Disconnection of power supply for SBM and Non SBM consumers are coming under the purview of the Business Associates does any type of Electrical Licence is required to operate.	Yes - Electrical Licence is required to operate.
123		At present SHG are operating for Billing and Collection of Division like Angul & Talcher, What will be the scope of work in these divisions for Business Associates.	SHG areas will not be your scope of the work
124		It is advised to open offices at all sections of operation by Business Associates since the capital expenditure will be gone up for a limited period of tenure of 2 years. It is requested to sub-let some areas of TPCODL section office premises to operate for better co-ordination.	It can be Considered in later stage
125	Late Submission/uploading of data	Live update/ Off line uploading. In both the cases its TPCODL app which is connected to database. So, delay is in whose account.	If it is done offline mode and does not Switch on Mobile data for meter reading / Collection
126	Delay in meter reading schedule	Schedule to be provided by TPCODL and we need to follow. What exactly the ownership of partner	Schedule to be Adhered
127	Delay in Bill Distribution/Non Delivery of Bills	How to ascertain this. How to monitor/proof to be produced for bill distribution confirmation	POD details to be captured in the Mobile Application
128	Wrong posting of payment / posting into someone else's account/ Any complaint for payment not posted and error due to account of Business associates	Assume that its online payment system. Need clarification. Even of wrong posting due to manual error, a month/ billing cycle should be given to rectify the same. After that penalty might be imposed.	Can be Considered
129	Cheque bounced during collection due to negligence of the Collector	Agree but insufficient balance/ signature mismatch should not be on partner.	agreed
130	Late Submission/uploading of data	Clarification as this is live data transfer	yes it will online data transfer in most of the cases
131	Collection of Current Demand penalty	Except actual bills, average/provisional bills should be excluded from the calculation	as it is done by same Agency so it is part of the same
132	Minimum Manpower Requirement	Divisional level HR is not required for such operations. However, if its mandatory, then cost will go high.	ok it can be considered but salary related issues need to be taken up
133	Disconnection of electricity Supply	Will TPCODL employee help if its required?	yes
134	Performance Bank Guarantee amounting to 5%	While MoF says 3% of BG, is it necessary to have 5% BG ?	Please adhere to the tender conditions.
135	While we are submitting the BG equivalent to 3 days of collection, is it necessary to deposit approx. 50 lakhs each division @ Rs. 20000/ bill collector.	Suggestion to allow wallet usage within BG value and not to ask for separate wallet recharge option.	Can be Evaluated later
136	Customer acknowledgements in 100% bill as Proof of Delivery (POD) with sign & mobile number.	Is it applicable for only NON- SBM consumers ?	Yes
137	Sr. No 7 - Additional Information Capturing mention Qty is higher	Is Qty assume same for bid	Yes it may vary division wise
138	Sr.No 9 KYC of the Consumers	Qty is same for all division, is this correct	Yes it may vary division wise
139	Sr.No 10 - Addition Disconnection Van	Only Van or With Man Power (Supervisor, LM, Helper & Driver)	Both prices are required as per BOQ
140	Impact Bluetooth Printers & Pre-Printed Stationary	Can we use Thermal Printer's or strict Impact with Pre-Printed Stationary	strict Impact with Pre-Printed Stationary
141	In Collection, no separate provision mentioned about impact of lockdowns / containment zone etc	How these events would be treated	it will decided by EIC
142	Bill collector and meter reader. Same person or separate person to be engaged	More clarity would , give better planning prospective	Same person can be deployed