

REPLIES TO PRE-BID QUERIES FOR TENDER NO. TPCODL/P&S/100000074/2021-22 (MANAGEMENT OF CUSTOMER CARE CENTRE ACROSS TPCODL LICENSED AREA)

S. No.	Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPCODL Response
1	Clause no. 7.1	Special Conditions of Contract	Is any additional insurance on account of Covid situation required to be taken?	BA shall take Employee Benefit Insurance Policy With Covid-19 Coverage of ₹ 5,00,000/- as Sum Insured. This lump sum insured amount will be paid by the insurance agency to the dependant in case of any BA Employees' death caused solely/directly due to COVID-19 during the policy period. TPCODL shall reimburse 50% of the total premium paid by you on submission of valid Policy papers and Premium Paid Receipt
2	Clause No-1.3	calender of Events, read with sub Clause/(c)	We want clarification from TPCODL management (in the following points) to avoid any future litigation/unavoidable happening from the prospective bidder.	Query Not Clear
3	Point- 1.1 , clause-3.3	Bid prices	bidders shall quote the bid price for entire scope i.e TPCODL licensed area means entire 5 circles coming under erest while CESU.area	Bidders need to quote as per entire Scope of Work mentioned in the tender. The price bid shall be strictly as per format mentioned at Annexure I.
4	Clause-3.7	Modifications and withdrawal of bids by the bidder is not allowed	if so the EMD as submitted with bid documents shall be liable for feiture	As per RFP
5			On the same line Clause 1.5. Deviation from tender & Clause 5 – award Divison, reserved right with TPCODL either deviate, split up the bid among more than one bidder and also in the Clause 5- allowed one or more bidder for the scope of work.So in case we the prospective bidder do not found suitable for operation of entire CESU licensed area in that case whether TPCODL can allow us one or two electrical circle, where we were having long past experience and in that case whether such penalty as stated above is not liable?	As per RFP
6	Point-2, Annexure-VII	Scope of Work	It is further come to understand that the customer care centre are to be operated in division level in the existing premises of Division/ Sub- division/ Section office level across to the TPCODL area.Similarly it is implied that the proposed customer care section shall be operated as per scope- In TPCODL in existing premises, which obviously TPCODL shall allow requisite premises and place to the prospective bidder. If so the terms of conditions to the Place/Premises with required furniture and fixtures who will be born?	Furniture & Fixtures of customer care either at Division or section will be borne by TPCODL
7	Point-3, Annexure-VII	Scope of Work	Manpower criteria (Supervisor and resource at counter) In this context the TPCODL has mentioned required manpower criteria that is their gradation and matrix. There shall be minimum two grades of Manpower employees: (i) Supervisor, (ii) Counter Management. Similarly the price break up format for the required manpower has been indicated where minimum wages and other service benefits were mandate for the bidder, but the category of Manpower in the scale of minimum wages notification has not been indicated in the format so this point may please be clarified to correctly claim the bid price?	The job role of the profile have been mentioned in RFP, accordingly appropriate category of manpower for supervisors as well for customer care executives needs to be considered. The Supervisor should have minimum 5 Years of experience in customer as well as team handling profile. Customer Care Executive shall be under semi-skilled category while Supervisor shall be under skilled category.
8			Overall training Days – Not specified.	1 Manday of traning for all executives in month
9			Overall & 8 hours mandatory training per month – Is it billable?	No
10			10% buffer manpower to manage leaves billable or not	10% Additional manpower is not billable as they will be used as backup to manage the counters
11			No capping of penalties	Penalty is being defined as per requirement. It shall be limited to maximum 10% of the contract value.
12			Stationary & other general items by SP – what exactly	General items of stationery like pen, register, calculator etc.
13			Systems of supervisors to be provided by SP or TPCODL, Eg Laptops	Supervisor System to be provided by BA and Customer Care Executives system to be provided by TPCODL.
14			Half jackets to resources	To be provided by BA
15			Dedicated MIS	Minimum is the daily MIS of Job performing. Also may be some addition as per the direction of mgmt.
16			MS Office/ Letter drafting mandatory for all	Yes Mandatory for all

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17			Do we need to rebadge/ if yes what CTC	The existing manpower need to be considered on the basis of Qualification Criteria mentioned in tender document.
18			Insurance - Death or permanent disablement cover of Rs.15 lacs for all employees – Is it applicable	Refer Clause 6.3.2., Sub-Clause (l) of GCC
19			Minimum wage criteria Skilled or Semi Skilled	The job role of the profile have been mentioned in RFP, accordingly appropriate category of manpower for supervisors as well for customer care executives needs to be considered. The Supervisor should have minimum 5 Years of experience in customer as well as team handling profile. Customer Care Executive shall be under semi-skilled category while Supervisor shall be under skilled category.
20	General Terms & Conditions, Page - 24	SP shall comply with and undertake to comply with all applicable laws including Minimum Wages Act (Any increase in min wages shall be borne by SP), employee state insurance act, Child Labour Act, provident fund and miscellaneous provision act, payment of bonus act, payment of overtime etc. as also be any other order, ordinance, notifications, rules, regulations, legislation or provision of or having the force of law and all modifications thereto for time being in force, whether central state, or otherwise, related or pertaining to execution or performance.	There are many provisions and acts mentioned under this GCC along with Miscellaneous Provision Act, this is not clear from bidder prospective that how many types of insurances shall be taken by the BA. Hence, if the list of insurances and benefits are listed clearly, then BA can make efficient price quoting during the bidding.	Insurance of the amount collected by customer care executives to be ensured till the deposit of same to respective division/Sub-Division/Banks
21	Annexure – VII - Scope of Work: Penalty Clause (Page No-23 & 24)	There are penalty for delay, payment not updated and collection list deposits.	As there is penalty clause, we request for reward clause for efficient services.	As per RFP
22	Annexure-I: Price Breakup Format, (Page No. 16) and Annexure- VII Scope of Work (Page no. 22)	It is mentioned that BA shall deploy resources for "Management of Customer Care Centre" but it has no description of manpower category for wages distribution.	We request you to clarify on the category of manpower like High Skilled, Skilled, Semi-skilled or Un-Skilled.	The job role of the profile have been mentioned in RFP, accordingly appropriate category of manpower for supervisors as well for customer care executives needs to be considered. The Supervisor should have minimum 5 Years of experience in customer as well as team handling profile.
23	Point No. 2.1: Price Variation Clause (Page-7), and Annexure-VII: General Terms & Conditions Point No-3 (Page - 24)	Any changes in the minimum wages by the regulator, the rate quoted by BA shall be revised appropriately. Again mentioned as any regulatory changes shall be borne by the BA as per the TOR.	This contradicts the clause, Please clarify and revise accordingly.	The rates shall be revised by TPCODL on account of any revisions in minimum wages and statutory compliances as published by Labor Department, Govt. of Odisha of Delhi during the contract period.
24		Eligibility Criteria of point 4 of Qualification Requirement / Eligibility Criteria, mentioned on page no 7	"Bidder should be a company registered in India with an office in Orissa". Request your kind consideration in providing relaxation on the above criteria so we can participate in the tender and offer our experienced expertise to Tata Power Central Odisha Distribution Limited.	Bidder shall submit an undertaking in this regard. In case, bidder does not have an office in Orissa at the time of bid submission, it shall open the same within 30 days of award of order.
25			We are a partnership firm fully qualified for this tender please allow partnership firms to participate in this bid.	Ok. Necessary documents to be submitted along with bid.
26			We are MSME organization SSI unit please exempt our earnest money deposit	As per RFP
27			Please reduce your penalty clause	As per RFP
28			Who will provide space , infrastructure, hardware and software for this call centre	These are customer care centres at division and sections. Office space, sitting infrastructure, computers to Customer Care Executives to be provided by TPCODL. Laptop/Desktop for supervisor to be provided by BA.