

**Replies to Pre-Bid Queries: "Management of Customer Care Center" (Tender no. TPCODL/P&S/37/2020-21)**

S No	Bidder Name	Document ref	Tender Clause	Bidder Query	TPCODL Reply
1	Fluentgrid	Bid submission (Page no. 6)	The technical bid shall be properly indexed and is to be submitted through authorized person in shape of hard copy in duplicate.	In view of the outbreak of the COVID-19 pandemic, we request your kind selves to allow only online submission.	As per Tender
2		Scope of work (Page no. 19)	Service Provider (SP) to provide the manpower within 15 days of raising the requirement by TPCODL	Recruitment cost is one of the commercial components which is to be considered in the costing. If the bidder knows the location wise manpower requirement, then he is able to compute the recruitment cost accurately. Hence, kindly let us know the number of resources to be deployed location wise.	Maximum manpower will be deployed at section office across TPCODL license area. Therefore, the recruitment need to be done accordingly.
3		General Terms & Conditions (Page no. 21)	Stationary and any other misc. items shall be provided by Service Provider (SP).	Kindly detail the stationary requirement.	Stationary include Pen, Notepad and other items.
4		-	-	Kindly let us know the operational timings of the customer care centers.	Customer Care Centre will operate as per normal business hour.
5		-	-	Some of the annexures are not related to the scope of work. Hence, we request your kind selves to specify the names of annexures that are needed to submit.	Annexure I - VI to be mandatorily submitted. Other annexures to be submitted as per tender requirement.
6	Innov	-	-	Digitally signed invoice will be accepted by TPCODL	Shall be clarified during delivery of material post award.
7		-	-	Once digital signed invoice sent to TPCODL, will hard copy be required to be submitted to TPCODL	Shall be clarified during delivery of material post award.
8		-	-	TPCODL will provide infrastructure for training of resources at the time of joining and for refreshers	Preliminary training to be provided by agency. Content will be shared by TPCODL.
9		-	-	TPCODL will provide Computers at Customer Care Centre for staff deployed to work on	Yes, in case computer is not available, the employee has to issue manual receipt, complaint registration and request acceptance.
10		-	-	TPCODL will provide printer, currency counting machine, currency note verification machine and any other such equipment's necessary for staff deployed to use to complete their duties	Yes, in case computer is not available, the employee has to work manually.
11		-	-	TPCODL will provide required software for CRM, billing, MIS, presentation generation and customer complaint management system to staff deployed at every location	
12		-	-	TPCODL will ensure very good high speed internet is provided to the computer system on which deployed staff will be operating on which will help maintain the SLAs defined in the tender document	

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13		-	-	TPCODL will make adequate arrangements of separate wash rooms for male and female staff deployed at every location.	Yes, wherever applicable
14		-	-	TPCODL will provide housekeeping facilities at the locations and ensure location are hygienic for deployed staff to work	Yes
15		-	-	TPCODL will provide list of holidays which will be followed for current calendar year	TPCODL holiday list will be applicable
16		-	-	TPCODL will provide telephone connections land line or mobile connections for staff deployed to call back the customers of TPCODL to help them resolve queries or make a follow-up update calls at their own cost	Internal follow up calls will be done by their own cost. However, resolution communication to customer will be done through TPCODL call Centre.
17		-	-	Travel expenses for the supervisor to reach out to location within his /her circle for regular planned and unplanned visits will be reimbursed to agency/service provider at actuals plus service charges or as per mutually agreed travel policy for deployed staff at Customer Care center	No regular travelling is required from designated workplace.
18		-	-	Agency / service provider will be allowed to ask their staff to wear a formal uniform for staff deployed at TPCODL customer care centers locations and cost will be billed to TPCODL or deducted from deployed staff at customer care center locations	No separate charges for formal dress will be paid by TPCODL.
19		-	-	Please elaborate the hiring and selection process TPCODL will follow Customer Care center staff (number of interview rounds, personal round, assessment test, etc..)	Selection of candidate will be done based personal interview after reviewing the min eligibility criteria.
20		-	-	TPCODL will conduct the hiring & selection at their own premises across Customer Care Center locations and at their own cost	Service provider has to do the initial filtration, final selection will be done by TPCODL.
21		-	-	TPCODL will provide training to agency/service provider trainer who will in-turn train the staff to be deployed at the customer care center at TPCODL cost	Yes
22		-	-	TPCODL will reimburse the cost of safe drinking water, refreshments, lunch, tea, snacks, etc whichever is required for staff undergoing training to service provider	No
23		-	-	TPCODL will provide safe drinking water at each TPCODL customer care center location where staff will be deployed	Arrangement for water will be made by TPCODL
24		-	-	TPCODL will provide the equipment(s) required for training at the training site	Training need to be provided by Service Provider at their location.

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25		-	-	TPCODL will provide or reimburse the cost of stationery items like white board, notice board, white board marker, pins for notice board, etc... is required at the customer care center and at the training site	Providing stationary is the responsibility of Service provider which includes Pen, Notepad etc.
26		-	-	TPCODL will reimburse the cost of local travel for deposit of cash, cheque and demand draft collected from customer of TPCODL at each Customer Care Centre on weekly basis	No, Service provider has to bear the cost.
27		-	-	Details of penalties levied (if any) by TPCODL to service provider / agency will be shared and adequate time will be given to justify and based on mutually agreement only penalties will be applicable	Penalties clause defined in Annexure - VII will be levied wherever the defined parameter is not meet.