

Pre-Bid Query Format

Tender No TPCODL/P&S/100000319/22-23

Package Name Purchase Order to provide Professional Services for Revenue Recovery

Date: 17-12-2022

Note : The said format to be used only for any Pre-bid Query / Clarification

S. No.	Detailed Reference to concerned Document . Please specify Document No / Clause No / Page No	Description as per Bid Document	Query/ Suggestion/ Clarification	TPCODL Remarks
1	2	3	4	5
1	1.7(1) under Qualification Requirement / Eligibility Criteria(page no-6)	The bidder should have an average annual turnover of Rs. 2.75 cr. in last three financial years.	We are not matching to the criteria in case of turnover part but carrying out the same activity successfully in 2 Utilities that is TPNODL & TPSODL since last one year. Are we eligible to participate?	Clause applicable as per tender document
2	1.7(3) under Qualification Requirement / Eligibility Criteria(page no-6)	The bidder should have office in Bhubaneswar.	We have not any offices at Bhubaneswar as we have no assignment at TPCODL area of operation but offices at Cuttack. We can open our office at Bhubaneswar once we will award this Contract. Are we eligible to participate?	Accepted.
3	1.7(4) under Qualification Requirement / Eligibility Criteria(page no- 6 & 7)	The bidder should have minimum 5 years of experience in similar activities.	As per organization point of view, we don't have 5 years of experience in similar field, we have only 1 year of experience in similar field. Are we eligible to participate?	3 years experience is accepted. But experience should be in Similar activities.
4	ANNEXURE VII Scope of Work and Service Level Agreement under Qualification of RDOs and requirements Point 9(page no-21)	He should be able to operate Smart phone	As these RDOs will visit consumer's Premises for followup/ recovery of outstanding payments then there will be requirement of Smart phone, Blue tooth printers, Collection roll, Internet for them in field. Please clear us that Smart phone, Blue tooth printers, Collection roll, Internet etc will be in BA's Scope or TPCODL Scope.	Smart phone Printer, collection roll etc will be provided by TPCODL.
5	ANNEXURE VII Scope of Work and Service Level Agreement under Qualification and responsibility of Supervisor and requirements Point 12(page no 21 &22)	He should carry laptop or PC with him.	Please clear Laptop or Pcs, Printer,Scanner, Internet charges will be in BA's Scope or TPCODL Scope.	BA's Scope except Printer scanner
6	8.0. Special Conditions of Contract, Point number 2 (page no-39)	Business Associate (BA) shall submit applicable Performance Bank Guarantee as per GCC within 30 days of issuance of order. PBG applicable shall be 10% of Order Value. Submitted PBG shall be released after completion of applicable guarantee period plus one month.	As we covered under MSME registered in the state of Odisha, Is there any relaxation in PBG clause? Please clear.	As per tender clause "preferential Norms for MSMEs registered in State of Odisha", Annexure VIIIa, Pge no. 124 of 162.
7	9.0 STATUTORY COMPLIANCE 9.1 Compliance to Various Acts (GCC 14 & 15)	Associate shall bear the entire responsibility, liability and risk relating to coverage of its workforce under different statutory regulations including Workman's Compensation Act, ESI Act, Factories Act, 1948, the Contract Labour (Regulation and abolition) Act 1970, and any other relevant regulations as the case may be. Associate shall also be solely responsible for the payment of all benefits such as Provident Fund, ESI, Bonus, Leave compensation and other benefits as may be applicable under applicable labour laws, etc. as per the various statutory regulations and shall keep TPCODL indemnified in this regard against any such claim and provide documentary evidences of the same to TPCODL. TPCODL shall be entitled to, if necessary, make such payment and recover the amount from Associate. Associate should ensure adherence to all applicable laws, rules and regulation applicable under this contract from time to time. In case of violation any risk, costs etc. shall be in associates account and keep TPCODL indemnified always till completion of contracts.	Please clear in case of RDOs & Supervisors Appointment is the following things applicable or not ? Group Personnel Accidental Insurance, Provident Fund, ESI, Bonus, Leave compensation and other benefits as may be applicable under applicable labour laws, etc. as per the various statutory regulations.What will be RDOs & Supervisors pay pattern ? Is it consolidated or regular?	1. RDO's being Ex Service Man under Central Govt Defese Service and hiring will be done as per CONSULTANT role on fixed consultancy charges and monthly pay out will be after deduction of TDS @ 10%. This is the present practice followed in TPCODL RDO deployment 2. RDO's will be covered under 15 Lakhs GPA Policy only. PF & ESI will not be applicable. 3. RDO's will be issued Fixed Term Contract Appointment letter to be hired as CONSULTANT role and also has to be registered with the 125 Battalion of Army Head Qtr, BBSR 3. It will be consolidated pay-out per month.

8	1.7/2/6	The bidder should have a minimum single order value of Rs. 25 lakhs in last 02 yrs.	what type of work experience is required.	Work order of similar/same activity.
9	19/ANNEXURE-V(17)	Credit Rating/Solvency certificate	Is it mandatory to provide solvency certificate.	Clause applicable as per tender document
10	19/ANNEXURE-V(19)	List of trained & untrained manpower	what type of document to be submitted.	TPCODL can assist the BA, if requested by the BA, in preparing the list & hiring manpower.
11	19/ANNEXURE-V(20)	Manufacturer and patent certificate	is it applicable for this job	No
12	7.1/2/12	PBG applicable shall be 10% of Order Value	What is the PBG value for MSME registered firms at Odisha.	As per tender clause "preferential Norms for MSMEs registered in State of Odisha", Annexure VIIIa, Pge no. 124 of 162.
13	4.6/12	REVERSE AUCTION	Is reverse auction applicable for this bid.	TPCODL reserves the right to conduct the reverse auction for the products/ services being asked for in the tender.
14	1.7/4/6	The bidder should have minimum 5 years of experience in similar activities	What does "Similar Activities " means.	Similar activities means experience in revenue Collection activities.
15	ANNEXURE VII / Page 21	Ex service man need to be hired	Query - Will TPCODL Team help BPOC in hiring resources through some channels	TPCODL can assist the BA, if requested by the BA, in preparing the list & hiring manpower.
16	ANNEXURE VII / Page 21	Operation window - Not mentioned in Document	Clarification - Working days in a week (6 or 7 days)- Sunday is a holiday -	6 working days in a week
17	1.7 / Page 6	The bidder should have minimum 5 years of experience in similar activities	Deviation - It will be feasible if working experience is 3 years	3 years experience is accepted. But experience should be in Similar activities.
18	ANNEXURE VII / Page 21	After completion of ECL cases collection of normal recovery through RRG app.	Query - .Process of handover of recovery cash to TPCODL authority	The cash to be deposited at respective section office
19	ANNEXURE VII / Page 21	After completion of ECL cases collection of normal recovery through RRG app.	Query - Insurance of collected money need to be covered or not	Yes . As all are located at different locations and they have to deposit the amount daily in Section office so amount withheld with them will be approx 30k average/RDO/day.
20	ANNEXURE VII / Page 21	Ex service man need to be hired	Query -GPA/GTL policy needs to be covered for all agents	GPA Policy @ 15 Lakhs coverage will be applicable for all RDO's
21	ANNEXURE VII / Page 21	One-month salary will be deducted from BAs bill if anyone left his job without prior notice of one month and suitable replacement is not provided in that month	Query - Need clarity	In case any staff wants to leave the job because of any reason, the BA will inform 1month in advance about this to engineer-in-charge
22	ANNEXURE VII / Page 22	Laptop/PC should be given to Supervisors	Query - Need confirmation whether this will be provided by TPCODL because of several security reasons.	BA will provide
23	ANNEXURE VII / Page 21	He should be able to operate Smart phone	Query - Cost of operating data charges who will bear/ phone bill as capturing many data points in their day today activities, these data need to be stored and shared. Also TPCODL to provide Smart Phone and Printer - Need clarity	BA will provide
24	ANNEXURE VII / Page 23	Penalty	Query - Any penalty if not meeting the target and what/how they are imposed	Every month, target & penalty will be set after discussion of BA and Engineer-in-charge
25	ANNEXURE VII / Page 23	Accompany with disconnection squad against the ECL cases only, where consumer refuses for payment.	Query - Risk of misbehaviour / manhandling / agitation / physical abuse etc. / FIR with false allegations by consumers as these are non-paying consumers and certain unforeseen risks, who will be accounted for and bear any expenses emerges out of it for.	It will be a joint effort of BA and TPCODL to handle the crowd, in case of any manhandling
26	1.7 / Page 6	The bidder should have minimum 5 years of experience in similar activities	Query - Handling TPCODL Customer Care and Call Center for almost 3 years. will help as showing experience	Similar activities means experience in revenue Collection activities.
27	ANNEXURE VII / Page 21	Ex service man need to be hired	What scale of labour we will choose for Salary as per Orissa Govt	TPCODL can assist the BA, if requested by the BA, in preparing the list & hiring manpower.
28	ANNEXURE VII / Page 21	Ex service man need to be hired	PF/ESIC/Leave encashment/Statutory bonus will not be added to salary- Please confirm	NO - As they will be under CONSULTANT ROLE