

Tender No: TPCODL/P&S/100000370/2023-24					
Tender Name: Call Centre Operations for a period of 2 Years					
Replies to Pre-Bid Query					
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1	1.4 Mandatory documents required along with the Bid	5 & 6	1.4.9 Documents for safety bid evaluation as per Appendix 13: CSM-F-9 Safety Bid Evaluation Criteria	Since this RFP is related to providing manpower for call centre operations and Appendix 13 is for field related work, please confirm if this needs to be made NA along with the bid submission.	Kindly refer the scope of work, where all details have been provided.
2	1.7 Qualification Requirement / Eligibility Criteria	6	The bidder should have an experience for successfully running of Call Centre of average at least 60 seats in a day for any reputed firm/ company during last three years.	Please clarify if 60 seats experience can be met in any 01 year during last 03 years as the QR clause also says 60 seats in a day during last 03 years. Please clarify if the bidder has more than 01 year experience of running 60 seats or more continuously, hope that will be considered as qualified. Other than the above please clarify if the Telephone Operators working in a DISCOM will also be counted under this criteria.	As per Tender Document
3	1.7 Qualification Requirement / Eligibility Criteria	6	The Bidder should have all necessary certifications for running Call Centre from the DOT, Copy of Necessary certificates shall be submitted in this regard. In case bidder is not having License. Bidder shall submit an undertaking that in case they are the successful bidder, they shall obtain it before execution of contract.	We understand that this is a manpower rate contract plus SLA management, if all the IT infra, space is going to be provided by TPCODL then what is requirement of DOT certifications as these are normally taken if the call center and technology is operated out of vendor premises and all the telecom connections are also in the name of the bidder. Please clarify	Need to follow the Tender guidelines.
4	7.1. Special Conditions of Contract	13	7. Any changes in VDA/Minimum wages as per Odisha Government during the contract period shall be borne by Business Associate (BA). BA shall consider the same for the complete duration of the contract while submitting the Quotation.	We request TPCODL to include the price variation clause and the MW hike should be passed on to the vendor on actuals. There is a possibility that incase of any abnormal MW hike during the contract period the vendor may not be able to incorporate the hike. We suggest that TPCODL should consider the above and keep a cap that incase MW hike is unusual than the historical trend they should compensate the vendor.	No deviation in Annexure -1 is acceptable.
5	7.2 Drawing Submission and Approval	13	7.2 Drawing Submission and Approval	Is this relevant to Call center contract, please clarify	Not Applicable
6	ANNEXURE IX and Appendix 2 to Appendix 9	32 -38 -66	ANNEXURE IX and Appendix 2 to Appendix 9	Are these relevant to Call center contract, please clarify	Refer Annexure IX, clause no. 3.9
7	12	7 Post Award Contract Administration	7. Any changes in VDA/Minimum wages as per Odisha Government during the contract period shall be borne by Business Associate (BA). BA shall consider the same for the complete duration of the contract while submitting the Quotation.	We understand that any increase in minimum wages as per directions from Government of Odisha is to be incorporated in employees payout as and when the directions are provided. However its completely unpredictable for a vendor to ascertain such changes in advance. Based on trend something can be done but not completely. Further such addition will not make bids competitive in the interest of the employees which will be deployed its better that TPCODL keep this as back to back in its hand. By that way the prices of all the vendors will not only remain competitive but also there will be no ambiguity in terms of payouts. We request you to ament this and mention that any change in VDA/Minimum wages as per Odisha government will be reimbursed and paid to vendor in respective percentage on back 2 back basis during contract period.	No deviation in Annexure -1 is acceptable.
8	12	7 Post Award Contract Administration 7.1. Special Conditions of Contract (2)	Post award of contract, Business Associate (BA) shall submit applicable Performance Bank Guarantee as per GCC within 30 days. PBG applicable shall 10% of Rate Contract Value. PBG submitted, shall be released after completion of applicable guarantee period plus one month.	Sir as per revised rules of Government of India wide OM no.: F.1/2/2023-PPD The Percentage of Performance Security should be 3% to 10% of contract value. Therefore we hereby request you to kindly consider the Performance Security deposit as 3%.	Post award of contract, Business Associate (BA) shall submit applicable Performance Bank Guarantee as per GCC within 30 days. PBG applicable shall 10% of Purchase Order Value. PBG submitted, shall be released after completion of applicable guarantee period plus one month.
9	12	7 Post Award Contract Administration 7.1. Special Conditions of Contract (2)	This shall be a value Rate Contract. The quantities as mentioned above are indicative and for evaluation purpose only. Actual quantities may vary as per requirements during contract period & TPCODL shall place Release Orders (RO's) accordingly, as and when required.	RO shall be issued Annually or monthly.	This shall be a Firm Purchase Order. The quantities as mentioned above are best effort quantities and may vary during execution of the contract.
10	13	7.5 Payment Terms	100% payment shall be made within 30 days of submission of commercially clear invoice with full details and fulfillment of statutory compliances and other requirements, if any and verified by concerned TPCODL official after completion of work against progressive monthly bills.	Since timely payment to BA has a direct connection with the salary & payouts of the employee deployed in the project. So it is requested to change the payment terms as BA must submit its invoice on every 1st day of the month and TPCODL must make all the payment by 5th day of every month so that the salary to the employees can be disbursed on every 7th/10th day of the month.	No changes will be made as per the terms and condition of payment mentioned in Tender document.
11	21	ANNEXURE VIIa	Support Manpower Requirements: i) Role - Operations Manager cum HR (Overall SPOC); TPCODL Location - 1 ii) Role - Team Leader (TL) (20 Login: 1 TL); TPCODL Location - 4 iii) Role - Trainer cum Quality Auditor (QA); TPCODL Location - 5 iv) Role - MIS & IT Support; TPCODL Location - 2	1. If the BA need to deploy the manpower at different location, We request you kindly share all the locations or please clarify if the location word mentioned in the tender refers to No. of Positions. 2. We understand that the Working Space with Furniture and Fixture, Hardware, Software and all other the necessary Infrastructure will be provided by the TPCODL. Please clarify.	1. Manpower of SP along with Support staff will be deployed at the 24X7 TPCODL Call Centre. Address: TPCODL Call Centre, 3rd Floor Kalyani Complex, Unit 8, Opposite HDFC Bank, Bhubaneswar 751012 2. Working Space, Furniture & Fixtures, Hardware, Software and all required Infrastructure will be provided by TPCODL.
12	22	Manpower Planning, Recruitment and People Management: (G)	The recruitment cycle time for any additional logins/ seats to be arranged within 7 days of the requirement shared by TPCODL.	We request you kindly modify the clause as: The recruitment cycle time for any additional logins/ seats to be arranged within 30 days of the requirement shared by TPCODL.	No Changes will be made. Need to follow the terms mentioned in Tender Document
13	23	Minimum Wage as per Government of Odisha Guidelines including Bonus, Leave, PF, ESIC and LWF	Manpower Cost per month (Excl. GST) in Rs. 1. Agent: ₹14,798/- 2. Operations Manager cum HR (Overall SPOC): ₹16,838/- 3. Team Leader (TL): ₹16,838/- 4. Trainer cum Quality Auditor (QA): ₹16,838/- 5. MIS & IT Support: ₹14,798/-	We understand that the given Manpower Cost per month is includes all the statutory deductions from Employee and Employer both Side and its CTC for the company. Else Please clarify payouts to the employees will be what CTC as per your structure. You are requested to kindly share the CTC salary breakup of all the positions you are expecting like some companies keep 50% as basic as per norms and calculate PF accordingly, what structure you want all considerations on 100% salary or companies will be free to set there own strictures	As per Tender Document
14	24	Description of Activities (not limited to): (O)	The SP shall ensure recruitment and placement of agents within 14 days of award of contract or as per the requirement of TPCODL and needs to ensure smooth transition during first quarter from the receipt of Contract.	We request you kindly modify the clause as: The SP shall ensure recruitment and placement of agents within 30 days of award of contract or as per the requirement of TPCODL and needs to ensure smooth transition during first quarter from the receipt of Contract.	No Changes will be made. Need to follow the terms mentioned in Tender Document
15	24	Description of Activities (not limited to): (M)	Transport: The SP shall provide the transport facility OR may compensate the agents; appropriately, on occasions when the agents had to perform overtime and the local transportation service (bus etc.) are not working i.e.11 PM to 6 AM	We understand that the SP will have to provide the transport facility OR may compensate the agents only in the case of overtime in all other cases agent/employee has to come on its own cost by using public transport or any own facility. No cost towards the same in term of fuel/convenience allowance/ transportation allowance etc need to be paid additionally by BA in any means.	The SP shall provide the transport facility OR may compensate the agents; appropriately, on occasions when the agents had to perform overtime and the local transportation service (bus etc.) are not working i.e.11 PM to 6 AM.

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16	25	Description of Activities (not limited to): R: Force Majeure:	Force Majeure: On exceptional days with bad weather conditions (10-15 times a year), the SP shall facilitate remote agents / logins Nos) for taking up customer calls, remotely, if required.	Sir, We need more clarity on this that how agents will login remotely. Who will provide them necessary infra and facilities for WFH, how they will login in the CMS and softwares. How attendance will be considered. Who will approve this WFH	Force Majeure: On exceptional days with bad weather conditions (10-15 times a year), the SP shall facilitate remote agents / logins Nos) for taking up customer calls, remotely, if required. The details w.r.t Work From Home will be finalized in consultation with the Service Provider. SP should have the suitable infrastructure facility available for operating the call Centre from their location in case of disaster at Bhubaneswar site
17	27	Service Level Agreement and Performance Evaluation: (A)	Average hourly productivity of an agent should be 20 calls minimum.	We request you kindly modify the clause as: Average hourly productivity of an agent should be 12 calls minimum.	No modification will be done as minimum calls decided on the basis of trend and operation requirement.
18	27	Service Level Agreement and Performance Evaluation: (E)	Average waiting time of the customer to be less than 20 seconds.	We request you kindly modify the clause as: Average Handling Time (Hold + Talk Time) to be kept within 240 seconds (+/- 20% variation allowed being the first year of operations)	No modification will be done as AHT & other parameters defined on the basis of trend and operation requirement.
19	27	Service Level Agreement and Performance Evaluation: (G)	Average Handling Time (Hold + Talk Time) to be kept within 180 seconds (+/- 20% variation allowed being the first year of operations)	We request you kindly modify the clause as: Average hourly productivity of an agent should be 12 calls minimum.	No modification will be done as minimum calls decided on the basis of trend and operation requirement.
20	27	Performance Parameter:	Incentive shall be allowed only if the SP will meet the incentive criteria in all the parameters. However, the penalty shall be levied by TPCODL in case SP shall fail in any of the parameter.	There is any penalty /deduction which is made by TPCODL because of agent/employees, BA will be free to recover/deduct that cost from their monthly salaries.	BA will note be able to recover the penalty cost from their monthly salaries as penalty will be implemented on the basis common performance parameter.
21	29	General Terms & Condition: (G)	SP shall be liable for any damages caused to TPCODL property, premise, or any part thereof, to any fixtures or fitting, chairs, PC's, IP phones, Headsets & networks. The charges for damages shall be borne by SP.	Sir, You are requested to remove this clause.	No changes will be done
22	29	General Terms & Condition:	SP shall be liable for any damages caused to TPCODL property, premise, or any part thereof, to any fixtures or fitting, chairs, PC's, IP phones, Headsets & networks. The charges for damages shall be borne by SP.	It is assume that since the premises is been provided by TPCODL including all Infrastructure. Thus maintenance/replacement, cleaning, house keeping, toilettries, housekeeping/Cleaning staff etc will be provided by TPCODL and BA has to not consider any cost towards the same.	Call Centre Infrastructre will be maintained by TPCODL.
23	29	General Terms & Condition:	SP shall be liable for any damages caused to TPCODL property, premise, or any part thereof, to any fixtures or fitting, chairs, PC's, IP phones, Headsets & networks. The charges for damages shall be borne by SP.	Please clarify that since the entire premises and infrastructure with other facilities will be provided by TPCODL and BA has to only provide agents and the manpower mentioned into the tender. So CCTV Surveillance, Attendance Machines, Security Guard, Mobile phones at the Call Centre, etc. will be provided by TPCODL and BA has to not include any cost towards the same in its bid.	Call Centre Infrastructre will be provided and maintained by TPCODL.
24	32-69	Annexure IX to XI	Annexure IX - Safety Policy and Safety Terms and Conditions Annexure X – Tata Code of Conduct (TCoC) Annexure XI - Environment & Sustainability Policy	Please clarify Detail on documents to be submitted from the Safety Policy and Safety Terms and Conditions as a part of tender? You are also requested to kindly clarify that what safety items the BA will have to provide to the employee (if any list them) so that we can calculate the cost accordingly.	For Annexure IX - Refer Annexure IX, clause no. 3.9 Annexure X & XI - As per tender Document
25	-	General	General	Sir, We request you to kindly provide gestation period of at least 2 months from the date of commencement of Work, No penalty should be imposed in this gestation period.	Need to follow the clause of performance parameter mentioned in tender document
26	-	General	General	Sir, Please clarify:- 1. if there is any specific dress code for the employees? If Yes, than who will bear the cost of it. How many sets and what all items needs to be provided 2. The BA have to issue the Identity Card to the deployed manpower or TPCODL will provide the same at its own cost, who will approve the ID card format?	1. No specific Uniform is prescribed for the agents. The agents need to be dressed smartly and have to be decent in their get up. 2. The BA ID Card will be provided by TPCODL BA Cell. SP only need to provide the desired details & documents to TPCODL BA Cell
27	-	General	General	It is assume that the refreshment and basic requirements like water, tea etc. during all shifts will be provided by TPCODL and BA has to not include any cost towards the same in its bid.	Refreshments like Tea & Water will be provided by TPCODL and the BA will not include the same in their cost.
28	-	General	General	Pls clarify that as a industry practise companies/BA take the manpower from the placement agencies. Placement agencies charge the cost from both Employee and Employer. we believe that only the employer cost has to be taken in consideration by BA.	Manpower recruitment & their associated cost need to be taken care at the end of SP.
29	-	General	General	Are there any Union issues currently in TPCODL runing call center, who from TPCODL is managing the issues raised by unions. Please clarify who will need to take care of any demand and problems of Union if its there.	Employees recruitment will be done by SP. So any issues related to employee need to be taken care by SP.
30	21	ANNEXURE VIIa	Volume of Operations	2) It is mentioned: SP shall arrange on an average of 85 number of logins (1 login = 8hrs in system excluding not ready time) for the summer period and 65 number of logins for the winter period on staggered basis with +/- 20% variation. So do you need 85/65 number of logins per shift or scattered across three shifts.	The Logins will be scattered across multiple shifts. Shifts are also decided on the basis of calls flow.
31	22	ANNEXURE VIIa	Manpower Planning, Recruitment and People Management	5) SP can have registered office outside/ inside Bhubaneswar, however one representative (Managing overall Operations including HR aspects) should be placed at TPCODL Call Centre premise for better and instant coordination. So, will the department provide sitting space, system with internet to him or bidder has to take care of this?	System along with Internet facility will be provided by TPCODL to the Operations Manager & support staff of Service Provider
32	15	ANNEXURE I	SCHEDULE FOR ITEMS	In the price bid Unit rate we have to squeeze all expenses under one head. Will appreciate if those sub-heads are listed for bidder's clarity sake.	No deviation in Price Bid Unit will be done.
33	15	ANNEXURE I	SCHEDULE FOR ITEMS	Your price bid speaks about 75 manpower (900/12) but in RFP you speak for 85 number of logins or 65 number of logins. Kindly clarify?	In tender we have mentioned about the average Login, which will be 75 per month. The logins will increase during Peak/Summer months and the logins will decrease during Off Peak/ Winter months.
34	21	ANNEXURE VIIa	Support Manpower Requirements	Is the support manpower also required for 7 days?	Yes as the TPCODL Call Centre Operation is 24*7.
35	21	ANNEXURE VIIa	Support Manpower Requirements	Will the support staff also get from department system with internet facility to work upon?	Yes
36				Who bears telephone charges – department or bidder?	TPCODL will bear the telephone charges
37				Are there any hidden expenses like uniform, ID-Card, water/refreshment charges etc?	No
38	12	4.6	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. The terms and conditions for such reverse auction events shall be as per the Acceptance Form attached as Annexure VI of this document. The bidders along with the tender document shall mandatorily submit a duly signed copy of the Acceptance Form attached as Annexure VI as a token of acceptance for the same.	Kindly confirm if tender will be evaluated basis Lowest Cost or Reverse Auction.	TPCODL Contract may respond suitably.

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39	13	7.1. Special Conditions of Contract Point 7	Any changes in VDA/Minimum wages as per Odisha Government during the contract period shall be borne by Business Associate (BA). BA shall consider the same for the complete duration of the contract while submitting the Quotation.	Request the department to accept the hike in minimum wages(if any) during duration of contract and revise the amount.	No deviation in Annexure -1 is acceptable.
40	21	Support Manpower Requirements	Support Manpower Requirements	Please confirm if other support staff, apart from Operations, is also required to be present in 24*7 shift module.	Yes. TL (Supervisor) will have to be available 24X7 in the Call Centre. Further remaining support staff will be utilized as per requirements.
41	24	Description of Activities (not limited to):	(o)The SP shall ensure recruitment and placement of agents within 14 days of award of contract or as per the requirement of TPCODL and needs to ensure smooth transition during first quarter from the receipt of Contract.	Considering the magnitude of tender, we request the department to increase Transition timeline to 30 days from 14 days.	No deviation is acceptable.
42	24	Description of Activities (not limited to):	m) Transport: The SP shall provide the transport facility OR may compensate the agents; appropriately, on occasions when the agents had to perform overtime and the local transportation service (bus etc.) are not working i.e.11 PM to 6 AM.	Kindly confirm if transport charges for night hours will be reimbursible by the department.	No Reimbursement will be done by TPCODL, The SP shall provide the transport facility OR may compensate the agents; appropriately, on occasions when the agents had to perform overtime and the local transportation service (bus etc.) are not working i.e.11 PM to 6 AM.
43	22	Manpower Planning, Recruitment and People Management	General Query	Basis discussion in pre-bid meeting, it was advised that bidder will need to rebadge existing manpower, kindly share salary slab of current manpower that is to be rebadged	Salary break up of existing employees can not be shared.
44			General Query	Please share shift timings ?	Shifts are depend on the Calls flow and the requirement of seats. Therefore, it keeps on changing month to month.
45			General Query	Please share Training duration ?	Training requirement already mentioned in page 25 & 26 of tender document.
46	6	1.7	The bidder should have an experience for successfully running of Call Centre of average at least 60 seats in a day for any reputed firm/ company during last three years. Performance Certificate to be submitted in this regard.	We request to allow us to participate in this tender with deviations in eligibility criteria. We Have 1.5 years of experience with 60 seats. We are MSME registered request to give a deviation instead of 3 years to 1.5 years and instead of 60 we have 200 user as an experience.	No deviation is allowed.
47	21	ANNEXURE VIIa	Log In Capacity: 75	What is the current log in capacity of Licences	70 at a time
48	21	ANNEXURE VIIa	Inbound: Service Provider (SP) shall ensure receiving, registration and courteous attendance of customers complaints, requests or queries or any matter related to prospective / existing or external / internal customers through Call, SMS, E-mail, Webchat / Whats App/Social Media/In-person or any other such medium as adopted by TPCODL at Bhubaneswar	will tata power provide us omni channel CRM / dialer ?	Yes, CRM & Dialler will be provided by TPCODL.
49	24	f	The agents shall get updated status and feedback for No-suppl, Commercial complaints/requests etc. in the CRM	Kindly let us know which CRM tool are being used along with the dialer.	Aspect Call Management system & SAP ISU as CRM is being used.
50	27-28		Performance Parameter	Application of Incentive and Penalty Clause under different Heads are not Clear. Kindly Elaborate.	Incentive shall be allowed only if the SP will meet the incentive criteria in all the parameters. However, the penalty shall be levied by TPCODL in case SP shall fail in any of the parameter. In case SP qualify for different band of incentive under different heads, then the minimum band (out of all achieved band) will be considered. However in case of penalty the highest band will be considered.