

Tender No: TPCODL/P&S/100000415/23-24

Tender Name: Management of Customer Care Centre across TPCODL for 2 Years

Consolidated Replies to Pre-Bid Query

Sr No	Page No	Clause No	RFP Clause	Query/ Clarification Sought	TPCODL Response
1	13	7 Post Award Contract Administration 7.1. Special Conditions of Contract, Point No. 5	Any changes in VDA/Minimum wages as per Odisha Government during the contract period shall be borne by TPCODL.	However in page no. 23 <b>General Terms &amp; Conditions, point No. 3</b> its mentioned that 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.-Please Clarify	Any changes in VDA/Minimum wages as per Odisha Government during the contract period shall be borne by TPCODL.
2	15	Annexure-I	Total Nos of Customer care Executives mentioned in Quantity	Should we consider buffer manpower apart from quantity mentioned by you in Annexure-I or we have to quote as per the number mentioned.	10% buffer manpower need to be deployed to manage leaves and emergency situation. 10% Additional manpower is not billable as they will be used as backup to manage the counters and will be deployed as per the requirement of TPCODL.
3	12	7.1. Special Conditions of Contract (1)	The overall contract shall be for a period of 2 years. The contract shall however initially be placed for a period of one year only. TPCODL reserves the right to extend the contract on a year-to-year basis for a period of further 1 years on satisfactory performance as per the agreed rates & terms & conditions.	Sir, You are requested to kindly modify the clause as below: The overall contract shall be for a period of 2 years. TPCODL reserves the right to extend the contract on a year-to-year basis for a period of further 1 years on satisfactory performance as per the agreed rates & terms & conditions.	No modification will be done.
4	12	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 Order Value. PBG submitted, shall be released after completion of applicable guarantee period plus one month.	Sir, You are requested to kindly modify the clause as below: Post award of contract, Business Associate (BA) shall submit applicable Performance Bank Guarantee as per GCC within 30 days. PBG applicable shall 3% of Order Value. PBG submitted, shall be released after completion of applicable guarantee period plus one month.	As per tender document
5	13 & 23	7.1. Special Conditions of Contract (5) & General Terms & Conditions (3)	Any changes in VDA/Minimum wages as per Odisha Government during the contract period shall be borne by TPCODL.  SP shall comply with and undertake to comply with all applicable laws including Minimum Wages Act ( <b>Any increase in min wages shall be borne by SP</b> ), 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.	Please clarify.	Any changes in VDA/Minimum wages as per Odisha Government during the contract period shall be borne by TPCODL.
6	21	Scope of Work: (12)	Days of manning: 6 days of week (Other than gazetted and local holiday)	Please specify Days ( Mon to Sat and working hours)	9 Hours including lunch time.

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7	21	Scope of Work: (10)	Participation in various customer centric initiatives like Gaon Chalo Programs, Digital camps, Resident Welfare Meetings, Instant New connection Camps, Awareness Camps in Schools, Markets and other prominent locations.	Who is arranging for transport and food allowance during that camps and would counters would be on off during these activities.	Transport and food allowance during the camps need to be take care by the business associate.
8	23	General Terms & Conditions (1)	Stationary and any other misc. items shall be provided by Service Provider (SP).	Please specify stationary types and monthly quantity.	General items of stationery like pen, register, calculator etc, as & when required.
9	23	Penalty Clause: (2)	Payment not updated in system/receipt not issued to customer - Rs. 500/Case	Sir, the penalty id on higher side hence you are requested to kindly reduce the same at Rs. 100/Case	No modification will be done.
10	23	Penalty Clause: (3)	Payment/Daily Collection Sheet not deposited in the bank/office within 3 Days. - Amount not deposited + Rs. 500/case	Sir, the penalty id on higher side hence you are requested to kindly reduce the same at Rs. 100/Case	No modification will be done.
11	36, 37 & 38	Appendix 5	Penalty shall be imposed on the contractors under the following circumstances for breaching the contractual agreements:	It should be reduced by 70% Several penalties that are mentioned in appendix 5, point no 1 to 105	As per tender document
12	39	104	Repeat Violation of same nature	it is a very High penalty clause ask to change and reduce penalty as according to work.	As per tender document for low risk category jobs.
13	56	Appendix 13: CSM-F-9 Safety Bid Evaluation Criteria (5) Safety Supervisor & Technician	Experience- Minimum 2 year experience in relevant field as mentioned in the job in PR.	Sir, please calrify that the selected BA has to depoly the Manpower as mentioned in the appendix 5? If Yes then you are requested to kindly modify the experience clause as below: Minimum 1 year experience in relevant field as mentioned in the job in PR.	As per tender document for low risk category jobs.
14	32 to 61	General	Appendix 1 to 15	Please clarify that the bidder has to submit all the appendix given in the tender at the time of bidding.	As per tender document for low risk category jobs.
15	-	General	Cashier cum Customer Care Associate (CCA)	Please specify the category for Cashier cum Customer Care Associate (CCA) - Is it skilled or Semi Skilled?	As per tender document
16	-	General	General	Please clarify that the Reliever would be required or not?	10% buffer manpower need to be deployed to manage leaves and emergency situation. 10% Additional manpower is not billable as they will be used as backup to manage the counters and will be deployed as per the requirement of TPOCDL.
17	-	General	General	Training program and venue would be TPCODL office or SP can decide at his own.	Training program and venue would be at TPCODL office premises.
18	1		EMD	Pls allow EMD Exmpetion who is registered in other states.	As per tender document
19	41	2	List of Tools, Tackles, Machines and Equipment: -	Is this compulsory to provide the list as this is manpowere Tender	As per scope of work specified in Annexure VII.
20	43	Appendix 8:	CSM-F-8 PPE requirements	Is this compulsory to provide the list as this is manpowere Tender	As per scope of work specified in Annexure VII.