

## Procedure to Participate in Tender

**Tender Enquiry No- TPCODL/P&S/100000415/2023-24**

Tender Enquiry No.	Work Description	EMD* (Rs.)	Tender Fee** (Rs.)	Last Date for payment of Tender Fee
TPCODL/P&S/100000415/23-24	Management of Customer Care Centre across TPCODL for 2 Years	Rs. 2,00,000	5,000	08.09.2023

\* EMD is exempted for MSME Bidders registered in the State of Odisha. However, MSME Bidder shall be barred to participate in the tendering process for a period of 2 years in case it backs out post award of the contract. MSME BAs needs to submit Bid Security Declaration.

\*\* MSMEs registered in the State of Odisha shall pay tender fee of Rs. 1,000/- including GST.

**Please note that corresponding details mentioned in this document will supersede any other details mentioned anywhere else in the Tender Document.**

### **Procedure to Participate in Tender.**

Following steps are to be followed before "Last date for Payment of Tender Fee":

1. Eligible and Interested Bidders to submit duly signed and stamped letter on Bidder's letter head indicating
  - a. Tender Enquiry number
  - b. Name of authorized person
  - c. Contact number
  - d. E-mail id
  - e. Details of submission of Tender Fee
  - f. GST Registration No
  - g. Details of submission of Tender Fee
  - h. MSME Certificate, wherever applicable
  - i. Details of Bank Account for refund of EMD
  - j. Postal Address for refund of EMD
2. Non-Refundable Tender Fee, as indicated in table above, to be submitted in the form of Direct Deposit in the following bank account and submit the receipt along with a covering letter clearly indicating the Tender Reference/ Enquiry Number –

Beneficiary Name: TP Central Odisha Distribution Ltd.  
Bank Name: STATE BANK OF INDIA  
Branch Name: IDCO Towers, Bhubaneswar  
Address: P.O. - Sahidnagar, Janapath, Bhubaneswar.  
Branch Code: 7891  
Account No: 10835304915  
IFSC Code: SBIN0007891



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E-mail with necessary attachment of 1 and 2 above to be sent to [arijeet.choudhury@tpcentralodisha.com](mailto:arijeet.choudhury@tpcentralodisha.com) before last date and time for payment of Tender Fee.

Interested bidders to submit Tender Fee and Authorization Letter before Last date and time as indicated above, after which link from TPCODL E-Tender system (Ariba) will be shared for further communication and bid submission.

Please note that all future correspondence regarding the tender, bid submission, due date extension, Pre-bid query, etc. will take place through TPCODL E-Tender system (Ariba) only. User manual to guide the bidders to submit the bid through E-Tender system (Ariba) is enclosed.

All communication shall be held only with the bidders who have carried out the above steps to participate in the Tender.

It is to be noted that once date of "Last date and time for Payment of Tender Participation Fee" is lapsed, no Bidder will be sent link from TPCODL E-Tender System (Ariba). Without this link, bidder will not be able to participate in the tender. Any last moment request to participate in tender will not be considered.

Further, all future corrigendum to the said tender will be uploaded in the Tender section on website <https://www.tpcentralodisha.com>.



NIT No.: TPCODL/P&S/100000415/2023-24

## **OPEN TENDER NOTIFICATION**

**FOR**

### **MANAGEMENT OF CUSTOMER CARE CENTRE ACROSS TPCODL FOR 2 YEARS**

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

**Due Date for Bid Submission: 21.09.2023 [15:00 Hours]**

**TP Central Odisha Distribution Limited  
1st Floor, Anuj Building, Plot No.29, Satya Nagar,  
Bhubaneswar, Odisha 751007**

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## 1.0 Event Information

### 1.1. Scope of work

**Open Tenders** are invited from interested Bidders entering into a Contract year for the following:

S. No.	Description	EMD Amount (Rs.)	Tender Fee (Rs.)
1.	Management of Customer Care Centre across TPCODL for 2 Years	Rs. 2,00,000	5,000

Note: Tender Fee is inclusive of GST

### 1.2. Availability of Tender Documents

Please refer "Procedure to participate in the e-tender".

### 1.3. Calendar of Events

(a)	Date of sale/ availability of tender documents from TPCODL Website	From 2.09.2023 onwards
(b)	Date by which Interested and Eligible Bidder to pay Tender Fee and confirm participation as mentioned in "Procedure to Participate in Tender"	08.09.2023
(c)	Last Date of receipt of pre-bid queries, if any	12.09.2023
(d)	Pre-Bid Meeting*	13.09.2023
(e)	Last Date of Posting Consolidated replies to all the pre-bid queries as received	15.09.2023
(f)	Last date and time of receipt of Bids	21.09.2023; 15:00 Hours
(g)	Date & Time of opening technical bids & EMD (Envelope-1 & 2)	Participating Bidders will get mail intimation from TPCODL E-Tender system (Ariba) when their Technical Bids are opened.
(h)	Date & Time of opening of Price bid of qualified bidders	Bidders will get mail intimation from TPCODL E-tender system (Ariba) when their Price Bids are opened

*\*Pre-Bid Meeting Time and Venue details shall be shared later*

**Note :-** In the event of last date specified for submission of bids and date of opening of bids is declared as a closed holiday for TPCODL's office, the last date of submission of bids and date of opening of bids will be the day following working day at appointed times.

### 1.4 Mandatory documents required along with the Bid

- 1.4.1 EMD of requisite value and validity
- 1.4.2 Tender Fee of requisite amount
- 1.4.3 Requisite Documents for compliance to Qualification Criteria mentioned in Clause 1.7.