NIT No.: TPCODL/P&S/2025-26/1000002852

Procedure to Participate in Tender

Tender Enquiry No- TPCODL/P&S/2025-26/1000002852

Tender Enquiry No.	Work Description	EMD* (Rs.)	Tender Fee (Rs.)	Last Date for payment of Tender Fee
TPCODL/P&S/ 2025-26/1000002852	Rate Contract for Call Centre Operations at TPCODL for 2 Years	Rs. 10,00,000	5,000	12.06.2025

* 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.

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, Bhubaneshwar
   Address: P.O. - Sahidnagar, Janapath, Bhubaneswar.
   Branch Code: 7891
   Account No: 10835304915
   IFSC Code: SBIN0007891

E-mail with necessary attachment of 1 and 2 above to be sent to arijeet.choudhury@tpcentralodisha.com , and sony.jha@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.

OPEN TENDER NOTIFICATION

FOR

RATE CONTRACT FOR CALL CENTRE OPERATIONS AT TPCODL FOR 2 YEARS

Tender Enquiry No.: TPCODL/P&S/2025-26/1000002852

Due Date for Bid Submission: 25.06.2025 [15:00 Hours]

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

CONTENTS OF THE ENQUIRY

NIT No.: TPCODL/P&S/2025-26/1000002852

1.0 Event Information

1.1. Scope of work

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

S. No.	Description	EMD Amount (Rs.)	Tender Fee (Rs.)
1.	Rate Contract for Call Centre Operations at TPCODL for 2 Years	Rs. 10,00,000	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 05.06.2025 onwards
(b)	Date by which Interested and Eligible Bidder to pay Tender Fee and confirm participation as mentioned in "Procedure to Participate in Tender"	12.06.2025
(c)	Last Date of receipt of pre-bid queries, if any	13.06.2025
(d)	Pre-Bid Meeting*	16.06.2025
(e)	Last Date of Posting Consolidated replies to all the pre-bid queries as received	18.06.2025
(f)	Last date and time of receipt of Bids	25.06.2025; 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.
1.4.4 Drawing, Type Test details along with a sample of each item as specified at Annexure I (as applicable)

1.4.5 Duly signed and stamped 'Schedule of Deviations' as per Annexure III on bidder's letter head.

1.4.6 Duly signed and stamped 'Schedule of Commercial Specifications' as per Annexure IV on bidder's letter head.

1.4.7 Proper authorization letter/ Power of Attorney to sign the tender on the behalf of bidder.

1.4.8 Copy of PAN, GST, PF and ESI Registration (In case any of these documents is not available with the bidder, same to be explicitly mentioned in the 'Schedule of Deviations')

1.4.9 Documents for safety bid evaluation as per Appendix 13: CSM-F-9 Safety Bid Evaluation Criteria

Please note that in absence of any of the above documents, bid submitted by the bidder shall be liable for rejection.

1.5. Deviation from Tender

Normally, the deviations to tender terms are not admissible and the bids with deviation are liable for rejection. Hence, the bidders are advised to refrain from taking any deviations on this Tender. Still in case of any deviations, all such deviations shall be set out by the Bidders, clause by clause in the 'Annexure III - Schedule of Deviations' and same shall be submitted as a part of the Technical Bid.

1.6. Right of Acceptance/Rejection

Bids are liable for rejection in absence of following documents:-

i. EMD of requisite value and validity
ii. Tender fee of requisite value
iii. Price Bid as per the Price Schedule mentioned in Annexure I (BOQ)
iv. Necessary documents against compliance to Qualification Requirements mentioned at Clause 1.7 of this Tender Document
v. Filled in Schedule of Deviations as per Annexure III
vi. Filled in Schedule of Commercial Specifications as per Annexure IV
vii. Receipt of Bid within the due date and time

TPCODL reserves the right to accept/reject any or all the bids without assigning any reason thereof.

1.7 Qualification Requirement / Eligibility Criteria

1. The bidder should have average annual turnover of Rs. 5 Cr in last three years Audited balance sheet, profit and loss account and auditors report from the statutory auditors of the company required). **CA Audited Summary sheet and profit & loss account statements to be submitted.**
2. 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.**
3. 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.**
4. The Bidder should have ISO 27001 Certification. **Copy of certificate shall be submitted in this regard.**

1.8. Marketing Integrity

We have a fair and competitive marketplace. The rules for bidders are outlined in the General Condition of Contracts. Bidders must agree to these rules prior to participating. In addition to other remedies available, TPCODL reserves the right to exclude a bidder from participating in future markets due to the bidder's violation of any of the rules or obligations contained in the General Condition of Contracts. A bidder who violates the market place rules or engages in behavior that disrupts the fair execution of the marketplace, may result in restriction of a bidder from further participation in the marketplace for a length of time, depending upon the seriousness of the violation. Examples of violations include, but are not limited to:

- Failure to honor prices submitted to the marketplace
- Breach of terms as published in TENDER/NIT

1.9. Supplier Confidentiality

All information contained in this tender is confidential and shall not be disclosed, published or advertised in any manner without written authorization from TPCODL. This includes all bidding information submitted to TPCODL. All tender documents remain the property of TPCODL and all suppliers are required to return these documents to TPCODL upon request. Suppliers who do not honor these confidentiality provisions will be excluded from participating in future bidding events.

2.0 Evaluation Criteria

- The bids will be evaluated technically on the compliance to tender terms and conditions
- The bids will be evaluated commercially on all-inclusive lowest cost for overall tender BOQ as calculated in Schedule of Items [Annexure I]. **Order shall be awarded to Single Business Associate.** Hence, all bidders are advised to quote their most competitive rates against each line item.
- Bidder has to mandatorily quote against each item of Schedule of Items [Annexure I]. Failing to do so, TPCODL may reject the bids.

NOTE: *In case a new bidder is not registered with TPCODL, factory inspection and evaluation shall be carried out to ascertain bidder's manufacturing capability and quality procedures. However TPCODL reserves the right to carry out factory inspection and evaluation for any bidder prior to technical qualification.*

In case a bidder is found as Disqualified in the factory evaluation, their bid shall not be evaluated any further and shall be summarily rejected. The decision of TPCODL shall be final and binding on the bidder in this regard.

2.1 Price Variation Clause: The prices shall remain FIRM during the entire contract period.

3.0 Submission of Bid Documents

3.1 Bid Submission

Bidders are requested to submit their offer in line with this Tender document. TPCODL shall respond to the clarification raised by various bidders and the replies will be sent to all participating bidders through TPCODL e-tender system (Ariba).

Bids shall be submitted in 3 (three) parts:

FIRST PART: "EMD" as applicable shall be submitted. The EMD shall be valid for 210 days from the due date of bid submission in the form of BG / Bank Draft / Bankers Pay Order (issued from a Scheduled Bank) online NEFT/ RTGS transfer favoring 'TP Central Odisha Distribution Limited' payable at Bhubaneswar. The EMD has to be strictly in the format as mentioned in

General Condition of Contract, failing which it shall not be accepted by TPCODL and the bid as submitted shall be liable for rejection. A separate non-refundable tender fee of stipulated amount also needs to be transferred online through NEFT/ RTGS in case the tender document is downloaded from our website.

TPCODL Bank Details for transferring Tender Fee and EMD is as below:

Account Name: TP CENTRAL ODISHA DISTRIBUTION LIMITED
Bank Name: SBI, IDCO Towers, Bhubaneswar
Bank Account No. : 10835304915
IFSC Code: SBIN0007891

For Tender Fee and EMD submitted via online transfer, bidder to ensure that the same are carried out through separate transactions.

The EMD in the form of Bank Draft / BG /Bankers Pay Order shall be delivered at the following address in sealed envelope clearly indicating the tender reference / enquiry number, name of tender and bidder name:

Chief (Procurement & Stores)
TP Central Odisha Distribution Limited
1st Floor, Anuj Building, Plot No.29, Satya Nagar, Bhubaneswar, Odisha 751007

SECOND PART: "TECHNICAL BID" shall contain the following documents:

a) Documentary evidence in support of qualifying criteria
b) Technical literature/GTP/Type test report etc. (if applicable)
c) Qualified manpower (if available)
d) Testing facilities (if applicable)
e) No Deviation Certificate as per the Annexure III – Schedule of Deviations
f) Acceptance to Commercial Terms and Conditions viz. Delivery schedule/period, payment terms etc. as per the Annexure IV – Schedule of Commercial Specifications.
g) Quality Assurance Plan/Inspection Test Plan for supply items (if applicable)
h) Project Implementation Plan including Level 2 Schedule for the project
i) Unpriced mentioning "Quoted/Not Quoted" against all line items (Prices should not be mentioned)

The technical bid shall be properly indexed and is to be submitted through TPCODL E-tender platform (Ariba) only. Hard copy of Technical Bids need not be submitted.

The Bid prepared by the Bidder, and all correspondence and documents relating to the Bid exchanged by the Bidder and the TPCODL, shall be written in the English Language. Any printed literature furnished by the Bidder may be written in another Language, provided that this literature is accompanied by an English translation, in which case, for purposes of interpretation of the Bid, the English translation shall govern.

THIRD PART: "PRICE BID" shall contain only the price details and strictly in format as mentioned in Annexure I along with explicit break up of basic prices, Taxes & duties, Freight etc. In case any discrepancy is observed between the item description stated in Schedule of Items mentioned in the tender and the price bid submitted by the bidder, the item description as mentioned in the tender document (to the extent modified through Corrigendum issued if any) shall prevail. Price Bid is to be submitted in soft copy through TPCODL E-Tendering system (Ariba) only. Hard copy of Price Bid not be submitted.

SIGNING OF BID DOCUMENTS:

The bid must contain the name, residence and place of business of the person or persons making the bid and must be signed and sealed by the Bidder with his usual signature. The names of all persons signing should also be typed or printed below the signature.

The Bid being submitted must be signed by a person holding a Power of Attorney authorizing him to do so, certified copies of which shall be enclosed.

The Bid submitted on behalf of companies registered with the Indian Companies Act, for the time being in force, shall be signed by persons duly authorized to submit the Bid on behalf of the Company and shall be accompanied by certified true copies of the resolutions, extracts of Articles of Association, special or general Power of Attorney etc. to show clearly the title, authority and designation of persons signing the Bid on behalf of the Company. Satisfactory evidence of authority of the person signing on behalf of the Bidder shall be furnished with bid.

A bid by a person who affixes to his signature the word 'President', 'Managing Director', 'Secretary', 'Agent' or other designation without disclosing his principal will be rejected.

The Bidder's name stated on the Proposal shall be the exact legal name of the firm.

3.2 Contact Information

Please note all correspondence regarding the tender, bid submission, bid submission date extension, Pre-bid query etc. will happen through TPCODL E-Tender system (Ariba).

All communication will be done strictly with the bidder who have done the above step to participate in the Tender.

Communication Details:

Package Owner

Name: Arijeet Choudhury
Designation: Procurement (Commercial Services)
Contact No.: 9871432126
E-Mail ID: arijeet.choudhury@tpcentralodisha.com

Escalation Matrix
Name: Sony Jha (HoD – Contracts (TPCODL) & CCG)
Contact No.: 9204752050
E-Mail ID: sony.jha@tpcentralodisha.com

Name: Vipin Chauhan (Head – CCG, C&MM (TPCODL))
Contact No.: 9717393121
E-Mail ID: Vipin.Chauhan@tpnodl.com

Bidders are strictly advised to communicate with Package Owner through TPCODL E-tender System (ARIBA) only. They need to pay Tender Participation Fee to receive the ARIBA Log-in.

3.3 Bid Prices

Bidders shall quote for the entire Scope of Supply/ work with a break up of prices for individual items and Taxes & duties. The bidder shall complete the appropriate Price Schedules included herein, stating the Unit Price for each item & total price with taxes, duties & freight up to destination at various sites of TPCODL. The all-inclusive prices offered shall be inclusive of all costs as well as Duties, Taxes and Levies paid or payable during the execution of the supply work, breakup of price constituents.

Applicable GST to be specified clearly.

The quantity break up shown else-where other than Price Schedule is tentative. The bidder shall ascertain himself regarding material required for completeness of the entire work. Any items not indicated in the price schedule but which are required to complete the job as per the Technical Specifications/ Scope of Work/ SLA mentioned in the tender, shall be deemed to be included in prices quoted.

3.4 Bid Currencies

Prices shall be quoted in Indian Rupees Only.

3.5 Period of Validity of Bids

Bids shall remain valid for 180 days from the due date of submission of the bid.

Notwithstanding clause above, the TPCODL may solicit the Bidder's consent to an extension of the Period of Bid Validity. The request and responses thereto shall be made in writing.

3.6 Alternative Bids

Bidders shall submit Bids, which comply with the Bidding documents. Alternative bids will not be considered. The attention of Bidders is drawn to the provisions regarding the rejection of Bids in the terms and conditions, which are not substantially responsive to the requirements of the bidding documents.

3.7 Modifications and Withdrawal of Bids

The bidder is not allowed to modify or withdraw its bid after the Bid's submission. The EMD as submitted along with the bid shall be liable for forfeiture in such event.

3.8 Earnest Money Deposit (EMD)

The bidder shall furnish, as part of its bid, an EMD amounting as specified in the tender. The EMD is required to protect TPCODL against the risk of bidder's conduct which would warrant forfeiture.

The EMD shall be denominated in any of the following form:

- Banker's Cheque/ Demand Draft/ Pay order drawn in favor of TP Central Odisha Distribution Limited payable at Bhubaneswar.
- Online transfer of requisite amount through NEFT/ RTGS.
- Bank Guarantee valid for 210 days after due date of submission.

The EMD shall be forfeited in case:

a) The bidder withdraws its bid during the period of specified bid validity.

Or

b) The successful Bidder does not
   a) accept the Purchase Order, or
   b) furnish the required Performance Security Bank Guarantee

4 Bid Opening & Evaluation process

4.1. Process to be confidential

Information relating to the examination, clarification, evaluation and comparison of Bids and recommendations for the award of a contract shall not be disclosed to Bidders or any other persons not officially concerned with such process. Any effort by a Bidder to influence the TPCODL's processing of Bids or award decisions may result in rejection of the Bidder's Bid.

4.2. Technical Bid Opening

The bids shall be opened at TPCODL office in front of participated bidders either physically or in virtual mode. A link shall be provided to the participated bidders to view the tender opening process online. Also Participating Bidders shall get mail intimation from TPCODL E-Tender system (Ariba) when their Technical Bids are opened.

First the envelope marked "EMD" will be opened. Bids without EMD/cost of tender (if applicable) of required amount/ validity in prescribed format, shall be rejected.

Next, the technical bid of the bidders who have furnished the requisite EMD will be opened, one by one. The salient particulars of the techno commercial bid will be read out at the sole discretion of TPCODL.

The EMD of the bidder withdrawing or substantially altering his offer at any stage after the technical bid opening will be forfeited at the sole discretion of TPCODL without any further correspondence in this regard.

4.3. Preliminary Examination of Bids/Responsiveness

TPCODL will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the Bids are generally in order. TPCODL may ask for submission of original documents in order to verify the documents submitted in support of qualification criteria.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price per item that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price per item will be corrected. If there is a discrepancy between the Total Amount and the sum of the total price per item, the sum of the total price per item shall prevail and the Total Amount will be corrected.

Prior to the detailed evaluation, TPCODL will determine the substantial responsiveness of each Bid to the Bidding Documents including production capability and acceptable quality of the Goods offered. A substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviation.

Bid determined as not substantially responsive will be rejected by the TPCODL and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

4.4. Techno Commercial Clarifications

Bidders need to ensure that the bids submitted by them are complete in all respects. To assist in the examination, evaluation and comparison of Bids, TPCODL may, at its discretion, ask the Bidder for a clarification on its Bid with respect to the TPCODL specifications and attempt will be made to bring all bids on a common footing. All responses to requests for clarification shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted owing to any clarifications sought by TPCODL.

4.5. Price Bid Opening

The bids shall be opened at TPCODL office in front of Techno-commercially and / or safety qualified bidders either physically or in virtual mode. A link shall be provided to the bidders to view the price-bid opening process online. Bidders shall also get mail intimation from TPCODL E-Tender system (Ariba) when their Price Bids are opened.

4.6. Reverse Auctions

Not Applicable

4.7 Award Decision

TPCODL will award the contract to the successful bidder whose bid has been determined to be the lowest-evaluated responsive bid as per the Evaluation Criterion mentioned at Clause 2.0. The Cost for the said calculation shall be taken as the all-inclusive cost quoted by bidder in Annexure I (Schedule of Items) subject to any corrections required in line with Clause 4.3 above. The decision to place purchase order/LOI solely depends on TPCODL on the cost competitiveness across multiple lots, quality, delivery and bidder's capacity, in addition to other factors that TPCODL may deem relevant.

TPCODL reserves the rights to award contract to one or more bidders so as to meet the delivery requirement or nullify award decision without assigning any reason thereof.

In case any supplier is found unsatisfactory during delivery process, the award will be cancelled and TPCODL reserves right to award contract to other suppliers who are found fit.

5 Order of Preference/Contradiction

In case of contradiction in any part of various documents in tender, following shall prevail in order of preference:

1. Schedule of Items (Annexure I)
2. Post Award Contract Administration (Clause 7.0)
3. Submission of Bid Documents (Clause 3.0)
4. Scope of Work and SLA (Annexure VII)
5. Technical Specifications (Annexure II)
6. Acceptance Form for Participation in Reverse Auction (Annexure VI)
7. General Conditions of Contract (Annexure VIII)

6 Post Award Contract Administration

7.1. Special Conditions of Contract

1. The overall period of the 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.
2. Post award of contract, Business Associate (BA) shall submit applicable Performance Bank Guarantee as per GCC within 30 days. PBG applicable shall 5% of Rate Contract Value. PBG submitted, shall be released after completion of applicable guarantee period plus six months claim period.
3. 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.
4. Rate shall remain FIRM till the validity of Rate Contract.
5. TPCODL appreciates and welcomes the engagement/employment of persons from SC/ ST community or any other deprived section of society by their BAs.
6. Any change in statutory taxes, duties and levies during the contract period shall be borne by TPCODL. However in case of delay in work execution owing to reasons not attributable to TPCODL, any increase in total liability shall be passed on the Bidder,

whereas any benefits arising owing to such statutory variation in taxes and duties shall be passed on TPCODL.

7. Any changes in VDA/Minimum wages as per Odisha Government during the contract period shall be borne by TPCODL for Call Centre Agents. Any changes in VDA/Minimum wages as per Odisha Government during the contract period for the Support Staff shall be Borne by BA.
8. All the terms and conditions of TPCODL GCC for Service Order shall be applicable.

7.2 Drawing Submission and Approval (If Applicable)

The relevant drawings and GTPs need to be submitted by BA within two weeks of receipt of Rate Contract. In case, re-submission of drawings is required on request of TPCODL, same needs to be submitted back to TPCODL within 5 days of such request.

Wherever TPCODL specifications are not available, relevant IS/IEC to be followed. All Drawings mentioned in the Tender Specification and other required for the completeness of the tender shall be submitted. Drawing submission process shall not be deemed complete of all the requirements are not complied during the submission of the same

7.3 Delivery Timelines

The bidder shall start the operations within 30 days of issuance of contract.

7.4 Warranty Period, if applicable.

The supplier shall give Guarantee for the satisfactory functioning of the material / equipment as per specification, for a minimum period of 12 months from the last date of receipt of material in good condition at designated store for each consignment. The bidder shall be liable to undertake the replacement or rectify defects of the material failed during the guarantee period at his own cost within mutually agreed timeframe.

7.5 Payment Terms

100% payment shall be made within 30 days of submission of commercially clear invoice with full details and fulfilment of statutory compliances and other requirements, if any and verified by concerned TPCODL official after completion of work against progressive monthly bills.

7.6 Climate Change

Significant quantities of waste are generated during the execution of project and an integrated approach for effective handling, storage, transportation and disposal of the same shall be adopted. This would ensure the minimization of environmental and social impact in order to combat the climate change. Please refer attached Environment Policy and Sustainability Policy, Annexure-XI for more details.

7.7 Ethics

TPCODL is an ethical organization and as a policy, TPCODL lays emphasis on ethical practices across its entire domain. Bidder should ensure that they should abide by all the ethical norms and in no form either directly or indirectly be involved in unethical practice.

TPCODL work practices are governed by the Tata Code of Conduct which emphasizes on the following:

- We shall select our suppliers and service providers fairly and transparently.
- We seek to work with suppliers and service providers who can demonstrate that they share similar values. We expect them to adopt ethical standards comparable to our own.

- Our suppliers and service providers shall represent our company only with duly authorized written permission from our company. They are expected to abide by the Code in their interactions with, and on behalf of us, including respecting the confidentiality of information shared with them.
- We shall ensure that any gifts or hospitality received from, or given to, our suppliers or service providers comply with our company's gifts and hospitality policy.
- We respect our obligations on the use of third party intellectual property and data.

Bidder is advised to refer Tata Code of Conduct (TCOC) attached at Annexure X for more information.

Any ethical concerns with respect to this tender can be reported to Chief Ethics Counselor to the following e-mail ID: Chief Ethics Counselor Ethics@tpcentralodisha.com

8 Specification and standards

As per Annexure.

9 General Condition of Contract

Any condition not mentioned above shall be applicable as per GCC attached along with this tender.

10 Safety

All jobs are this tender have to be executed strictly in compliance to the Safety terms and Conditions of TP Central Odisha Distribution Limited. Please refer attached Safety terms and conditions, Annexure-IX, for details. Violation of Safety norms will result in Penalty as mentioned in the above document.

ANNEXURE I

SCHEDULE FOR ITEMS

TP CENTRAL ODISHA DISTRIBUTION LIMITED								
TPCODL/P&S/2025-26/1000002852- RC for Call Centre Operations								
S. No.	**Description**	**Unit**	**HSN Code**	**Quantity (Nos)**	**Unit Rate (Rs.)**	**Applicable Taxes (Rs.)**	**All-inclusive Unit rate (Rs.)**	**Total all-inclusive value (Rs.)**
(A)	**(B)**	**(C)**	**(D)**	**(E)**	**(F)**	**(G)**	**(H=F+G)**	**(I=ExH)**
1	Call Centre Operations for 1st Year	Each		1,680		-	-	-
2	Call Centre Operations for 2nd Year	Each		1,680		-	-	-
	TOTAL							-

Signature & Seal of the Bidder

<u>NOTE:</u>

- The bidders are advised to quote prices strictly in the format attached.
- The bidder must fill each and every column of the format attached. ***Mentioning "extra/inclusive" in any of the column may lead for rejection of the price bid.***
- No cutting/ overwriting in the prices is permissible.
- The unit price should be <u>exclusive</u> of taxes & duties which are to be indicated in separate columns meant for the purpose.
- The bids will be evaluated commercially on **"all-inclusive line item-wise lowest unit rate"**
- All the costs pertaining to ROW/or any other expenses for execution of work is included in the scope of BA. Accordingly, the BA needs to consider this cost while submitting their Price Bid.

ANNEXURE II
TECHNICAL SPECIFICATIONS

Not Applicable

NIT No.: TPCODL/P&S/2025-26/1000002852

ANNEXURE III

SCHEDULE OF DEVIATIONS

Bidders are advised to refrain from taking any deviations on this TENDER. Still in case of any deviations, all such deviations from this tender document shall be set out by the Bidders, Clause by Clause in this schedule and submit the same as a part of the ***Technical Bid.***

Unless specifically mentioned in this schedule, the tender shall be deemed to confirm the* TPCODL*'s specifications:

S. No.	Clause No.	Tender Clause Details	Details of deviation with justifications

By signing this document we hereby withdraw all the deviations whatsoever taken anywhere in this bid document and comply to all the terms and conditions, technical specifications, scope of work etc. as mentioned in the standard document except those as mentioned above.

Seal of the Bidder:

Signature:

Name:

ANNEXURE IV

SCHEDULE OF COMMERCIAL SPECIFICATIONS

(The bidders shall mandatorily fill in this schedule and enclose it with the offer Part I: Technical Bid. In the absence of all these details, the offer may not be acceptable.)

S. No.	Particulars	Remarks
1.	Prices firm or subject to variation (If variable indicate the price variation clause with the ceiling if applicable)	Firm / Variable
1a.	If variable price variation on clause given	Yes / No
1b.	Ceiling	--------- %
1c.	Inclusive of GST	Yes / No (If Yes, indicate % rate)
1d.	Inclusive of transit insurance	Yes / No
2.	Delivery	Weeks / months
3.	Guarantee clause acceptable	Yes / No
4.	Terms of payment acceptable	Yes / No
5.	Performance Bank Guarantee acceptable	Yes / No
6.	Liquidated damages clause acceptable	Yes / No
7.	Validity (180 days) (From the date of opening of bid)	Yes / No
8.	Inspection during stage of manufacture	Yes / No
9.	Rebate for increased quantity	Yes / No (If Yes, indicate value)
10.	Change in price for reduced quantity	Yes / No (If Yes, indicate value)
11.	Covered under Small Scale and Ancillary Industrial Undertaking Act 1992	Yes / No (If Yes, indicate, SSI Reg'n No.)

Seal of the Bidder:

Signature:

Name:

NIT No.: TPCODL/P&S/2025-26/1000002852

ANNEXURE V

CHECKLIST OF ALL THE DOCUMENTS TO BE SUBMITTED WITH THE BID

Bidder has to mandatorily fill in the checklist mentioned below:-

S. No.	Documents attached	Yes / No / Not Applicable
1	EMD of required value	
2	Tender Fee as mentioned in this tender	
3	Signed copy of this tender as an unconditional acceptance	
5	Duly filled schedule of commercial specifications (Annexure IV)	
6	Sheet of commercial/technical deviation if any (Annexure III)	
7	Balance sheet for the last completed three financial years; mandatorily enclosing Profit & loss account statement	
8	Acknowledgement for Testing facilities if available (duly mentioned on bidder letter head)	
9	List of Machine/tools with updated calibration certificates if applicable	
10	Details of order copy (duly mentioned on bidder letter head)	
11	Order copies as a proof of quantity executed	
12	Details of Type Tests if applicable (duly mentioned on bidder letter head)	
13	All the relevant Type test certificates as per relevant IS/IEC (CPRI/ERDA/other certified agency) if applicable	
14	Project/supply Completion certificates	
15	Performance certificates	
16	Client Testimonial/Performance Certificates	
17	Credit rating/solvency certificate	
18	Undertaking regarding non blacklisting (On company letter head)	
19	List of trained/untrained Manpower	

Seal of the Bidder:

Signature:

Name

NIT No.: TPCODL/P&S/2025-26/1000002852

ANNEXURE VI

ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION EVENT

(To be signed and stamped by the bidder)

In a bid to make our entire procurement process more fair and transparent, TPCODL intends to use the reverse auctions as an integral part of the entire tendering process. All the bidders who are found as technically qualified based on the tender requirements shall be eligible to participate in the reverse auction event.

The following terms and conditions are deemed as accepted by the bidder on participation in the bid event:

1. TPCODL shall provide the user id and password to the authorized representative of the bidder. *(Authorization Letter in lieu of the same shall be submitted along with the signed and stamped Acceptance Form).*
2. TPCODL will make every effort to make the bid process transparent. However, the award decision by TPCODL would be final and binding on the supplier.
3. The bidder agrees to non-disclosure of trade information regarding the purchase, identity of TPCODL, bid process, bid technology, bid documentation and bid details.
4. The bidder is advised to understand the auto bid process to safeguard themselves against any possibility of non-participation in the auction event.
5. In case of bidding through Internet medium, bidders are further advised to ensure availability of the entire infrastructure as required at their end to participate in the auction event. Inability to bid due to telephone line glitch, internet response issues, software or hardware hangs, power failure or any other reason shall not be the responsibility of TPCODL.
6. In case of intranet medium, TPCODL shall provide the infrastructure to bidders. Further, TPCODL has sole discretion to extend or restart the auction event in case of any glitches in infrastructure observed which has restricted the bidders to submit the bids to ensure fair & transparent competitive bidding. In case of an auction event is restarted, the best bid as already available in the system shall become the start price for the new auction.
7. In case the bidder fails to participate in the auction event due any reason whatsoever, it shall be presumed that the bidder has no further discounts to offer and the initial bid as submitted by the bidder as a part of the tender shall be considered as the bidder’s final no regret offer. Any offline price bids received from a bidder in lieu of non-participation in the auction event shall be out-rightly rejected by TPCODL.
8. The bidder shall be prepared with competitive price quotes on the day of the bidding event.
9. The prices as quoted by the bidder during the auction event shall be inclusive of all the applicable taxes, duties and levies and shall be FOR at TPCODL site.
10. The prices submitted by a bidder during the auction event shall be binding on the bidder.
11. No requests for time extension of auction event shall be considered by TPCODL.
12. The original price bids of the bidders shall be reduced on pro-rata basis against each line item based on the final all-inclusive prices offered during conclusion of the auction event for arriving at Contract amount.

Signature & Seal of the Bidder

ANNEXURE VII

SCOPE OF WORK

SCOPE OF WORK AND SERVICE LEVEL AGREEMENT

Call Centre shall aim to provide effective and efficient services through proper communication as per defined criteria. Ensure effective management of Call Centre through efficient handling the customer request, complaints and queries. It is expected to facilitate customer retention, revenue enhancement and overall satisfaction of present and future customer. In addition, the service of Call Centre will also be utilized for the service of internal employees and analysis which would help in improvement of overall services.

Location of Call Centre: Bhubaneswar

Log In Capacity: 140 (Avg. per Month)

Type of Operations:

a) **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.

b) **Outbound**: SP shall take transactional feedback from customers, make follow up calls on complaints, requests, feedback call on services. They also need to do the recovery and enforcement calling etc. through outbound calls, SMS or emails or any other such medium as adopted by TPCODL at Bhubaneswar.

Time of Operations: Round the Clock (24 Hours) and Year (365 Days)

Volume of Operations:

Agent / Login Requirement: SP shall arrange the manpower based on the below Peak (Apr-Sep) and Off-peak (Oct-Mar) period. SP shall arrange on an average of 150 number of logins (1 login = 8hrs in system excluding not ready time) for the summer period and 110 number of logins for the winter period on staggered basis with +/-20% variation.

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 - 6

iii) Role - Trainer cum Quality Auditor (QA); TPCODL Location - 5

iv) Role - MIS & IT Support; TPCODL Location - 2

Call Centre Application, Call Centre hardware: - IP Phone / Softphone, IVRS, Voice Loggers, PC, CRM (SAP-CRM) shall be provided by TPCODL at the designated locations.

Language: The manpower recruited by the SP should be well versed in Oriya, Hindi, English languages and shall ensure the fluency in conversation. At any given point of time at least 15% of the login should be English speaking.

Manpower Planning, Recruitment and People Management:

a) SP shall provide manpower on daily basis as per the requirement specified.

b) SP shall keep minimum login possible for managing the stipulated performance of call Centre operation. The same shall be analysed on the basis of productivity and call inflow.

c) The requirement of manpower shall be reviewed by TPCODL on monthly basis based upon the call volume and the same can vary by + /- 20%.

d) The manpower selection process shall be as per TPCODL guidelines/ requirement. Final selection interview for Agents and Support Staff shall be taken by the Engineer In-Charge or nominated representative

e) SP shall seek approval from Engineer In-Charge before adding additional manpower. In case of attrition, another replacement (as required by TPCODL) shall be arranged at-least 7 days prior to completion/ ending of notice period being served by the agent/QA/TL.

f) 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.

g) The recruitment cycle time for any additional logins/ seats to be arranged within 7 days of the requirement shared by TPCODL.

h) Agent login/ seat shall be considered for Billing purpose only when the agent has been declared suitable for taking the call (after assessing soft and functional skills during mock calls) by TPCODL Call Centre Team.

i) In case of any unforeseen situation, SP shall continue the service of agent to the next shift through overtime, as per the law.

j) The SP shall appoint and engage personal deputed/deployed for rendering service by issuing appropriate appointment/ engagement letter.

k) The SP shall solely responsible and liable for hiring, controlling, replacing the persons arising out of transfers/separations and directly terminating their service and for payment of salaries, wages and other legal dues of employee who are employed/engaged by the SP. SP shall maintain proper books of accounts records and documents.

l) SP shall maintain necessary buffer in attendance of workforce at all times to provide uninterrupted services and to face sudden absence any other unforeseen eventuality and /or increase in any workload etc.

Education Qualifications:

Agent Level: Graduate with Minimum Passing Marks of 50%, and Minimum One-year experience at Call Centre as agent (preferred) or customer handling experience at front end offices

Back office Support Staff: Graduate with Minimum Two-year experience at relevant role

<table>
<tr><th>Sl. No.</th><th>Requirement</th><th>Education Qualifications</th><th>Skill Set</th></tr>
<tr><td>1</td><td>Agent</td><td>Graduate with Minimum Passing Marks of 50%, and Minimum One-year experience at Call Centre as agent (preferred) or customer handling experience at front end offices</td><td>Semi-Skilled</td></tr>
<tr><td>2</td><td>Operations Manager cum HR (Overall SPOC)</td><td rowspan="4">Graduate with Minimum Two-year experience at relevant role</td><td>High - Skilled</td></tr>
<tr><td>3</td><td>Team Leader (TL)</td><td>Skilled</td></tr>
<tr><td>4</td><td>Trainer cum Quality Auditor (QA)</td><td>Skilled</td></tr>
<tr><td>5</td><td>MIS & IT Support</td><td>Skilled</td></tr>
</table>

Description of Activities (not limited to) :

a) Meet the operational requirements and achieve SLA parameters, as described in detail under various Scope of Work sections.

b) Performing activities in line with the guidelines of TPCODL.

c) TPCODL will inform for any increase in headcounts as and when required and SP shall arrange the same.

d) Obtain and maintain status information in CRM/SAP relating to break down, Billing and commercial matters etc. and inform customers accordingly.

e) Maintain confidentiality regarding database for which access shall be shared.

f) The agents shall get updated status and feedback for No- Power supply, Commercial complaints/requests etc. in the CRM. In case of no information, the agents can inform the respective supervisor / quality auditors, who shall seek support from TPCODL Call Centre Team in getting the required updates / information.

g) Escalation Matrix: SP shall adopt and follow the escalation Matrix framed by TPCODL and shall adhered to comply the same.

h) First Level Call Escalation to be attended by respective Shift Team Leader

i) Second Level Call Escalation to be attended by Operation Manager

j) Third Level Escalation, if the customer is still not satisfied, to be forwarded to TPCODL representatives working at Call Centre.

k) The SP shall encourage employment to economically weaker section, ensuring competency level remains the same.

l) Rewards & Recognitions: To upkeep the moral of employee deputed, SP shall undertake monthly R & R and facilitate funds for promotional/outdoor picnic activity, as per below mentioned guidelines.

i. Monthly Rs 500 Gift Vouchers / Gift Items for distribution among Agent and Support Staff (performance based) # 3 Nos.

ii. Quarterly Rs. 1000 Gift Voucher/Gift items for distribution amount agent and support staff (Performance Based) # 4 nos.

iii. Monthly / Quarterly R&R to be conducted before 7th of Every Month / Quarter end.

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.

n) No girl staff shall be permitted to work after 7 PM.

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.

p) The SP should have Zero Tolerance Policy towards indiscipline, unethical practices, poor performance etc. and the same should be complied at all times.

q) Senior management members from SP office shall also be present (commence and facilitate) all R& R and Quarterly performance review with TPCODL Call Centre Team.

r) 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.

MIS / Performance Reports and Quality Audit:

Following types of reports, not limited to, to be generated on defined period and circulated:

a) Calls offered / Calls answered / Abandoned Calls / % of calls answered.

b) Longest Wait time / Call Centre Up-time / Average talk time / Hold time

c) Login/logout details

d) Outbound call report

e) Agents performance Report / Call Centre Productivity report / Call Centre Operation Report

f) Call Audit Report

g) System Interruptions Report / Occurrence Report

h) SLA Compliance Report

i) Monthly Training MIS

The MIS / Reports frequency can be on Daily / Weekly / Fortnightly /

Monthly basis, as per the requirement and shall be decided by TPCODL.

Quality Auditing / Live Call Barging:

Call Audit shall be done by QAs on Soft Skill, Process Knowledge, and Call handling for the recorded and live call. Based on call audit, instant feedback should be given to agent on critical errors and within 48 hrs. for others. Based on call audits, QAs shall give feedback on improvement required in TPCODL process and root cause analysis for fatal customer calls, as applicable.

Monthly Call Audit Targets shall be given by TPCODL, as per process requirement, ranging from 2% to 4% of total calls received during the month. Call Audit checklist and Critical error parameters shall also be defined by TPCODL.

The final call quality score shall be declared based on the call calibration done by TPCODL Call Centre Team (i.e. cross verification of minimum 2-3% sample from the calls audited by QAs and / or calls listened proactively based on customer complaints / cases referred internally by Team TPCODL). TPCODL has exclusive rights to audit the working and services of the SP. TPCODL shall conduct regular audit online or offline as per the requirement of TPCODL.

Training Programs:

SP shall be responsible for the providing following trainings to Agents / Support Staff

a) Training on CRM, Corporate culture, IMS/SA, Safety and TPCODL Code of Conduct.

b) Arrange professional training on soft skill and telephone etiquettes, before deputing any agent for the operations and as and when required by TPCODL.

c) Providing training on product and process for all newly inducted batches, in supervision of TPCODL Call Centre Team.

d) Refresher training on regular basis with mandatory one man-day training i.e. 8 hours in a month for all agents / support staff.

e) Training on MS Software features and their use, data entry and basic PC skills.

f) Training on regular process / product updation. SP to maintain documentary evidence for the trainings provided, agents covered, and agents left etc.

g) Tele-calling scripts will be developed by SP based on inputs provided by TPCODL and the finalization of scripts to be done along with TPCODL.

Data Security:

a) The SP shall take and enable all required Security Measures at every stage to protect the intellectual property.

b) Agents shall not be allowed to carry mobile, pen & paper, any camera etc. to the workstations. Support staff shall also take due care and will not capture the screenshot of CRM etc., unless approved and authorized by TPCODL.

c) Employees are not permitted to take the official documents outside the office and thorough checking shall be done at the time of movement.

d) Support staff is required to ensure that the agents and other team members follow the policies of the organization and agents trying to breach are liable to face termination.

e) All authorized staff shall be provided with unique password to ensure that unauthorized employees do not access TPCODL data.

f) All workstations are provided by auto locking and compulsory password change at the regular intervals. Password shall not be shared to anyone.

g) The agents shall not have access to system hard drives or internet connection or any other media enabling data transfer of any kind.

h) The data shall be shared only to the extent it is necessary to perform the work required to assist.

i) All the data or information is delivered to TPCODL when requested or to someone we designate.

j) Use and disclose of TPCODL data/ information only to the extent necessary to perform work required to assist.

k) Service Provider is required to comply with relevant policies of TPCODL to ensure data security.

Service Level Agreement and Performance Evaluation:

SP shall be responsible for following service deliverables.

a) Average hourly productivity of an agent should be 18 calls minimum.

b) Average hold time per agent to be less than 30 seconds.

c) Call Centre up time (functional) at 100% of the time. However, the down time due to factors beyond the control of 'SP' shall not be considered for calculating uptime.

d) Monthly attrition to be less than equal to 5%.

e) Average waiting time of the customer to be less than 20 seconds.

f) Calls abandon rate at the level of agent should be less than 2%.

However, the increase in abandonment rate on account of factors (like bad weather / system or network failure etc.) beyond the control of 'SP' shall not be considered for evaluation purpose. Also, the calls getting abandoned within 5 seconds shall not be considered from evaluation purpose.

g) Average Handling Time (Hold + Talk Time) to be kept within 200 seconds (+/- 20% variation allowed being the first year of operations)

h) Average quality scores of the agent should be more than 90%.

i) Occupancy level (Ready Time / Target Hours) to be maintained at 90% or more.

Performance Parameter:

Following broad service level parameter along with incentive and penalty shall be applicable for monthly payment clearance.

Parameter	**Target**	**Threshold / Compliance Level Limit**
Service Level (calls to be answered within 20 sec)	>90%	<=75%
Call Answered	>98%	<=90%
Call Quality	>90%	<=80%
No.s of Login	>99%	<=85%

The productivity of an agent per hour is based on 18 calls. If the calls landed at agent desk is above the capacity i.e. 18 x Number of agents, then the service level (20sec) / call answered shall be calculated manually and shall be evaluated accordingly (i.e. based on designed capacity only).

Incentive/ Penalty Slab

Average Monthly Performance: No Incentive - No Penalty Zone

Service Level (calls answered within 20 sec)

Parameters	Incentive Zone	Incentive Calculation Formula
> 94 to 96	R1	0.20% of Monthly Bill Value
> 96 to 98	R2	0.40% of Monthly Bill Value
Above 98	R3	0.60% of Monthly Bill Value

Parameters	Penalty Zone	Penalty Calculation Formula
> 80 to 82	P1	0.30% of Monthly Bill Value
> 78 to 80	P2	0.50% of Monthly Bill Value
> 75 to 78	P3	0.75% of Monthly Bill Value

Call Answered Level:

Average Monthly Performance: No Incentive - No Penalty Zone

Parameters	Incentive Zone	Incentive Calculation Formula
> 98.5 to 99	R1	0.20% of Monthly Bill Value
> 99 to 99.5	R2	0.40% of Monthly Bill Value
> 99.5	R3	0.60% of Monthly Bill Value

Parameters	Penalty Zone	Penalty Calculation Formula
> 94 to 95	P1	0.30% of Monthly Bill Value
> 92 to 94	P2	0.50% of Monthly Bill Value
> 90 to 92	P3	0.75% of Monthly Bill Value

Call Quality

Average Monthly Performance:		No Incentive - No Penalty Zone
Parameters	Incentive Zone	Incentive Calculation Formula
> 94 to 96	R1	0.20% of Monthly Bill Value
> 96 to 98	R2	0.40% of Monthly Bill Value
> 98	R3	0.60% of Monthly Bill Value
Parameters	Penalty Zone	Penalty Calculation Formula
> 87 to 88	P1	0.30% of Monthly Bill Value
> 85 to 87	P2	0.50% of Monthly Bill Value
> 80 to 85	P3	0.75% of Monthly Bill Value

*Excludes Force Majeure conditions like bad weather/system network failure/call inflow more than login capacity etc., which are not in direct control of the service provider (SP) and any deviation beyond SLA (if any) to be done in consultation with EIC or Customer Services Team.

*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.

Disaster Management Plan:

a) SP Shall ensure 100% manpower availability in case of any lockout / pen down scenarios and submit a report within next 24 hours and finalize the action plan in concurrence with TPCODL.

b) SP should have the suitable infrastructure facility available for operating the call Centre from their location in case of disaster at Bhubaneswar site.

General Terms & Condition:

a) Stationary and any other misc. items for the agents shall be provided by SP.

b) Discipline, rules and regulations governed by TPCODL shall be applicable.

c) SP shall ensure 99% uptime for the live monitoring equipment (ACD real time / CCTV) placed at their locations.

d) 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 itself), 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 force of law and all modifications thereto for time being in force, whether central state, or otherwise, related or pertaining to execution or performance. TPCODL shall not pay any amount over and above contracted rates.

e) On monthly basis, SP shall produce the necessary documents for verification to TPCODL to ensure the statutory compliance are fulfilled and upto date. TPCODL reserve the right to withhold adjust the payments due to SP to an appropriate amount to cover liability arising out of detected and continued, non-compliance of any service obligation.

f) TPCODL shall not be responsible for death, injury or accidents to the SP#s employee which may arise out of or in the course of their duties on or about TPCODL property and premises.

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.

h) The personnel deputed/deployed for rendering the service shall, for all intents and purpose and at all-time be and remain the employee of the SP and shall perform their duties/ obligations to the entire satisfaction of TPCODL. While performing their duties, such personnel of the SP shall observe the office rules, regulations and discipline during the working hours or otherwise when on duty, of TPCODL. However, for any negligence, disorderly behaviour or misconduct like lockout, pen down by the personnel deployed by SP for rendering of the service, the SP shall be solely responsible and not TPCODL, or it employee. Any such instance shall be reported to SP and such non-complying personnel shall be forthwith withdrawn and shall not be deployed for TPCODL at any time thereafter, by the SP.

i) SP shall ensure that all tele-callers / agent / support staff match quality requirements of TPCODL. TPCODL reserve the right to interact with any tele-callers / agent / support staff.

j) SP shall adhere the script provided by TPCODL and ensure that the same is followed while inbound and outbound calling is attended and made to the customers.

NIT No.: TPCODL/P&S/2025-26/1000002852

ANNEXURE VIIa

PREFERENTIAL NORMS FOR PROCUREMENT FROM MSMES REGISTERED IN THE STATE OF ODISHA

1. Tender Fees

To participate in the tender, MSMEs registered in the State of Odisha shall pay Rs.1,000/- including GST towards cost of tender paper.

2. Earnest Money Deposit (EMD)

EMD shall be exempted for MSME registered in the State of Odisha. However, 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.

3. Qualification Requirement for Open Tenders

Qualification Requirement of Financial Turnover for MSME registered in the State of Odisha shall be reduced to 20% of the existing criteria.

For past experience, instead of relying on the volumes / value of earlier Supplies / Projects, assessment of the Bidder shall be done on the basis of feedback from Customers. Past performance experience at Tata Power and its Group Companies shall supersede feedback from other Customers.

4. Reservation for MSME

It shall be mandatory to procure at least 20% of the total volume of the procurement from MSME registered in the State of Odisha (however, it shall not apply where goods/services are not available with the MSME), subject to matching L1 discovered prices and meeting technical specifications including quality requirements.

5. Performance Bank Guarantees

Performance Bank Guarantee for MSME registered in the State of Odisha shall be 25% of the value normally prescribed.

ANNEXURE VIII
GENERAL CONDITIONS OF CONTRACT

Attached: General Conditions of Contract for Composite Orders

ANNEXURE IX

SAFETY POLICY AND SAFETY TERMS AND CONDITIONS

Not Applicable

ANNEXURE X
TATA CODE OF CONDUCT

The Owner abides by the Tata Code of Conduct in all its dealing with stake holders and the same shall be binding on the Owner and the Contractor for dealings under this Order/ Contract. A copy of the Tata Code of Conduct is available a tour website:

https://www.tatapower.com/pdf/aboutus/Tata-Code-of-Conduct.pdf

The Contractor is requested to bring any concerns regarding this to the notice of our Chief Procurement & Stores e-mail ID: Pourush Garg <Pourush.Garg@tpcentralodisha.com>

ANNEXURE XI
ENVIRONMENT & SUSTAINABILITY POLICY

TPCODL
TP CENTRAL ODISHA
DISTRIBUTION LIMITED
(A Joint Venture of Tata Power and Government of Odisha)

IMS
WE DREAM WE DO
PEOPLE·PROCESS·PROFIT

Integrated Management System Policy

Quality, Safety, Occupational Health, Environment

We at TP Central Odisha Distribution Limited are committed to deliver world class service and reliable power through an energised workforce leading to ever increasing satisfaction of its customers, environmental protection and safe and healthy working condition.

This will be achieved by:

- Complying with all the requirements of ISO-9001, ISO-14001 and ISO-45001 management system standards through engaged workforce
- Complying with applicable Legal requirements
- Continually improving Quality, Environment and Occupational Health & Safety Performance
- Ensuring Environmental protection through Prevention of Pollution
- Conservation of Natural Resources
- Creating a work environment which encourages team work, safe work practices, learning and innovation
- Providing safe and healthy conditions that prevents work related injury and illness
- Eliminating hazards and reducing OH&S Risk
- Ensuring participation and consultation of workers

This policy will be made available to interested parties.

Date: 1st June, 2023

Arvind Singh
Chief Executive Officer

TPCODL

NIT No.: TPCODL/P&S/2025-26/1000002852

TATA

CORPORATE SUSTAINABILITY POLICY

At Tata Power, our Sustainability Policy integrates economic progress, social responsibility and environmental concerns with the objective of improving quality of life. We believe in integrating our business values and operations to meet the expectations of our customers, employees, partners, investors, communities and public at large

- We will uphold the values of honesty, partnership and fairness in our relationship with stakeholders
- We shall provide and maintain a clean, healthy and safe working environment for employees, customers, partners and the community
- We will strive to consistently enhance our value proposition to the customers and adhere to our promised standards of service delivery
- We will respect the universal declaration of human rights, International Labour Organization's fundamental conventions on core labour standards and operate as an equal opportunities employer
- We shall encourage and support our partners to adopt responsible business policies, Business Ethics and our Code of Conduct Standards
- We will continue to serve our communities:
  - By implementing sustainable Community Development Programmes including through public/private partnerships in and around our area of operations
  - By constantly protecting ecology, maintaining and renewing bio-diversity and wherever necessary conserving and protecting wild life, particularly endangered species
  - By encouraging our employees to serve communities by volunteering and by sharing their skills and expertise
  - By striving to deploy sustainable technologies and processes in all our operations and use scarce natural resources efficiently in our facilities
  - We will also help communities that are affected by natural calamities or untoward incidence, or that are physically challenged in line with the Tata Group's efforts

The management will commit all the necessary resources required to meet the goals of Corporate Sustainability.

(Praveer Sinha)
CEO & Managing Director

Date: 15th June, 2018

TATA POWER
Lighting up Lives!