

Format No. –  
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**Dated: 28.06.2025**

**Response to Pre-Bid Queries  
Tender no. TPCODL/P&S/2025-26/1000002852**

**Tender Description: Rate Contract for Call Centre Operations at TPCODL for 2 Years**

**The pre-bid queries as received against the referred tender enquiry and CCG/CEQG (TP-Odisha) responses on the same are placed below:**

| Sr No | Page No | Clause No | RFP Clause                                                                                                                                                                                                                                                                                                                           | Query/ Clarification Sought                                                                                                                                                                                                                                                                                                                                                                | TPCODL Response                                                                                                                                               |
|-------|---------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1     | 6       | 1.7 (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. | As per the revised guidelines dated 05.11.2020 for Other Service Providers (OSPs) issued by the Ministry of Communications, Department of Telecommunications, New Delhi (Vide File No. 18-8/2020-CS-I In chapter 2 “General Guidelines for OSP” Point 1 its clearly mentioned now that no registration certificate is required for OSP centers in India (Copy attached for your reference) | Refer Corrigendum-II for revised QR.                                                                                                                          |
| 2     | 22      | D         | Manpower Planning, Recruitment and People Management                                                                                                                                                                                                                                                                                 | Kindly clarify if TPCODL will provide a defined interview evaluation template or criteria for the final selection process                                                                                                                                                                                                                                                                  | As stated in the Scope of Work, the final selection interview for Agents and Support Staff shall be conducted and finalized by a Engineer Incharge of TPCODL. |
| 3     | 22      | B         | Manpower Planning, Recruitment and People Management                                                                                                                                                                                                                                                                                 | Please confirm if the expected productivity targets per login shall be predefined and shared monthly.                                                                                                                                                                                                                                                                                      | As outlined in the Scope of Work, each agent is expected to maintain an average hourly productivity of at least 18 calls.                                     |
| 4     | 22      | G         | Manpower Planning, Recruitment and People Management                                                                                                                                                                                                                                                                                 | In case of skill shortages or candidate dropouts, will there be any relaxation or penalty? Can this period be reconsidered to 10-14 days?                                                                                                                                                                                                                                                  | Yes considering the initial training period                                                                                                                   |
| 5     | 23      | 1         | Education Qualifications                                                                                                                                                                                                                                                                                                             | Can relaxation in educational qualifications be allowed for candidates with strong communication and customer-handling experience?                                                                                                                                                                                                                                                         | The desired educational qualification and hands of experiece is already mentioned in the scope of work and that needs to be followed.                         |

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| Sr No | Page No | Clause No    | RFP Clause                                             | Query/ Clarification Sought                                                                                                                                                                                                                                                                                                                                                                             | TPCODL Response                                                                                                                                                                                                                                                                                   |
|-------|---------|--------------|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6     | 24      | L            | Description of Activities (not limited to)             | Please clarify if TPCODL will reimburse these amounts or if these are to be absorbed completely by the SP.                                                                                                                                                                                                                                                                                              | The cost for R&R and promotional/outdoor picnic activity shall be borne by the vendor.                                                                                                                                                                                                            |
| 7     | 24      | M            | Description of Activities (not limited to)             | Can we include transport allowance as a reimbursement component in monthly billing?                                                                                                                                                                                                                                                                                                                     | The cost of the transportation of the agents 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 needs to be borne by the agents.                                                                              |
| 8     | 27      | D            | Service Level Agreement and Performance Evaluation:    | Is this attrition percentage calculated for agents only or for all roles combined (including support)?                                                                                                                                                                                                                                                                                                  | The attrition percentage is only for the agents.                                                                                                                                                                                                                                                  |
| 9     | 6       | 3            | 1.7 (Qualification Requirement / Eligibility Criteria) | 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.<br><b>THIS CRITERIA IS NON-MANDATORY FOR DOMESTIC CALL CENTRE?</b> | Refer Corrigendum-II for revised QR.                                                                                                                                                                                                                                                              |
| 10    | 21      | ANNEXURE VII | Scope of Work                                          | 1. Will TPCODL provide Office space for operation of call centres?<br>2. What will be Shift Timing for the operation of call centre?<br>3. What will be Shift wise Seating Capacity of Call Centre?                                                                                                                                                                                                     | 1. Yes office space shall be provided by TPCODL.<br>2. The working of TPCODL Call Centre shall be 24X7 and shifts shall be defined as per the requirement of the hour.<br>3. The shift wise sitting will be planned monthly on the basis of peak and off peak season considering the call inflow. |

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| Sr No | Page No | Clause No                                                                | RFP Clause    | Query/ Clarification Sought                                                                                                                                                                                                                                                                          | TPCODL Response                                                                                                                                                                                                                                                                                                                        |
|-------|---------|--------------------------------------------------------------------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11    | 21-22   | ANNEXURE VII                                                             | Scope of Work | <p>1. Who will arrange for the Following?</p> <p>a) Internet Connectivity</p> <p>b) PR Lines Services</p> <p>c) Furniture and Fixtures</p> <p>d) Firewall</p> <p>e) CCTV</p> <p>f) Server</p> <p>g) Power BI or any other Software</p> <p>h) Dialler Software</p>                                    | The premises along with other necessary infrastructure shall be provided by TPCODL. However SP should have the suitable infrastructure facility available for operating the call Centre from their location in case of disaster at Bhubaneswar site.                                                                                   |
| 12    |         | ANNEXURE-VII: Scope of Work and Service Level Agreement<br>Scope of Work |               | <p>Please clarify who will bear the cost of provisioning of infrastructure (Desktops, Power Backups, Furnitures, Headsets, Biometrics, CCTV, Electricity, Internet, Air conditioners etc.)</p> <p>Is the infrastructure already in place and the service provider just have to deploy manpower ?</p> | <p>The premises along with other necessary infrastructure shall be provided by TPCODL. However SP should have the suitable infrastructure facility available for operating the call Centre from their location in case of disaster at Bhubaneswar site.</p> <p>Yes, Infrastructure is already in place with operating call centre.</p> |
| 13    |         | ANNEXURE-VII: Scope of Work and Service Level Agreement<br>Scope of Work |               | Please clarify who would be bearing the PRI and Tollfree costs.                                                                                                                                                                                                                                      | The PRI and Tollfree cost shall be borne by TPCODL                                                                                                                                                                                                                                                                                     |

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|-------|---------|-----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14    |         | ANNEXURE-VII: Scope of Work and Service Level Agreement Scope of Work | 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. | Please explain the number of logins. Is it per day or monthly average ?                                                                  | The login is on monthly basis but the daily defined logins shift wise needs to be maintained.                                                            |
| 15    |         | ANNEXURE-VII: Scope of Work and Service Level Agreement Scope of Work | Location of Call Centre: Bhubaneswar                                                                                                                                                                                                                                                                                                                 | Please mention exact location.                                                                                                           | TPCODL Integrated Call Centre (ICC), Plot No-4706, New Govt. Colony, Gajapati Nagar, Infront of Directorate of Drug Control, Bhubaneswar, Odisha 751013  |
| 16    |         | ANNEXURE-VII: Scope of Work and Service Level Agreement Scope of Work | Log In Capacity: 140 (Avg. per Month)                                                                                                                                                                                                                                                                                                                | Please clarify roster planning. How much reliever has to be considered ?                                                                 | The manpower needs to be arranged with additional 25% shrinkage considering the planned and unplanned shrinkage in line with the required monthly login. |
| 17    |         |                                                                       | General                                                                                                                                                                                                                                                                                                                                              | The tender document lacks specifications for the bifurcation of inbound and outbound seats. Please provide clarification on this matter. | There is no such bifurcations required. The agents needs to be used with call inflow wherein the first priority is inbound.                              |
| 18    |         |                                                                       | General                                                                                                                                                                                                                                                                                                                                              | We require month-wise trend data for inbound and outbound call, email, and SMS volumes. Please provide this data.                        | Last year calls in peak summer in Inbound is 27.05 Lakhs and outbound is 5.96 Lakhs<br>Last year calls in off peak season in Inbound is 14.56            |

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|       |         |           |            |                                                                                                                                                                                              | Lakhs and outbound is 9.35 Lakhs.                                                                                   |
| 19    |         |           | General    | The methodology for determining suitable calling times for candidates is unclear. We request further details, specifically regarding the commencement of billing.                            | Query is not clear to respond.                                                                                      |
| 20    |         |           | General    | The tender document reference's locations 1, 2, 5, and 6 in the context of support manpower requirements. Please identify these locations.                                                   | All the manpower will be located at single location Gajapati Nagar.                                                 |
| 21    |         |           | General    | The tender document does not specify liability for system faults or repairs for equipment provided by TPCODL. Please clarify the responsibility for damages or mishandling by our employees. | If the damages are found to be done by the agents, in that case the cost needs to be borne by the Service Provider. |
| 22    |         |           | General    | Please confirm whether the dialer will be the responsibility of the Service Provider (SP) or the Third Party (TP).                                                                           | The dialer will be the responsibility of TPCODL.                                                                    |

**Note: This document shall be an integral part of the tender and bidder shall submit signed/stamped copy of this document along with technical bid, as a token of acceptance. The tender document stands modified only to the extent stipulated herein above in this document. All other terms & conditions shall be strictly followed as per Bid documents.**