

Format No. –
Revision No. –
Eff. Date –

Dated: 29.09.2025

**Response to Pre-Bid Queries
Tender no. TPCODL/P&S/2025-26/1000005988**

Tender Description: Management of Customer Care Centre through Customer Care Supervisor (CCS) at TPCODL for 2 Years

The pre-bid queries as received against the referred tender enquiry and Technical Team responses on the same are placed below:

Sr No	Page No	Clause No	RFP Clause	Query/ Clarification Sought	TPCODL Response
1			Uniform Jacket requirement	Please specify the design of Jacket, Fabric, Quality expected and whether this is different from Safety Reflector Jackets	Yes, it is different from the safety reflector jackets. We will share the design and fabric details later.
2			Collection targets per agent/division not specified	Please share the expected/current average collection amount per CRC agent per day and per division per day. Is there a minimum threshold or performance-linked incentive?	There is no target or performance incentive for daily collections, however, cash, DD, or cheque should be collected for the customers visiting in customer care centre for bill payments or related transactions.
3			Cash handling responsibilities unclear	please clarify reconciliation process, and security protocols.	The daily collected cash must be deposited at the Division Office or into the designated divisional bank account. The CCS must submit the deposit slip to the divisional finance department on a daily basis, accompanied by transaction details (such as CA number, date, energy and non-energy amount, and the name of the division).
4			Experience requirement	Is prior experience in utility collections or customer service mandatory? Please specify the minimum years and nature of experience required. Can front desk experience in other domain accepted	A minimum of 5 years of experience is required. Candidates from other domains may also be considered.
5			Deployment plan	Please share the expected number of CRC agents per division. How should the buffers be allocated considering the	The division-wise list of required CCS will be shared later

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				distance and area spreadth across the DISCOM	
6	13	7.3	7.3 Delivery Timelines Business Associate shall ensure completion of Transportation, Installation, Testing, Commissioning and submission of Project Completion report as per mutually agreed timeline between DISCOM and Business Associate.	Is this delivery clause appllicable for this tender?	The bidder shall start the operations within 15 days of issuance of contract.
7	13	7.5	7.5 Payment Terms Payment to be made within 21 Days after the successful submission of Project Completion report.	Payment terms mentioned in the Pre-Bid meeting was 30 Days? Kindly Clarify	100% payment shall be made within 30 days of submission of certified 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.
8	6	1.7.3	1.7.3	We have applied for Odisha Shop & Establishment registration but do not have the certificate yet. Can we submit an undertaking to obtain it within 30 days of contract award, or is the certificate mandatory at the time of bidding?	Bidders are required to ensure that the certificate is already in place and submitted along with the bid documents.

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9	5	1.1	1.1	Whether CCS will handle only front desk or also back-office/MIS work?	The CCS will be responsible for managing both front-end and back-end activities, along with MIS-related tasks.
10	15	ANNEXURE-I	ANNEXURE-I	In Annexure-1 (Price Breakup Format), the capping of Service Charges has not been mentioned. Kindly clarify whether any minimum threshold for Service Charges is prescribed, as bidders may quote abnormally low (e.g., 0.01 Rs and quote 19050.09), leading to unhealthy competition. Please confirm if the department will fix a minimum percentage / Amount (e.g., 3.85% which is applicable as per Ministry of finance in all PSU/ government Institutes -) below which bids will not be considered to cover cost of Half Jackets uniform, administrative exp On training Schedules , stationary , mobilization and Joining cost -10% Buffer, Supervision Cost etc.. ! We suggest 5% as Minimum Charge to be Kept for all bidders.	As per Tender Document
11	19	ANNEXURE- V, S. No. 17	ANNEXURE- V, S. No. 17	Please clarify whether the Solvency Certificate should be issued by a Bank or by the Tehsildar/ Revenue Officer, and whether it can be from a district of any state and clarify the required amount of Solvency Certificate to be submitted with the bid, as the same has	Certificate should be issued by a Bank

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				not been clearly specified in the tender document.	
12				Are all CCE already Working or new to be Mobilized please clarify as it takes Mobilization cost. Also Estate can be replacing the old Working with our staff as per Company Norms.	Service Provider has to depute current manpower
13	15	ANNEXURE-I	ANNEXURE-I	In TPNODL security tender they Had Included National Holidays “National Holiday & Festival Holidays (Per day wages*8/12)” but it is not in your Price break Up!	Bidder must include all the cost as per the SOW/compliances in the Service Charge
14				As there is No supervisor in tender so Attendance, Deployment, rotation, Cash Deposit Responsibility all will be TPCODL. If it is Vendor Responsibility we request TPCODL to Include 1 Manpower as Supervisor in RFP	It is the responsibility of CCS only.
15	18	ANNEXURE IV, S. No. 8,9,10,11	ANNEXURE IV, S. No. 8,9,10,11	ANNEXURE IV – point 8-9-10-11 we are not able to understand to Say “YES or NO”. Please clarify it is applicable in this Tender	Kindly select NO.
16	19	ANNEXURE V, S. No. 8,9,12,13,14	ANNEXURE V, S. No. 8,9,12,13,14	ANNEXURE V – Point Number – 8, 9, 12, 13, 14 should be strike out as it is service tender	If not applicable may please enter NA.

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17	15	ANNEXURE I	ANNEXURE I	Will there be Salary increment as per Minimum Wages Clause of Central/State government Notification in Oct /April as it is 2 years tender.	As per Clause 7.1.5 - Any changes in VDA/Minimum wages as per Odisha Government during the contract period shall be borne by TPCODL. However the Service Charge shall remain same throughout the contract period.
18	15	ANNEXURE I	ANNEXURE I	Basic Wages 562 is as Per Central or State Wages. Under Which Establishment TPCODL Comes.	As per the notification issued from the Office of the Labour Commissioner, Odisha, Bhubaneswar, vide no. 2602/LC, Bhubaneswar, dated: 30/04/2025

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.