



Ref: TPCODL/P&S/1000008654/2025-26

Dated: 03rd April 2026

Sub: Pre-Bid queries responses to Open tender number Rate Contract for Meter Installation and Associated Services for 2 years.

With reference to above the bidder are intimated to note the following intimations:

- I. **TPCODL is sharing replies to Pre-Bid queries raised by all the bidders seeking clarification before the deadline date as mentioned in Event Calendar of Tender Document No. TPCODL/P&S/1000008654/2025-26 of the Tender. The replies to Pre-bid queries is attached as Annexure-I to this Corrigendum**

Note:

- I. Bidder need to upload revised signed Price bid along with copy of Price bid in Excel file in SAP Ariba
- II. All other terms and conditions of the above tender will remain same

Yours faithfully,
-sd-
Chief Operating Officer (TPCODL)



ANNEXURE – I – Replies to Pre-Bid Queries

Sr. No.	Detailed Reference to concerned Document	Detail of Existing Clause	Bidder's Query	TPCODL Response
1	2	3	4	5
1	7.1 Special Conditions of Contract	BA shall deploy resources within 15 days from date of placement of Release Order.	HPL is being leading service provider with AMISPs in many states in India and having vast experience to execute this type of metering services order and we are executing similar work in TPSODL, Odisha and just won bid in BYPL as well, In line to clause, it is expected to on-board the workforce within 15-days which will a real challenges since a new trained/experinced person will require atleast a month time to join. So we request to consider initial 30 days for identification of resources, on-boarding, trainig, office set up etc..	BA shall deploy resources within 15 days from date of placement of Release Order.
2	2.1.2. Key Activities:	BA can be asked to operate in any area other than their allocated area at the cost they have opted to work in their allocated area. The additional expenses if any shall be addressed separately.	Since the rates of each item/service quoted/offered will be different for each disivison/ area, so we request to consider the offered/quoted rate/s during bidding for such new division/area allocated at later stage other than the primary one. Kindly relase amendment to this clause accordingly.	Business Associates (BA) may be deployed in divisions other than their originally allocated division at the same rates finalized during contract execution, subject to the BA's agreement

3	2.2.2. Key Activities of Smart Meter Trouble shooting	<p>b. Rectified Modem Troubleshooting Cases</p> <ul style="list-style-type: none"> Any rectified modem troubleshooting case must remain in communicating status for 90 days from the date of Trouble Shooting (TS). If the meter fails to communicate within this 90-day period, BA shall rectify the same at its own cost. 	<p>We would like to submit that there is few reasons behind Non Communication i.e. meter defects, modem/NIC card issues, or unstable network. While the troubleshooting team will be having limited assess and control for resolving the such cases i.e. team can ensure one time perfect communication while visiting for troubleshooting, however other reasons are dynamic in nature can affect communication any time once team will leave the site. Seeing the real challenges, it will difficult and illogical to anticipate healthier communication of each attended case for next 90 days. Hence, we request you to kindly remove this clause or edit for one day.</p>	<p>Uncontrolled impacts like device failure (NIC/Meter/SIM) / power failure /supply DC are not pertaining to this clause ,Other that these , one rectification would sustain at least for 3 months i.e. any non-com within 3 month after TS with cause other than device failure /Network failure/Supply DC should be attended without any cost .</p> <p>Note: If after all activity the communication not established , the team should bound to fetch the dump through mobile app and pics is mandatorily submitted to get the visiting charges . accurate GIS coordinates .error code and CSQ/RSSI is must for every visit ,other than this the visit is to be considered as not attended</p>
4	2.2.2. Key Activities of Smart Meter Trouble shooting	<p>All troubleshooting activities must be mandatorily recorded through SAP Notification or the Mobile Application</p>	<p>We understand that HES access will be provided to our Troubleshooting In-Charge. We would also like to inform you that error if any, occur with the provided mobile app., we will be allowed to submit the SIR along with proper photographs as proof for successful troubleshooting activity and that would be acceptable to meet the clause. Kindly clarify.</p>	<p>If any error happen while closing in SAP/Mobile app that should be communicated at earliest /immediate basis , and those cases to be updated within 2days in SAP/Mobile app after rectification of the error. If the error unresolvable and pertaining to TPCODL part the SIR in excel should be submitted and is to be accepted by TPCODL .</p>

5	3. configuration Team and qualification.	<p>Troubleshooting team (Bike) comprising of (a) One ITI- Electrical (with 2 years of experience of working on live line) and helper preferably 10th pass should be deployed for Trouble shooting with all PPE's. (b) This team should be equipped with Mobile phones on which field teams will check the Communication and Process the Notification during the Activity</p>	<p>a). In general, troubleshooting generally requires the deployment of one trained lineman only who can perform either connection/cabling of installed meter or NIC/Modem. However, the referred clause say that 2-person in each team which will be not fruitful and invite more cost. Hence, request to amend this clause as one lineman in a team and confirm. (B) We understand from this clause that O&M mobile app. having provision to ensure restoration of communication will be provided to each troubleshooting team and they will use it for confirmation of communication. Kindly clarify.</p>	<p>A. Per division, we need minimum one TS team who will responsible for TS of all 3 phase meter, this is to be comprised of two person as maintained qualification. If all three phase cases resolved they may be deputed for 1ph TS activity. The TS team for 1ph meters one person may be accepted. The charges will be separate for 3 phase and 1 phase meters. B. One mobile with app to be provided to each team.</p>
6	4.7 Reverse Auctions	<p>TPCODL shall not conduct the reverse auction for the products/ services being asked for in this tender.</p>	<p>It has been stated in this clause that there will be no RA but as per the clause mentioned in Annexure No. VI, It is submitted that Reverse Auction will be mandatory. Therefore, we request you to kindly delete provision of RA and this will facilitate genuine bidders to win the bid. Kindly delete provision of Reverse Auction from this bid.</p>	<p>TPCODL reserves the right to conduct the reverse auction for the products/ services being asked for in this tender.</p>

7	5.2. Specification of vehicle	All three Phase teams must have CMRI / any other equivalent device for data downloading provided by BA.	Since CMRI is a costly item and direct purchase of this item for each team will increase cost of the activity of three phase meter replacement, so we request you to take this item under scope of TPCODL and further, we will take this as use case basis from TPCODL whereas our team will perform three phase replacement work to download the meter. Or, we request you to add the CMRI under line item, so that we can raise the bill separately for CMRIs which will be purchased by us during course of time of this RC.	<p>A. For Non-Smart meter data should be collected through CMRI only & for Smart Meter we will Provide Mobile application to collect the data However Cord & Mobile to be provided by BA. CMRI to be provided to each 3 Phase team.</p> <p>B. All the downloaded Data shall be submitted on the same day to the respective EIC/AMI Team to get the full replacement Value.</p>
8	5.2. Specification of vehicle	Note: Team may have to work at Night hours on need basis.	Noted, Sir. However, I would like to request that if any technician works during night hours, kindly provide a process for claiming their wages. In such cases, we request that overtime and additional vehicle charges per day be allowed for claim on the respective days. As night work involves additional expenses such as food allowance and travel, it becomes necessary for us to manage these costs accordingly. Therefore, we request your approval for the same. We also request you to share historical data of previous year, like how many total night hours were done by any agency under any division area of TPCODL.	<p>There are very rare instances where teams are required to work at night especially during emergency/ Cyclone restoration work. Separate strategy to be planned as per site requirement. However, Team may have to work at Night hours on need basis.</p>

9	10. Daily Monitoring Mechanism, Reports and MIS	All new connection cases shall be completed in 24 hours from the date of issuance of case.	Sir, we will make our best effort to close the NSC cases within 24 hours of receiving them. However, we would request you to kindly allow at least 4–5 days for NSC cases, so that if any cases remain pending, we can complete them without any penalty.	This is in line with prevailing regulations
10	11.1. Testing of Single Phase Meters	Maintenance of Accuchecks, testing kit will be in scope of BA, however annual calibration of same will be done by TPCODL	Sir, if any item is lost or damaged, we will either repair it or replace it with a new one. Our request is that maintenance of accucheck should be remained under scope of TPCODL and delete it from scope of the BA.	Maintenance of Accuchecks, testing kit will be in scope of BA, however annual calibration of same will be done by TPCODL
11	11.2. Testing of Three Phase Meters	Maintenance of Accuchecks, testing kit will be in scope of BA, however annual calibration of same will be done by TPCODL	Sir, if any item is lost or damaged, we will either repair it or replace it with a new one. Our request is that maintenance of accucheck should be remained under scope of TPCODL and delete it from scope of the BA.	Maintenance of Accuchecks, testing kit will be in scope of BA, however annual calibration of same will be done by TPCODL

12	17.2.3. Other Penalties for Non-Conformance in troubleshooting activity	<p>17.2.3. Other Penalties for Non-Conformance in troubleshooting activity</p> <p>a) Wrong seal reconciliation or non-conformance of the work will be liable to be penalized @ 4 Times of activity rate.</p> <p>b) If the filled protocol with seals detailing is not signed from consumer / his representative, then penalty @ 4 times the execution rate of the case will be levied. However if consumer refuses to sign the protocol intimation of the same to be given to engineer of contract of TPCODL.</p>	<p>We request you to provide the provision to scan the bar code of polycarbonate seals by using the MMG app. of TPCODL for reaching to zero tolerance/issue of wrong seal reconciliation.</p> <p>Else, based on practice and initial phase of RC, there is 100% chances to have manual mistakes while punching seal no. manually and these error will be reduced once team will be getting trained during course of time of RC.</p> <p>The penalty mentioned under Clause 17.2.3 is not feasible, especially when manual entry errors can still occur to some extent. Therefore, we request you to kindly review and reconsider the same.</p>	<p>Seal reconciliation are done in SAP system. Seals with barcode are not being procured by TPCODL. However, if such seals are procured same will be implemented.</p>
13	17.3. Penalty for non-usage of MMG App.	<p>Rs 5000 per will be deducted from invoice amount for each 1% below 94% overall App usage for activities enable in MMG App.</p>	<p>All work will be carried out by use of the app.. However, if any issue encounter, with the app. or entries cannot be made due to network unavailability, we request you to kindly consider such cases accordingly and we are not liable for any penalty for those cases where this type of problems will occur on site. Or App. ought to be compatible to store the data and process it while re-capturing the network.</p>	<p>Any activity not mapped in MMG app and in non-comm pockets will be excluded from calculation of App usage.</p>



14	14.0 ASSIGNMENT OR SUBCONTRACTING	Associates shall not assign/subcontract/outsouce the schedule of activities of contract TPCODL enters with the associate, in part or full, without TPCODL's prior written approval.	We understand that engaging the team/workforce on a third-party role shall not be treated as subcontracting or assignment of work. However, all statutory, safety, quality, insurance etc. compliances will be ensured and complied on a monthly basis. If required, we will submit a separate indemnity bond for indemnify of TPCODL in the matter. Kindly clarify it.	Sub-contracting is not allowed for this critical tender
15	1. 7.0 Post Award Contract Administration 7.1 Special Conditions of Contract. 2. ANNEXURE-B for Performance Bank Guarantee.	1. PBG applicable shall be @ 5% of each year Order Value. 2. Bank guarantee for 10% of the value of contract value	Kindly confirm which one of these is applicable to this tender.	PBG applicable shall be @ 5% of each year Order Value.
16		1. Kindly confirm the number of CMRI devices to be provided to each 3Q team. Specifically, please clarify whether separate devices are required for DLMS and Smart Meter operations.	1. Kindly confirm the number of CMRI devices to be provided to each 3Q team. Specifically, please clarify whether separate devices are required for DLMS and Smart Meter operations.	A. For Non-Smart meter data should be collected through CMRI only & for Smart Meter we will Provide Mobile application to collect the data However Cord & Mobile to be provided by BA. CMRI to be provided to each 3 Phase team. B. All the downloaded Data shall be submitted on the same day to the respective EIC/AMI Team to get the full replacement Value.

17		Kindly confirm whether a vehicle is to be engaged for HoD 3Q. If yes, please specify the activities for which it will be used and the reporting location of the vehicle.	Kindly confirm whether a vehicle is to be engaged for HoD 3Q. If yes, please specify the activities for which it will be used and the reporting location of the vehicle.	One vehicle at each MMG-Division will be provided by concerned BA on fixed term basis which will be extensively used for site verification, safety and quality inspection by single phase and three phase team. This vehicle will be under the direct control of HoG-3 phase at MMG-Division. The same will be allocated by HoG-3 phase to team as per requirement.
18		Kindly confirm the number of 3Q teams to be deployed in the BCDD II Division	Kindly confirm the number of 3Q teams to be deployed in the BCDD II Division	Division wise 3 Phase teams have been defined in BOQ
19	Scope of work/page no.9/clause no. C of 5.2	All vehicles should be preferably within 5 years old or should not have run for more than 1,00,000 KM at the start of contract	kindly consider the aging of vehicle with in 8 years. As it is typically difficult to find the vehicle of aging with in 5 years.	All vehicles should be preferably within 5 years old or should not have run for more than 1,00,000 KM at the start of contract

20	BOQ/line item no. 53	Incentive-LT , Theft referral incentive	kindly remove the line item as It is allready the intergral part of Point A in Clause no 16.3.at page no. 19 of scope of work in Tender documents	Revised BOM attached in Ariba
21	BOQ/line item no. 54	Incentive-WC, Theft referral incentive	kindly remove the line item as It is allready the intergral part of Point B in Clause no 16.3.at page no. 19 of scope of work in Tender documents	Revised BOM attached in Ariba
22	BOQ/line item no. 55	Incentive-CT, Theft referral incentive	kindly remove the line item as It is allready the intergral part of Point C in Clause no 16.3.at page no. 19 of scope of work in Tender documents	Revised BOM attached in Ariba

23	BOQ/line item no. 56	Incentive-App , Incentive for achieving >=99% usage of MMG app	kindly remove the line item as It is allready the intergral part of Point A in Clause no 16.1.at page no. 18 of scope of work in Tender documents	Revised BOM attached in Ariba
24	BOQ/line item no. 57	Incentive-App , Incentive for achieving >=97% usage of MMG app	kindly remove the line item as It is allready the intergral part of Point B in Clause no 16.1.at page no. 18 of scope of work in Tender documents	Revised BOM attached in Ariba
25	BOQ/line item no. 58	Incentive-App , Incentive for achieving >=95% usage of MMG app	kindly remove the line item as It is allready the intergral part of Point C in Clause no 16.1.at page no. 18 of scope of work in Tender documents	Revised BOM attached in Ariba

26	BOQ/line item no. 59	Incentive-Comm, Incentive for achieving $\geq 99\%$ communication	kindly remove the line item as It is allready the intergral part of Point A in Clause no 16.4.at page no. 19 of scope of work in Tender documents	Revised BOM attached in Ariba
27	BOQ/line item no. 60	Incentive-Comm, Incentive for achieving $\geq 97\%$ upto 99% communication	kindly remove the line item as It is allready the intergral part of Point B in Clause no 16.4.at page no. 19 of scope of work in Tender documents	Revised BOM attached in Ariba
28	BOQ/line item no. 61	Incentive-Comm, Incentive for achieving $\geq 96\%$ upto 97% communication	kindly remove the line item as It is allready the intergral part of Point C in Clause no 16.4.at page no. 19 of scope of work in Tender documents	Revised BOM attached in Ariba

29	BOQ/line item no. 67 & 68	Vehicle- Light & Vehicle- Heavy	Kindly differentiate the description in light and heavy vehicle as description is same for both line items	For Heavy vehicle- rates of vehicles with payload capacity >3 Tons capacity to be taken (Specifically 6 tyre trucks)
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