

Prebid Queries Response- Tender: Rate Contract for Revenue Collection at TPSODL				
Sr. No.	Detailed Reference to TPSODL Tender Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPSODL Response
1	TPCODL/OT/2022-23/013 /Annexure II of pt. no.37 / page no. 42	All Bill Collectors deployed by the BA(s) should be suitably qualified (i.e. minimum qualification of 10th Pass)	Minimum wages for Central or State to be complied? Which category of minimum wages to be followed (semi-skilled/skilled)	Prevailing (at any point of time) minimum wages declared by Odisha State has to be complied.
2	TPCODL/OT/2022-23/013 /Annexure II of pt. no.45 / page no. 43	The existing and upcoming SHG engaged will be paid not less the rate fixed by Govt. of every successful receipt per consumer	Please mention the max. rate existing or to be fixed by the Govt ?	Please refer corrigendum- I
3	Table 1 : Targets for Revenue Collection/ Page no. 50	Total Target Collection E=B+D	Either formula or calculation is wrong.	Revised sheet shared in Corrigendum- I
FORMAT B.2				
1			Kindly reduce the probitional billing penalty percentage.	Not Applicable
2			Is solar power meter reading and collection is included in the scope.	BA has to make the collection against the solar meters also.
3			Please fix the salary of meter readers and collection agents .As salary will be paid per bill basis please fix the number of consumers meter reading and collection to be done monthly against minimum wages . Specify it clearly.	No Change, this is performance based contract not manpower based contract. Disbursement of Salary to Field Staff is as per the Labour Law.
4			Kindly reduce the probitional billing penalty percentage.	Not Applicable
5			Impact printer technology is obsolete now .please replace impact printer with thermal printer of 2 inches.	No Change, Tender Condition Prevails. This is as per the OERC Guidelines.
6			Extend the last date of submission for another 10 /15: days so that we can get the sufficient time to participate in the bid	Corrigendum is being issued. New tender due date shall be intimated in the same and shall be extended for at least one week.
FORMAT B.2				
1	2	3	4	5
1	Document No.TPSODL/OT/2022-23/013 /Clause No.Annexure II page.39	Revenue Collection Activities Business Associate(s) shall be responsible for Revenue Collection Activities of Single & Three phase consumers across 19 Divisions of TPSODL majorly through: a. Door to Door Collection b. Cash Collection Counters c. Mobile Cash Collection Vehicles	Suggest Revenue Collection activities only for Single phase consumer instead of both single phase and three phase consumer.Because maximum three pahse consumers are paid their dues through Bankers Cheque/NEFT/RTGS	Tender Condition Prevails.

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2	Document No.TPSODL/OT/2022-23/013 /Clause No.Annexure II page.44 Sl.50	Business Associate(s) will also require to operate the collection counters at the locations prescribed by the TPSODL from time to time, in their assigned areas. All the basic amenities will be provided by the TPSODL. It may be based on Single or double shift as prescribed by TPSODL. Number of collection counters may be increased or decreased on requirement basis and Business Associate(s) need to adhere the requirements as and when communicated. Reliver required for continuous operations of Counters has to be arranged by Business Associate without any additional cost implications to TPSODL. (cost for the same has to be inbuilt in the offer prices)	Regarding Cash collection counter please define what is the responsibility of BA and TPSODL (Premises, Computer & Printer , internet Connection, sitting Facility,Security, Collection amount whom to be deposited and operation timing etc)	BA is responsible for providing only Manpower. EIC will decide whom to deposit the collection amount & Operation Timings.
3	Document No.TPSODL/OT/2022-23/013 /Page 45. clause 4	INITIAL DEPOSIT: Business Associate(s) are required to make initial deposit of 5% of the Average monthly billing as mentioned in the tender document for the areas (each division/ circle) allocated for Door to Door Collection. Business Associate(s) will also deposit later any additional amount if required to enhance the initial deposit with specific bank account with an intimation to TPSODL office. Initial deposit will be reviewed every 6 months and communicated to the Business Associate(s) in case of any increase/decrease in the amount required.	Performance Bank Guarantee may consider and include for initial deposit	Tender T & C shall prevail.
4	Document No.TPSODL/OT/2022-23/013 /Page 50	Table 1: Targets for Revenue Collection	Please explain about Table.1	Please Refer Corrigendum-I
5	Document No.TPSODL/OT/2022-23/013 /Page 52 Clause I(b)	Consumers paid through Digital Payment Avenues or Collected by TPSODL Staff then the same will not be considered under Consumer Coverage. For Example: Out of 1.5 lacs consumers, 30,000 consumers paid through Digital Payment Avenues or Collected by TPSODL Staff, then Consumer Coverage base will be considered as 1.2 lacs Consumers only.	How it is possible? After making payment digitally how bill collector will collect from him	Collection team has to be deployed for entire month to collect current assessment / demand and arrears.

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6	Document No.TPSODL/OT/2022-23/013 /Page 16 Clause 7.5	BA shall raise bill(s) on monthly basis to TPSODL as per the performance-based criteria in SLA. All bills shall be submitted to concerned Engineer-In-Charge along with monthly report (MIS) as mentioned in SLA for certification of work and performance evaluation. 70% payment shall be released within 8 days from the date of submission of certified bills / invoices and rest 30% payment shall be released on verification of invoices within 30 days, after deduction / withheld of amount which should be applicable. Bills / invoices would be verified by TPSODL EIC for payment after deducting amount for non- compliance as listed in Performance Measurement criteria	Since collection is totally on line and vigilant, payment to the BA should be atleast 90% instead of 70%	Tender T & C shall prevail.
7	Document No.TPSODL/OT/2022-23/013 /Page 18 Annexure I. 2c	Running of Vehicle >2500Kms & Upto 3000 Kms per month	As per Geographical area of TPSODL vehicles are running more than 4000-5000 kms in some divisions, Hence there is no slab to quote	In any such scenerio, BA has to take necessary prior approval from TPSODL EIC,
Format for Technical Pre-Bid Queries				
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1	2	3	4	5
1	Page No. 21 Sl. No. 1	Door to Door Collection Door to Door payment Collection - per consumer by Non - SHG/ Non - WSHG EA 1,12,571 Door to Door payment Collection - per consumer by SHG/ WSHG EA 1,000	Sentence not clear, whether we assign 112571 consumers to NON-SHG and SHG get only 1000 consumer, please clarify this.	This is near estimation. Actual quantity may differ.
2	Page no.40 Sl.No. 7	The Business Associate(s) should achieve 100% consumer coverage over a period of initial 2 months. The penalty and incentive will be applicable from 2nd month and onwards.	100% consumer coverage with accurate report we submit. If 40:60 ratio Paid:Not paid we submit through sangrah, is this in penalty clause or incentive clause.	We will consider after due verification of consumer denial remark, in case the remark is found fake, along with consumer coverage penalty, wrong remark penalty will also be levied.
3	Page no.40 Sl.No. 17	The Bill Collector should accept bill payments through Cash only. In case consumer pays bill amount to Bill collector through any of the TPSODL Digital Avenues in his / her presence, then Business Associate(s) can claim those payments upon entering the transaction details NIT No.: TPSODL/OT/2022-23/013 Property of TPSODL – Not to be reproduced without prior written permission of TPSODL Page 41 of 159 in Mobile Collection Application. Based on verification of details, TPSODL will release payment of those cases.	Please clarify in brief.	Clause itself is self explanatory.

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4	Page no.43 Sl.No. 45	. The Business Associate(s) who are finally selected trough tendering process have to employ the existing WSHG (Women Self-help group) nominated by the Govt. and operating in the area allocated for collection activity. Few WSHG already executed agreement with TPSODL or interested to execute agreement with above operational guidelines. The existing and upcoming SHG engaged will be paid not less the rate fixed by Govt. for every successful collection receipt per consumer. The Business Associate(s) may harmoniously employ the SHG and Bill Collectors to cover 100% consumers and collection. However, TPSODL may directly appoint WSHG / NGO in compliance to prevailing Guidelines. In such a scenario, existing contract with the BA may be cancelled / reduction in scope may be done.	Please clarify in brief. Whether we work with Mission Shakti selected SHG's or only existing SHG's however they designated as MBK, CRP & Bank Mitra from block. Whether SHG movement and our movement is same or different. Are we take Security Deposit against Topup from WSHG directly or TPSODL take responsibility of that topup. Please Clarify.	BAs have to engage all WSHGs part of Mission Shakti, in case of any WSHGs not part of Mission Shakti, they have to register themselves in Mission Shakti. Tripartiate Agreement will be executed between BA, WSHG & TPSODL to take care all terms & conditions.
FORMAT B.2				
1	2	3	4	5
1	Table 1: Targets for Revenue Collection, Page No.- 50	Total Trget Collection Formula	Clarify the Total Target Collection Formula - E=B+D	Please refer corrigendum-I
2	Table 2: Targets for Consumer Coverage, Page No.- 50	Penalty	If the BA for Spot Billing has achieved less consumer coverage against the target consumers as a result of which collection BA fails to achieve the target, then will the collection BA liable for penalty? How is it possibel to achieve the target collection consumer coverage if the billing coverage is below the target consumer coverage?	Ref. Pg 52; point "a". This has already been clarified. The same is reiterated below: "In a Division of 2 lacs Consumers, if 1.5 lacs consumers are billed then Consumer Coverage base for collection will be considered as 1.5 lacs consumers only. Incentive / Penalty will be calculated respectively."
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1	2	3	4	5
1	1.7 Qualification Criteria	The bidder should have average annual turnover of Rs. 5 Crores in any of the three	JV - Requested as our Turnover not available	Tender T & C shall prevail
2		financial years from (FY 16-17, FY 17-18, FY 18-19, FY 19-20 & FY 20-21).		
FORMAT B.2				
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1	7.5 Payment Terms on page no 16	70% payment shall be released within 8 days from the date of submission of certified bills / invoices and rest 30% payment shall be released on verification of invoices within 30 days	Who will be the Certifying authority & Who will be verification authority? Do we have to certified the bills and submit it to Birddesk or we will have to submit the unverified bills in bird desk?	It shall be communicated by EIC, post award of order.

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2	7.5 Payment Terms on page no 16	70% payment shall be released within 8 days from the date of submission of certified bills / invoices and rest 30% payment shall be released on verification of invoices within 30 days	Please share the hierarchy of bill certification authorities.	It shall be communicated by EIC, post award of order.
3	7.5 Payment Terms on page no 16	70% payment shall be released within 8 days from the date of submission of certified bills / invoices and rest 30% payment shall be released on verification of invoices within 30 days	Please change the provision of 70% payment in lieu of depositing uncertified bills so that the meter reader can be pay the salary on time. Remaining 30% will be after verification from all the levels.	Payment terms shall be as per tender T & C Only.
5	Page no 47	Minimum Qualification of Manpower to be engaged by Business Associate:	Any quantity fixed for Bill Collectors or Minimum coverage for per Bill Collector?	Please refer page no. 48. Minimum manpower mentioned is indicative & tentative only, Business Associate(s) has to do survey and submit Financial Bid accordingly. If additional resources required to achieve 100% consumer coverage as per the tender document, then BA has to deploy them without any additional financial implications.
6	Page no 47	Minimum Qualification of Manpower to be engaged by Business Associate:	Bill Collectors Can be considered the Unskilled category?	Please refer corrigendum-I
7	Page no 47	Minimum Qualification of Manpower to be engaged by Business Associate:	Are we obliged to hire existing Bill Collectors?	BA has a flexibility to induct Bill Collectors from existing Business Associates, whereas BA has to meet the targets mentioned in tender document.
8	7 Other Guidelines on page no 45	Business Associate(s) required to open a current bank account in any schedule bank / nationalized bank in the name & style "Name of your Business Associate(s) Collection Account". This account shall only be utilized for deposit & transfer of TPSODL revenue collected from Consumers only.	As per bank guidelines we can't open second bank account in any bank with same name of company. In this condition we will need a bank account of TPSODL to deposit cash.	Please refer Clause 7, Page No. 45, The Business Associate will also be provided with TPSODL Virtual Account Division wise where the Business Associate(s) may utilize for deposit the amount collected from consumers.
9	Annexure 7 (Refer Para 5.7) LIST OF PERSONAL PROTECTIVE	LIST OF PERSONAL PROTECTIVE EQUIPMENT AND TESTING FREQUENCY	Will Revenue collectors also come under the purview of safety training and safety equipment?	Not required
10	6.3.2 COMPENSATION FOR BA PERSONNEL	GPA & Covid Policy	Do we have to take any policy other than the covid & GPA policy so that hospitalization can be covered in case of any bike accident of any revenue collector.	Refer pg 87 of tender document, Point no 26, BA has to take all applicable insurance policies mentioned under this clause.

FORMAT B.2

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1	2	3	4	5

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1	Page No.14 -5 Award Decision/ Criteria	"TPSODL intends to award maximum 3 Divisions to a single bidder. However, TPSODL shall reserve the right to decide the no. of Divisions and allocation of the particular Divisions to a respective BA while awarding the Contract"	Three divisions will be awarded to bidders, however to maintain working capital and economy of scale we suggest to have a minimum criteria of paying consumer allotment, in allotted three divisions. Eg. It can be minimum 4.0 lac paying consumers that should be allocated To ensure maximum collection from consumers it is recommended that we should be allowed to ascertain at least hundred consumes per bill collector on daily basis, for which it is required that the respective spot billing agency completes the billing in time bound manner. However in an unlikely case of lapses on part of billing agency penalty should be waived off for us. Eg. Billing agency should be instructed to complete 60% billing in Urban areas & 50% in rural areas within first two weeks and remaining to be completed by 25th of every month	No Change, Tender Condition Prevails.
2	Page No. 46 Establishment: Point No 6.	'Non-deployment shall lead to penalty of Rs. 50,000/- per month per manpower. Continual non- compliance may lead to termination as per contract terms'.	Suggested Change:- Non-deployment shall lead to penalty of Rs. 10,000/- per month per manpower	No Change, Tender Condition Prevails.
3	ANNEXURE II – Page 39 Scope of Work (SOW) & Service Level of Agreement (SLA) Revenue Collection Activities	Point No.1 –" Business Associate(s) has to ensure Monthly 100%-meter Reading along with 100% clear meter reading photograph of Kwh (for Single Phase Consumer) / KWh & KWah (for Three Phase Consumers) Meter reading (Billing Parameters) displaying meter number and Data punching by using GSM based Android mobile phones (provided with GPRS enabled SIM cards) with TPSODL Mobile Application. At any point of time Android Phone should not be older than 02 years. The specifications of Android Phone are attached as Annexure."	Suggested Change :- At any point of time Android Phone should not be older than 03 years	No Change, Tender Condition Prevails.
4	Page no.40,Point No. 7	"The Business Associate(s) should achieve 100% consumer coverage over a period of initial 2 months. The penalty and incentive will be applicable from 2nd month and onwards".	Suggested Change The penalty should be applicable from 4th month onward and incentive should be applicable from 2nd month and onward.	Please refer Corrigendum-I
5	Page no.40,Point No. 15	Before moving to site for Revenue Collection, Mobiles shall have preloaded binder / portion wise Consumers data. The Bill Collector shall enter amount collected and collect the mobile number and Email I'd from the consumers and feed them in the appropriate field of the Collection App system loaded in their mobile to send SMS for payment acknowledgement to the concerned consumer	Query:- Need clarity on SMS gateway charges will it be owned by TPSODL.	TPSODL will be responsible for SMS Services.

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6	Page no.41,Point No.18.	"In future, Payment acceptance through Cheque /DD and credit card/debit card or any other mode like Aadhar Enabled Payment System (AEPS), scanning of QR Code etc. which may be communicated by TPSODL on mutually agreed terms, shall be adhered and Business Associate(s) require to install additional hardware for the same, if any".	Query:- Need clarity on POS machine, assuming this will be provided by respective bank to TPSODL and also who will be responsible for maintenance and issuing it to Business Associate.	TPSODL will discuss with BA on mutually agreed terms.
7	Page no.43,Point No.45	"The Business Associate(s) who are finally selected through tendering process have to employ the existing WSHG (Women Self-help group) nominated by the Govt. and operating in the area allocated for collection activity. Few WSHG already executed agreement with TPSODL or interested to execute agreement with above operational guidelines. The existing and upcoming SHG engaged will be paid not less the rate fixed by Govt. for every successful collection receipt per consumer. The Business Associate(s) may harmoniously employ the SHG and Bill Collectors to cover 100% consumers and collection.However, TPSODL may directly appoint WSHG / NGO in compliance to prevailing Guidelines.In such a scenario, existing contract with the BA may be cancelled / reduction in scope may be done".	Query:- Please share us the payment structure so that we can budget	Please refer Corrigendum-I
8	Page no.43,Point No. 48.	"Mobile vans shall be deployed with GPS tracking and traversed route map shall be submitted as proof to the EIC. At least one bill collector with sufficient virtual - wallet balance / mobile & Bluetooth printer shall travel in the mobile van for ensuring on-spot revenue collection from customers. Number of collection vehicles may be increased or decreased on requirement basis. In case GPS is missing, penalty @Rs. 5,000/- and Public Announcement is missing, penalty @Rs. 5,000/- per month will be deducted from monthly Invoices".	Suggested Amendment Since technology of above is also available through mobile app for GPS tracking we request to allow app based tracking option.	No Change, Tender Condition Prevails.

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9	Page no.43,Point No. 50.	Business Associate(s) will also require to operate the collection counters at the locations prescribed by the TPSODL from time to time, in their assigned areas. All the basic amenities will be provided by the TPSODL. It may be based on Single or double shift as prescribed by TPSODL. Number of collection counters may be increased or decreased on requirement basis and Business Associate(s) need to adhere the requirements as and when communicated. Reliver required for continuous operations of Counters has to be arranged by Business Associate without any additional cost implications to TPSODL. (cost for the same has to be inbuilt in the offer prices)	Query:- Does Basic amenities includes office furniture, hardware, software& security	BA is responsible for providing only Manpower. EIC will decide whom to deposit the collection amount & Operation Timings.
10	Page 53-IV. Other penalties and incentives			
11	a) Wrong entry/punching error by Bill collector	Penalty of 100 Rs.per case	Penalty of 50 Rs.per case	No Change, Tender Condition Prevails.
12	b)Late submission uploading of data	5% of the invoices value of the binder late submitted / uploaded per day or Rs. 100 / day / MRU (Binder / Portion) whichever is higher (Subject to maximum cap of 15% of total invoice amount per month)	1% of the invoices value of the binder late submitted / uploaded per day or Rs. 100 / day / MRU (Binder / Portion) whichever is higher (Subject to maximum cap of 5% of total invoice amount per month)	No Change, Tender Condition Prevails.
13	General Suggestion -Minimum Wages		General Suggestion:- There should be a fixation of qualitative target for all cash collectors doing minimum of 1200 receipts by bill collector.	No Change, Tender Condition Prevails.
14	Page 30	a. Tender document have asked "Bolero or Equivalent"	DIGL Submission: Considering the fuel prices and and restrictive brands of vehicle, we request TPSODL to allow all electrical vehical (EV) as an option. This shall help small players for their earning in smaller towns with low cost operations.	No Change, Tender Condition Prevails.
15	Page 52	b. Digital Payments	DIGL Submission: UPI bases payments through QR code is increasing every day and Gol is also encouraging to adapt for payments through BHIM/G-Pay/PayTM/Phone Pay. We request TPSODL to have pre printed QR code at every Bill or a Business Associate QR for cash collection. Similarly POS machine shall also be extended from TPSODL for each section to encourage digital payments.	TPSODL is having 25 Payment Avenues and all are already available.
16	Page no.8	c. Minimum wages	Minimum wages for WSHG/SHG/ Bill Collector, KPO, Supervisor and Accountant shall be shared along with deliverable (Minimum Quantum of Work expected from these resources)	Please refer Corrigendum-I
17		d. TPSODL shall award and maintain at least 300000 payable consumers during the current of contract so that business associate can sustain the overheads and cost of operations.	d. TPSODL shall award and maintain at least 300000 payable consumers during the current of contract so that business associate can sustain the overheads and cost of operations	No Change, Tender Condition Prevails.

FORMAT B.1

Format for Technical Pre-Bid Queries

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1	2	3	4	5
1	BOQ	Cash Collection vehicle with GPS, Public Announcement, Mobile, Bluetooth printer & manpower (Driver + Bill collector) etc. - per vehicle (Bolero or equivalent)	How many of Bill Collector is required in Cash Collection Per Vehicle?	Minimum One Bill Collector has to be deployed in Cash Collection Vehicle.
2		Cash Collector for SBM	Cash Collector Will be counted as Semiskilled or Skilled? as currently they are getting salary of Semi Skilled currently Union is demanding for Skilled Str	Please refer corrigendum-I
3		No of Supervisor	No of Supervisor should be Section wise as Area is vast & MaxArea is Rural If it will be on BA, Base Price Will vary from BA to BA	Please refer page no. 48. Minimum manpower mentioned is indicative & tentative only, Business Associate(s) has to do survey and submit Financial Bid accordingly. If additional resources required to achieve 100% consumer coverage as per the tender document, then BA has to deploy them without any additional financial implications.
4	BOQ	Door to Door Collection	D2D Collection by WSHG is high however in Boq less Quantity is mentioned.	This is near estimation. Actual quantity may differ.
5	Page 50	Table 2	in Consumer Covergae % , Those Consumer who are approached 2 Time or Denied for payment will considered or not?	Only Unique Consumer Count will be considered under Consumer Coverage.
6	Page 50	Table 2 & Table 1	On which basis Penalty will be decided ,from Consumer Covergae or Targetaed Amount or Combination of Both	Please refer Page No. 51, Incentive & Penalty for Revenue Collection & Consumer Coverage. It will be imposed for both cases.
7	Page 52	Arrears prior to 31.03.2020	Incentive on arrer is very Low .Kindly consider this	No Change, Tender Condition Prevails.
8	Page 50	Table 1	if some one Collected the Target Amount as in Column E,But has less amount in B or D Then penalty will be imposed or not?	If BA achieves the targets mentioned under Column E, no penalty will be imposed.
9		Consumer Coverage	Some consumer are paying online Bill , TPSODL & BA FCC Staff are also Engaged in Collection , So these consumer Will be Excluded from BA Base Consumer . On This Base % of Covergae will be decided. By Last which date Monthly We will get the Consumer covergae data to Monitor Our Work Every month?	Please refer Page No. 52, Consumers paid through Digital Payment Avenues or Collected by TPSODL Staff then the same will not be considered under Consumer Coverage. For Example: Out of 1.5 lacs consumers, 30,000 consumers paid through Digital Payment Avenues or Collected by TPSODL Staff, then Consumer Coverage base will be considered as 1.2 lacs Consumers only.

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		Consumer Coverage	<p>if I have give 2000 consumers to a bill collector for collection in a month.</p> <p>In 2k consumers 200 consumers are ghost and 300 are provisional and average. 1500 are actual from that 1500 he have collected 1000 receipts.</p> <p>How our performance is calculated. According to the total consumer base or according to the actual consumer base.</p>	<p>Please refer Page No. 40, For Ghost / Untraceable consumers (consumers available in billing data but not available at site), it is the responsibility of the Business Associate to submit the list of ghost consumers within first two months after award of contract to the concerned Authorized persons of TPSODL for their verification and declaration.</p>