

Consolidated Response to Technical Pre-Bid Queries-2
Tender No : TPSODL/OT/2023-24/020

Package Name : Rate Contract for Hiring of Counter Associates for Revenue Counters in PAN TPSODL

Sr No	Page No	Clause No	RFP Clause	Query/ Clarification Sought	TPSODL RESPONSE	
1	1	Role and Responsibility of Business Associates(s)	To ensure enhancement of Collection through Digital Payment Avenues such as My TATA Power APP for availing extra digital rebate	This point is contradictory with the earlier job responsibility because in one hand associate will educate the customer to avail more rebate by using Digital Payment Avenue and at the same time how he will be responsible for enhancement of footfall at counters.	TPSODL has dual objective: 1. Decrease in footfall by increasing digital penetration is desirable. 2. Increase in footfall by decreasing door to door collection. We expect BA to strive for meeting these objective.	
2			To ensure enhancement of consumers foot fall on counters to maintain financial viability			
3			To ensure resolution of consumer's bill and payments related queries received at counter during payment process	In case of peak time of payment customers may stand long hours if associate will entertain them for answering bill and payment related queries?		In exceptional situations, counter associate may take decisions in the overall interest of business keeping customer at its centre.
4			Any other jobs related to revenue collection assigned by EIC from time to time in the interest of the company	Please clarify what types of jobs related to revenue collection?		EIC may assign supplementary tasks with an objective to augment the existing job profile only.
5	1	Cash handling defined as -	Collection (Cash, Cheque and Demand Draft) from allotted counters on daily counter operational days. Deposit to nearest TPSODL designated bank account on same or next working day.	After collection of amount, if it is deposited in the next day at bank (in case of Second shift), in that case where the amount will be kept safe? Is TPSODL will provide any kind of provision for this or it is the responsibility of the BA to take care of this?	It will be the responsibility of BA.	
6	2	Service Level Agreement (SLA) with Business Associate	Business Associate will ensure smooth functioning of allotted counters by resolving disputes during day to day activities.	Please clarify what types of disputes is point is talking about?	Any sort of dispute arises in the counter, BA has to handle.	
7	3	Other Guidelines	Security and Key control of the counter assets remains the responsibility of Business Associate(s).	Whether a separate room with lock and key will be provided for the associates? If No, how can will it be possible for the associates to control the counter assets	Most of the counter operate in a separate premises, lock and key will be provided to the associate. Hence responsibility will be of BA.	
8	4	Other Guidelines	90% payment shall be released within 8 days from the date of submission of certified bills / invoices and rest 10% payment shall be released within 30 days from submission of certified invoices by EIC, after deduction / withheld of amount which should be applicable. Bills / invoices would be verified by TPSODL EIC for payment after deducting amount for noncompliance as listed in Performance Measurement criteria.	Please clarify what process will be followed for submission of Invoice?	Invoice along with RC will be submitted by the BA in Bird Desk in Head Office. Submitted invoice will be verified by the RCM billing desk, head office and invoice will be submitted to finance for release of 90% payment. 10% payment will be released on verification from EIC.	