

Consolidated Response to Technical Pre-Bid Queries

Tender No : TPSODL/OT/2023-24/020

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

Sr. No.	Detailed Reference to Tata Power Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPSODL RESPONSE
1	2	3	4	5
1	Scope of work(SOW) Page.1	Deposit to nearest TPSODL designated bank account on same or next working day	If Counter Associates will open the counter in whole day. When he will deposit in the bank. Request to allow money will be deposited to Section/Sub-division.	Service line item "Cash handling" for cash deposit in Bank is available in BOQ
2	Scope of work(SOW) Page.2	BA has to ensure all allocated counters to be operational 7 days a week, throughout the year except 26th January, 15th August and 2nd October.	As per Labour law weekly off is mandatory. A reliver can do the duty within 10-15km radius. For one reliver 6 no's of counter required. I think within 10-15 km 6 no's of counter is not exist in TPSODL jurisdiction. Suggest in this case what shall we do?	Count of reliver can be increased on the basis of distance feasibility. BA has to take the call.
3	Scope of work(SOW) Page.4	Collection through Digital Payment Avenues via Referral code. Rs.5/- for successful transaction	Clarify please what is referral code, who will give and whom	Referral code to be issued by TPSODL for tracking & assurance of digital txn
4	Scope of work(SOW) Page.4	Education Qualification of Counter Associate. Wages category :Semi-skilled	Now counter associates are getting wages in skilled category as per our survey. How semi-skilled category wages now fix.	Wages category and qualification of counter associate is mentioned in SOW.
5			What is the operation timing of counter (single shift and double sift)	Single Shift- 9 am -6 PM Double Shift- 8 Am - 2 PM & 2Pm - 8PM
6			Collection will be done through Mobile collection app or Computer collection app. ? If Mobile app who will provide mobile and BT Printer ?	BA to ensure only for manning. All assets will be covered by TPSODL
7	Page No 1 Scope of Work	It is the responsibility of the Business Associate(s) to submit the Cash, Cheques & Demand draft into Bank account of the TPSODL and any loss incurred in transit has to borne by the Business associates.	Detailed address of Cash Counter & Bank Branch Address of TPSODL	Cash counter details available in website & bank deposit to be freedged by Division. Reference is as below- https://www.tpsouthernodisha.com/customer-zone/collection-outlet-details
8	Page No 2 Scope of Work	For all the BA staffs engaged in business with TPSODL, BA shall mandatorily provide list of SC Nos of Electricity Connections of their respective premises (Domestic/ ensure timely payment against electricity bills before due date. If not paid, TPSODL shall Commercial and deduct the cumulative amount against electricity bills from invoice.	Average electricity Bill per center which needs to borne by BA Vendor	All infra will be provided by TPSODL. Electricity will also be borne by TPSODL.
9	Page No 3 Scope of Work	Business Associate(s) is required to take a consolidated insurance policy for cash in transit & cash in safe with any IRDA certified general insurance company for an amount equivalent to average monthly collection of the designated area of your operation.	How much value Insurance Amount needs to be taken for cash in transit & cash in Safe. Kindly specify average per day /per Counter average collection amount .	As per 2 day cash collection *Cash counter details available on website
10	Page No 3 Scope of Work	Security and Key control of the counter assets remains the responsibility of Business Associate(s).	Please clarify in details. Kindly clarify in each cash counter whether TPSODL will provide any type of safe locker ?	Subject availability. BA has to take care of all assets provided by TPSODL.
11	page no.2	Door step delivery of bounce cheque with notice to the consumer.	Will TPSODL provide any additions cost to vendor for door step delivery of bounce cheque	No

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12	page no.2	Door step delivery of bounce cheque with notice to the consumer.	What are the average count of bounce cheque cases per division	Average 2/4 per month per division
13	page no.2	Female employees to be placed to operate the collection counters only where basic amenities are available.	What will be the shift timing of female staffs	Single Shift- 9 am -6 PM * female staffs should be placed only after checking of availability of conducive infra for them.
14	page no.2	Annual Health check-ups of Counter Associate shall be ensured by BA along with compliance to recommendation of medical reports. If need arise, based on medical report, suitable replacement shall be provided by BA.	Please define the define the check-up which needs to be conducted and share the format in which the health report to be submitted	Mentioned in GCC, QUALIFICATION AND EXPERIENCE OF THE SAFETY AND SITE PERSONNEL Para no. 5.10
15	page no.3	In case of non-deposit of collected amount in TPSODL account within T+1 working days, then interest of 18% per annum will be imposed for delay and same amount will also be deducted from monthly bills without any further intimation from TPSODL to Business Associate(s).	Is there any exception for bank holidays/ Strikes etc.	T+1 Working days. Bank holidays are already known so arrangements to be maid accordingly. Exceptions to be approved by EIC
16	Page No 5	Training of all BA employees is an important activity & is mandatory prior to deployment.	Will the training days be billed.	On job training to be given by BA
17	Page no.21	2. The quantity mentioned above is for evaluation purpose only and may vary during the execution.	If quantity vary after execution than tpsodl will pay for the extra quantity.	Payment is as per maning of counter associates
18	Page no.21	BA has to ensure all allocated counters to be operational 7 days a week, throughout the year except 26th January, 15th August and 2nd October.	In case of emergencies like covid etc. if its not possible to continue operation what are the terms and conditions that will applicable?	Govt. direction will prevail in this case.
19	Page no.18,19,20	LOT 1, LOT 2, LOT 3 LOT 4	For 5 circle would there be multiple vendors or single vendor.	Multiple Vendor
20	-	General	Whether overtime,R&R and shift allowances allowances be payable etc.	Borne by BA
21	-	General	In case of large number of consumer arrives on centere can we implement coupon system?	Currently queue management system is available at CRC only.
22	-	General	What will be the maximum cash we can collect from the consumer.	1,99,999 is the cash lime set by incom Tax dept
23	Page no.21	2. The quantity mentioned above is for evaluation purpose only and may vary during the execution.	Will there be decrease in the quantity allotted.	Mentioned in SOW, SLA Section
24	-	General	Whether overall Infrastructure will be provided by TPSODL? Equipped with required IT , (Computer, Printers, Scanners, Bar code scanners etc.)	Yes

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25	Page no 18	Manning collection counter for each circle	Query- Need to know if any penalty clause is there for short amount found in tally, transaction cancellation or alteration by cashiers or delay in deposit of cheque if any.	Yes
26	-	Additional queries	<ul style="list-style-type: none"> · What will be the qualification criteria for collection counter agents & Cash Handling staff? · There will be requirement of full time team leaders to manage operational activity shift wise? · There will be requirement of Trainer to train the existing & new staff joining in the process? · Actual number of seat requirement to understand the ratio of cash management lot wise? 	*Education Qualification of Counter Associate Is mentioend in Page 4 Of SOW other guideline section. *BA can take the call regarding Cash Handeling Staff/trainer/team leader. *Mentioned in BOQ
27	Page no 21	Reliever required for continuous operations of Counters, has to be arranged by Business Associate. Cost of reliever should be included in cost of counter associate.	Query- It will be billed as per regular associate or billing need to be added by adding reliever In the billing.Query- What will be seat ratio in each circle?	Billing has to be done including cost of reliver *Seat Ratio is mentioned in BOQ
28	Page no 18	Cash Handling process for each circle	Query- Cash handling task requires cashier, van driver, Security guard; need to understand the payment structure for all of them? Query- Van hiring cost is also involved along with security guard if ex-man with a gun?	To be managaed by BA
29	Pg No. 6 (of Tender)	Three similar completed works (Project Value) not less than the amount equal to Rs. 10 Lacs (each)	We have experince in RCS (Revenue Collection) for 3 Years under Southco.This experience will calculated or not?	Yes, subject to fulfilment of Clause 1.7 Qualification Criteria of the Tender.