

**TPCODL**

TP Central Odisha Distribution Limited

**TPNODL**

TP Northern Odisha Distribution Limited

**TPSODL**

TP Southern Odisha Distribution Limited

**TPWODL**

TP Western Odisha Distribution Limited

**CENTRALIZED CONTRACTS GROUP****NIT No.: TPCODL / CCG / 2023-24 / 007****Corrigendum- I****TPCODL / CCG / 2023-24 / 007****Rate Contract****for providing Meter Reading, Spot Billing, Spot Bill Printing, Bill Distribution, Special Letter Delivery, Special Meter Reading, Three Phase Meter Reading and Disconnection Notice Delivery Services for TPCODL / TPNODL / TPSODL / TPWODL for 3 (Three) Years****Dated 17<sup>th</sup> July 2023**

Following changes in Calendar of Events in page no 5 of tender document is made;

**1.3 Revised Calendar of Events:**

(e)	Last date and time of receipt of Bids	20.07.2023 up to 15:00 Hrs
(f)	Date & Time of opening technical bids & EMD	20.07.2023 up to 15:30 Hrs
(g)	Date & Time of opening of Price of qualified bids	Will be notified to the successful bidders through our website / e-mail.

All other terms and conditions of the above tender shall remain unaltered.

**Yours faithfully,****-sd-****Head-Contracts  
CCG, Bhubaneswar**

Format for Pre-bid queries					
Sr. No.	Name of Discom	Detailed Reference to Tata Power Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	Tata Power Response
1	2	3	4	5	6
1			Due Date for Bid Submission: 17.07.2023 [15.00 Hrs.]	Since the date of submission of Pre-Bid queries is 12.07.2023 and date of replies of Pre-bid queries is 14.07.2023 thus we would be having 2 and half days for submission of bid. Furthermore we would like to notify that 15th and 16th July are holidays (Saturday & Sunday) The bank will also take 4-5 days to process the bank guarantee and also the courier service will take 3-4 days to deliver the BG (Hardcopy) due to bad weather. Keeping the above genuine factors in mind, You are requested to kindly extend the due date of bid submission by at least 10 days from the date of replies of Pre-bid queries.	Bid due date extended up to: 20-07-2023 (3:00 PM)
2	TPNODL / TPSODL / TPCODL / TPWODL	8.1 Special Conditions of Contract (F)	Performance Bank Guarantee: Performance Bank Guarantee amounting to 3% of the annual contract value shall be submitted by the BA within 15 days from the date of award of rate contract, as per GCC (0.75% of the annual contract value for MSME bidders registered in the State of Odisha) for a period equivalent to contract validity period plus claim period of six month i.e. 18 months	We are Registered with MSME Telangana State, But recently we have added our Odisha Working site units to MSME. Are we eligible for the said Benefits of MSME registration ?or Can we proceed to Cancel & Re-Register MSME under Odisha state ? Please Clarify	MSME- Odisha are eligible for getting the benefit of this clause
3	TPNODL/TPSODL/TPCODL/TPWODL	1.7.2 Qualification Criteria	Qualification Requirement of Financial Turnover for MSME registered in the State of Odisha shall be reduced to 20% of the existing criteria.		MSME- Odisha are eligible for getting the benefit of this clause
4		Supervision Charges			Supervision charges shall include cost of Mobile Device, Impact Printer, Paper Roll. Printer Cartridge, Pre-printed stationary (in the back side of bill) (Design for Pre-printed stationary would be provided & approved by Discom), Office equipment / establishment, Cost of BG and Insurance / Cost of Project Manager, Division Coordinator, Data Entry / Key punching (Computer) Operators, Profit Margin as well as Penalty / Incentive as per target prescribed and other day to day expenses etc and Service Charges for Meter Reader & Supervisor as per GCC
5			Nothing is define for MSME in TPCODL & TPNODL	Can BA avail MSME facility for all DISCOMs ?	MSME facility available for all Discom
6		11 Safety:	Safety related requirements as mentioned in our safety Manual put in the Company's website which can be accessed by: <a href="http://www.TPCODL.com">http:// www.TPCODL.com</a> All Associates shall strictly abide by the guidelines provided in the safety manual at all relevant stages during the contract period.	The safety related requirement should be accessed through mentioned site address and should also be made a part of tender document mentioning all the points. Any changes/addition in the same in future should also be intimated in writing.	Firm as per NIT

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7		6.3 Safety Violation Escalation Matrix 6.3.1	Memo to BA, Levy of Penalty and termination of Contract	In reference to the same clause, if company has provided all safety equipments with training to workman and still, if he is careless to use these equipment then BA shall not be responsible to pay any type of penalty	Safety Clause to be strictly adhered as per NIT
8		2.0 Evaluation Criteria	CCG will award maximum Two Divisions / Cluster to a single bidder in each Discom. However, CCG shall reserve the right to decide the no. of Division and allocation of the particular Divisions to a respective BA while awarding the Contract.	CCG should consider to award maximum 4 divisions to a single bidder in each DISCOM.	Firm as per NIT
9	TPNODL/TPS ODL/TPCODL/ TPWODL	5.0 Qualification Criteria	CCG will award maximum Two Divisions / cluster to a single bidder in each Discom. However, CCG shall reserve the right to decide the no. of Division and allocation of the particular Divisions to a respective BA while awarding the Contract. The decision to place award of contract order/LOI solely depends on CCG on the cost competitiveness across multiple lots, quality, delivery and bidder's capacity, in addition to other factors that CCG may deem relevant.	As Spot Billing & Revenue Collection tenders floated (Tender ref:TPCODL/CCG/2023-24/007 &008) respected enquiry numbers, If One BA is Being L1 in Single Division for Both Spot Billing & Revenue Collection, Then Both Spot Billing & Collected will be awarded to single BA ? please clarify.	This decision shall be taken care by individual Discom
10	All discom of Tata Odsiha	Page No. 9 and clause no. 2.0	CCG will award maximum Two Divisions / Cluster to a single bidder in each Discom. However, CCG shall reserve the right to decide the no. of Division and allocation of the particular Divisions to a respective BA while awarding the Contract.	Two divisions / clusters to a single bidder in each discom is very less. It has to be modified, and more than two divisions should be allotted to each vendor.	Firm as per NIT
11		2.1 Price Variation Clause:	The prices shall remain firm during the entire contract period.	Since the clause states the prices will remain firm for the entire contract period, keeping in mind the inflation rate trend and Consumer price index (CPI) we request you to consider the revision of rates as per the CPI index from time to time.	Minimum Wages revision / VDA shall be consider on Manpower cost only as per Revision of Govt. wages from time to time. For Supervision wages increment factor shall be applicable as per price schedule (to be submitted by the bidders)
12		8.1 Special Conditions of Contract: C	Discom shall reserve the right to change the number of Customers in 1 or 2 divisions /Circles (as the case may be) considered in the contract during the period with 1 month notice in advance.	Notice period for change in consumers should be revised from one month to three months.	Firm as per NIT
13		8.1 Special Conditions of Contract: H	BA shall deploy resources within 7 days from date of placement of Rate Contract.	The Deployment of resources should be considered for revision to 15 days.	Firm as per NIT
14		Part-2. Variable Component:	Immediately after awarding of the contract, Business Associate(s) should submit in writing a detailed execution and resource deployment plan to TPCODL within 7 days of awarding LOI/RC	Proposed for 10 to 15 days	Firm as per NIT
15		Part-2. Variable Component: Point No 2	Immediately after awarding of the contract, Business Associate(s) should submit in writing a detailed execution and resource deployment plan to TPNODL within 7 days of awarding LOI/RC	Proposed for 10 to 12 days	Firm as per NIT
16	All discom of Tata Odsiha	Page No. 17 and clause no. 8.1 (h)	BA shall deploy resources within 7 days from date of placement of Rate Contract.	The time given by the CCG to deploy resources is very short, it has to be modified to 15 days.	Firm as per NIT

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17	All dicom of Tata Odsiha	EMD BG			EMD is strictly preferred in the form of Bank Guarantee (TPCODL Format) and to be delivered at the address (as per NIT). However in view of present situation if Bidder is finding it difficult to make and submit BG for EMD amount, they can do online transfer of EMD amount in the mentioned Account (as per NIT) and submit proof of the same as part of Bid Submission (Tender wise)
18	All dicom of Tata Odsiha	Page No. 17 and clause no. 8.1 (I)	Bidders shall be required to establish and open its own office in all Division of the Circle for which the Contract is awarded. Bidder are required to submit an undertaking with the bid document with respect to opening of the same within 7 days of award of Contract.	The time given by the CCG to establish and open its own office in all Division of the Circle for which the Contract is awarded is very short, it has to be modified atleast to 15 days.	Firm as per NIT
19		8.1 Special Conditions of Contract: I	Bidders shall be required to establish and open its own office in all Division of the Circle for which the Contract is awarded. Bidder are required to submit an undertaking with the bid document with respect to opening of the same within 7 days of award of Contract.	Establishment of offices to be revised to 15 days.  Will DISCOM provide office space or BA has to arrange for the same. If yes, kindly provide the number of locations so that the costings can be worked accordingly.	Firm as per NIT
20		1. The scope of work includes the following: J	TPCODL reserves the right to disqualify any Bidder, if bid price does not meet the minimum/realistic Supervision cost. Supervision charges shall include cost of Mobile Device, Impact Printer, Paper Roll, Printer Cartridge, Office equipment/establishment, Division Coordinator, Data Entry (Computer) Operators, profit Margin as well as Penalty/ Incentive as per target prescribed in Annexure.	Sir, You are requested to kindly consider the Thermal Printer also.	Firm as per NIT
21		Meter reading activity will be carried out across 20 divisions. Note:	If the House locked cases are found to be more than 2% of the total consumers billed under a particular Division, then the claim amount for the Spot Billing consumers billed under House Lock over and above 2% shall not be paid.	House Lock percentage to be considered for revision i.e. from 2% to 4%	Firm as per NIT
22		Meter reading activity will be carried out across 20 divisions. Note:	In case of average billing (due to defective meter or in case no meter) the supervisor of the Business Associate(s) shall verify 100% of such consumers in a month and shall submit report to concerned JE-Commerce in Section as well as Team Lead - Meter Billing Collection (MBC) of the respective Division on monthly basis. However, 100% Site verification report(SVR) must be submitted to section through notification process in SAP.	Will the SVR book & Reading Request form be provided by DISCOM?	Yes, Firm as per NIT
23		Meter reading activity will be carried out across 20 divisions.	Identity Card, Cap, Tester, Torch, Uniform, Bag (one in nos.) with logo is to be issued to all Meter - Readers of the Agency to induce the feeling of belongingness & to build trust amongst consumers.	How many sets of Uniform to be provided to MR. Are the uniforms to be provided on yearly basis. Kindly provide details in regard to Seasonal Uniform (Pg. 206 (Pg. 15 of 20))	As per the normal practice.
24		Meter reading activity will be carried out across 20 divisions. Note:	The Business Associate(s) have to support TPCODL for organization of necessary camps to improving the billing percentage.	Sir, Who will bear the cost of conducting camps? Please clarify	It shall be in DISOCM scope
25		Establishment, Data Compilations and Reports:	* Downloading & merging of data files from Spot Billing Machines on to the base computer system. * Performing validation checks to ensure through	Need more clarity on both points	Firm as per NIT

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1	2	3	4	5	6
26		Business Associates Responsibilities:	Formats and paper quality of notices/sticker against remark cases shall be decided by EIC.	can the quality of notices/sticker be specified so that the costings can be worked upon accordingly.	Firm as per NIT
27		Project In Charge (common MBC)	Minimum 10 year in similar profile in power distribution sector	Proposed for minimum 7 years to 9 years maximum	Firm as per NIT
28		Project Divisional Manager (Common for MBC activity) at division	Minimum 10 years in similar profile in power distribution sector having good analytical skill	Proposed for minimum 5 years to 8 years in similar profile in power distribution sector having good analytical skill  Also clarify that the Project Divisional Manager and Divisional Coordinator both are same or we the BA needs to deploy the divisional coordinator separately.	Firm as per NIT
29		SBM Supervisor	Minimum 5 year of experience in similar activities of Meter Reading, Billing & Collection with exposure on working on Computer	Proposed for minimum 3 years to 5 years of experience in similar activities of Meter Reading, Billing & Collection with exposure on working on Computer	Firm as per NIT
30		Meter Reader for SBM & NSBM	Minimum 12th Standard Pass and able to Speak, Read & Write Hindi & Odiya Language and understand basic English	Minimum 10th Standard Pass and able to Speak, Read & Write Hindi & Odiya Language and understand basic English	Firm as per NIT
31		Manpower Requirement:	Bidder shall deploy adequate labour considered necessary by TPCODL for carrying out of the contract and to work on Sundays and Holidays whenever required to do so.	Regarding the working of staff (MR & Supervisors) on Holiday & Sunday will they be paid extra for the same & who would be accounted for this.	Bidders Scope
32		1. Penalty on Supervision Charges (SC) of BA:	Billing Coverage of Valid Consumers (%)=Deductions from Supervisory charges ("SC") of BA 99%-100% =Nil 90%-99% =10% of SC 80%- 90% = 15% of SC 0- 80% =20% of SC	Penalty for Supervision Charges are on higher side & we propose the revision of same as under: <b>For URBAN</b> Billing Coverage of Valid Consumers (%) = Deduction from Supervisory charges ("SC") of BA 97%-100% =Nil 90%-97% =2.5% of SC 80%- 90% =5% of SC 0- 80% =10% of SC  <b>For Rural</b> Billing Coverage of Valid Consumers (%) = Deduction from Supervisory charges ("SC") of BA 95%-100% =Nil 90%-95% =2.5% of SC 80%- 90% =5% of SC 0- 80% =10% of SC	Firm as per NIT
33		4. Quarterly & Annual R & R shall be conducted based on following parameters	a) Promotion & awareness of self/online payment b) Best Meter Reader in each circle/divisions (Parameters being OCR billing and Actual Billing only) c) Best Supervisor in a circle/division d) Best Division Coordinator in a Circle	Who will decide on the type of reward towards the Reward & Recognition which is to be conducted on Quarterly & Annually basis and under whose part will lie the responsibility of expenses?	Bidders scope & type of award may be decided in recommendation of EIC
34		Part-2. Variable Component: Point No 2	Immediately after awarding of the contract, Business Associate(s) should submit in writing a detailed execution and resource deployment plan to TPNODL within 7 days of awarding LOI/RC	Proposed for 10 to 12 days	Firm as per NIT

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1	2	3	4	5	6
35		9.6 Special Terms & Conditions for BAs engaged under PLPBC or Service Contracts	The Business Associate will also be required to take an appropriate insurance coverage for all its employees engaged by them in TPNODL against any death due to Covid-19 irrespective of place, type & days of treatment anywhere in India, for a sum insured value of Rs.10 Lacs. In absence of having such coverage and in an unfortunate event of any death of any of its workers due to Covid-19, the BA will be required to pay such amount of Rs.10 Lacs to the victim's family/legal heirs. The BA is free to have this coverage for their employees against Covid-19 death through a mutually agreed contributory scheme and may recover up to 50% of the average premium payable per insured, from its employees.	Kindly clarify, if the same is compulsory since the last communication received in this regard from HR, TPSODL clearly mentions that it is not required any more.  Further if it is still mandatory would it be different for all four DISCOMS or would it be common.	COVID-19 not applicable
36		General	General	Need clarity – As per RFP in case of hike in minimum wages meter readers and supervisors will be paid as per revised wages. In such scenario will BA get supervision% as per old wages fixed cost or will it be as per incremental wages fixed cost.	Firm as per NIT
37		General	General	Will the SVR book & Reading Request form be provided by DISCOM?	Discom scope
38		General	General	Kindly clarify the DISCOMs plan for installing of smart meters in respective divisions incoming years so that the costing could be worked accordingly.	It can be given on post award of contract
39		General	General	In DISCOMs where union is active, Kindly advise on demands related to: A) Increase in wages as per union demand B) Strike due to termination of MR as per his/her Performance and as per guidelines laid by DISCOMs. C) Strike due to any other unethical demands.	This issue shall be handled by the bidders. DISCOM shall not be liable for any demand. Min. wage- hick shall be considered as per the GoO circular on the manpower cost only. If work will suffer due to strikes, DISCOM will take suitable action.
40	ALL DISCOM	ANNEXURE 1	RATES OF MR - SEMI SKILLED & SUPERVISOR - SKILLED	WHAT IF THE METER READER AND SUPERVISOR DOES NOT AGREE TO THE RATE MENTIONED AND ASK FOR HIKE. DO WE HAVE THE LIBERTY TO CHANGE THE MANPOWER AND RECRUIT SOME NEW BOYS	Already clarified in above point
41	TPNODL/TPSODL/TPCODL/TPWODL	Annexure-I, Item No.14	Misc – as & when requirement basis	Under this item, What kind of Services/items we can claim ?	As recommended by EIC
42	All dicom of Tata Odsiha	Page No. 16 and clause no.8.1 (g) Part 2	Part 2 covers Supervision charges of BA be paid to the extent seventy percentage (70%) out of the total claimed amount. And balance 30% shall be paid after the certification and bill approval is made by the concerned EIC, following the submission of the proof of transfer of wages payment to every manpower along with deposit of statutory dues PF/ESI in the credit of each of the beneficiaries' account (BA employees engaged in the subject work and Govt. A/C (If any).	The payment term should be 90%, and the balance of 10% shall be paid after the certification and bill approval.	Firm as per NIT
43	All dicom of Tata Odsiha		Query ( Minimum Wages and Extra payout)	We will provide minimum wages as per the details given by CCG in the RFP, and any extra payments and allowances will be borne by Tata Odisha (CCG).	Already clarified in above point
44	TPCODL	Page No.27 (11,12)	Additional Allowance-1, Additional Allowance-2	What is this ? Please Clarify	Additional allowance can be given on case to case basis as per EIC recommendation

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1	2	3	4	5	6
45	TPCODL	1.3,e.pg.no-5	Last date and time of receipt of Bids 17.07.2023 upto 15Hrs	As the duration between replies of pre bid queries and Bid Submission is very short,request you please give another 15 days extension for Bid Submission date so that it will be convenient to prepare Bid	Already clarified in above point
46	TPCODL		Is Safety criteria applicable to BA for this Service and Any Safety Bid Documents submit by BA		Firm as per NIT
47	TPCODL	Annexure-1 (Schedule for Items (Price Bid) page no-27	Hardship allowance for remote/ remote rural/semi urban	How it will be segregated among meter readers?	Discom scope
48	TPCODL	Meter reading activity will be carried out across 20 divisions/page no-48	If bid price does not meet the minimum/realistic Supervision cost	Minimum/realistic Supervision cost is how many percentage of fixed cost?	Bidder shall submit considering all factors as mentioned in NIT.
49	TPCODL	1.Fixed & variable Component cost Page-45/46	Proposed Scope of Work in details:	Will TPCODL bear the remuneration cost of employees for any Natural disaster /IP Transit provider & Any pandemic situation?	Firm as per NIT
50	TPCODL	1.4.1.pg.no-5	Mandatory Documents required along with the Bid,EMD of requisite value	Please clarify EMD is required for tenderwise or Discomwise.	Tender wise
51	TPCODL	6.2 Bills & Invoices	Unless specified otherwise in the special conditions of contract, Associate shall raise not more than one invoice/contract per month for the services rendered in the prescribed Tax Format and the invoice shall be submitted within 15 days of the following month at Invoice Desk, TPCODL Bhubaneswar.	Point 6.2 states that the invoices to be submitted within 15 days of the following month whereas on page 64 (Pg 22 of 38) under clause "New Process to follow" it is mentioned that the invoice to be submitted by 5th of each month, kindly clarify.	As there will be two invoices to be raised in a month. 1st for fix component as part-1 based on manpower engaged in a month verified by EIC to HQ and 2nd as supervision component with performance sheet & compliance sheet as asked by TPCODL. 1st part of invoice can be raised within 5th of each month so that field staff salary can ensure and remaining part of invoice after duly verified with monthly performance can raise in 15 days of time
52	TPCODL	Cross Area Checking	This team can visit / cross check the cases of any Division in TPCODL area and will not be limited to the Division allocated to the Business Associate(s).	If the cross area checking team visits other division who will bear the travelling cost.	Additional fuel cost will be paid by TPCODL under line item – hardship allowance if different division (not allotted to BA) cross verification ask by TPCODL
53	TPCODL	Cross Area Checking	Below table indicates the limit of no. of cases, based on which division is made. Changes can be made in the limits of the no. of cases & selecting.	Kindly specify the table being refer to as no table indicating "limit of no. of cases" is shown.	The scope of cross checking will be decided by EIC and qty will be given as per requirement of cross checking limited to 5% of consumer base (sample cases verification) if cross check in different division (not allotted division) after approval
54	TPCODL	Special meter reading cases	Preprinted SVR ,DC notice etc. prescribed format	will TPCODL provide pre printed prescribed stationary / booklet for this activities?	Site verification form (booklet) will be provided by BA and BA has to bear cost. Disconnection notices & any other pamphlet will be provided by TPCODL for distribution. No extra cost for distribution , SVR fill up will be paid to BA

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55	TPCODL	Manpower Requiremet /page No-68	Beyond normal working hours or on Sundays and Holidays	will Tpcodl bear special remuneration for this woking hours / days?	Provision will be applicable as per OIE (Odisha Industrial Establishment) NH/FH rule 1969 and one weekly off as per the provisional of labour law
56	TPCODL	2. Incentive / penalty for BA Employees (95% to 100%) Page no-77	Billing Coverage of Valid consumer (%)	will it calculated Meter reader user ID wise, as per there allocated consumer??	Yes meter reader id wise coverage will be calculated. BA should allotted 100% consumer base to their meter readers
57	TPCODL	2. Incentive / penalty for BA Employees/ Page No -77	Billing Coverage of Valid consumer (%)	what is the machanism to retention of Rs.250 / Rs.300 from meter readers? Will it attract there minimun wages?	Division In charge/EIC will decide on retention of amount as per target given to individual as per matrix. Yes it will attract minimum wages but if performance improve then hold amount can release in instruction of EIC.
58	TPCODL	3. Provisional billing/ Page No -78	Percentage of Provisional Billing	Is it excluding MB,MH,MF,DC,HL & Ghost consumer cases for penalty calculation or not?	No display, meter burmt, not visible, no meter, meter stop cases excluded from provisional billing calculation. In two months after inception, all ghost consumers to be identified by BA and send detail to EIC/TL-MBC at division / HQ for converting into temporarily disconnection/bill block. Once converted into TD/bill block, these cases will be excluded from provisional billing base count
59	TPCODL	Incentive / Retention for Meter Readers/ page-78	OCR billing Coverage	Is OCR reading percentage calulation Including OCR &UCR both ?	No only OCR will be considered as successful scan
60	TPCODL	4.Other penalties- Page no 80	Maximum penalty to BA under all clauses shall be limited to 30%	will the penalty be imposed on both fixed and variable cost or only variable cost?	Penalty specifically mentioned for supervision charges, field staff/meter reader fix component for low performance then it will be deducted from fix component otherwise it will be from supervision charges.
61	TPCODL	NIT No.- TPCODL / CCG / 23-24 / 007  <b>Clause No. - 5, Other Penalties, Sl. No. - 6</b>	Undertaking by Meter Reder (SBM N Non-SBM) for unethical reading (for example keeping suppress reading or table reading)	If we add a clause of undertaking for not keeping any unethical reading (for example keeping suppress reading or table reading) for Meter Readers of both SBM N Non-SBM category by all DISCOMS in this tender, the responsibility and accountability of MRs will be found and the purpose of spot billing will be fulfilled. In that undertaking they have to give an declaration to the DISCOMS and BAs if they do it they will be debarred / black listed from this activity as well as all the reading units suppressed / the penalty amount shall be recovered from them. It is a suggestion and we have seen the best result during our activity in Spot billing at all the divisions where were working.	BA can adopt this practice and take care at the time of appointment of meter reader.



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62	TPCODL	Annexure VII 1- (f)	The Business Associate should provide an independent IT based GPS tracking system, integrated with the TPCODL Billing application for online real-time monitoring/ tracking of the meter reader.	As we know Total Work shall be distribute to multiple vnedors. Each Vendor have to develop saperate app which has to be integrate with TATA app?? . Kindly Clarify	Application will be provided by Discom for reading and collection activities. No need to procure any other application by BA.
63	TPNODL	Annexure VII - Scope of Work & Service Level Agreement, Page No. 28, clause no. t.	Seasonal uniforms along with cap / Rain Coat shall be provided by the BA agency for summer, winter, and rainy seasons. Timing for working for office staff & field staff will be on decision of EIC/designated person nominated by EIC.	is there any recommendation from your side on the uniform style or each BA can have their own style?	Already clarified in above point
64	TPNODL	Annexure VII - Scope of Work & Service Level Agreement, Clause 2 - Proposed scope of work in details, Sub-Clause 1	The Bidder is required to submit Division-wise Price Bid for each Division of all 5 circles, as interested, in the attached format as per Price Bid (Annexure). Under normal scenario, one Bidder shall not be allocated more than two Divisions / Cluster, in any case, after outcome of technical and Commercial Bid Evaluation, however, TPNODL shall reserve the right to decide the no. of Division / Cluster and allocation of the particular Divisions to a respective BA while awarding the Contract	Can price bid be submitted only for the divisions interested in or is it mandatory to cover all the divisions and circles? Also, is is mandatory to bid for all the discoms?	It is mandatory to quoaate for DISCOM wise. If BA will not submit the bid for one division then their bid shall be laible for rejection.
65	TPNODL			Please describe the payment collection mechanism. Any software / Banking gateway / Any prepaid amount?	Firm as per NIT
66	TPNODL			please advise dimension of bills of discom wise is it same or different also advise paper roll width and length dicmom wise	Average length of Spot Bill varies b/w - 14 inch to 16 Inch.
67	TPNODL	NOT MENTIONED - PERSONAL EXPERIENCE		Wanted to know how many rolls will be required for a particular zone as the experience was not great when working for TPSODL. We wanted to know the Length and breadth of the roll for a particular bill because we were told to remove Notice print out with the same roll without paying us a single penny and we had to take all the brunt.	Same as above
68	TPNODL	Page.231 9.7 ISO 14001	The vendor to confirm whether their organization is ISO 14001 certified	Is it mandatory? If vendor have no ISO 14001 certificate. Will his bid reject?	Though it's not mandatory, Quality certifications such as ISO 14001 carry weightage during Technical evaluation.
69	TPNODL	Note Page No 32 S1 No 4	Supervision charges shall include cost of Mobile Device, Impact Printer, Paper Roll (message / information/advertisement printed on the back of the paper roll & Watermark), Printer Cartridge, Office equipment/establishment, Project Incharge, Division Coordinator, Data Entry (Computer) Operators, Profit Margin as well as Penalty/Incentive as per target prescribed. Also includes Service Charges for Meter Reader & Supervisor as per GCC	1. What will be the length of a single Bill 2. Came to know that 2 inch BT Dot Matrix printer of EPSON is not available	1. Average length of Spot Bill varies b/w 14 inch to 16 Inch. 2. Please refer NIT for Dot Matrix printer Specification (Annexure-2). We have already clarified that EPSON, Analogics or any Equivalent Impact/Dot Matrix printer can be deployed by BA.
70	TPNODL	ANNEXURE II	Bluetooth 2" Impact Printer (Dot Matrix)	2 inch Dot Matrix printer is scarcely available.	We have already clarified that EPSON, Analogics or any Equivalent Impact/Dot Matrix printer can be deployed by BA.
71	TPNODL			What are the targeted consumers for a meter reader in a month? Any guideline.	Tentative count per Meter reader per Section to be achieved has already been mentioned in the Tender. Please refer Page no.9-13(TPNODL) of NIT No.: TPCODL / CCG / 2023-24 / 007
72	TPNODL			What will be the Payment release Mechanism	Firm as per NIT

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1	2	3	4	5	6
73	TPNODL	Scope of work & SLA/Clause No.2/Part-1 Fixed Component/Page no.45	Part-1. Fixed Component: Cost of Section Wise Number of Meter Reader & Supervisor's with their Minimum Wages + Incentive/Penalty.	In case of Meter Reader compensation, can we able to pay incentive for higher productivity with lower attendance days provided our total cost for Meter Readers is maintained with in given limit of Tender Document. e.g. If one meter reader works for 15 days and gives an output equivalent to 25 days. Can we pay salary for 15 days and his additional days earning as incentive. In another case if one meter reader works for 26 days and gives an output equivalent to 40 days. Can we pay his salary for 26 days and pay his additional days earning as incentive as long as we maintain the total cost within the mentioned budget.	Firm as per NIT
74	TPNODL	Scope of work & SLA/Clause No.2/Part-1 Fixed Component/Page no.45	Part-1. Fixed Component: Cost of Section Wise Number of Meter Reader & Supervisor's with their Minimum Wages + Incentive/Penalty.	In case of Supervisor, if we manage effectively with lessor count compared to the count mentioned in the tender document for a particular division, can we able to share the part of cost with other supervisors as incentive. e.g. instead of mentioned supervisor count of 6, we manage effectively with 5 supervisors, can we able to share one supervisor cost as incentive to other 5 supervisors.	No, Firm as per NIT
75	TPNODL	Scope of work & SLA/Clause No.2/Part-1 Fixed Component/Page no.45	Part-1. Fixed Component: Cost of Section Wise Number of Meter Reader & Supervisor's with their Minimum Wages + Incentive/Penalty.	In case, if we manage the activity efficiently without compromising the performance and quality with lessor number of Meter Readers as compared to tender quantity. Can the part of cost saving will be shared with vendor.	No, Firm as per NIT
76	TPNODL	Scope of work & SLA/Clause No.2/Part-1 Fixed Component/Page no.46	Part-2. Variable Component: Cost of Supervision charges shall include cost of Mobile Device, Impact Printer, Paper Roll, Printer Cartridge, OfficeEntry (Computer) Operators, Profit Margin as well as Penalty/Incentive as per target prescribed in equipment/establishment, Division Coordinator, Data	Part of the varibale cost like cost of paper Roll, Impact Printer Cartridge, other stationeries etc are linked with volume of the consumer base of particular division. But vendor supervision charges is linked with fixed Component which needs to be quoted in % .by vendor. Hence, supervision charges varies with actual fixed component which may vary as per the actual manpower deployed in field. How vendor will cover the cost of consumables in the above scenario?	Firm as per NIT
77	TPNODL	Pg. No. - 187,	Manpower Table	Please shared the exact nos. of DEO / KPO like TPCODL N TPWODL, it will give more clarity during calculation of supervision cost	Mentioned in Super vision cost
78	TPSODL	Page No.43 1(F)	The Business Associate should provide an independent IT based GPS tracking system, integrated with the TPSODL Billing application for online real-time monitoring/tracking of the meter reader.	Please clarify	In case of any requirement, TPSODL may integrate IT based GPS tracking system with Billing application
79	TPSODL	Page No.297 Annexure-I	Meter Reading, Spot Billing, Spot Bill printing, Bill Distribution, Special Letter Delivery, Special Meter Reading, Three Phase Meter Reading and Disconnection Notice Delivery	Nothing define in the Annexure-I (Schedule for Items (Price Bid). Wheather three phase reading and Bill distribution in the scope of BA or not?	TPSODL may ask BA for Three Phase Meter Reading and Bill Distribution. Please refer point 66 (page 22 of 133).
80	TPSODL	annexure 1 price schedule	details of man power mentioned in page no 10 to 13	Diff in Manpower BOED Divison page no-11- Total Supervisors Mentioned 2 but Annexure-I it is 3 nos,	3 supervisors are to be deployed in BoED (as per Annexure I)
81	TPSODL	Scope of work PAGE NO 28	TPSODL would not consider cases of "Address Not Traceable" as a valid excuse for missing meter-readings. Unless, the Business Associate(s) is able to establish its case before the concerned designated TPSODL's EIC, penalties would be imposed accordingly as a wrong remark.	IF we are not able to locate address in that case concerned JE of that area should guide us for finding location and if he also is not able to locate then he should give one certificate to BA	No Change, Tender condition prevails.

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82	TPSODL		Data Entry / Key Punching Operator		Data Entry / Key Punching Operator – 1 Per Division (under Fixed charges)
83	TPSODL		Supervision charges shall include cost of Mobile Device, Impact Printer, Paper Roll (message / information/advertisement printed on the back of the paper roll & Watermark), Printer Cartridge, Office equipment/establishment, Project Incharge, Division Coordinator, Data Entry (Computer) Operators, Profit Margin as well as Penalty/Incentive as per target prescribed.		Supervision charges shall include cost of Mobile Device, Impact Printer, Paper Roll (message / information/advertisement printed on the back of the paper roll & Watermark), Printer Cartridge, Office equipment/establishment, Project Incharge, Division Coordinator, Profit Margin as well as Penalty/Incentive as per target prescribed.
84	TPSODL		BA can claim wages plus other allowances and supervision charges on the no. of BA employees worked during the month. In case of employees not worked for full month, then proration to be done.		BA can claim wages plus other allowances and supervision charges on the no. of BA employees worked during the month. In case of employees not worked for full month, then proration to be done on wages and other allowances.
85	TPSODL		Engineer In charge of the Contract (EIC), (Executive Engineer of the Division shall be the EIC under this contract)		Engineer In charge of the Contract (EIC), (Executive Engineer / HoD – R &B of the Division shall be the EIC under this contract)
86	TPSODL		The Bidder is required to submit Division-wise Price Bid for each Division of all 5 circles, as interested, in the attached format as per Price Bid (Annexure)		The Bidder is required to submit Division-wise Price Bid for each Division of all 6 circles, as interested, in the attached format as per Price Bid (Annexure)
87	TPSODL		Under normal scenario, one Bidder shall not be allocated more than two Divisions / Cluster, in any case, after outcome of technical and Commercial Bid Evaluation.		Under normal scenario, one Bidder shall not be allocated more than three Divisions / Cluster, in any case, after outcome of technical and Commercial Bid Evaluation.
88	TPSODL		Additional (after point no. 17)		Net Meter reading (for Solar) is also included in scope of business associate and the reading parameters are be submitted to TP Odisha Discoms as and when required.
89	TPSODL		Meter Readers and Bill distributors must be medically fit		Meter Readers, Bill Distributors and Supervisors & any other field staff must be medically fit

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90	TPSODL		Meter Readers deployed by the Business Associate(s) should be suitably qualified (i.e. with minimum qualification of 12th class pass) and trained for the job intended to be performed by them.		Meter Readers deployed by the Business Associate(s) should be suitably qualified (i.e. with minimum qualification of 10th class pass, however old Meter Readers who have working experience with TPSODL but not meeting Education Qualification may be allowed after approval from TPSODL, whereas all new meter readers have to meet above Qualification Criteria) and trained for the job intended to be performed by them.
91	TPSODL		Additional (along with point no. 62)		It is mandatory to maintain minimum buffer stock of 5% of total quantity.
92	TPSODL		3-Phase meters (TOD/NON-TOD) may be required to be read on need basis for KWH consumption, KVAH Consumption, MDI (KVA/KW), Lag/Lead (KVARH) and TOD peak and off peak readings etc.		3-Phase meters (TOD/NON-TOD) may be required to be read on need basis for KWH consumption, KVAH Consumption, MDI (KVA/KW), Lag/Lead (KVARH) and TOD peak and off peak readings etc. Business Associate(s) may require to download Meter Data of 3 Phase consumers, TPSODL shall provide necessary equipment for Data Downloading.
93	TPSODL		After completing the assigned work in a particular Section the concerned SDO would have the right to utilize the manpower optimally across the various section in same Sub-Division.		After completing the assigned work in a particular Section the concerned RPO / SDO / TL – R&B / HoG – Commercial would have the right to utilize the manpower optimally across the various section in same Sub-Division.
94	TPSODL		Maximum penalty to BA under all clauses above shall be limited to 30% of monthly billing charges		Maximum penalty to BA under all clauses above shall be limited to 30% of monthly Supervision charges
95	TPSODL		1% of the Monthly invoices of Business associate value or Rs. 3000/day whichever is higher but not more than 10		1% of the Monthly invoices of Business associate value or Rs. 3000/day whichever is higher but not more than 10 days
96	TPSODL		BA employee shall be black listed from TPSODL and his detail will be shared with other Odisha Discoms Furthermore, any further loss incurred shall be recovered by		BA employee shall be black listed from TPSODL and his detail will be shared with other Odisha Discoms Furthermore, any further loss incurred shall be recovered by TPSODL from the Business Associate(s).
97	TPSODL		TL MBC / Section Commercial Officer		TL R&B / RPO

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98	TPSODL	Scope of work PAGE NO 18	The Business Associate should provide an independent IT based GPS tracking system, integrated with the TPSODL Billing application for online real-time monitoring/tracking of the meter reader	we will be providing all meter readers and supervisors mobile phone with GPS tracking facility. Any thing additionally required???	Firm as per NIT
99	TPSODL	Scope of work PAGE NO 12	BA shall serve a 15 days' notice & terminate the Meter Reader and/or Supervisor on Non-achievement of Billing Coverage, Actual Billing, OCR Billing & Provisional Billing targets. If Meter Reader's/Supervisor's Billing coverage is less than 90% continuously for 2 Months, then he shall be terminated by BA after serving him a 15 days' Notice period. Similarly, Meter Readers and/or Supervisor(s) shall be terminated by BA after 15 days' Notice if their Billing Coverage is less than 80% in any month without any valid reason.	If we serve termination notice and in case they do not improve then ultimately we have to terminate them then their union will come in the way and may create problem. In that case what type of support we will get from DISCOMS	as clarified above
100	TPWODL	annexure 1 price schedule	details of man power mentioned in page no 08 to 12	Diff in Manpower 1) BED Balangir Division Page No-8 Total Supervisors SBM Mentioned 18 but Annexure-I it is 12No's, 2)BED Bargarh Div Page No-8 Total Supervisors SBM Mentioned 23 but annexure-I it is 17No's 3)BNED Brajrajnagar Div Page No-11 Total Supervisors SBM Mentioned 9 but annexure-I its 7No's 4)BWED Bargarh Div Page No-9 Total Supervisors SBM Mentioned 20 but annexure-I its 14No's 5)DED Deogarh Div Page No-11 Total Supervisors SBM Mentioned 9 but annexure-I its 5No's 6)JED Jharsuguda Div Page No-11 Total Supervisors SBM Mentioned 20 but annexure-I its 14No's 7)KEED bhawanipatna Div Page No-9 Total Supervisors SBM Mentioned 19 but annexure-I its 13No's 8)KWED Bhawanipatna Div Page No-9 Total Supervisors SBM Mentioned 17 but annexure-I its 11No's 9)NED Nuapada Div Page No-9 total supervisors SBM mentioned 15 but annexure-I its 9no's 10)RED Rajgangpur Div Page No-10 Total Supervisors SBM Mentioned 17 but annexure-I its 11nos 11)RED Rourkela Div Page No-10 Total Supervisors SBM Mentioned 16 but annexure-I its 13nos 12)RSED Rourkela Div Page No-10 Total Supervisors SBM Mentioned 17 but annexure-I its 11nos 13)SED Sambalpur Div page No-11 Total Supervisors SBM mentioned 20 but annexure-I its 16nos 14)SED Sonepur Div Page No-8 Total Supervisors SBM mentioned 16 but annexure-I its 10nos	Firm as per price schedule
101	TPWODL	Page No.449 (I)	Maximum penalty to BA under all clauses above shall be limited to 30% of monthly billing charges	Maximum penalty limited to 30% of monthly billing charges or monthly Supervision Charges?	Firm as per NIT
102	TPWODL	Page No.422 / Page No.429	NIT No.: TPNODL / CCG / 23-24 / 007	Can we assume all four DISCOMS in one Tender No. i.e TPCODL/CCG/2023-24/007 and apply with a single Bid?	Technical bid to submitted in one set and Price bid to submitted for each Discom