

Replies of Pre-bid queries
Tender No- TPSODL/OT/2023-24/091 (Rate contract for door to door revenue collection at TPSODL.)

S No.	Relevant Section /Annexure of RFP	RFP Page No.	Relevant Content from RFP	Vendor's Query/Comment	TPSODL Replies
1	ANNEXURE II Scope of Work (SOW) & Service Level of Agreement (SLA) 27	3	Business Associate shall deploy resources within 15 days from date of placement of rate contract. If not, TPSODL will impose penalty of Rs 500/- per day per person for the days attributable to BA. The final authority for consideration, if any, with proper justification shall be with Chief Commercial Services duly recommended from EIC.	You are requested to modify the clause as below: Business Associate shall deploy resources within 30 days from date of placement of rate contract. If not, TPSODL will impose penalty of Rs 500/- per day per person for the days attributable to BA. The final authority for consideration, if any, with proper justification shall be with Chief Commercial Services duly recommended from EIC.	To maintain business continuity of Door to Door collection and recovery- 30 days are not acceptable. Tender terms & conditions shall prevail.
2	ANNEXURE II Scope of Work (SOW) & Service Level of Agreement (SLA) 28	3	Business Associate(s) shall set up adequate number of office establishments in each Division/Sub Division preferably near TPSODL office with Computers, Printers, Scanner and other office requirements with internet connectivity within 7 days to support the Revenue Collection for each allocated Divisions/Sub Division at their cost.	You are requested to modify the clause as below: Business Associate(s) shall set up adequate number of office establishments in each Division/Sub Division preferably near TPSODL office with Computers, Printers, Scanner and other office requirements with internet connectivity within 15 Days to support the Revenue Collection for each allocated Divisions/Sub Division at their cost.	Agreed
3	ANNEXURE II Scope of Work (SOW) & Service Level of Agreement (SLA) 28	3	TPSODL will impose penalty of Rs 2000/- per day in case of non-compliance. Business Associate may request waiver of penalty amount to Chief Commercial Services with proper justification.	You are requested to modify the clause as below: TPSODL will impose penalty of Rs 500/- per day in case of non-compliance. Business Associate may request waiver of penalty amount to Chief Commercial Services with proper justification.	Relevant content from RFP will remain as the office establishment days has increased from 7 days to 15 days as above. Tender terms & conditions shall prevail.

4	ANNEXURE II Scope of Work (SOW) & Service Level of Agreement (SLA) 37	4	Business Associate(s) shall distribute Disconnection Notices / any other notice /paper etc. on separate sheet as advised by TPSODL from time to time along with the scheduled Revenue Collection schedule. Such distribution may be required with acknowledgement of consumer. Acknowledgement in the format specified by TPSODL shall be deposited with authorized persons within predefined timeline.	We presume that all notices will be provided by TPSODL to BA.	List of consumers, respective notice format(s) and printouts shall be provided by TPSODL and Business Associate has to ensure necessary consumer details be written on the notice at site and serve to consumer as mentioned in RFP
5	ANNEXURE II Scope of Work (SOW) & Service Level of Agreement (SLA) 43	4	Identity Card, Bag (One), Cap and Rain coat with logo of TPSODL and Uniform (2 new sets in every 6 months) shall be issued to all staff by Business Associate(s) to induce the feeling of belongingness & to build trust amongst consumers. Cost of all items will be borne by Business Associate.	Please elaborate on what items are included in " Uniform "	Items in Uniform- 1. Trouser 2. Shirt 3. Jacket/Sweater during winter BA has to ensure that their organisation names and logo must be embroidered on Shirt pocket
6	Annexure IV	10 of SOW	Manpower Type: Supervisor Experience: Minimum 3 year of experience in similar activities of Revenue Collection / Meter Reading / Billing with exposure on working on Computer	You are requested to modify the clause as below: Experience: Minimum 2 year of experience in similar activities of Revenue Collection / Meter Reading / Billing with exposure on working on Computer	Agreed
7	Annexure IV	10 of SOW	Manpower Type: Divisional/Sub Divisional Project Engineer at division Experience: Minimum 5 years in similar profile in power distribution sector having good analytical skill. Good knowledge of computer & excellent in Excel sheet & word	You are requested to modify the clause as below: Experience: Minimum 4 years in similar profile in power distribution sector having good analytical skill. Good knowledge of computer & excellent in Excel sheet & word Also you are requested to kindly clarify the wages category so that we can be able to calculate the cost accordingly	Relevant content from RFP will remain applicable. Tender terms & conditions shall prevail.

8	Annexure IV	10 of SOW	Manpower Type: Cashier/Accountant cum KPO Education: Any Graduate Experience: Minimum 1 year of experience	Also you are requested to kindly clarify the wages category so that we can be able to calculate the cost accordingly	These manpower will be - Skilled category
9	IV. Penalty for Business Associate- Other Penalties applicable for Door to Door as well as Counter Collection	18 of SOW	1. Wrong entry/punching error by Recovery Associate Penalty of Rs 100/- per case	The penalty is on very higher side hence you are requested to kindly revised the same as Rs. 50/- per case	Relevant content from RFP will remain applicable. Tender terms & conditions shall prevail.
10	IV. Penalty for Business Associate- Other Penalties applicable for Door to Door as well as Counter Collection	19 of SOW	Timely Submission of Monthly Invoice Penalty of Rs 500 per day will be charged after 15th of every month.	The penalty is on very higher side hence you are requested to kindly revised the same as Rs. 100/- per day	Relevant content from RFP will remain applicable. Tender terms & conditions shall prevail.
11	Annexure VIII	20 of SOW	Penalty Particulars: Delay in Deployment of collection Van Penalty Amount: Rs. 2000/- Per Day	The penalty of Rs. 2000/- is very high hence you are requested to kindly review and revised the same.	Relevant content from RFP will remain applicable. Tender terms & conditions shall prevail.
12	Annexure VIII	20 of SOW	Penalty Particulars: Delay in release of Salary/Data Charges and Hardship allowance Penalty Amount: Rs. 5000/- Per Day	The penalty of Rs. 5000/- is very high hence you are requested to kindly review and revised the same.	Relevant content from RFP will remain applicable. Tender terms & conditions shall prevail.
13	Annexure VIII Clause No. VI	20 of SOW	BA has to ensure release of Salaries/Data charges and hardship allowances to all recovery associates and supervisors before 15th of every month, failing which penalty of Rs. 5000/- per day will be applicable on BA. This penalty will be over and above penalties mentioned in this document.	Payment to staff is directly linked to payment from TPSODL, in case of delay in payments penalty to be waived off.	Relevant content from RFP will remain applicable. BA to ensure submission of bill for previous month on time along with supporting documents. Payment terms, after verification of all requisite details/documents, are already mentioned in the tender document. Tender terms & conditions shall prevail.