

Corrigendum No. – 3

Tender Enquiry No- TPSODL/OT/2024-25/053

Work Description – Rate contract of manpower services at call center and various customer services Office, TPSODL

1. The calendar of events shall be as under-

Sr. No	Calendar of Event	Previous Date & Time of Receipt of Bids	Last date and time of Receipt of Bids
(a)	Last date and time of receipt of Bids	12.03.2025 up to 16:00Hrs.	18.03.2025 up to 16:00Hrs

2. revised schedule of items-BOQ,

ANNEXURE I

Revised Schedule of Items - BOQ

Sr. No	Manpower Description	UoM	Qty/ Month	Unit Rate (Rs.)	Applicable Taxes (Rs.)	All Incl Unit rate (Rs.)	Total All Inclusive value (Rs.) for 1 st year
(A)	(B)	(C)	(D)	(E)	(F)	(G=E+F)	(H=G*D) *12
1	Call center operation at Bhubaneswar (Semi-Skilled)	EA	60				
2	Call center operation at Berhampur (Semi-Skilled)	EA	38				
3	# Social Media handling (High-Skilled)	EA	04				
4	# E Mail CARE (High- skilled)	EA	02				
5	CRC operation (Skilled)	EA	26				
6	CRC Operation (High Skilled)	EA	01				
Total All Inclusive value (Rs.) for 1st year							

Note:

in case of exigency this count may be enhanced by 10 numbers with prior intimation of one week by EIC TPSODL, however no additional mobilization cost will be paid by TPSODL.

- a. Location of call center operation will be at Berhampur, Bhubaneswar.
- b. The overall period of the contract shall be for 03 years. The contract shall however initially be placed for a period of one year only. TPSODL reserves the right to extend the contract for 2nd year and 3rd year as per the pre-finalized / agreed rates based on the performance of BA and at TPSODL discretion.
- c. Quantities mentioned in BOQ shall be applicable for evaluation purposes only. TPSODL shall reserve the right to increase or decrease the quantity. to any extent or completely nullify the requirement, of any of the aforesaid BOQ line items. However, the prices (per Manpower) finalized shall be applicable for respective line items for the entire contract period.
- d. Quantity variation Clause: "TPSODL reserves the right to enhance the RC value to the extent of 15% within the contractual period"
- The requirement of call center manpower (Bhubaneswar & Berhampur) shall be reviewed by TPSODL on monthly basis based upon the call volume and the same can vary by + /- 20%.
- e. Price Variation Clause: The prices shall remain FIRM during the entire contract period.
However, the prices shall remain FIRM during the entire contract period.

Rate Contract shall be issued with a validity period of one year. RC shall be renewed for 2nd year & 3rd year based on the performance of BA and at TPSODL discretion.

Price Escalation for 2nd & 3rd year shall be fixed @5%. Illustration of price escalation is mentioned below for ref.

-Total all Inclusive value applicable prices for 2nd Year $Y = X + (X*5\%)$,

Where X = 1st Year All Inclusive Price

Where Y = 2nd All Inclusive Price

-Total all Inclusive value applicable Prices for 3rd Year; $Z = Y + (Y*5\%)$,

Where Z = 3rd Year All Inclusive Price

- f. The bids shall be quoted strictly in the above format. Failing to do so, the bid is liable for rejection.
- g. The bids will be evaluated commercially at the lowest cost for the overall BOQ.
- h. Bidder has to mandatorily quote against each line item as per schedule of item [Annexure-I]. Failing to do so TPSODL may reject the bid.

Signature & Seal of the Bidder

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TP SOUTHERN ODISHA DISTRIBUTION LIMITED
(A Tata Power and Odisha Government Joint Venture)

MSTC Training Centre, Ambagada | Berhampur | Ganjam | Odisha - 760 006

FORMAT B.1
Format for Technical Pre-Bid Queries

Sr. No.	Detailed Reference to TPSODL Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPSODL remark
1	2	3	4	
1	penalty clauses - various places in document	there are multiple types of penalties on performance	request that a CAP - maximum penalty as percentage of BA monthly invoice is kept at 20%. If the BA performance for 3 months is below this level, payment will be made as per 20% deduction BUT contract may be revoked and given to some other party	1.The BA has to perform as per the assigned KPI. The penalty will be levied as performance against the Target. The clauses are different for CRC and Call center. Hence it cannot be clubbed up. 2.TPSODL management reserves the rights to continue or revoke the Contract incase of serious lapses in performance.
2	Call centre Manpower counts - Scope of work page 1	Total Manpower Capacity: 98	please confirm if this is total across 3 shifts or if it means 98 manpower x 3 shifts	Initially the Total manpower count is 98 ie 98 agent will log in every day.This manpower will be divided into 3 or more shifts as per requirement.
3	Time of Operation - Scope of work page 1	Time of Operations: Round the Clock (24 Hours) and Year (365 Days)	please confirm if the expectation is to have all manpower counts same on Holidays or will there be a reduced requirement on holidays	There will be same manpower count through out the contract period. The call center operation is running 24X 7 in 365 days. There is no scope for reducing manpower in holidays. BA should ensure the weekly off for each manpower.
4		Time of Operations: Round the Clock (24 Hours) and Year (365 Days)	please confirm if the expectation is that same manpower will be expected to work under overtime or do you expect different manpower to work on holidays and weekly offs	The BA should deploy surplus manpower to fulfill the weekly offs. The BA will be responsible for the manpower management
5	Support Manpower requirement	Role - Operations Manager cum HR (Overall SPOC); - 1 Nos	please advise if these are counted in the manpower counts in BOQ or these are extra people that BA needs to deploy at its own cost	These are the support staff that BA needs to deploy at its own cost for smooth operation.
6	Support Manpower requirement	Role - Team Leader (TL) (25 Login: 1 TL); - 5 Nos	please advise if these are counted in the manpower counts in BOQ or these are extra people that BA needs to deploy at its own cost	These are the support staff that BA needs to deploy at its own cost for smooth operation.
7	Support Manpower requirement	Role - Trainer cum Quality Auditor (QA)/follow-up Desk; - 5 Nos	please advise if these are counted in the manpower counts in BOQ or these are extra people that BA needs to deploy at its own cost	These are the support staff that BA needs to deploy at its own cost for smooth operation.
8	Support Manpower requirement	Role - MIS & IT Support; - 2 Nos	please advise if these are counted in the manpower counts in BOQ or these are extra people that BA needs to deploy at its own cost	These are the support staff that BA needs to deploy at its own cost for smooth operation.
9	Social media grievance handling - scope of work Point no 2		Kindly advise if the people will be expected and allowed to handle this on Mobile. If yes, will TPSODL provide these mobile and sim cards (as all other hardware is given by TPSODL) or is BA expected to provide.	No mobile phone is allowed for handling social media grievance.
10	Disaster Management	a) SP Shall ensure 100% manpower availability in case of any lockout / pen down scenarios and submit a report within next 24 hours and finalize the action plan in concurrence with TPSODL.	SP can ensure manpower is available but we have to consider that authorities permission is taken by TPSODL under essential activities. OR manpoer has to Work From home using their mobile devices, where TPSODL has to give access to calls and the CRM system. PLEASE RE CONSIDER THIS CLAUSE AND REPLACE WITH - DISASTER MANAGMENT PROCESS WILL BE WORKED OUT WITH BA AFTER AWARD OF CONTRACT.	The responsibility for arranging the manpower with basic things like Mobile phones/ Head phones will be with the BA only; however the permission to work will be arranged by TPSODL management at the time of disaster/ crisis. The rest process/ infrastructure will be finalized post discussion with the BA.
11	Disaster Management	b) SP should have the suitable infrastructure facility available for operating the call Centre from their location in case of disaster at any site.	when all the infrastructure - hardware and softwares are given by TPSODL, how can BA / SL provide this as their own location. - please RE CONSIDER THIS CLAUSE AND REPLACE WITH - DISASTER MANAGMENT PROCESS WILL BE WORKED OUT WITH BA AFTER AWARD OF CONTRACT.	The responsibility for arranging the manpower with basic things like Mobile phones/ Head phones will be with the BA only; however the permission to work will be arranged by TPSODL management at the time of disaster/ crisis. The rest process/ infrastructure will be finalized post discussion with the BA.
12	Page # 2 in Annexure VII	Support Manpower Requirements	Please confirm if other support staff, apart from Operations, is also required to be present in 24*7 shift module.	No. They are not required to work 24 *7 Shift module. However they will be placed in Shift wise as per requirement of TPSODL. Role - Team Leader (TL) (25 Login: 1 TL); - 5 Nos Role - Trainer cum Quality Auditor (QA)/follow-up Desk; - 5 Nos Role - MIS & IT Support; - 2 Nos These role are deployed in shift wise and the roster will prepare by BA with approval from TPSODL call center team.
13	Page # 4 in Annexure VII, point o	(o)The SP shall ensure recruitment and placement of agents within 14 days of award of contract or as per the requirement of TPSODL and needs to ensure smooth transition during first quarter from the receipt of Contract.	Considering the magnitude of tender, we request the department to increase Transition timeline to 30 days from 14 days.	No Scope for Change.
14	Page # 4 in Annexure VII, point m	m) Transport: The SP shall provide the transport facility OR may compensate the agents; appropriately, on occasions when the agents had to perform overtime and the local transportation service (bus etc.) are not working i.e.11 PM to 6 AM.	Kindly confirm if transport charges for night hours will be reimbursible by the department.	No such scope from TPSODL side.
15		General Query	Plsae confirm if bidder can rebadge existing manpower ? If yes then kindly share salary slab of current manpower that is to be rebadged	Yes,the bidder can rebadge the exising manpower on mutual agreement basis with the existing employees.

Sr. No.	Detailed Reference to concerned Document . Please specify Document No / Clause No / Page No	Where	Description as per Bid Document	Query / Clarification / Deviation	Remarks From TPSODL- contract
1	Page No.2			Support staffs will be billed or unbilled	The billing shall be applicable for the manpower count mentioned in tender BOQ.
2	Page No.2		i) In case of any unforeseen situation, SP shall continue the service of agent to the next shift through overtime, as per the law	Will client pay any additional amount against Overtime/ double shift of agents	This clause is being deleted. SP needs to ensure mandatory log in [presence] as per Tender documents.
3	Page No.3		Force Majeure: On exceptional days with bad weather conditions (10-15 times a year), the SP shall facilitate remote agents / logins (Nos) for taking up customer calls, remotely, if required.	Will client make necessary arrangements for agents who will work remotely	The decision will be taken as per the situation. However the expectation from SP end will be basic things like Mobile with internet, head phones etc. Incase of requirement of high value infrastructures like PC , it will be managed by TPSODL.
4				Will training period of agents billed	Not applicable
5				Refresher training should be conducted from client end for all support staffs on monthly basis	Yes, refresher training will conducted by client for all support staff as or when required However the BA has the prime responsibility to ensure all requisite training/refresher from their side as well.
6	Page No.1	Scope of Work	Total Manpower Capacity: 98	TPSODL mean 98 effective log in ; over and above additional buffer needs to be considered	Yes it means 98 Log in Every day. The BA may keep additional manpower to ensure 98 log in every day.
7	Page No.1	Scope of Work	SP need to address the alternation of manpower +/-20% with a notice period of 15 to 30 days.	above 98 additional 20% that means additional 20 associate need to be considered ;however billing will be only for 98 associate only ?	Billing will be as per actual manpower deployed . Example : incase of additional deployment of 20 manpower , it will be payable additionally, and vice versa incase of reduction.
8	Page No.2	Scope of Work	Support Manpower Requirements:Role - Operations Manager cum HR (Overall SPOC); - 1 Nos;Role - Team Leader (TL) (25 Login: 1 TL); - 5 Nos;Role - Trainer cum Quality Auditor (QA)/follow-up Desk; - 5 Nos;Role - MIS & IT Support; - 2 Nos	whether the associate will be billed seperately ; as their details has not been mentioned in BOQ Pricing	The cost of support staff will be borne by BA hence no need to raise separate bill for them.
9	Page No.1	Scope of Work	Manpower Qualifications: Semi Silled -Intermediate	intermediate means HSC/10+ 2 Pass out TPSODL is looking for at agent level	Graduates are preferred how ever 10+2 passed will be accepted based on the communication and skill level.
10	Page No.2	Scope of Work	SP shall always maintain necessary buffer in attendance of workforce to provide uninterrupted services and to face sudden absence any other unforeseen eventuality and /or increase in any workload etc.	Please specify the Percentage of Buffer ?	The Requirement is 100% log in for 98 manpower hence SP needs to keep additional manpower proportionately to cater the challenges like unauthorised absence, resign, leave etc
11	Page No.3	Scope of Work	Associate shall be responsible for the payment of all benefits as mentioned above and/or any other benefits as may be applicable under applicable labour laws, etc. as per the various statutory regulations. TPSODL reserves the right to disqualify the BA in case above mentioned minimum wages/skill requirement is not met.	For any absconded associate his/her FNF & Leave encashment & National Holiday pay out if any will be forfeited	All statutory benefits to employees are not to be paid and documents of Proof to be submitted to TPSODL on monthly basis.
12	Page No.9	Scope of Work	Key responsibilities _Customer Service Executive	CRC executive who are working for Berhampur/hinjicut location should be cross utilized in call center on Sunday when call volume will be higher in Call Center ; so the majority of calls does not get abandoned .	No , the job role of agent in CC and agent in CRC are different. So they can not be swapped like this.
13				In actual payment terms is getting followed 90 to 120 days IN TPSODL ; employees salary is getting released by first 7th day of the month ; 100% Payment for vendor needs to be released by 30 days of submission of bills.	Payment gets delayed only incase of non compliances or incomplete / incorrect data. Hence please refer to Point No 6.3 , page no 11, PDF file name :GCC- Services
14			Call Center	For Call Center 98 Seater Process ; TPSODL is altogether staff 133 staff ; however billing will be for 98 staff.So 35 associate salary needs to get included in call center BOQ Pricing	The Requirement is 100% log in for 98 manpower hence SP needs to keep additional manpower proportionately to cater the challenges like unauthorised absence, resign, leave etc. TPSODL does not demand any particular numbers of buffer in manpower.
15			Social Media /Ecare/Twitter/CRC	Whether TPSODL is looking additional 20% staff as buffer ?	Not applicable. SP needs to ensure mandatory presence / attendance as per Tender documents.

16			Price: The prices shall remain FIRM during the entire contract period.	MW revision takes place twice in a year ; Any changes in VDA/Minimum wages as per Odisha Government during the contract period shall be borne by TPSODL. At present it has been impacted vendor very badly.	1st year Prices are firm entire the year, Price Escalation for 2nd & 3rd year shall be fixed @5%.
17		Manpower	Language	Is there any target for manpower hiring for Hindi and regional language?	Odiya is mandatory and command over Hindi & English is expected to be ok for basic communication level. There is no hard & fast Target numbers for this.
18		Manpower Planning, Recruitment and People Management	Agent login/ seat shall be considered for Billing purpose only when the agent has been declared suitable for taking the call	Will TPSODL do additional payment for the new hiring candidates ?	Not applicable
19		Manpower Planning, Recruitment and People Management	In case of any unforeseen situation, SP shall continue the service of agent to the next shift through overtime, as per the law	Will TPSODL do additional payment for overtime, and what will be the hourly rate ?	This clause is being deleted. SP needs to ensure mandatory log in [presence] as per Tender documents.
20		Manpower Planning, Recruitment and People Management	support staff billing	How the support staff billing will be calculating?	Support staff is not under the purview of TPSODL. The cost of support staff will be borne by BA hence no need to raise separate bill for them.
21		Back-office	Agent (Semi Skilled)	Can we be hiring higher secondary pass-out candidates who have 1 year of experience in customer handling at front-end offices?	Graduates are preferred however 10+2 passed will be accepted based on the communication and skill level.
22		Description	The SP shall provide the transport facility OR may compensate the agents; appropriately, on occasions when the agents had to perform overtime and the local transportation service (bus etc.) are not working i.e. 11 PM to 6 AM.	Shall TPSODL will repay the amount that was used for transport ?	Not under the purview of TPSODL
23		Quality Audit	Monthly Call Audit Targets shall be given by TPSODL, as per process requirement, ranging from 2% to 4% of total calls received during the month. Call Audit checklist and Critical error parameters shall also be defined by TPSODL.	Call audit targets will be considered for both inbound and outbound calls or only inbound call ?	Both Inbound & Outbound
24		Quality Audit	Monthly Call Audit Targets shall be given by TPSODL, as per process requirement, ranging from 2% to 4% of total calls received during the month. Call Audit checklist and Critical error parameters shall also be defined by TPSODL.	In any critical situation, if we miss the audit target, can we cover the audit target in the next month?	No
25		Service Level Agreement and Performance	Average hourly productivity of an agent should be 20 calls minimum	Based on Average Handling Time (Hold + Talk Time) 240 seconds, we can answer a maximum of 16 calls per hour, so can we reduce the hourly productivity from 20 calls to 16 calls?	The actual Average Call handling time below 180 sec for more 1 year based on which 20/ Hr is OK. The AHT if 240 sec is the threshold limit
26		[Document No / Clause No / Page No]	BFD Work Process	Please provide a detailed step-by-step process for BFD work.	BFD stands for Back end Follow up Desk: Job Role: to follow up with field team for escalations/ Urgent cases/ Fire n safety cases to provide faster response. They have a dedicated landline phone for communication.
27		[Document No / Clause No / Page No]	Reporting Structure	Who will the Twitter Desk and Email Desk report to – the BA or a specific SPOC? Also, should CRC manpower report daily activity and leave/work orders to a specific location in charge or the BA partner?	For Twitter & Email Care; the BA team will report to the SPOC of TPSODL and for CRC, the BA will report to CRC In-charge.
28		[Document No / Clause No / Page No]	ID Card & BAMS Card	BA provides ID cards, but TPSODL requires BAMS cards. Can you confirm: 1) Who will bear the cost of the BAMS card? 2) What details will the ID card cover? (lanyard, lamination, etc.)	BA to provide ID cards post approval from TPSODL . The details to be placed inside the ID card will be shared by TPSODL.

29		[Document No / Clause No / Page No]	Locker Availability	How many lockers are available? Since we have 50 CCEs per shift, we need at least 50 lockers for their mobile storage.	Per shift adequate lockers are available for necessary storage.
30		[Document No / Clause No / Page No]	Call Volume & SLA Impact	During peak hours, we require 174 manpower for 100% call answering, making SLA targets difficult. Can we exclude these peak-hour data points from KPI tracking? And remove that number in KPI	No such provision is permissible.
31		[Document No / Clause No / Page No]	Consumer Communication for SLA Breach	What is the process for informing customers if their complaint is not resolved within the SLA timeframe?	To be directed by TPSODL as and when required for such cases.
32		[Document No / Clause No / Page No]	Team Leader Responsibilities	Team Leaders (TLs) need to take calls along with agent in case of emergency and high call volumes ; so call should not go abandoned	Yes but prime responsibility is to manage the entire floor calls first.
33		[Document No / Clause No / Page No]	CCE Eligibility Criteria	Can we consider +2 (Higher Secondary) pass candidates for the CCE role instead of requiring a Diploma ; to fast track the hiring process.	Graduates are preferred however +2 passed will be accepted based on the communication and skill level and subjected to approval by TPSODL SPOCs only.
34		[Document No / Clause No / Page No]	Support Manpower Billing	Please confirm if the following support roles are billable: 1) Operations Manager cum HR (1) 2) Team Leaders (5) (1 TL per 25 logins) 3) Trainer cum Quality Auditor (5) 4) MIS & IT Support (2) are billable TPSODL	No
35		[Document No / Clause No / Page No]	Women Staff Working Hours	Currently, women IME employees work after 7 PM. We request an extension to 9 PM. Can this be approved?	No
36		[Document No / Clause No / Page No]	Liability for Property Damages	Can TPSODL install a CCTV camera for monitoring?	Yes
37		[Document No / Clause No / Page No]	CRC Expansion Timeline	Please confirm expected completion dates for upcoming CRC locations: Boudh, Phulbani, Nabarangpur, Malkangiri, Chatrapur, Bhanjanagar.	It will be informed well in advance before start up.
38		[Document No / Clause No / Page No]	Holiday Work Compensation	If CCE employees work on holidays, how will TPSODL pay to the vendor for the holidays for 133 associates and for 8 national holidays	Vendor is expected to provide paid holiday to their employees on these N&FHs. In case vendor is engaging their employees on any N&FHs, a compensatory 'Paid' holiday is to be provided within 15 days of such N&FH.
39		[Document No / Clause No / Page No]	Wages Calculation for 31-Day Months	Some months have 31 days. If an advisor works 27 days with 4 weekly offs, will wages be paid for 26 or 27 days & how vendor will get paid for 26 days or 27 days	Vendor has to pay uniformly @ 26 days per month for 12 months. UOM for vendor billing is @ 30 days X 12 months, which is all inclusive.
40		[Document No / Clause No / Page No]	Leave Encashment	Will leave encashment be processed upon contract closure?	End of every calendar year or contract closer whichever ever is earlier.
41		[Document No / Clause No / Page No]	Buffer Manpower Requirement	For maintaining 98 manpower, we need an additional buffer of 15 manpower. Will TPSODL approve payment for this additional buffer?	The Requirement is 100% log in for 98 manpower every day hence SP needs to keep additional manpower proportionately to cater the challenges like unauthorised absence, resign, leave etc however no additional payment is payable from TPSODL side.
42		[Document No / Clause No / Page No]	Unplanned Absenteeism & Weekly Off Cancellation	If a CCE/CR takes unplanned leave, associate need to work continuously for 15 days without leave for maintaining the smooth operation to avoid Loss of Pay	The SP must ensure weekly off for one day to each staff as continuous work will downgrade quality of performance
43		Annexure-VII, Scope of Work (Page 1)	Total Manpower Requirement	The document mentions 98 manpower resources to be deployed. Will TPSODL consider an additional buffer of 15 manpower for operational continuity as billable? If yes, at what rate?	NO

44		Annexure VII, Call Centre Operations (Page 2)	Expected Monthly Call Volume	Please provide a historical monthly call volume report (last 12 months) for inbound and outbound calls, including peak and non-peak hours, for accurate manpower planning.	data to be shared post awarding the contract
45		Annexure VII, Manpower Qualifications (Page 3)	CCE Educational Eligibility	The document states that CCE candidates must be Diploma/Graduate holders. Will TPSODL allow +2 pass candidates with relevant experience and good communication skills?	Shall be applicable as per tender terms and condition.
47		Annexure VII, Working Hours (Page 2)	Female Employee Work Hours	Current guidelines restrict women staff from working post-7 PM. We request an extension to 9 PM with proper security arrangements. Kindly confirm if this is possible.	As per the tender terms & conditions
48		Annexure VII, SLA & Performance (Page 7)	Minimum 20 Calls per Agent per Hour	If the call volume surpasses login capacity, increasing call abandonment, will TPSODL adjust SLA penalty calculations to avoid penalizing the service provider unfairly?	TPSODL reserves the right as call volume varies month to month
49		Rate Contract, Clause 7.4 (Page 17)	Invoice Processing & Payment Timeline	Please confirm whether invoices will be processed on a monthly or bi-monthly basis, and provide an estimated turnaround time for approvals and payment release.	As per the tender terms & conditions
50		Annexure VII, Social Media & E-Care (Page 9)	Expected Query Volume	What is the anticipated daily query volume across social media and e-care platforms (Facebook, Twitter, WhatsApp, etc.)?	data to be shared post awarding the contract
51		Annexure VII, Performance Penalties (Page 8)	SLA Penalty Adjustment for External Factors	If external factors such as network failures, system downtime, or bad weather impact service levels, SLA penalties need to be waived in such cases.	in such situations, TPSODL shall decide judiciously. TPSODL decision shall be binding on the Bidder.
52		Rate Contract, Clause 7.5 (Page 17)	Covid Insurance & Medical Coverage	Can TPSODL confirm whether Covid insurance coverage is mandatory for all employees under this contract? If so, will TPSODL reimburse insurance costs?	Covid Insurance clause as mentioned in GCC shall not be applicable. However, if intimated by TPSODL during validity of contract for Covid Insurance policy, same has to be abided by BA at no extra cost to TPSODL
53	9 & 14	2.2 & 7.1	Price Escalation Clause	Any changes in VDA/Minimum wages as per Odisha Government during the contract period should be borne by TPSODL.	No
54	-	-	-	With regards to the national holiday working whether TPSODL would pay the BAs for the agents who have worked on National Holidays (as approved by DLO).	National holidays shall be covered under workman pay structure (considering 26 days pay),
55	-	-	-	What is the total count of leaves that the BA company has to give to the agents.	As per the BA leave policy.
56	-	-	-	What would be the leaves entitlement calculation logic against the basic/total wages	As per the Odisha contract labour (R & A) Service rules, 1975
57	-	-	-	BA company would encash the unutilised leaves annually. Will that be Ok.	Will be considered provided the leave balance shall be progressively maintained and reflected in the Wages Slip of Vendor's employees. Or at the time of separation of the worker.

FORMAT B.2**Format for Commercial Pre-Bid Queries**

Tender No : TPSODL/OT/2024-25/053

Package Name: **Rate contract of manpower services at call center and various customer services Office, TPSODL****Note :** The said format to be used only for Commercial Pre-Bid Query. Any Technical Query has to be strictly in Format B.1 Format for Technical Pre-Bid Query and sent separately**Pre-Bid Query has to be sent in editable Excel file format only****Pre-Bid Query has to be sent through e-mail in TPSODL E-Tender System**

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	2	3	4	5
1	PERFORMANCE BANK GUARANTEE. PAGE 15 - UNDER 7.1	Business Associate (BA) shall submit applicable Performance Bank Guarantee as per GCC- Service within 15 days of issuance of rate contract. PBG of 5% of order value shall be submitted for a period of contract validity period plus one	Please confirm if the Order Value to be considered will be 1st year Value or 3 years Value. Also advise if the Validity of contract will be considered as 1 year or 3 years	initially PBG shall be submitted for 1st year, YoY for 2nd & 3rd year PBG shall be submitted accordingly on awarded rate contract amount.
2	TYPE TEST Page no 12 - point no 3.9	At various places Type Test (if applicable are mentions)	please confirm if any Type Tests are required for this Tender	Not applicable
3	Payment terms - page 15 point no 7.1 & page 16 point 7.4	100% payment shall be released within 30 days from the date of submission of certified bills/invoices along with PV invoice (if Applicable). All bills shall be verified by TPSODL Engineer-In-Charge and deductions shall be applicable for non-compliance, if any, against Performance Measurement Criteria.	as this project is mainly manpower based, request that these payment terms be made 15 days or atleast 90% within 15 days and balance in 30days, after due verification. Basically, we are request that BA needs to fund only one cycle of Manpower payment.	As per Tender Document
4	Page # 8-11 in Annexure-IX_CSM F2	Vendor Registration Form	We are duly registered with Tata Power Delhi so do we need to fill & submit the same	Vendor registration should be done at TPSODL or at any other Odisha discoms.
5	Point 11.0 on Page # 48-50 in Annexure IX_CSM F2	Schedule of Safety Audits by BA Safety Staff	Considering it is a call centre tender so is it required from a service provider. Please confirm.	As per Tender Document,if required
6	Page # 8-11 in Annexure-IX_CSM F2	Safety Category Qualification Form	Considering it is a call centre tender so is it required from a service provider. Please confirm.	As per Tender Document,if required
7	Page # 24-28,Annexure BASCC_R8	Appendix 6: CSM F6 - Safety Competency Assessment Form (Template)	Considering it is a call centre tender so is it required from a service provider. Please confirm.	As per Tender Document,if required
8	Page # 35-39,Annexure BASCC_R8	Appendix 9: CSM F9 - Site Safety Management Plan / Method Statement	Considering it is a call centre tender so is it required from a service provider. Please confirm.	As per Tender Document,if required
9	Page # 40-43,Annexure BASCC_R8	Appendix 11: CSM F11 - Safety Performance Evaluation Criteria	Considering it is a call centre tender so is it required from a service provider. Please confirm.	As per Tender Document,if required
10	Page # 57-58, Annexure J in Annexure VIII TPSODL GCC Service Orders	ANNEXURE - J -e-Payments through National Electronic Fund Transfer (NEFT)	Considering it is a call centre tender so is it required from a service provider. Please confirm.	As per Tender Document,if required
11	Page # 24 in RFP, point # 17	Annexure V	Please share value of Solvency Certificate required.	Not applicable