

FORMAT F.1**Format for Query / Clarification / Deviation (QCD)**

Tender No TPWODL/AK/O/SER/027

Package Name Rate Contract for Meter Reading, Spot Billing, Colored Bill Printing of NON SBM consumers and Bill Distribution at TPWODL.

Bidder :

Note : The said format to be used only for any Pre-bid Query / Clarification/ Deviation on any of the Tender documents

Sr. No.	Detailed Reference to concerned Document . Please specify Document No / Clause No / Page No	Description as per Bid Document	Query / Clarification / Deviation	TPWODL Response
1	2	3	4	5
1	Annex-II, Clause No-1, Page No-36	At any point of time Android Phone should not be older than 02 years. The specifications of Android Phone are mentioned in Technical Specification Clause	The Mobile phones should satisfy the minimum configuration irrespective of their make and model	Android mobile app is not supported in OPPO,VIVO and Realme models. The specifications has already mentioned in tender document, bidder should follow that
2	Annex-II, Clause No-1, Page No-36	Meter photo of Kwh & Kvah	In which application these will be captured and who shall provide the application	TPWODL team will provide mobile application
3	Annex-II, Clause No-5, Page No-36	For NON SBM consumers, bidder shall provide quotation for color printing of bills and Disconnection Notices. Format for the same shall be provided by TPWODL and bills are printed on the both side of the A-4 Size paper. One bill may have multiple pages. Whereas any notice is annexed, bidder shall ensure proper stapling of notice with relevant bills.	What is the average page number per consumer for Non SBM consumers	Maximum 2 papers (Bill print both sides on single page and Disconnection notice would be on separate page)
4	Annex-II, Clause No-7, Page No-37	Net Meter reading (for Solar) is also included in scope of business associate and the reading parameters are to be submitted to TPWODL as and when required.	What is frequency of billing of Net metering consumers & what is the actual number of such consumers available division wise	Billing frequency is monthly, Solar consumers in Non SBM= 57 Nos it may vary, division wise as mentioned below, SED Sambalpur= 18, SEED sambalpur= 7 , JED Jharsuguda= 5, RED Rourkela= 10, RSED Rourkela=9, RED Rajanpur= 2, SED Sungargarh= 2, BED Bolangir=2, BED Bargarh= 1, KEED Bhavanipatna= 1
5	Annex-II, Clause No-9, Page No-37	Business Associate will be responsible for Consumer Indexing / mapping	Require details of the scope of activities and frequency of the consumer indexing. There is no price line item mentioned for indexing	Detailed scope of work is mentioned in Annex-II, clause no 13, page no-37, indexing is part of improving reading, billing performance hence no separate line item is mentioned
6	Annex-II, Clause No-10, Page No-37	Marking/Pre-printed weather proof stickers indicating consumer Number is to be pasted on the consumer's meter, consumer premises and the meter box wherever necessary (One time) and collect mobile number with Email address of the consumers which are not available in the database	Is there an application available to capture consumer detail. What if consumer doesn't agree to provide the necessary details to the meter reader	TPWODL Mobile application for capture consumer details. The bidder has to put maximum efforts to collect consumers information and where ever refused by consumer, then the list is to be shared with concerned section office on the same day
7	Annex-II, Clause No-11, Page No-37	There are around 1 Lacs Three Phase Consumers in TPWODL, which are not billed through spot billing mechanism, bidders may be asked to provide reading of all these three phase consumers through a separate mobile application which shall be provided by TPWODL and distribute bills as per the schedule decided by TPWODL.	Are these consumers in addition to the ones mentioned in the division wise BOQ sheets	These consumers are same as mentioned in division wise BOQ sheets, consumers count may vary. Bidders has to quote the rate in line item in Serial No 2 (Non SBM consumers) mentioned in Annexure -1

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8	Annex-II, Clause No-12, Page No-37	Exclusions: In future, TPWODL shall implement Smart Metering System, as and when such Energy Meters are installed during the contract period in place of the existing Energy Meters, such consumers will be excluded from the scope of work of the Business Associate. In line with the initiative taken by Government of ODISHA, under MISSION SHAKTI Program, TPWODL is also committed to engage WSHG and unemployed local youth for MB activities. As and when these will be appointed by TPWODL, it shall be communicated to Bas, 1 month prior to commencement of work. The working areas of all the agencies will be mutually exclusive	Require tentative schedule of reduction in volumes due to Smart Meter AMI implementation and appointment directly under MISSION SHAKTI scheme. Further what is the maximum targeted % that may be excluded from the billing base.	It will be intimated 1 month prior to implementation of smart metering and MISSION SHAKTI schemes in specified areas
9	Annex-II, Clause No-34, Page No-41	Quality check of Meter reading photographs to be performed by BA minimum 20% of total monthly read consumers by each meter reader	Is there an application available to perform this activity. If so will the application work over open internet	Application shall be provided by TPWODL, yes it will work over open internet
10	Annex-II, Clause No-39, Page No-42	The Meter readers shall be rotated in every 6 months in consultation with TPWODL or in between, if advised by TPWODL.	Mandatory rotation should be removed as it will hamper the routine billing activity	BA has to prepare walking sequence within 2 billing cycles, so that rotation of meter readers can take place smoothly, the rotation of meter readers will be done after consultaion with TPWODL
11	Base Price of Billing, Clause No-ii, Page No-47	For Ghost / Untraceable consumers (consumers available in billing data but not available at site), no payment will be made. It is the responsibility of the Business Associate to submit the list of ghost consumers each month to the concerned Authorized persons of TPWODL for their verification and declaration failing which penalty will be imposed to BA. However, correcting the database, BAs actual reading performance will be increased and incentivized.	Within how many days of reporting such consumers will be removed from the billable database. It is requested to exclude these consumers from calculating the achievement % from the subsequent billing months	Identification and reporting of non traceable consumers is defined in the bid document, bidders have to provide the information in given format. After satisfying to concern Engineer In charge, within 3 months eligible connections will be deleted from data base
12	Base Price of Billing, Clause No-vii (2), Page No-47	Additional Hardship allowance can be decided by TPWODL Management for in-accessible Location(s)	Is the hardship allowance payable in addition to the quoted price by TPWODL to the BA's. What will be method of disbursement of such allowance (Directly by TPWODL or by the BA's), If through BA's how will the amount be claimed and invoiced to TPWODL.	Bidder should consider the hardship allowance during Quoting of rates and will be disbursed by BA to meter reader
13	Other Penalties, Clause No-1, Page No-49	Wrong Reading/Wrong Remark/Fake Remark/Remark Conversion	There should be a minimum acceptable threshold defined for errors as the work will be performed on the mobile phones and there will be chances of human error due to the size of the screen used for capturing information	No relaxation should be consider as usage of mobile apps for reading is prevalent in distribution sector
14	Other Penalties, Clause No-2, Page No-49	Delay in submission of No meter (NM), Disconnected (DC) and Meter faulty(MF) cases in TPWODL prescribed format with clear and visible photograph beyond 3 days of submission of such data:	It is requested to increase the threshold timeline from 3 days to 5 days excluding public holidays	As reading and billing schedule is fixed for each month no further relaxation can be given for the submission of exceptions
15	Other Penalties, Clause No-4, Page No-50	Delay in submission of Meter Reading, bill distribution of NON SBM Consumers.	2% penalty should be applicable only on the NON SBM work value instead of whole invoice	Penalty applicable for Non SBM invoice amount only
16	Other Penalties, Clause No-7, Page No-50	Non-Submission or unclear Photo	Non clarity of the photo is dependent various factors like.. Data connectivity speed by the TSP Meter Box dirty Meter reading window dirty etc..	BA has to submit clear photos
17	Other Penalties, Clause No-8, Page No-50	Delay in completion of SBM billing(SBM Billing cycle start from 3rd of every month and completed on 23rd of every month)	it is requested to limit the penalty to 1% as penalties should only act as a deterrent for next recurrence	As reading and billing schedule is fixed for each month. So, proposed deviation is not accepted

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18	Other Penalties, Clause No-9, Page No-50	Data Security breach	Require further details on the data breach to ascertain the security of data as the data will be directly captured in the applications provided by TPWODL	There is change in technology and cyber crime is predominant. So, BA has to ensure the data security as mentioned in the tender document.. No data to be shared with any other person/ entity / organization other than TPWODL
19	Other Penalties, Clause No-10, Page No-50	Genuine Consumer Complaint on account of Wrong Meter Reading/Remark, Non- delivery of the Payment Receipt, Non-Delivery/Late delivery of the Bill, Fake Signature in Bill POD ALONG WITH CONSUMER'S PHONE NUMBER, including Warning letter to BA Employees with maximum errors through Business Associate(s)	It is requested to define a minimum acceptable threshold for such cases to accommodate for the unforeseen human errors	TPWODL is committed to ensure error free and timely delivery of bills. Hence No proposed deviation is accepted
20	Other Penalties, Clause No-11, Page No-50	Wrong/incorrect reporting of the each Mobile No.	The Field agent cannot ascertain the authenticity of the mobile number provided by the consumer hence this penalty should be removed	No incentive and no penalty will be provided for wrong mobile numbers
21	Annexure XIV, Clause No-2, Page No-65	EMD shall be exempted for MSME registered in the State of Odisha. However, Bidder shall be barred to participate in the tendering process for a period of 2 years in case it backs out post award of the contract.	EMD should be exempted for listed MSMEs on UDYAM centrally. If required such MSMEs be given time to register on the ODISHA MSME within the ODISHA state post award of the contract	As per tender document
1	Scope of Work Page 38	Point No.1 – Business Associate(s) has to ensure Monthly 100%-meter Reading along with 100% clear meter reading photograph of Kwh (for Single Phase Consumer) / KWh & KWah (for Three Phase Consumers) Meter reading (Billing Parameters) displaying meter number and Data punching by using GSM based Android mobile phones (provided with GPRS enabled SIM cards) with TPSODL Mobile Application. At any point of time Android Phone should not be older than 02 years. The specifications of Android Phone are attached as Annexure. Business Associate(s) has to ensure Monthly 100%-meter Reading along with 100% clear meter reading photograph of Kwh (for Single Phase Consumer) / KWh & KWah (for Three Phase Consumers) Meter reading (Billing Parameters) displaying meter number and Data punching by using GSM based Android mobile phones (provided with GPRS enabled SIM cards) with TPSODL Mobile Application.	At any point of time Android Phone should not be older than 03 years..	Not accepted
2	Page 39	Point No. 14 - Business Associate(s) shall achieve 100% of the defined consumer coverage as mentioned in Table 1 over a period of initial 2 months. The incentive shall be applicable from 01st month and onwards and penalty will be applicable from 3rd month and onwards for the engaged BAs through this tender. The Business Associate shall ensure progressive growth in actual reading-based bills in every part of the assigned area of work. Business Associate(s) shall achieve 100% of the defined consumer coverage as mentioned in Table 1 over a period of initial 2 months. The incentive shall be applicable from 01st month and onwards .	penalty will be applicable from 4th month and onwards	Not accepted

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3	Page 46	Minimum manpower is as mentioned above, whereas Business Associate(s) require to deploy sufficient separate manpower for delivering the targets mentioned in tender document. Non-deployment of above manpower shall lead to penalty of Rs. 50,000/- per month per manpower. Continual non- compliance may lead to termination as per contract terms. Minimum manpower is as mentioned above, whereas Business Associate(s) require to deploy sufficient separate manpower for delivering the targets mentioned in tender document	In event of Business associate achieving target, no manpower penalty to be imposed. Non-deployment of above manpower shall lead to penalty of Rs. 10,000/- per month per manpower.	In case of target and scope defined from TPWODL is achieved, no manpower penalty will be imposed, how ever if BA could not achieve the target, penalty of Rs. 50,000/- per month per manpower will be imposed after two months.
4	Page 50-PENALTY	Following are the penalties for deficiencies in meter-reading, spot billing and bill-distribution for all live consumers: 1. Consumers billed on Actual Basis & Meter Defective Reading Remarks		
a	Percentage of above target coverage- Between 85% to 94.9%	10% of the quoted price per consumer per billing cycle for shortfall in billing beyond 85% and up to 95% of live consumers	2.5% of the quoted price per consumer per billing cycle for shortfall in billing beyond 85% and up to 95% of live consumers	Not accepted
b	Between 75% to 84.9%	15% of the quoted price per consumer per billing cycle for shortfall in billing beyond 75% and up to 85% of live consumers.	5% of the quoted price per consumer per billing cycle for shortfall in billing beyond 75% and up to 85% of live consumers.	Not accepted
c	Below 75%	Notice for Termination may be issued along with penalty of 20% of the quoted price per consumer per billing cycle for shortfall in billing between 75% to actual	Penalty of 10% of the quoted price per consumer per billing cycle for shortfall in billing between 75% to actual	Not accepted
d	If the billing remains below 75% continuously for three consecutive months.	The contract will be automatically terminated along with penalty of 20% of the quoted price per consumer per billing cycle between 75% to actual.	Notice of termination may be issued along with penalty of 20% of the quoted price per consumer per billing cycle between 75% to actual.	Not accepted
5	Page 51-	Other Penalties		
a	Wrong Reading	Rs. 100 per case	150% of the awarded rate	Not accepted
b	Wrong Remark/Remark Conversion	Rs. 100 per case	150% of the awarded rate	Not accepted
c	Late Submission / Uploading of data	5% of the invoices value of the binder late submitted / uploaded per day or Rs. 100 / day / MRU (binder / portion) whichever is higher (Subject to maximum cap of 15% of total invoice amount per month)	1% of the invoices value of the binder late submitted / uploaded per day or Rs. 100 / day / MRU (binder / portion) whichever is higher (Subject to maximum cap of 5% of total invoice amount per month)	Not accepted
d	Late submission/ non-submission of special reading/ site verification beyond scheduled time	Rs.50/Case	150% of the awarded rate	Not accepted
e	Amount embezzled and bribe taken by any of the employee or involvement in unethical misconduct.	Immediate Termination & Blacklisting of the employee for all TPWODL works and Penalty of four times of the amount embezzled/bribe taken to the Business Associate.	Immediate Termination & Blacklisting of the employee for all TPWODL works and Penalty of four times of the amount embezzled/bribe taken to the Business Associate.	BA has to comply the clause
f	Where embezzlement and bribe taken is more than Rs. 10000/-	In addition to termination & Blacklisting of employee, Police action against the employee has to be taken by the Business Associate under intimation to TPWODL	In addition to termination & Blacklisting of employee, Police action against the employee has to be taken by the Business Associate under intimation to TPWODL	BA has to comply the clause

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g	In case embezzlement and bribe instances exceed more than 5 in one financial year	Business Associate may be black listed immediately.	In addition to termination & Blacklisting of employee, Police action against the employee has to be taken by the Business Associate under intimation to TPWODL	BA has to comply the clause
6	Page No.16-Payment Terms	70% payment shall be released within 8 days from the date of submission of certified bills / invoices and rest 30% payment shall be released on verification of invoices within 30 days, after deduction / withheld of amount which should be applicable. Bills / invoices would be verified by TPWODL EIC for payment after deducting amount for non- compliance as listed in Performance Measurement criteria	Difference Between Certified Bill and Verification of Invoice	As per tender document
7	General Suggestion	Minimum Wages	There should be a fixation of qualitative target for all meter readers doing spot billing of minimum 1500 successful reading by meter reader.	BA has to follow the statutory compliances
8	General Suggestion	Minimum Wages	As per the government norms, the minimum wage of the employees increases by % (3% to 5% @ Gross) on an annual basis. Then Who will be responsible for paying which?	BA is responsible for disbursement of wages and fulfillment of statutory compliances for their employees
9	pg no.75, 6.1 para 1	obtained certification for execution of the work	Already cover in para 4 of 6.1 hence to be removed	As per tender document
10	pg no.70, 6.1 para 2	Associate has taken C-3 Form	what is c-3 form	Joint measurement sheet
11	pg no.70, 6.2	All Bills shall be supported by joint measurement of work done, quality test report and a copy of wage sheet, if applicable (showing proof of having disbursed wages as per applicable law) and a copy of statement substantiating that statutory payments having been affected	wages sheet/ statutory payment can be provided only for last month, also condition for joint measurement of work done to be removed . There is automatised system for measurement of work done by agency.	As per tender document
12	pg no.71, 6.3	The Engineer-in-Charge as stated in the Order shall be responsible for certification of the work executed and the bills. Bills (including original) shall be submitted in triplicate at Bill Inward Receipt Desk (BIRD) of TPWODL.	Is The Engineer-in-Charge is bound to certify the work within any time limit.	Within 30 days after submission of correct invoices and completion of statutory compliances
1	7.1 Special Conditions of Contract/ Page no. 15	Performance Bank Guarantee amounting to 5% of the Annual Rate Contract value shall be submitted by the BA within 30 days post issuance of Rate Contract for a validity of Order Period plus One Month.	As per notification no. F. 9/4/2020-PPD dtd. 12.11.2022 and also extended order dtd. 30.12.2021 of Finance Department, Govt of India reduce performance BG to 3%. Resquesting to reduce the same.	As per tender document
2	Penalty & Incentive	Target consumer for a MR	Target consumer per month for a Meter Reader. As other DISCOM followed 1200 nos. for Rural area & 1500 for Urban area	performace parameter is already defined in tender document
3	BASE PRICE OF BILLING:	Minimum wages and need to be provided to Meter reader on Monthly Basis	In which category wages to be provided ? Whereether theyre Skilled/Semiskilled?	Semi-skilled
1	SLA/Clause No.16/Page 38	BA shall achieve the consumer coverage for SBM and Non-SBM consumers.	Please share the current performance in terms of coverage & Provisional billing.	BA has to provide the road map to achieve the targets mentioned in tender document. Base line targets is already provided

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2	SLA/Clause No.17/Page 38	BA shall prepare the schedule for Meter Reading binder/portion/MRU wise.	Please share a draft schedule. Also confirm about the current data quality whether MRU/Portion/Binders are already created?	MRU/Portion/Binders are already created, will be fine tuned after getting consumer indexing data from BA
3	SLA/Clause No.20/Page 38	BA shall arrange and help in redefining of walking sequence.	Please confirm whether any walking sequence is already created or it has to be created from scratch.	It is to be created from scratch
4	SLA/Clause No.35/Page 41	QC of Meter Reading photographs to be performed by BA	Please confirm whether meter photographs from TPWODL system at back end are accessible to us by one by one or will get bulk accessing from FTP.	BA will get the access of application
5	SLA/Base Price of Billing/Page 47	Additional Hardship Allowances can be decided by TPWODL Mangement.	BA should budget a tentative amount for each Meter Reader in costing for Hardship Allowances or TPWODL will directly pay HA to applicable Meter Readers.	Bidder should consider the hardship allowance during Quoting of rates and will be disbursed by BA to meter reader
1	Page 7; Clause No. III	The Bidder should have Performance Certificates of above similar works for at least two years satisfactory performance during last 3 years from minimum 1 reputed Power Distribution Utility and the respective Power Distribution Utility must have aggregated consumer base of more than 4 lakhs. Performance certificate issued by Power Distribution company must be submitted in this regard	Requesting amendment of Performance Certificates for at least one years' satisfactory performance during last 3 years.The change is suggested with reference to Clause No. II – "The Bidder must have taken Meter Reading through use of Mobile/Handheld Device (HHD) as well as Printing & spot delivery of bills of at least One Lac (1,00,000)Consumers per month continuously for a period of at least one year in one power distribution utility during last 3 years."	Not accepted
2	Page 9; Clause number 3	Bidders are advised to quote diligently considering all aspects of services to be rendered considering material and manpower to be utilized / deployed as per TPWODL requirements mentioned in Annexure 1. In case, it is observed that the bidders have under quoted the prices against these line items in view of applicable minimum wages, manpower deployment etc., then TPWODL reserves the right to out rightly reject the bids.	Requesting for mentioning a base price instead of keeping the rate open so that bidders may not quote anything abnormally low.	As per scope of work,field constraints and manpower requirement etc, BA should quote judiciously for each line items. BA should consider all the cost incurred including legitimate margin while quoting the price
1	Caluse 1.7 I	bidder should have annual average tunnover of RS. 10 crores in any of the three financial years (FY 16-17, 17-18, 18-19, 19-20 & 20-21)	Our turnover FY 16-17 -Rs.73150291, 17-18 -Rs. 60860972, 18-19 -Rs. 85859459, 19-20 - Rs.93828241, 20-21 - Rs.101328598, 21-22 -Rs.17.80 crores (Please consider our last financial year 21-22 too, we will enclose CA certificate of the same for qualification.)	As per tender document
2	Annexure - II point no 3	SIM - Data Plan	Please specify the suitable data plan for one reader	BA may decide as per the transactions handled by meter reader, however it is observed that 1 GB /day data is sufficient for a meter reader

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3	Annexure - iv Point no. B	Total Coverage	Please explain	Total no of bills generated along with supporting documents at site divided by Total no of consumer
4	Annexure - iv Point no. B	Average Bill	Please explain	Any bill generated with meter faulty remarks along with supporting facts
	Document No. TPWODL/AK/O/SER/027 Page.37 Point 9	Business Associate will be responsible for Consumer Indexing / mapping.	Since consumer Indexing is major work,it may be separated tender	Not Accepted. It is integral part of scope
2	Document No. TPWODL/AK/O/SER/027 Page.42 Point 48	Bidder has to ensure the payment of wages to their employees before 7th of every month and it shall be in compliance of the minimum wages guidelines issued by the Labour Commissioner office including statutory compliances. The bidder shall ensure full month engagement of their employees including Meter Readers/Bill Distributors to meet the scope of tender. In addition of this bidder has to ensure the conveyance/Fuel/Data allowances to their employees	Is it mandatory to pay conveyance/Fuel allowances to all employees along with minimum wages. For rural Meter reader more conveyance is require.	Yes, It is mandatory
3	Document No. TPWODL/AK/O/SER/027 Page.44	Qualification Matrix for BA Employess	Is Qualification of Meter Reader and supervisor of BA Employees mandatory? If Yes what's about the existing under qualified Meter Reader/Supervisors. Because union issues are there as per our past experience	As per tender document
4	Document No. TPWODL/AK/O/SER/027 Page.43 Point.51	The Business Associate is responsible for solving all disputes at field level for smooth functioning of day-to-day activities.	For Individual Dispute bidder is responsible for solve the problem but for total village dispute TPWODL management should interfere.	BA has to handle the dispute, however TPWODL will support the BA in resolving the issues
5	Document No. TPWODL/AK/O/SER/027 Page.47 Clause.vi	Provisional Remarks Cases – All cases excluding Actual Billed & Meter Faulty (Defective / Burnt / Stopped) Remarks. All Not Read Cases including Ghost Consumers are also considered under Provisional Remarks Cases till detailed report is submitted to TPWODL.	How Ghost consumers are coming under Provisional cases. In SOUBHAGYA scheme lot of consumers are inserted more than one time in billing data base. Ghost consumer may be excluded for calculation of provisional cases.	Identification and reporting of non traceable consumers is defined in the bid document, bidders have to provide the information in given format. After satisfying to concern Engineer In charge, within 3 months eligible connections will be deleted from data base
6	Document No. TPWODL/AK/O/SER/027 Page.48	Penalty & Incentive	All data should be available in BA's user ID, Now no data is available	Billing and invoice data will be provided to BA in regular interval
7	Document No. TPWODL/AK/O/SER/027		Any Insurance is required for this acivity?	BA has to comply all the statutory compliances
1	47	Meter Readers & Supervisors shall get additional area wise fixed monthly conveyance allowance: Urban –Rs.1000/-, Rural – Rs.1500/-	Please explain weather we have to give this amount as additional apart from salary?	Yes, Bidder should consider the hardship allowance during Quoting of rates and will be disbursed by BA to meter reader
2	47	Additional Hardship allowance can be decided by TPWODL Management for in-accessible Location(s). Monthly Allowance of Rs.200/- per Meter Reader & Supervisor shall be provided for Mobile Data allowances etc	Please specify the amount and how much the amount? Monthly allowance rs 200/ per meter reader and supervisors : please explain weather we have to give it extra apart from salary?	Yes, Bidder should consider the monthly allowance during Quoting of rates and will be disbursed by BA to meter reader
3		Yearly bonus	Please explain how much bonus we have to pay.	As per satutory guideline /applicable govt norms and policy

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4			Please clarify the no of consumers spot billing will be done out by each meter reader against each division and what will be there minimum wages.please specify it clearly because we have to pay per bill basis.	Division wise manpower requirement is already mentioned in tender document, bidder has to ensure the payment as per Payment clause, payment per bill basis will not be entertained, BA has to ensure the full utilization of manpower throughout the month
5			Please reduce the penalty percentage amount.	Not acceptable
6			Please extend the last date of submission for another 15 days so that we can get sufficient time	Not acceptable
7			In which format should we upload the price bid xlsx or pdf?	In Any format but it should be signed.
1	page 1 and page 10	Bank Details for Tender Fee & EMD	At page No.1 & page 10 Bank details are different, pl clarify	Bank Detail given in page 1 is for tender fee submission and detail given at page 10 is for EMD payment.
2	GCC, Clause No-4.3, Page No-71	Disposal of waste at site	The clauses mentioned are not applicable for the service contract of Spot billing activity, hence these should be adequately modified to suit the scope of this RFP.	It is a standard document, work specific requirements are given in SLA
3	GCC, Clause No-4.4, Page No-73	Deployment of Work Force	The clauses mentioned are not applicable for the service contract of Spot billing activity, hence these should be adequately modified to suit the scope of this RFP.	It is a standard document, work specific requirements are given in SLA
4	GCC, Clause No-4.5, Page No-74	Damages of property	The clauses mentioned are not applicable for the service contract of Spot billing activity, hence these should be adequately modified to suit the scope of this RFP.	It is a standard document, work specific requirements are given in SLA
5	GCC, Clause No-4.6, Page No-74	Issuance of Materials	The clauses mentioned are not applicable for the service contract of Spot billing activity, hence these should be adequately modified to suit the scope of this RFP.	It is a standard document, work specific requirements are given in SLA
6	GCC, Clause No-6.2, Page No-75	Bills & Invoices - 1. 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, TPWODL	Does this mean that a single invoice to be submitted for all the Divisions/Subdivisions to be submitted at the end of the month	Division wise single invoice to be submitted for month
7	GCC, Clause No-6.2, Page No-75	Bills & Invoice - 2. All Bills shall be supported by joint measurement of work done, quality test report and a copy of wage sheet, if applicable (showing proof of having disbursed wages as per applicable law) and a copy of statement substantiating that statutory payments having been affected.	The activity is on the piece rate pricing hence providing the wage sheet may not be made mandatory only a self attested certificate of releasing the salaries may be seeked from the BA	As per tender document
8	GCC, Clause No-6.3, Page No-75	Payment & Statutory Deductions- 1. In case any non-compliance to contract conditions comes to TPWODL's notice, TPWODL will be entitled to deduct 30% of estimated wages plus 20% of wages as TPWODL's overheads. Associates would be obliged to provide the copy of monthly wage sheet in any case, failing which no payment shall be made.	Same as above	As per tender document

