

Tender No : TPWODL/IA/O/SER/38

Package Name : Call Center Operations in TPWODL for a period of 3 years

Bidder :

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	Document No. TPWODL/IA/O/SER/38 Clause No. 2.0 (1) Page No. 6	The bidder should have an average annual turnover of Rs. 5 Cr in the last three years (Audited balance sheet, profit and loss account and auditors report from the statutory auditors of the company required). CA Audited Summary sheet and profit & loss account statements with valid UDIN to be submitted. *Qualification Requirement Relaxation: Qualification Requirement of Financial Turnover for MSME registered in the State of Odisha shall be reduced to 20% of the existing criteria.	We are completing 3 years in March 2025. For current year, can we provide Auditor's certificate with UDIN for turnover till date along with financial statements of last 2 years?	The bidder should have an average annual turnover of Rs. 5 Cr in the last three years. Here the last three years means the immediately preceding three financial years excluding the financial year in which the tender is floated. In this case the tender is floated in fy 2024-25, so last three years means fy 2021-22, fy 2022-23 & fy 2023-24. The turnover of the current f.y. will not be considered.
2	Document No. TPWODL/IA/O/SER/38 Clause No. 2.0 (1) Page No. 6	The bidder should have experience of successfully running the Call Centre on average at least 60 seats in a day for any reputed firm/ company during last three years. Performance Certificate to be submitted in this regard. *Past Experience Relaxation: Instead of relying on the volumes / value of earlier Supplies / Projects, assessment of the Bidder shall be done on the basis of feedback from Customers. Past performance experience at Tata Power and its Group Companies shall supersede feedback from other Customers.	We are completing 3 years in March 2025. We have the relevant experience of successfully running the Call centre for last 3 years, including current year. Please clarify.	The meaning of last three financial years is that the last three years means the immediately preceding three financial years excluding the financial year in which the tender is floated. In this case the tender is floated in fy 2024-25, so last three years means fy 2021-22, fy 2022-23 & fy 2023-24. The experience of the current f.y. will not be considered.
3	General	General	Kindly provide the Breakup/Slab of Minimum Wages for Highly Skilled/Skilled and Semi Skilled manpowers, so the bidding could be fair.	Breakup is attached separately
4	General	General	It is assume that the refreshment and basic requirements like water, tea etc. during all shifts will be provided by TPWODL and BA has to not include any cost towards the same in its bid.	Water will be provided, and Tea will be provided by TPWODL till 08 PM
5	ANNEXURE-II: Scope of Work and Service Level Agreement Scope of Work		Please clarify who will bear the cost of provisioning of infrastructure (Desktops, Power Backups, Furnitures, Headsets, Biometrics, CCTV, Electricity, Internet etc.) Is the infrastructure already in place and the vendor just have to deploy manpower ?	TPWODL will bear the cost of provisioning of infrastructure like Desktops, Power Backups, Furnitures, Headsets, CCTV, Electricity, Internet etc.), Vendor just have to deploy manpower
6	ANNEXURE-II: Scope of Work and Service Level Agreement Scope of Work		Please clarify who would be bearing the PRI and Tollfree costs.	TPWODL
7	ANNEXURE-II: Scope of Work and Service Level Agreement Scope of Work	Volume of Operations: Agent / Login Requirement: SP shall arrange the manpower based on Peak (Apr-Sep) and Off-peak (Oct-Mar) period. SP shall arrange on an average of 100 number of logins (1 login = 8 hrs. in system) with +/-20% variation.	Is 100 number of logins per day ?	Average of 100 number of logins are required with +/-20% variation based upon the requirement
8	10 Reverse Auctions Pg #14 of 202	TPWODL reserves the right to conduct the reverse auction for the products/ services being asked for in the tender. The terms and conditions for such reverse auction events shall be as per the Acceptance Form attached as Annexure VI of this document. The bidders along with the tender document shall mandatorily submit a duly signed copy of the Acceptance Form attached as Annexure VI as a token of acceptance for the same. Bidders shall be allowed to participate in Reverse auction as per following criteria hence bidders are advised to quote their most competitive rates while submitting the bids to avoid disqualification from participation in Reverse Auction.	Please clarify if Reverse Auction would be conducted or not.	Yes reverse auction will be conducted as per clause 10 of page 14 of tender document
9	Page # 22, point # 17	Annexure V	Please share value of Solvency Certificate required.	Not required
10	Page # 30 in Scope pf work	Support Manpower Requirements	Please confirm if other support staff, apart from Operations, is also required to be present in 24*7 shift module.	Generally, TL/QA must be available 24*7, While Manager and other support staffs must be present in general shift. In case of any requirement, Manager, other staffs also can be asked to present in any other shift.
11	Page # 33, 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 TPWODL 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.	Not allowed

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12	Page # 33 , 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 reimbursable by the department.	No
13	Page # 140	Vendor Registration Form	We are duly registered with Tata Power Delhi so do we need to fill & submit the same	Not required
14	Page # 179, point # 11.0	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.	Not required
15	Page # 140	Safety Category Qualification Form	Considering it is a call centre tender so is it required from a service provider. Please confirm.	Not required
16	Page # 146	CSM F6 - Safety Competency Assessment Form (Template)	Considering it is a call centre tender so is it required from a service provider. Please confirm.	Not required
17	Page # 156	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.	Not required
18	Page # 167	CSM F11 - Safety Performance Evaluation Criteria	Considering it is a call centre tender so is it required from a service provider. Please confirm.	Not required
19	Page # 91	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.	Not required
20		General Query	Plesae confirm if bidder can rebadge existing manpower ? If yes then kindly share salary slab of current manpower that is to be rebadged	Minimum wages should be followed. (Refer page no. 31 and 32) Possibility is there, but depends upon existing SP and potential SP understanding.
21			Support staffs will be billed or unbilled	Unbilled
22		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	No, Payment will made as per actual login basis. (1 login = 8 Hrs.)
23		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	No
24			Will Refresher training should be conducted from client end for all support staffs on monthly basis	Yes
25	Scope of Work	Total Manpower Capacity: 100	TPWODL mean 100 effective log in ; over and above additional buffer needs to be considered	Yes, 100 nos. will be as per actual login (1 login=8 Hrs.) whereas Manager and Support staff as per the bid document.
26	Scope of Work	SP need to address the alternation of manpower +/-20% with a notice period of 15 to 30 days.	above 100 additional 20% that means additional 20 associate need to be considered;nhowever billing will be only for 100 associate only ?	Average of 100 number of logins are required with +/-20% variation based upon the requirement. Payment will be done as per actual login as per approval.
27	Scope of Work	Support Manpower Requirements:Role - Operations Manager cum HR (Overall SPOC); - 1 Nos;Role - Team Leader (TL) (25 Login: 1 TL); - 6 Nos;Role - Trainer cum Quality Auditor (QA)/follow-up Desk; - 6 Nos;Role - MIS & IT Support; – 2 Nos	For 100 seater process whether 6 QA & 6 TL is actually required ? whether the associate will be billed seperately ; as their details has not been mentioned in BOQ Pricing	Team Leader (TL) (20 Login: 1 TL); - 5/6 Nos. For 100 billing it needs 120 Head Count, and as per 20:1 ratio, 5/6 TL's & 5/6 QA's are required. (1-TL and 1-QA per team) For billing, please refer page no. 32
28	Scope of Work	Agent login/ seat shall be considered for Billing purpose only when the agent has been declared suitable for taking the call (after assessing soft and functional skills during mock calls) by TPWODL Call Centre Team.	From day associate get recruited associate will be billable?	Payment will be made once after the login of the agent.
29	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.	Kindly clarify the Buffer percentage?	The buffer should be +/-20%, It shall be arranged by SP to provide uninterrupted services
30	Scope of Work	Agent ; Category -Semi Skilled , Qualification -Graduate	Whether for agent level ; 10 +2/HSC Qualification can be considered ?	No, Minimum Qualification is Graduation
31	Scope of Work	Minimum Wage as per Government of Odisha Guidelines including Bonus, Leave, PF, ESIC and LWF.	Kindly share the exact salary structure which needs to be followed for semiskilled/ skilled/ Highly skilled as per MW of Odisha	Minimum wages (MV) government notification w.e.f. 01-10-2024 is attached herewith for reference. Please also note that MV is revised on every 06 months on time to time.

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32	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	Leave encashment and bonus shall be paid on monthly basis mandatorily.
33		Call Center	For Call Center 100 Seater Process ; TPWODL is altogether staff 120 staff + Support Staff 14 ; however billing will be for 100 staff.So 34 associate salary needs to get included in call center as in BOQ Pricing 35 associate will be non billable ?	No, Payment will made as per actual login basis (1 login = 8 Hrs.)
34	Manpower Qualifications	Language	Is there any target for manpower hiring for Hindi and regional language?	Well Versed in Hindi and Regional Language is mandatory for each advisors, while at least 15% of the login should be English speaking executive at any given point of time.
35	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 TPWODL do additional payment for overtime, and what will be the hourly rate ?	No, Payment will made as per actual login basis (1 login = 8 Hrs.)
36	Manpower Planning, Recruitment and People Management:	support staff billing	How the support staff billing will be calculating?	Billing will be done only for actual agents login
37	Back-office Support Staff	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?	No, Minimum Qualification is Graduation
38	Quality Auditing / Live Call Barging	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 TPWODL.	Call audit targets will be considered for both inbound and outbound calls or only inbound call ?	Yes, for both inbound and outbound
39	[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.	No, Minimum Qualification is Graduation
40	[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, Payment will made as per actual login basis (1 login = 8 Hrs.)
41	[Document No / Clause No / Page No]	Women Staff Working Hours	Currently, women IME employees Twork after 7 PM. We request an extension to 9 PM. Can this be approved?	No, female employees will be allowed to work till 7:00 PM in TPWODL offices
42	[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	Payment will made as per actual login basis (1 login = 8 Hrs.)
43	[Document No / Clause No / Page No]	Leave Encashment	Will leave encashment be processed upon contract closure?	Leave encashment will be paid on monthly basis.
44	Rate Contract, Clause 1.3 (Page 5)	Pre-bid Meeting Details	Please confirm the exact date, time, and mode of the pre-bid meeting (physical/virtual). If virtual, kindly provide the link, platform, and login credentials.	Virtual link will be provided for pre-bid meeting
45		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.	2-year call summary is provided in the 'Call Summary' sheet for the better manpower planning
46		Price Escalation Clause	Any changes in VDA/Minimum wages as per Odisha Government during the contract period should be borne by TPWODL.	Refer page no 15, point number 7 of special conditions
47	-	-	With regards to the national holiday working whether TPWODL would pay the BAs for the agents who have worked on National Holidays (as approved by DLO).	Payment will made as per actual login basis (1 login = 8 Hrs.)
48	-	-	What is the total count of leaves that the BA company has to give to the agents.	Agent will be entitled for one leave on 20 working days
49	-	-	What would be the leaves entitlement calculation logic against the basic/total wages	Leave entitlement calculation will be on the basic. The minimum wages will be the basic salary of any employee.
50	-	-	BA company would encash the unutilised leaves annually. Will that be Ok.	Leave encashment will be paid on monthly basis. Salary payment will be on actual working day as per Minimum wages.

Call Summary

Calls Offered (Inbound)	Q1 (Apr- Jun)	Q2 (Jul- Sep)	Q3 (Oct- Dec)	Q4 (Jan- Mar)	Grand Total
FY23-24	434813	493688	248792	306632	1483925
FY24-25	728843	666885	300685	146581 (Till Feb'25 only)	1842994

Unit Rate Break-Up Format

S. No.	Description	Semi-skilled
1	Minimum Wages	
2	Days	26
3	Minimum Wages (Basic + DA)	
4	Statutory Bonus @ 8.33% on Basic & DA	
5	Leave Encashment@ 5.77% on Basic & DA	
6	Sub-Total (A)	
7	EPF@13% of minimum wages	
8	ESIC @3.25% of minimum wages	
9	Contribution for Labor Welfare Fund	
10	Sub-Total (B)	
11	CTC (A+B)	
12	Service Charge	
13	Sub-Total (D=11+12) (Excluding GST)	