

Pre-bid Query / Clarification / Deviation (QCD)

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Tender No	TPNODL/OT/2021-22/002 dtd.26.04.2021			
Package Name	Meter Reading, Billing & Collection (MBC) Services at TPNODL			
Sr. No.	Reference to concerned Document . Document No/Clause No/Page No	Description as per Bid Document	Query / Clarification / Deviation	TPNODL Response
1	2	3	4	5
	Page 37 (4. Establishment, Data Compilations and Reports)	d) Business Associate(s) will employ separate manpower for spot billing and payment collection for each Division	Can a single person do both meter reading and bill a collection activity? Or we need to keep separate people for meter reading and bill collection.	Separate Manpower will be required for spot billing and payment collection.
	Page 26 (1. The scope of work includes the following)	a) The Business Associate(s) has to procure adequate no. of smart mobile phones, power bank with minimum (10000mAh)	If mobile battery's backup is more than 8-10 hours, still we need to provide a power bank to bill collectors and meter readers?	Power Bank may not be required if phone backup is sufficient. But it has been seen that phone battery dries up during the working hours and work gets affected. Therefore Power Bank has been proposed for ensuring uninterrupted MBC activity.
	Page 35	62) Any multiple payment receipts from a consumer in a month shall be considered as one.	For an example, Electricity bill of a consumer is Rs. 200 that consists Rs.100 current demand & Rs. 100 arrear. If the bill collector is receiving Rs.100 (Current Demand) and Rs. 100 (Arrear) on different dates, whether these two money received will be considered unique or duplicate? In case you consider these two as duplicate MR, it will hamper the arrear collection activity.	Multiple transactions from a consumer in a month shall be considered as one only for coverage and payment of transaction charges(if any) per MR per Consumer.However the amount collected in multiple transaction shall be considered for payment of incentives.
	Page 26 (1. The scope of work includes the following)	b) The Business Associate(s) shall require to use 2 SIMs of 2 separate service provider with wider coverage of connectivity.	Is it necessary to provide two SIMs of different service providers or a single SIM card will be allowed to operate.	It is necessary because different areas have different network coverage.
1	Page 31	Range of meter reading per month per meter reader should be maximum 1200 for urban areas, while range of meter reading per month per meter reader should be maximum 1000 for Rural areas, to maintain quality of reading. Similarly the agency shall ensure that one meter reader will take maximum 150 numbers of reading per day effectively in rural area and 200 numbers of reading per day in urban area.	There is contradiction in the statement with respect to monthly and daily meter reading cap in rural and urban area. In 26 days of working a person can easily do 1800-2100 meter readings in urban/ rural area.	150 numbers of reading per day effectively in rural area and 200 numbers of reading per day in urban area are not possible for every day for a meter reader.Thses figure are the Maximum allowable numbers per day in exceptional cases.
	Page 46 (9 (a). Penalty)	Above 95% Billing Penalty is kept Nil	Since 10% of the consumer is expected to be ghost consumer, so 90% billing shold be kept as thrashhold for not penalising the BA Partner	There is no authenticity about 10 % of Ghost consumers. However, performance will be evaluated after deduction of Ghost consumers (if any) in the data base.
	Page 47 (3. Consumer Coverage for Door to Door Collection)	Consumer Coverage of 80% and above will not be penalised	Since 10% of the consumer is expected to be ghost consumer, so 70% billing coverage shold be kept as thrashhold for not penalising the BA Partner	There is no authenticity about 10 % of Ghost consumers. So Consumer coverage for door to door collection must be 80% and above to avoid any penalty.
	Page 49 (2. Door to Door revenue collection Incentive)	For above 90% of Consumer coverage, incentive is kept @10% of the quoted price per consumer per billing cycle for coverage above 90% on incremental coverage.	Since 10% of the consumer is expected to be ghost consumer, so 80% consumer coverage shold be kept as thrashhold for incentivising the BA Partner	There is no authenticity about 10 % of Ghost consumers

Page 18 (Annexure-I Schedule of Items)	Door to Door Collection of rural Customers through cash/Wallet using TPNODL Mobile payment collection Application	Top-up recharge in the wallet for enabling Bill-collectors to collect bill amount in virtual - wallet will be done by TPNODL or BA partner	by the BA
		Can Consodium be allowed for quoting of the tender?	No
		Local micro & small enterprises shall be exempted from payment of earnest money and shall pay 25% of the prescribed security deposit while participating in tenders of Government departments and agencies they are under. Is this clause applicable in tender?	Applicable as mentioned in GCC
		As per MSME guideline is there any chance of the turnover relaxation in tender as per udyog aadhaar registered companies	Applicable as mentioned in GCC
		How many divisions can be allotted per vendor	Details mentioned in the Tender Documents
		Can we use analogic epson thermal printer in billing	Only impact printers are allowed
		In NBC activity how many consumers are allowed for Billing per meter reader and bill collector	Detailed mentioned in the Tender Documents
		Currently we have 2 months relaxation on meter reading and collection can it be extended till 4 months	No such relaxation
		Can the annual average turnover of company mentioned to be 3 crore be reduced upto 2 crore as we are MSME and SSI unit	Applicable as mentioned in GCC
		What is the expected date of payment after Submission of the bill, can you confirm if its 7 or 30 days	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 and after deduction / withheld of applicable amounts.
		In current market the billing collection percentage is 70% or 75% but in your performance administration criteria it is mentioned below 70% of bill collection leads to 12% penalty can it be changed and the incentive is very less because incentive is calculated on the quoted price can it be converted into percentage	As consumer coverage is the major contribution for increase of collection efficiency, the BA should cover minimum 80% and above (As per Tender) to avoid any penalty.
		Can the tender tenure be extended to three years cause all the investment and effort needs a minimum of 3 years to be recovered	Not feasible in current scenario
		Is electrical licence (ELBO) necessary for MBC activity	Yes it is necessary in Revenue Recovery part, and the same is mentioned in the MBC tender document.
		Can we plan for shortest route to touch door to door bill and collection activity	Obviously, It depends on the BA to prepare the route chart, so that the billing and collection efficiency will reach to the optimum level.
		Can Route/binder be sanitized according to bill collector and meter reader to follow covid-19 safety protocol	It depends on BA, since the readability may decrease, so it is not advisable.
		Is Tata going to provide topup voucher for virtual wallet as our company is already providing bank guarantee as a performance security of 5% of workorder	BG and topup is separate. Top up against BG cannot be allowed.
		If a meter reader or bill collector is unable to deposit money within 24hr due to some unavoidable situation will penalty be relaxed	TPNODL will not be responsible for the internal problem.
		Will bluetooth printer and mobile be provided by tata or the vendor has to arrange themselves	Vendor has to arrange
		Can the penalty and incentive clause be reconsidered	These have been designed after lot of deliberations, so not feasible for any relaxation currently.
		If a single person is involved in both meter reading and bill collection activity what will be ideal quantity for e.g 1200 or 1500 consumers per day bill	Single person for both Meter reading and Door to door collection activity is not allowed
		Is it compulsory to provide uniform, boot, rainy coat & umbrella to all bill collector cum meter reader	Yes, Compulsory

			If the bill collector touch the consumer and not issue the MR(money receipt) will the bill collector be entitled for payment	If the consumer complains that, he has not provided the Money Receipt, then the incentive for such collection amount will not be given.	
			The minimum wages for bill collector and meter reader will be divided under skill, semi skill, unskill cause as per odisha labour department wage policy per day wages of above three category are determined differently so confirmation of wage category helps in calculating for costing purpose please confirm the wage category.	It will be as per Odisha Labour Department policy, however meter reader and bill collectors will be semi-skilled.	
3			We are SSI unit MSME organisation, request for exemption of EMD	Applicable as mentioned in GCC	
			Extension of last date of submission of bid at least 15days	Last date of Submission of bid extended up to dtd.22.05.2021	
			There should be separate column for 3 phase meter reading in price bid	Three Phase Meter Readings are Only For Special cases, as AMR is installed on these meters. Therefore AMR unread cases will only be forwarded for reading.	
4	Page No.7 Clause No. 1.7.3	The bidder should have experience of door to door collection / meter reading cum spot billing / Meter reading & bill distribution / Meter Reading in any distribution utilities during last 3 years and should be either of the following: a. Three similar completed works not less than the amount equal to 15 Lac OR b. Two similar completed works not less than the amount equal to 20 Lac OR c. One similar completed works not less than the amount equal to 30 Lac Note- Above mentioned values / amount can be from any single category of experience or combination of any or all of the experience categories mentioned.	Please consider the existing vendor of TPSODL (Formerly SOUTHCO Utility) by making a small amendment Tender Qualification Criteria or please consider our bid on the basis of existing qualifications / credentials we earned from TPSODL during Technical evaluation	Terms and conditions are equal for all, and amendments in the same is not currently feasible.	
5	Page No.7 No. 1.6.1	Clause	The Average Annual Turnover of the prospective bidder(s) during FY 17-18, FY 18-19 and FY19-20 should be equal to or more than Rs. 6 Crores or Minimum Rs. 7 Cr. in any one FY 17-18, FY 18-19 and FY 19-20	Consider to reduce as per TPCODL & TPSODL to Rs. 2 Crores	No Change in Turn Over criteria and will remain as per tender document
				As an MSME and startup India and startup Odisha registered company we shall get benefit in waive off Tender paper cost as well as EMD	Applicable as mentioned in GCC
				We got the Ariba link for login on dtd.11.05.21 at 6.37 PM, please give an extension for tender submission date considering the above pandemic	Last date of Submission of bid extended up to dtd.22.05.2021
6			Billing days: The meter reading cum spot billing activity will be carried out for a month or a limited time period	For whole month	
			Separate team of Meter Reader & Bill Collector: Separate team required for Meter reading and collection or we can utilize the same resource for dual activity	Separate Manpower will be required for spot billing and payment collection.	
			BOQ quantity for disconnection & connection: the quantity as per BOQ of disconnection & reconnection is 5000 and 4000 for each division, please specify the quantity is monthly or annual	Monthly	
	Scope of Work Part B clause no. 4		In case consumer does not pay the dues, the BA shall disconnect the service connection. In effective disconnection, service cable of the defaulting consumer shall be cut in such a way that restoration of power supply through the same cable shall not be possible. Disconnection shall be supported with the photographs of the disconnection by removal of cable / meter, whatever required by EIC	Whenever the reconnection activity may be carried out, the new service cable will be required to execute the service	Not necessary for change of service cable. However, it must be replaced in case the service cable has been removed.
			Who will supply the new service cable	In case service cable has been damage the same will be provided by Utility	
			Is meter sealing resealing is under BA scope	No	

		Cable / meter - whatever required by EIC.	Is meter sealing resealing is unsupervised job	No
			Is BA lineman deployed on recovery activity will allow to work on TPNODL network	No
Annexure-I		N.B: Price for Door to Door Collection should be provided in % of amount collected as well as amount per transaction (Multiple Transaction against a consumer in a particular month shall be treated as single transaction)	Rate for revenue collection has been asked to provide both in % and per transaction basis. But there is no arrangement in the format to provide the rate in both % and per transaction basis.	Not required,you may specifically mention rates in both % and on per transaction basis.
Annexure VII, 2. Proposed Scope of Work in details: Clause (28)		Business Associate(s) shall deploy adequate number of qualified, skilled and efficient workmen having minimum qualification of Higher Secondary (Class XII) pass, supervisors having minimum qualification of Graduation Degree from a reputed University, having sufficient knowledge of job so as to ensure that various jobs are completed within predefined timeline provided by EIC and ensure quality to be up to the benchmark level in the industry. Details of such manpower shall be provided to TPNODL before commencement of the work under this Agreement. Range of meter reading per month per meter reader should be maximum 1200 for urban areas, while range of meter reading per month per meter reader should be maximum 1000 for Rural areas, to maintain quality of reading. Similarly the agency shall ensure that one meter reader will take maximum 150 numbers of reading per day effectively in rural area and 200 numbers of reading per day in urban area. In case of exceptions, a prior intimation to be sent to the EIC and permission shall have to be taken. If the number of bill generation exceeds the figure mentioned above without prior permission, then charges for such claim by them will not be paid. TPNODL decision regarding this shall be final and binding.	Please clarify if separate manpower is to be engaged for spot billing and collection activity or One person per 1000-1200 consumers can be engaged for spot billing, collection and other ancillary activities like 3 phase meter reading, distribution of disconnection notices and other letters.	Separate Manpower are required spot billing and payment collection.
Clause 9(a). Penalty:	2. Consumers billed on Provisional basis		While calculating penalty for provisional cases will exclude billing made on the provisional basis due to the exceptional cases in the database like ghost consumer, no meter, double consumer, service connection not provided, meter at site is defective, binder change, etc.	There is no authenticity about Ghost consumers, double consumer etc. However, performance will be evaluated after deduction of Ghost, duplicat consumers and faulty meters (if any) in the data base.
Clause 9(a). Penalty:	1.Consumers not billed		What if some consumer remains unbilled due to frequent power cut, break down of power supply in some specific area (mostly during any natural calamity and during the rainy season).	We my allow to bill for whole month,So that the BA will get sufficient time to complete the total Billing.
Clause 9(a). Penalty:	3. Consumer Coverage for Door to Door Collection		Is there will be any timeline to bring up the collection coverage for the sub-divisions / sections where present collection coverage is less than 20% before imposing penalty.	Can be considered in exception cases on mutually agreed terms.
			Please clearly define the duration of billing and collection in a month.	Whole Month
			While operating the disconnection squads if in any particular area we need departmental support / police support to undertake the disconnection activity in that particular area will TPNODL will provide the same?	BA is totally responsible for cordination to Local Police.However TPNODL may will give support in special cases.
			Will TPNODL help us to organise bill revision camps in different sections / camps to resolve consumer disputes in regard to their bills before disconnecting those consumers?	Yes
			Will penalty be imposed on the BA for not able disconnect some specific consumers or specific area due to public protest / unrest or where life threatening situation arises while undertaking the disconnection activity even after departmental / police help.	Its completely lies with BA's Responsibility, however it can be considered in exceptional cases on production of suffiecent proof / evidence.
			After disconnecting a particular consumer, he agree to pay the outstanding but does not agrees to pay the outstanding but does not agree to pay the reconnection charges. What is to be done in this case .	For Re-onnection of Power supply,the consumer has to pay the Reconnection fee.
			After disconnection the consumers pays the outstanding dues through online. But does not pays the reconnection fee. What is to be done in that case.	For Re-onnection of Power supply,the consumer has to pay the Reconnection fee.

PART-B Revenue Recovery (Page - 50 to 54)		<p>Is the claim against monthly disconnection activity in the following manner or if not how the claim against this activity will be made:</p> <p>a. No of disconnection*Rate(including GST)= A b. No of reconnection* Rate(including GST)= B c. No of Vehicle engaged* Rate(including GST)= C d. 4 % on Arrear dues collected by them= D</p> <p style="text-align: center;">----- Total = A+B+C+D</p>	Will be clarified once PO/RC is issued
Second Part: "TECHNICAL BID" shall contain the following documents: (Page - 9 of RFQ) And Annexure V	Clause (h) Acceptance of Annexure for Scope of work and Service level agreement.	In Annexure V there is no mention of enclosing the Clause (h) Acceptance of Annexure for Scope of work and Service level agreement. Please Clarify that this document has to be submitted seperately printed on our letter head or signed copy of RFQ will be by default taken as unconditional acceptance of all the Annexures leaving apart Annexure III and IV which is specially mentioned in Annexure V	Signed Copy of RFQ will be taken as unconditional acceptance
Annexure VI (Page-25 of RFQ)	Acceptance Form for Participation In Reverse Auction Event.	In Annexure V there is no mention of enclosing the Annexure VI. Please Clarify that this document has to be submitted seperately printed on our letter head or signed copy of RFQ will be by default taken as unconditional acceptance of all the Annexures leaving apart Annexure III and IV which is specially mentioned in Annexure V	Signed Copy of RFQ will be taken as unconditional acceptance
Ariba Portal - 2. Techno Commercial Bid	2.1 Please upload your Technical Bid here 2.2 Please upload your unpriced commercial bid/ additional documents (if any)	Please Clarify Which documents are to be submitted against 2.1 and which documents against 2.2. And please also clarify the format of the file; i.e.PDF or Word.	Your all technical Qualification supporting documents/Annexures to be attached in 2.1 2.2 is for commercial documents/financial Qualification supporting documents. Attachment should be merged PDF or Zip folder
Ariba Portal - 3. Price Bid	3.1 Please submit your price bid here	Please Clarify in Which file format the Price BID has to be submitted;i.e.PDF or Xcel. Also please clarify the file will contain the Price Bid for all 16 Divisions in seperate pages in a single file or there has to be one file for each Division?	It can be in either format (PDF/Excel) Price bid to be submitted Division wise