

| Subject: | | Pre-Bid Queries | | |
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| Pre-bid Meeting Date: | | 22.08.2025 at 11:00 AM | | |
| BRPL NIT NO: | | CMC/BR/25-26/FK/CR/DG/1294 DT: 12.08.2025 | | |
| Work: | | Business Functions for Electricity Distribution work in BRPL | | |
| Sl. No | NIT Clause Reference | Description | Bidder's Query | BRPL's Reply / Clarifications |
| 1 | General | NA | Please share if BRPL has minimum staff strength norms for each activity or whether this is left to the bidder's discretion | Bidders need to assess as per scope of work and submit the bid accordingly. |
| 2 | General | NA | Please specify the average daily meter reading target per meter reader expected by BRPL. | Bidder to decide as per work requirement to meet the SLA. Tender conditions shall prevail. |
| 3 | General | NA | Is BRPL expecting the bidder to deploy separate manpower for meter reading, bill distribution, recovery, and enforcement /liaising, or can the same personnel perform multiple activities? | Bidders need to maintain the SLA defined in the scope of work. |
| 4 | General | NA | In recovery activities, please specify the targeted recovery percentage and average consumers per recovery agent expected. | Bidders need to maintain the SLA defined in the scope of work. |
| 5 | General | NA | Will BRPL provide any assets/tools (e.g. PPE kits, vehicles), or should the bidder arrange all required resources? | Bidder has to provide all required T&P, PPE etc as per the tender terms. Assets like CMRI/PDS will be provided by BRPL. |
| 6 | General | NA | If assets/tools are to be bidder-provided, please specify the minimum technical specifications (e.g., mobile device OS, GPS accuracy, PPE standards). | The minimum technical specifications for bidder-provided assets/tools are as follows: Mobile Device OS: Android 10 or higher PPE Standards: As per industry safety standards, including safety helmet (IS: 2925), safety gloves, reflective vest, and safety shoes complying with relevant IS/ISO standards. |
| 7 | General | NA | Are there any BRPL branding requirements for uniforms, PPE, or vehicles used by field staff? | At present, BRPL branding on uniforms, PPE, or vehicles is not a mandatory requirement under the contract. However, vendors are expected to maintain professional standards in appearance and equipment. |
| 8 | General | NA | Please confirm whether the bidder is expected to deploy completely new manpower or can also utilize existing BRPL-engaged staff currently working in the same scope area. | There are resources engaged by existing contractors for the said job. However, if those vendor does not retain the resources, then newly engaged vendor can utilize that manpower to execute. |
| 9 | General | NA | Will the manpower selection & appointment process be done entirely by the bidder, or will BRPL be involved in the screening/approval of each staff member? | As the work to be executed by the vendor through their manpower, so the entire selection & appointment process should be entirely vendor's prerogative. However, before engaging the manpower in BRPL area, BRPL User/HR/security dept should be informed to avoid any unauthorised engagement of resources |
| 10 | General | NA | In case of poor performance or disciplinary issues, will the contractor have full authority to replace staff at its discretion, or will BRPL approval be mandatory before replacement? | As the resources will be provided by vendor, so any disciplinary action to be taken against the resource by the vendor itself as per their company policy with the formal information to BRPL. |
| 11 | General | NA | If the staff is selected/approved by BRPL and later found involved in misconduct, will any penalty still be imposed on the contractor, or will such cases be exempted from contractor liability? | tender condition shall Prevail. |
| 12 | General | NA | If there is excess manpower already in place from previous arrangements, will the contractor be allowed to reduce staff strength as per operational requirement? Will such decisions require BRPL approval? | To meet the SLA, bidder has to provide adequate resources in respective circle. For any excess manpower to be removed or new manpower to hired will be discussed with user group and take consent. |
| 13 | Section-V, Clause No. 5, Pg No. 98 | The Company shall provide PDS/HHD/CMRI required for meter reading. The quantity of PDS/HHD and CMRI will be worked out at the time of execution of contract as per the average productivity of meter readers. The contractors have to submit Indemnity Bond @ Rs 18,000/- per PDS and Rs 22,000/- per CMRI and Data Logger respectively taken from the company in good working condition after the completion of the assignment. | Whether the ₹18,000/- per CMRI amount is to be submitted or only I-bond is required. Please clarify. | Only I-bond is required. |
| 14 | General | NA | What is the minimum number of personnel required to be deployed (circle-wise) by the bidder for the following: Meter reader/BDS/Recovery/Supervisory & Administrative Roles/Enforcement / Liaisoning | Bidders need to assess the adequate requirement of resources as per scope of work and submit the bid accordingly. |
| 15 | Section-3, Clause no. 6.2, Page No. 28 | The CPBG shall be of 7.5% of initial average annual contract value inclusive of taxes & duties and shall be valid till agreement period, plus three (3) months or latest RBI guidelines (if any) whichever is higher towards claim period, if not otherwise specified in agreement. | Whether BRPL can consider reducing the CPBG percentage from 7.5% to a lower value to ease financial burden on the bidder while ensuring adequate performance security. | Tender conditions shall prevail. |

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| 16 | General | NA | If the existing manpower is absorbed by the new contractor, will BRPL bear the previous dues (such as pending bonus, gratuity, leave encashment, arrears, or any other past liabilities) relating to the period prior to the new contract start date, or should the bidder factor these past liabilities into its financial costing while preparing the bid? | Previous dues of the resources would be borne by the previous contractors only. |
| 17 | General | NA | Is it mandatory to provide Uniform to all employee coming under this tender and if so, how many uniforms and content required per employee. | Provision of uniforms to employees is not a mandatory requirement under this tender. Vendors are expected to ensure that deployed personnel maintain a professional appearance appropriate to their roles. There is no penalty for uniforms. |
| 18 | General | NA | Is it mandatory to provide Safety officer for this contract and if so, what is the minimum qualification required | As BRPL has zero accident policy, to maintain the safety standard, Vendor has to engage adequate and competent resources to meet the SLA. Engagement of safety officer may be as per bidder's company policy. |
| 19 | Section-IV, Clause No. 36.46, Pg No. 75 | The Contractor shall deploy electronic attendance marking system for their Resources and maintain records for the same. | How will we implement electronic attendance system as most of the resources would be on the field | Electronic attendance system is preferable for maintaining proper attendance management. |
| 20 | Section-V, Clause no.1.3, Point no.17, pg No. 124 | Bidder to make provision for refreshment of their resources deployed in / BRPL office along with office boy | Pls confirm whether Provision for Refreshments for Resources along with office boy has to be included in costing as largely all resources would be on field | Provision for refreshments for resources along with office boy is not required. |
| 21 | Section-V, Clause no.1.1.1, Point no.(r), pg No. 115 | The lineman, who should be proficient in climbing on poles to remove service cable even from the height of the pole, shall be equipped with tool kit with bag with ISI mark, having following tools and safety equipment: | Tools and Tackles Quantity required for Recovery / Disconnection / Enforcement employee | As per scope of work. Tender condition shall prevail. |
| 22 | General | NA | Pls share total number of employees per process and Average salary per process | Bidders need to assess the adequate requirement of resources as per scope of work and submit the bid accordingly. |
| 23 | General | NA | Avg reimbursement cost for conveyance and mobile calling for recovery and disconnection employee | Bidders need to assess as per scope of work and submit the bid accordingly. |
| 24 | General | NA | Kindly confirm are we suppose to raise the invoicing for e-billing. | NO |
| 25 | General | NA | May we kindly request you to share the manpower requirement for Business Activity (Recovery & Enforcement), so that we can prepare the price bid accordingly. Also, please confirm whether this manpower is to be deployed centrally, at the circle level, or division-wise. | Bidders need to assess the adequate requirement of resources as per scope of work to maintain SLA and submit the bid accordingly. |
| 26 | General | NA | Manpower count required (Circle-wise).- for Part A | Bidders need to assess the adequate requirement of resources as per scope of work and submit the bid accordingly. |
| 27 | General | NA | Manpower monthly CTC required (including all variable payments if any) – Circle-wise. For Part A | Bidders need to assess as per scope of work and submit the bid accordingly. |
| 28 | General | NA | Company's E-bill count target for the upcoming period- Part A | current E-bill count is provided in the tender. The numbers may be increased in the future to further promote digitization efforts. |
| 29 | General | NA | In case of an increase in e-bills in the future, who will bear the BD employee cost? - Part A | Bidders need to assess as per scope of work |
| 30 | General | NA | Manpower count required (Activity-wise). - Part B | Bidders need to assess as per scope of work and submit the bid accordingly. |
| 31 | General | NA | Manpower monthly CTC required (including all variable payments if any) – Activity-wise. - Part B | Bidders need to assess as per scope of work and submit the bid accordingly. |
| 32 | General | NA | Whether the cost of mass raids and any additional payments other than CTC are included in the? If yes, kindly provide the monthly amount. | Bidders need to assess as per scope of work and submit the bid accordingly. |
| 33 | General | NA | Kindly provide the division/Circle -wise count and wage/CTC structure for the following categories MR/BD ◦ Recovery ◦ Enforcement I & II ◦ Liaisoning Assistance ◦ Ex-Delhi Police | Bidders need to assess as per scope of work and submit the bid accordingly. |
| 34 | General | NA | Please confirm whether Bonus, Leave Payment, and Gratuity are to be included in the CTC or will they be reimbursed separately by BSES. | All statutory component to be part of CTC as per their respective ACT. |

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| 35 | Section-III, Clause no. 8.1.1 Pg no. 30 | Before commencing the execution of the work the Contractor shall take Term Insurance Policy for life for the staff engaged/deployed by them for the work under agreement, to insure against any loss of life which may occur during the agreement for the work of the Company. The policy shall have coverage of Rs. 10 Lakh | Kindly clarify who will bear the cost of Term Insurance / GTLI Insurance Policy – BSES or the Vendor. | In Vendor's Scope |
| 36 | General | NA | For Bill Distribution and Recovery activities, will the mobile devices be arranged by BSES or is it to be provisioned by the Vendor? | As per Scope of work |
| 37 | General | NA | Kindly clarify how this activity are handle, will the device like Camera or another device arranged by the BSES or is it to be provisioned by the vendor? | Not required. Will be provided by BRPL |
| 38 | General | NA | Please confirm if Conveyance Allowance and Mobile Allowance are part of the CTC or reimbursed separately by BSES. | Vendors Scope |
| 39 | General | NA | Kindly clarify who will bear the cost of Tools & Tackles, Safety Kits, Uniform and PPE Gadgets – BSES or the Vendor. | In Vendor's Scope |
| 40 | Pre bid Meeting | | | A pre bid meeting has been organized on 26.08.2025 at 1430 hrs, Nehru Place |