



NIT No.: TPCODL/P&S/1000000074/2021-22

1.0 Event Information

1.1. Scope of work

Open Tenders are invited from interested Bidders entering into a rate contract valid for two years for the following:

S. No.	Description	EMD Amount (Rs.)	Tender Fee (Rs.)
1.	Management of Customer Care Centre across TPCODL licensed area	2,00,000	5,000

Note: Tender Fee is inclusive of GST

1.2. Availability of Tender Documents

Please refer "Procedure to participate in the e-tender".

1.3. Calendar of Events

(a)	Date of sale/ availability of tender documents from TPCODL Website	From 15.07.2021 onwards
(b)	Date by which Interested and Eligible Bidder to pay Tender Fee and confirm participation as mentioned in "Procedure to Participate in Tender"	26.07.2021; 15:00 Hours
(c)	Last Date of receipt of pre-bid queries, if any	29.07.2021; 15:00 Hours
(d)	Last Date of Posting Consolidated replies to all the pre-bid queries as received	31.07.2021;
(e)	Last date and time of receipt of Bids	10.08.2021; 15:00 Hours
(f)	Date & Time of opening technical bids & EMD (Envelope-1 & 2)	Participating Bidders will get mail intimation from TPCODL E-Tender system (Ariba) when their Technical Bids are opened. Refer Section 4.2 for details
(g)	Date & Time of opening of Price bid of qualified bidders	Bidders will get mail intimation from TPCODL E-tender system (Ariba) when their Price Bids are opened (Refer Section 4.5)

Note :- In the event of last date specified for submission of bids and date of opening of bids is declared as a closed holiday for TPCODL's office, the last date of submission of bids and date of opening of bids will be the day following working day at appointed times.