



(Corporate Contracts Department)  
The Tata Power Company Limited, 2nd Floor, Sahar Receiving Station  
Sahar Airport Road, Andheri East, Mumbai-400059

**Corrigendum No. 1**

<b>Tender Enquiry No.</b>	<b>Work Description</b>	<b>EMD (Rs.)</b>	<b>Tender Participation Fee</b>	<b>Last date and time for Payment of Tender Participation Fee and submission of bid</b>
CC25VKD007	<b>Corrigendum to Tender issued vide advertisement published Dtd. 16.06 2024.</b> 3-Year Rate Contract for Call Center Services for Tata Power Mumbai Distribution. <b>(Change in PQR, Scope of Work &amp; Calendar events)</b>	2 Lacs	Rs. 2000	17.07.2024 up to 17:00 hrs.

**The bidders who have already participated in the Tender shall be retained as “participants” & and they shall not be required to participate again by submitting the Tender Fee.**

**Please note that the corresponding details mentioned in this document will supersede any other details mentioned anywhere else in the Tender Document.**

**Procedure for Participating in Tender. The following steps to be done before the “Last date and time for Payment of Tender Participation Fee & Submission of bid” as mentioned above.**

1. Eligible and Interested Bidders to submit duly signed and stamped letter on Bidder's letterhead indicating.
  - a. Tender Enquiry number
  - b. Name of authorized person
  - c. Contact number.
  - d. e-mail id
  - e. Details of submission of Tender Participation Fee
2. Non-Refundable Tender Participation Fee, as indicated in table above, to be submitted in the form of

Direct deposit in the following bank account and submit the receipt along with a covering letter clearly indicating the Tender Reference number –

Beneficiary Name – The Tata Power Co. Ltd.

Bank Name – HDFC Bank Ltd.

Branch Name – Fort Branch, Mumbai

Address – Maneckji Wadia Building, Nanik Motwani Marg, Fort, Mumbai 400023.

Branch Code – 60

Bank & Branch Code – 400240015

Account No – 00600110000763

Account type – CC

IFSC Code – HDFC0000060

The interested bidder is to share an email with the authorization letter with an attachment as mentioned in point no 1 above to be sent to **Ms.Vaishali Kachare** ([vaishali.kachare@tatapower.com](mailto:vaishali.kachare@tatapower.com)) and copied to **Mr. Selva Ganesh S P** ( [selva.ganesh@tatapower.com](mailto:selva.ganesh@tatapower.com) ). Based on it link from the Tata Power E-Tender system (Ariba) will be shared for further communication and bid submission.

“Tender Participation Fee as mentioned in point no 2 & EMD should be submitted before the due date of Tender submission i.e., **17.07.2024 up to 17:00 hrs.**”. Both the details to be mentioned on the bidder’s company letterhead.

Also it may be strictly noted that once the date of “Last date and time for Payment of Tender Participation Fee” is lapsed no Bidder will be sent a link from Tata Power E-Tender System (Ariba).

**Clause 1.2: Dates in Calendar events (Tender Document) stands revised as below**

(a)	Date of availability of tender documents from TPC Website	From 16.06.2024 to 17.07.2024, 17:00 Hrs
(b)	Date & Time of Pre-Bid Meeting (If any)	NA
(c)	Last Date of receipt of pre-bid queries, If any	10.07.2024 up to 17:00 Hours
(d)	Last Date of Posting Consolidated replies to all the pre-bid queries as received	12.07.2024 up to 17:00 Hours
(e)	Last date and time of receipt of Bids	17.07.2024 up to 17:00 Hrs
(f)	Date & Time of opening of Price of qualified bids	Will be notified to the successful bidders through our website/e-mail.

**Pre- Qualification Criteria:**

<b>Sr No</b>	<b>Parameter</b>	<b>Tata Power Requirement</b>	<b>Documents to be submitted by vendor to ascertain meeting of Pre-Qualification Requirement</b>
1	Bidder's Technical Capability to handle jobs detailed in the Tender	Bidder should have experience in running at least a 100 seater Call Centre and having 3 years of experience of working with Utilities in Mumbai City for Call Centre Services. In case the bidder has a previous association with Tata Power Group for similar products and services, the performance feedback for that bidder by Tata Power User Group shall only be considered irrespective of performance certificates issued by any.	Bidder to submit list of jobs and major order executed for Utilities including Order Copiers, Customer Reference Documents
		The Bidder should have all necessary certifications for running Call Centre from the DOT.	Copy of Necessary certificates shall be submitted in this regard. In case bidder is not having License. Bidder shall submit an undertaking that in case they are the successful bidder, they shall obtain it before execution of contract.
2	Service Management System	The bidder must possess a valid ISO 9001, ISO20000, ISO 27000 Certification	Copies of the valid certificates.
3	Capability to Handle Job financially if awarded	Average Annual turnover of the bidder for last three years shall not be less than Rs 3 Crore	Profit and Loss Statements, Balance Sheet, Cash Flow Statements for the Three (3) preceding financial years duly audited and approved by Authorized Audit Firm / CA

**Note: Apart from the above PQR bidder must also qualify in Safety evaluation. Details will be shared along with tender documents.**

**Price Bid-format**

Sr. No	Process	Item Description	Qty	UoM	Unit Price (Rs.)	GST (Rs.)	All incl. Unit Price (Rs.)	All incl. BOQ Value (Rs.)
1	<b>Tata Power Distribution</b>	Rate per Month per Seat (38 Seat for 12 months) – First Year	456	Month		0	0	0
	<b>Tata Power Distribution</b>	Rate per Month per Seat (35 Seat for 12 months) – Second Year	420	Month		0	0	0
	<b>Tata Power Distribution</b>	Rate per Month per Seat (32 Seat for 12 months) – Third Year	384	Month		0	0	0
<b>Total Qty for Tata Power Distribution</b>			<b>1260</b>					
2	<b>Tata Power EZ Charge</b>	Rate per Month per Seat (4 Seat for 12 months) – First Year	48	Month		0	0	0
	<b>Tata Power EZ Charge</b>	Rate per Month per Seat (4 Seat for 12 months) – Second Year	48	Month		0	0	0
	<b>Tata Power EZ Charge</b>	Rate per Month per Seat (4 Seat for 12 months) – Third Year	48	Month		0	0	0
<b>Total Qty for Tata Power EZ Charge</b>			<b>144</b>					
3	<b>Tata Power Home Automation</b>	Rate per Month per Seat (2 Seat for 12 months) – First Year	24	Month		0	0	0
	<b>Tata Power Home Automation</b>	Rate per Month per Seat (2 Seat for 12 months) – Second Year	24	Month		0	0	0
	<b>Tata Power Home Automation</b>	Rate per Month per Seat (2 Seat for 12 months) – Third Year	24	Month		0	0	0
<b>Total Qty for Tata Power Home Automation</b>			<b>72</b>					
<b>All-inclusive Tender BOQ Value (Rs.)</b>								<b>0</b>



<b>Scope of Work &amp; SLA - Tata Power Call Centre Operations</b>		
<b>Sr. Nos</b>	<b>Processes</b>	<b>Page Nos</b>
<b>1</b>	<b>Tata Power Mumbai Distribution Call Centre</b>	<b>2-9</b>
<b>2</b>	<b>Tata Power Home Automation Call Centre</b>	<b>10-18</b>
<b>3</b>	<b>Tata Power EZ Charge Call Centre</b>	<b>19-27</b>



## **TATA Power Distribution Call Center Operations**

### **Purpose:**

The Tata Power Company Ltd. is seeking proposals from bidders who are interested to take up outsourcing activities to run the Call Center services for Tata Power Mumbai Distribution. The Call Centre services includes managing Inbound/Outbound Calls & managing the Social Media Desk (Technical Emails, WhatsApp, Twitter & Webchat). Our goal is to support and improve Customer Services that will benefit most from this outsourcing and promise to deliver significant results and continue to keep our customers delighted.

### **Background:**

Tata Power is engaged in Distribution Business in Mumbai Licensed Area. Presently there are about 7.7 lac + consumers. The Call Center activities are outsourced & operates 24\*7 which handles both Techno Commercial Calls & Social Media. They use an SAPCRM Based application for Complaints Management, developed & managed by Tata Power. This is on the Intranet of Tata Power, and used by all frontend and backend teams across, including the Call Center.

### **Nature of Calls:**

While the Call Centre currently operates as “One Call Centre”. Calls are mainly bifurcated into Technical and Commercial calls. Technical calls include calls pertaining to Power Supply Failure whereas Commercial calls include calls related to Non-Technical information e.g. billing, tariff, commercial info, etc. Similar type of concerns are also received on our Social Media handle.

### **Terms & Conditions of Performance Contract:**

- a) Seat Utilization will be at 1.8/per workstation/seat.
- b) 100% executives to be cross trained on handling Commercial & Technical Call.
- c) Shrinkage needs to be considered by the vendor while allocating manpower which will be over and above the agreed seats, this is in order to curb unplanned absenteeism.
- d) Social Media team will be separate handling Social Media Concerns and Webchat.
- e) Service Provider to provide 1nos. AM/Manager, 3nos. Team Leader (Rotational Shifts), 2 nos. Quality Coach cum Process Trainer & 1 MIS Resource.
- f) Supervisor's allocation as per mutually agreed span of control cannot be utilized for other processes.
- g) The number of executives required each month will be mutually decided and agreed upon between Tata Power and the Service Provider upon analysis of average call volumes received during last year same month and previous

month.

- h) For Handling Inbound Calls - To maintain the competitive & affordable salary as per the lifestyle of Mumbai city, Agent salary band to be considered between Rs.15,000 to Rs. 17,000 with minimum 5% YOY increment to avoid attrition as per market standard.
- i) Rostering for Daily/ Weekly/Monthly arrangements will be ensured by Service Provider as per the average Call Volumes trend for including planned leave/ absenteeism trend of Service Providers staff. Attendance and timeliness of officers will be the responsibility of the Service Provider.
- j) Service Provider shall also forward on a monthly basis a report on the Standards of Performance/ SLA decided mutually between Service Provider and Tata Power.
- k) Service Provider shall guarantee services as per mutually agreed Service Level Agreement (SLA).
- l) Bidder to ensure uninterrupted Power Supply with sufficient back up for systems (UPS, DG Sets etc) without adversely hampering the operations.
- m) To consider minimum wages, as mentioned for semi-skilled class of Employees for Zone-1, as per the Govt. Notification – Industry and Energy labor department.

**1. Operational Requirements (Technical Specifications):**

1		TRAINING
A	Soft Skill Training	Every three months to be conducted by the service provider by external resource or through in-house resource and submit compliance report for no of executives covered. This training to be done especially for executives who are Scoring less on Post Transactional Feedback Score.
B	Process training	For New Hires & Refresher training for identified employees.
C	Training Manual, FAQ's & Updates will be provided by TPCL.	100 % compliant with latest FAQ's
D		Pilot Batch, Supervisor and Quality Coach will be trained by TPCL at the launch of project. Subsequent trainings, FAQ's, Soft skill trainings to be conducted by the service provider at their own expense. Certification of employees who will take calls for TPCL will be cleared by Tata Power.
2		CALL RECORDING
		100% by Tata Power

3		INSPECTION
A		Tata Power's designated officials shall be present at any given shift/time on site for any kind of inspection activities. Access to the assigned Supervisors to be arranged by the service provider.

B		No female staff shall be permitted to work after 7 PM
<b>4</b>	<b>HIRING</b>	
A	Tata Power's personnel would be present in the panel for selection of staff prior to hiring for the Tata Power process.	100% compliance required.
B	Manpower Requirements.	Almost 70% of the Executives & Supervisor Staff including Quality Coach in the Pilot Batch should have experience of working with a Utility. This batch will be certified by Tata Power representative prior to Go-Live. Post which any new hires will undergo 15 days of Commercial Training and 7 days of Technical Training before certification and OJT thereafter.
C	Job Description (Executives to be hired for Call Centre and Social Media)	Would be provided by Tata Power (enclosed with RFQ). Service Provider to ensure 100% compliance with the Job Description (JD).
D	In case of Executives Resignation	In case of any resignation, immediate hiring should be done and agent should be Techno commercially trained before the last date of Notice period end.
<b>5</b>	<b>CALIBRATION</b>	
A	Fortnightly Process/Call Calibration sessions with TPC personnel to be attended by Supervisors, Trainers and QC from the service provider. Process knowledge FAQ's, Soft Skills Verbiage to be refreshed. TPCL supervisor to monitor the same and share relevant MIS monthly.	Process Calibration > Minimum 90% required.
<b>6</b>	<b>MIS</b>	
A	Daily MIS with breakup of hourly call volume and call types / complaints and queries etc. Abandoned calls %, AHT, Calls attended per advisor.	100 % compliance required.
B	Daily, Fortnightly, Monthly & Quarterly List of Operational Reports.	List will be shared with the Service Provider. 100 % compliance required
C	Quality measurement MIS.	100 % compliance required.
D	Other MIS: Any other MIS essential for monitoring the performance of the call centre, infrastructure, staff performance, call details would need to be provided	100 % compliance required.
<b>7</b>	<b>Compliance with SLA</b>	

A	Tracking & follow up to be maintained on all calls to ensure they are closed within the TAT of Tata Power. The SLA for the same would be provided by Tata Power	100 % compliance required.
	The SP should have Zero Tolerance Policy towards indiscipline, unethical practices, poor performance etc. and the same should be complied at all times.	100 % compliance required.
<b>8</b>	<b>Location of Site</b>	
A	Operational Site – Anywhere in Mumbai /Navi Mumbai/ Thane only	100 % compliance required.
B	BCP – One Additional location to be made identified by the Service Provider which will operate as BCP. Also, provision to be made by the vendor to ensure adequate number of executives can work from home on immediate basis with all technical requirements which Tata Power may ask as & when required.  Service Provide at their own cost, should maintain minimum 10nos laptop which will be used under BCP.	100 % compliance required.
C	Tata power personnel will visit the existing site & study the quality & availability of infrastructure prior to offering the contract.	100 % compliance required.
<b>9</b>	<b>IT Compliance</b>	
A	The contractor will maintain integrity & secrecy of our data base. A mutual non-disclosure agreement shall be executed. List of IT rules & regulations from Tata Power will be shared with the service provider.	100 % compliance required.
<b>10</b>	<b>Outbound Calls</b>	
A	Outbound Calling activities as & when decided by Tata Power & report to be submitted.	100 % compliance required.
<b>11</b>	<b>Engagement Activity - Rewards &amp; Recognition</b>	
	To upkeep the morale of employee deputed, SP shall undertake monthly R&R and facilitate funds for promotional/outdoor picnic activity, as per below	100 % compliance required.
A	Quarterly Rs 500/- Gift Vouchers / Gift Items for distribution among Agent and Rs.1000/- Gift Vouchers / Gift Items for Support Staff (performance based) – 5 to 6 Nos	100 % compliance required.

B	Quarterly get together / Fun Party / Yearly Outdoor Party for all the Agents and Support Staff (Amusement Park etc).	100 % compliance required.
C	Quarterly R&R to be conducted before 7th of Every Quarters end.	100 % compliance required.

**Service Level Agreement (SLA):**

During the course of contract following performance levels are expected from contractor:

Parameter	Sub Parameter	Call Center	Definition and Scoring Technique
ACD - 50%	Answered calls	98%	Data Source - Call answered against total calls received at CC
	Abandoned %	02%	<= 2% calls abandoned acceptable.
	Login Adherence	95%	No of agents deputed to attend the calls.
	AHT (Average Handling Time)	240 seconds	Average talk time per call
	Service Levels %	90%	%age of calls answered with in 10 seconds
	Average Hold Time	<20 seconds	Expected
Operations - 30%	Attrition of CCE's	<10%	Manpower selection and resignation happening in the month.
	Absenteeism	<5%	Daily attendance as per roaster
	Agent Quality Score	>90%	Agent behavior & Process compliance on call
	Consumer Complaints on call centre-	NIL	Tata Power being a Consumer centric organization, provide utmost important to Consumer satisfaction. Therefore Complaint on Agent Behavior/Rudeness (Established basis on investigation) is strictly unacceptable.
	Training	>95%	No. of training hours invested per agent (New Hire Training - 15 days + OJT + Refresher Training if any required - 2 day)
Call Tagging	100%	No of Calls Logged into CRM against Calls Received	
MIS -20%	Timely & Accurate Report	100%	Adherence to dispatch of timely and authenticated reports to TATA POWER
	MIS data and Consumer database backup	98%	Redundancy Server Backup, dispatch of DVD Backup of calls to TATA Power

## Performance Incentive and Penalty Clause

This being a performance-based contract, if Service Provider is unable to meet performance parameters, a penalty/ incentive is applicable as per the SLA's mentioned: -

### Incentives for meeting SLA:

Parameter	">" means more than	Incentive (% of monthly Bill Amount)
Service Level	=>80% and <85%	0%
	>85%	1%
	>90%	1.5%
	>95%	2%
Call Answered	>=99%	1.5%
	>=98%	1%
Attrition	<10%	1%
	<5%	2%
PTF Score	>4.3	1%
Quality Score	>90%	1%

### Penalties for Default in SLA:

Parameter	"<" means less than	Penalty (% of monthly Bill Amount)
Service Level	<80%	3%
	<75%	4%
	<70%	5%
Call Answered	<90%	3%
	<85%	4%
	<80%	5%
Attrition	>10%	3%
PTF Score	<4.3	1%
	<4.0	2%
Quality Score	<90%	2%
Consumer Complaints on Call Centre due to Agent behavior	Nos	Rs.5000/- per case.

Excludes force majeure condition like bad weather/system-network failure/call inflow more than login capacity etc which are not in direct control of the SP and any deviation beyond SLA (if any) to be done in consultation with TPCL team.

### Other Conditions:

- a. Period of contract shall be from 1<sup>st</sup> Sep'2024 to 31<sup>st</sup> Aug'27. Price shall remain fixed for the contract period. Expenses incurred towards sourcing and recruiting of agents, training, supervision, provision for shrinkages, deployment of shared resource (e.g.: quality executive, trainer, MIS executive) are included in the price.



- b. Expenses incurred towards Facility (space, voice and data equipment, headsets phones, Desktop PCs, related hardware and software, Technology cost in a VLAN set up, Cost of basic Operating System and Enterprise Antivirus Software), Other administrative expenses like rent, electricity, facility management, agent transport etc. should be included & will not be borne additionally by Tata Power .
- Minimum Desktop Configuration should be - Intel Core-i5, 4GB RAM and Windows 10 for Desktop Configuration.
  - Laptop Configuration should be - Intel Core-i5, 8GB RAM & 512 GB hard disk and Windows 11 Pro
  - Rest all the software's will be installed by Tata Power.
  - Brand New Plantronics headset with sound distortion or similar
  - Tata Power will install routers required.
  - 4U rack would be required.
- c. Tata Power shall provide primary PRI lines for the calls on toll free services & an additional backup PRI under BCP plan as per Tata Power DR provisions.
- d. Contractor shall provide one additional PRI line with minimum 30 channels for Tata Power (24 X 7). This will be required for co-ordination with competitor for logging of technical complaints/taking feedback & other activities from time to time.
- e. Transfer activities of Existing Fire Line Number 022-25774399 (MTNL) from current service provider to new service provider will be in the scope of the vendor.
- f. TATA POWER would provide the dedicated Data connectivity link point to point or MPLS (including terminating devices like router) from our data center to the delivery center to access TATA POWER applications.
- g. Tata Power would be extending LAN to Bidders Delivery Centre.
- h. Bidder to consider a 30-day takeover period, for Knowledge Transfer, in parallel with existing contractor before commencing operations for the new contract. No charges shall be payable by Tata Power for the takeover period. Including handling of operations if any during the handover/takeover period.
- i. Service Provider appointed staff shall attend all calls both inbound and outbound, social media concerns, emails (complaints/ queries/ requests) from Tata Power Customers and communicate directly with the concerned Backend Team of Distribution. Service Provider appointed staff would also communicate to customers the necessary information to close the enquiry/ complaint loop, maintain log and thereafter report the same to Tata Power.
- j. Service Provider shall guarantee delivery of quality service to Tata



Power's customers and ensure operation round the clock (24 X 7) including maintenance of Call Centre facilities. Service Provider will be responsible to comply with statutory requirements in terms of safety, security and working period (9 hours of shift including one-hour lunch/ dinner break and 6 days a week) of their individual agents/ supervisors.

- k. There will be no expenditure on capital account of Tata Power or any liability to employ operators/ agents. 70% of the Executives & Supervisor Staff including Trainer and Quality Coach in the Pilot Batch should have experience of working with a Power Utility. This batch will be certified by Tata Power representative prior to Go-Live. Agent qualification needs to be Graduate with minimum 1 year work experience & can speak good English, Hindi & Marathi language.
- l. Tata Power to ensure that the operating batch is trained on the process. Subsequently Service Provider will be responsible to provide future training to their staff including behavioral training, at least every 3 months and send Tata Power report of the training. Tata Power will also conduct about 2 product training sessions in a year to the Call Centre staff.
- m. Tata Power will ensure that updates and revisions to the process are informed. Service Provider shall inform Tata Power of any change in staff and keep the agents for a period of at least 6 months to enable them to smoothly operate the shifts with continuity. Service Provider would ensure that the agents are adequately trained before taking live calls. Service Provider to ensure that each agent clears the certification process as per Tata Power norms before the executive is finally selected for the process.
- n. Service Provider shall forward an updated monthly MIS report, in the format mutually agreed between Tata Power and the Service Provider for Call Centre Operations Daily, Weekly and Monthly by 4th of the following month. This report should include the number of complaints escalated every month for all the complaints. The report should separately indicate details for changeover customers.
- o. Service Provider shall also forward on a monthly basis a report on the Standards of Performance/ SLA decided mutually between Contractor and Tata Power.
- p. Service Provider shall guarantee services as per mutually agreed Service Level Agreement (SLA).
- q. All hardware and software related to Call Centre activity shall be guaranteed for satisfactory performance and any hardware/ software problems on the terminals will be attended promptly by Service Provider.
- r. Service Provide at their own cost. The technology used at Call Centre shall have 99% uptime excluding telecom connectivity.

## TATA Power Home Automation Call Center Operations

### **PURPOSE:**

The Tata Power Company Ltd. is seeking proposals from bidders who are interested to take up outsourcing activities to run the Call Centre services for Tata Power Home Automation. The Call Centre services includes managing Inbound/Outbound technical and sales Calls & managing the Social Media Desk (Technical Emails, WhatsApp). Our objective is to enhance Customer Services through outsourcing, ensuring impactful results that continuously delight and satisfy our customers.

### **BACKGROUND:**

Tata Power is engaged in Home Automation in new business services. The Call Centre activities are outsourced & operates 7 days in a week from 8am-8pm which handles both Technical calls, Sales Calls & Social Media. They use CRM Based application (SFDC) for Complaints Management, developed & managed by Tata Power Home Automation.

### **Nature of calls:**

While the Call Centre currently operates as “One Call Centre”. Calls are mainly bifurcated into Technical and Sales calls. Technical calls include calls related to Tata power EZ home App, Device configuration, Warranty issues whereas Sales calls include calls related to Expo-BTL, Website, Email, SMS, India-mart leads. Similar type of concerns are also received on our Social Media handle.

### **Scope**

Customer support for addressing customer’s queries and Complaint Registration.

1. Inbound & outbound calls for customer complaints
2. Inbound & outbound calls for Sales
3. Answering technical related issues on call.
4. Case to be registered in SFDC, against complaint from customer.
5. Lead to be registered against sales call.
6. Escalate to technical team to resolve customer complaint if customer care executives are unable to resolve.
7. Happy Calling for customer feedback post closer of case & Lead.
8. Call Calibration Sales & Service
  - a. **Weekly Call Calibration sessions with TPC personnel to be attended by Supervisors, Trainers and QC from the service provider. Process knowledge FAQ's, Soft Skills Verbiage to be refreshed. TPCL supervisor to monitor the same.**
9. MIS
  - a) Daily MIS with breakup of hourly call volume and call types / complaints and queries etc. Abandoned calls %, AHT < 1 Minute, Calls attended per advisor.
  - b) Daily, Fortnightly, Monthly & Quarterly List of Operational Reports.
  - c) Dashboard Updating (WhatsApp, India mart, warranty & TAT report)
10. True caller whitelisting of call Centre Number
11. Compliance with SLA
  - a) Tracking & follow up to be maintained on all calls to ensure they are closed within the TAT of Tata Power as mentioned below:-
    - TAT L1 < 2 hours
    - TAT L2 < 4 hours

**Terms & Conditions of Performance Contract:**

- n) Seat Utilization will be at 1.8/per workstation/seat.
- o) 100% executives to be cross trained on handling Commercial & Technical Call.
- p) Shrinkage needs to be considered by the vendor while allocating manpower which will be over and above the agreed seats, this is in order to curb unplanned absenteeism.
- q) Service Provider to provide 1nos. Manager/Quality Coach cum Process Trainer.
- r) The number of executives required each month will be mutually decided and agreed upon between Tata Power and the Service Provider upon analysis of average call volumes received during last year same month and previous month.
- s) For Handling Inbound Calls - To maintain the competitive & affordable salary as per the lifestyle of Mumbai city, Agent salary band to be considered between Rs.15,000 to Rs. 17,000 with minimum 5% YOY increment to avoid attrition as per market standard.
- t) Rostering for Daily/ Weekly/Monthly arrangements will be ensured by Service Provider as per the average Call Volumes trend for including planned leave/ absenteeism trend of Service Providers staff. Attendance and timeliness of officers will be the responsibility of the Service Provider.
- u) Service Provider shall also forward on a monthly basis a report on the Standards of Performance/ SLA decided mutually between Service Provider and Tata Power.
- v) Service Provider shall guarantee services as per mutually agreed Service Level Agreement (SLA).
- w) Bidder to ensure uninterrupted Power Supply with sufficient back up for systems (UPS, DG Sets etc) without adversely hampering the operations.
- x) To consider minimum wages, as mentioned for semi-skilled class of Employees for Zone-1, as per the Govt. Notification – Industry and Energy labor department.
- y) Candidate should be from technical background (Diploma/Degree/ITI in electrical or electronics).

**2. Operational Requirements (Technical Specifications):**

1	TRAINING	
A	Soft Skill Training	Every three months to be conducted by the service provider by external resource or through in-house resource and submit compliance report for no of executives covered. This training to be done especially for executives who are Scoring less on Post Transactional Feedback Score.
B	Process training	For New Hires & Refresher training for identified employees.
C	Training Manual, FAQ's & Updates will be provided by TPCL.	100 % compliant with latest FAQ's

D		Pilot Batch, Supervisor and Quality Coach will be trained by TPCL at the launch of project. Subsequent trainings, FAQ's, Soft skill trainings to be conducted by the service provider at their own expense. Certification of employees who will take calls for TPCL will be cleared by Tata Power.
2	<b>CALL RECORDING</b>	<b>100% by Tata Power</b>

3	<b>INSPECTION</b>	
A		Tata Power's designated officials shall be present at any given shift/time on site for any kind of inspection activities. Access to the assigned Supervisors to be arranged by the service provider.
B		No female staff shall be permitted to work after 7 PM
4	<b>HIRING</b>	
A	Tata Power's personnel would be present in the panel for selection of staff prior to hiring for the Tata Power process.	100% compliance required.
B	Manpower Requirements.	Almost 70% of the Executives & Supervisor Staff including Quality Coach in the Pilot Batch should have experience of working with a Power Utility. This batch will be certified by Tata Power representative prior to Go-Live. Post which any new hires will undergo 15 days of Commercial Training and 7 days of Technical Training before certification and OJT thereafter.
C	Job Description (Executives to be hired for Call Centre and Social Media)	Would be provided by Tata Power (enclosed with RFQ). Service Provider to ensure 100% compliance with the Job Description (JD).
D	In case of Executives Resignation	In case of any resignation, immediate hiring should be done and agent should be Techno commercially trained before the last date of Notice period end.
5	<b>CALIBRATION</b>	
A	Fortnightly Process/Call Calibration sessions with TPC personnel to be attended by Supervisors, Trainers and QC from the service provider. Process knowledge FAQ's, Soft Skills Verbiage to be refreshed. TPCL supervisor to monitor the same and share relevant MIS monthly.	Process Calibration > Minimum 90% required.

<b>6</b>	<b>MIS</b>	
A	Daily MIS with breakup of hourly call volume and call types / complaints and queries etc. Abandoned calls %, AHT, Calls attended per advisor.	100 % compliance required.
B	Daily, Fortnightly, Monthly & Quarterly List of Operational Reports.	List will be shared with the Service Provider. 100 % compliance required
C	Quality measurement MIS.	100 % compliance required.
D	Other MIS: Any other MIS essential for monitoring the performance of the call centre, infrastructure, staff performance, call details would need to be provided	100 % compliance required.
<b>7</b>	<b>Compliance with SLA</b>	
A	Tracking & follow up to be maintained on all calls to ensure they are closed within the TAT of Tata Power. The SLA for the same would be provided by Tata Power	100 % compliance required.
	The SP should have Zero Tolerance Policy towards indiscipline, unethical practices, poor performance etc. and the same should be complied at all times.	100 % compliance required.
<b>8</b>	<b>Location of Site</b>	
A	Operational Site – Anywhere in Mumbai /Navi Mumbai/ Thane only	100 % compliance required.
B	BCP – One Additional location to be made identified by the Service Provider which will operate as BCP. Also, provision to be made by the vendor to ensure adequate number of executives can work from home on immediate basis with all technical requirements which Tata Power may ask as & when required.  Service Provide at their own cost, should maintain minimum 10nos laptop which will be used under BCP.	100 % compliance required.
C	Tata power personnel will visit the existing site & study the quality & availability of infrastructure prior to offering the contract.	100 % compliance required.
<b>9</b>	<b>IT Compliance</b>	
A	The contractor will maintain integrity & secrecy of our data base. A mutual non-disclosure agreement shall be executed. List of IT rules & regulations from Tata Power will be shared with the service provider.	100 % compliance required.

<b>10</b>	<b>Outbound Calls</b>	
A	Outbound Calling activities as & when decided by Tata Power & report to be submitted.	100 % compliance required.
<b>11</b>	<b>Engagement Activity - Rewards &amp; Recognition</b>	
	To upkeep the morale of employee deputed, SP shall undertake monthly R&R and facilitate funds for promotional/outdoor picnic activity, as per below	100 % compliance required.
A	Quarterly Rs 500/- Gift Vouchers / Gift Items for distribution among Agent and Rs.1000/- Gift Vouchers / Gift Items for Support Staff (performance based) – 5 to 6 Nos	100 % compliance required.
B	Quarterly get together / Fun Party / Yearly Outdoor Party for all the Agents and Support Staff (Amusement Park etc).	100 % compliance required.
C	Quarterly R&R to be conducted before 7th of Every Quarters end.	100 % compliance required.

### Service Level Agreement (SLA):

During the course of contract following performance levels are expected from contractor:

Parameter	Sub Parameter	Call Center	Definition and Scoring Technique
ACD - 50%	Answered calls	98%	Data Source - Call answered against total calls received at CC
	Abandoned %	02%	<= 2% calls abandoned acceptable.
	Login Adherence	95%	No of agents deputed to attend the calls.
	AHT (Average Handling Time)	300 seconds	Average talk time per call
	Service Levels %	90%	%age of calls answered with in 10 seconds
	Average Hold Time	<30 seconds	Expected
Operations - 30%	Attrition of CCE's	<10%	Manpower selection and resignation happening in the month.
	Absenteeism	<5%	Daily attendance as per roaster
	Agent Quality Score	>90%	Agent behavior & Process compliance on call
	Consumer Complaints on call centre-	NIL	Tata Power being a Consumer centric organization, provide utmost important to Consumer satisfaction. Therefore Complaint on Agent Behavior/Rudeness

		(Established basis on investigation) is strictly unacceptable.
	Training	>95%
	Call Tagging	100%
MIS -20%	Timely & Accurate Report	100%
	MIS data and Consumer database backup	98%
		No. of training hours invested per agent (New Hire Training - 15 days + OJT + Refresher Training if any required - 2 day)
		No of Calls Logged into CRM against Calls Received
		Adherence to dispatch of timely and authenticated reports to TATA POWER
		Redundancy Server Backup, dispatch of DVD Backup of calls to TATA Power

## Performance Incentive and Penalty Clause

This being a performance-based contract, if Service Provider is unable to meet performance parameters, a penalty/ incentive is applicable as per the SLA's mentioned: -

### Incentives for meeting SLA:

Parameter	">" means more than	Incentive (% of monthly Bill Amount)
Service Level	=>80% and <85%	0%
	>85%	1%
	>90%	1.5%
	>95%	2%
Call Answered	>=99%	1.5%
	>=98%	1%
Attrition	<10%	1%
	<5%	2%
PTF Score	>4.3	1%
Quality Score	>90%	1%

### Penalties for Default in SLA:

Parameter	"<" means less than	Penalty (% of monthly Bill Amount)
Service Level	<80%	3%
	<75%	4%
	<70%	5%
Call Answered	<90%	3%
	<85%	4%
	<80%	5%
Attrition	>10%	3%
PTF Score	<4.3	1%
	<4.0	2%
Quality Score	<90%	2%
Consumer Complaints on Call Centre due to Agent behavior	Nos	Rs.5000/- per case.

Excludes force majeure condition like bad weather/system-network failure/call inflow more than login capacity etc which are not in direct control of the SP and any deviation beyond SLA (if any) to be done in consultation with TPCL team.

### Other Conditions:

- Period of contract shall be from 1<sup>st</sup> Sep'2024 to 31<sup>st</sup> Aug'27. Price shall remain fixed for the contract period. Expenses incurred towards sourcing and recruiting of agents, training, supervision, provision for shrinkages, deployment of shared resource (e.g.: quality executive, trainer, MIS executive) are included in the price.

- b. Expenses incurred towards Facility (space, voice and data equipment, headsets phones, Desktop PCs, related hardware and software, Technology cost in a VLAN set up, Cost of basic Operating System and Enterprise Antivirus Software), Other administrative expenses like rent, electricity, facility management, agent transport etc. should be included & will not be borne additionally by Tata Power .
- Minimum Desktop Configuration should be - Intel Core-i5, 4GB RAM and Windows 10 for Desktop Configuration.
  - Laptop Configuration should be - Intel Core-i5, 8GB RAM & 512 GB hard disk and Windows 11 Pro
  - Rest all the software's will be installed by Tata Power.
  - Brand New Plantronics headset with sound distortion or similar
  - Tata Power will install routers required.
  - 4U rack would be required.
- c. Vendor shall provide primary PRI lines for the calls on toll free services & an additional backup PRI under BCP plan as per Tata Power DR provisions.
- d. Contractor shall provide one additional PRI line with minimum 30 channels for Tata Power (24 X 7). This will be required for co-ordination with competitor for logging of technical complaints/taking feedback & other activities from time to time.
- e. Transfer activities of Existing Fire Line Number 022-25774399 (MTNL) from current service provider to new service provider will be in the scope of the vendor.
- f. TATA POWER would provide the dedicated Data connectivity link point to point or MPLS (including terminating devices like router) from our data center to the delivery center to access TATA POWER applications.
- g. Tata Power would be extending LAN to Bidders Delivery Centre.
- h. Bidder to consider a 30-day takeover period, for Knowledge Transfer, in parallel with existing contractor before commencing operations for the new contract. No charges shall be payable by Tata Power for the takeover period. Including handling of operations if any during the handover/takeover period.
- i. Service Provider appointed staff shall attend all calls both inbound and outbound, social media concerns, emails (complaints/ queries/ requests) from Tata Power Customers and communicate directly with the concerned Backend Team of Distribution. Service Provider appointed staff would also communicate to customers the necessary information to close the enquiry/ complaint loop, maintain log and thereafter report the same to Tata Power.

- j. Service Provider shall guarantee delivery of quality service to Tata Power's customers and ensure operation round the clock (24 X 7) including maintenance of Call Centre facilities. Service Provider will be responsible to comply with statutory requirements in terms of safety, security and working period (9 hours of shift including one-hour lunch/ dinner break and 6 days a week) of their individual agents/ supervisors.**
- k. There will be no expenditure on capital account of Tata Power or any liability to employ operators/ agents. 70% of the Executives & Supervisor Staff including Trainer and Quality Coach in the Pilot Batch should have experience of working with a Power Utility. This batch will be certified by Tata Power representative prior to Go-Live. Agent qualification needs to be Graduate with minimum 1 year work experience & can speak good English, Hindi & Marathi language.**
- l. Tata Power to ensure that the operating batch is trained on the process. Subsequently Service Provider will be responsible to provide future training to their staff including behavioral training, at least every 3 months and send Tata Power report of the training. Tata Power will also conduct about 2 product training sessions in a year to the Call Centre staff.**
- m. Tata Power will ensure that updates and revisions to the process are informed. Service Provider shall inform Tata Power of any change in staff and keep the agents for a period of at least 6 months to enable them to smoothly operate the shifts with continuity. Service Provider would ensure that the agents are adequately trained before taking live calls. Service Provider to ensure that each agent clears the certification process as per Tata Power norms before the executive is finally selected for the process.**
- n. Service Provider shall forward an updated monthly MIS report, in the format mutually agreed between Tata Power and the Service Provider for Call Centre Operations Daily, Weekly and Monthly by 4th of the following month. This report should include the number of complaints escalated every month for all the complaints. The report should separately indicate details for changeover customers.**
- o. Service Provider shall also forward on a monthly basis a report on the Standards of Performance/ SLA decided mutually between Contractor and Tata Power.**
- p. Service Provider shall guarantee services as per mutually agreed Service Level Agreement (SLA).**
- q. All hardware and software related to Call Centre activity shall be guaranteed for satisfactory performance and any hardware/ software problems on the terminals will be attended promptly by Service Provider.**
- r. Service Provide at their own cost. The technology used at Call Centre shall have 99% uptime excluding telecom connectivity.**

## **TATA Power EZ charge Call Center Operations**

### **Purpose:**

The purpose of this document is to define Scope of Work (SOW) for the outsourced call centre activities to run the Call Centre services of Tata Power EZ charge. The call centre services include:

- Lead capturing.
- Public charger installation enquiries. (Charger and Power infrastructure work)
- Home charger installation enquiries.
- Customer complaint handling.
- Other miscellaneous calls.
- Call back the customers:
  - Status update on their complaints
  - For concerns raised through mobile app / e-mail
- Checking the customer e-mails
- Writing E-mail communication to customer, as & when required.

The Call Centre services includes managing Inbound/Outbound Calls where the services will work under various parameters in the front as well as back-end processes. Our goal is to support and improve Customer Services that will benefit most from this outsourcing and promise to deliver significant results and continue to keep our customers delighted. The call centre will be operational 24 hours on all 7 days of the week.

### **Background:**

Tata Power is engaged providing EV charging infrastructure & services all over India to the EV users in Public, Housing Societies, Corporates, Fleet and Bus category. SAP and HOBs CRM is used along with various other software and processes are integrated with each other making it possible for us to make a charger usable for a consumer from the point of locating a charger, charging the vehicle & pay on unmanned charging stations.

### **Nature of calls:**

The call centre operates as one call centre, but calls received can be categorized into different types like:

1. **Charger Installation & Commissioning related:**
  - Calls from a business prospect, for installing:
    - Public / Private / Semi Public Charger
  - Calls from EV user, for home charger installation.
  - Calls from EV user complaining about installation issues
  - Calls from Location Partner about installation issues
2. **Customer Centered:**
  - Calls from customer regarding various issues faced by user, related to:
    - App, Profile, RFID Card, Charger, Location & others
  - Calls from customers for giving feedback / inputs.
  - Calls from Location Partners regarding issues faced.
  - Calls from users regarding access to charger.
  - Enquiry about location of charger / nearest charger
  - Follow-up on complaint raised.
  - General Feedback / Enquiries.

- Home charger related queries / complaints
- Others

**Terms and conditions of performance contract:**

- a) Seat Utilization will be at 1.8/per workstation/seat.
- b) 100% executives to be cross trained on handling all the call categories.
- c) Shrinkage needs to be considered by the vendor while allocating manpower which will be over and above the agreed seats, this is in order to curb unplanned absenteeism.
- d) Service Provider has to provide one manager/team lead to manage the call centre operations 24 x 7 including MIS preparations & Quality Coach activities.
- e) Service provider should have in-house process trainer and quality coach for learning and development of the EV call centre executives.
- f) Supervisor's allocation as per mutually agreed span of control cannot be utilized for other processes.
- g) The number of executives required each month will be mutually decided and agreed upon between Tata Power EV Charging Solutions Limited and the Service Provider upon analysis of average call volumes received during last year same month and previous month.
- h) Rostering for Daily/ Weekly/Monthly arrangements will be ensured by Service Provider as per the average Call Volumes trend for including planned leave/ absenteeism trend of Service Providers staff. Attendance and timeliness of officers will be the responsibility of the Service Provider.
- i) Service Provider shall also forward on a daily/weekly/monthly basis a report on the Standards of Performance/ SLA decided mutually between Service Provider and Tata Power.
- j) Service Provider shall guarantee services as per mutually agreed Service Level Agreement (SLA).
- k) Service provider to ensure uninterrupted Power Supply with sufficient power back up for systems (UPS, DG Sets etc.) without adversely hampering the operations.
- l) MIS for EV Charging to be prepared by the Service Provider and shared with Tata Power EV Charging Solutions Limited.
- m) Post Transaction Feedback (PTF) from customer to be captured through IVRS system. System/tools to enable this to be provided by the Service Provider. Service Provider to provide regular MIS report on PTF.  
In future, Tata Power EV Charging Solution team may develop a different PTF capturing mechanism in its CRM which may be provided to Call Centre agents for capturing PTF.
- n) For Handling Inbound Calls - To maintain the competitive & affordable salary as per the lifestyle of Mumbai city, Agent salary band to be considered between Rs.15,000 to Rs. 17,000 with minimum 5% YOY increment to avoid attrition as per market standard.
- o) To consider minimum wages, as mentioned for semi-skilled class of Employees for Zone-1, as per the Govt. Notification – Industry and Energy labor department.

**Operational Requirements: (Technical specifications)**

<b>1. Training and Development</b>		
1a.	Soft skill training	Every three months to be conducted by the service provider by external resource or through in-house resource and submit compliance report for no of executives covered. This training to be

		done especially for executives who are scoring less on Post Transactional Feedback Score.
1b.	Process training	For New Hires & Refresher training for identified employees.
1c.	Training Manual, FAQ's & Updates will be provided by TPEVCSL.	100 % compliant with latest FAQ's
		Pilot Batch alongwith Manager/Team-lead/Quality Coach will be trained by TPEVCL at the launch of project. Subsequent trainings, FAQ's, Soft skill trainings to be conducted by the service provider at their own expense. Certification of <b>employees who will take calls for TPCL will be cleared by Tata Power.</b>
1d.	Certification for employability	Certification of employees who will take calls for TPCL will be cleared by Tata Power.

## 2. Call recording and Inspection

100% of the calls must be recorded by Service Provider and shared with TPCL.

Tata Power's designated officials may visit the call centre at any point of time for purpose of inspection. Access to the TPCL officials to be arranged by the service provider.

No female staff shall be permitted to work after 7 p.m.

## 3. Hiring

3a.	Tata Power's representative must be a member of selection panel for hiring the Call Centre Staff.	100% compliance required.
3b.	Manpower requirements	Almost 70% of the Executives & Supervisor Staff including Quality Coach in the Pilot Batch should have experience of working with a Power Utility / Call Centre of other service industry. This batch will be certified by Tata Power representative. Anyone hired after this

		batch s will undergo 15 days of Commercial Training and 7 days of Technical Training before certification and OJT thereafter.
3c.	Job Description (Executives to be hired for Call Centre)	Would be provided by Tata Power. Service Provider to ensure 100% compliance with the Job Description (JD)
3d.	In case of Executives Resignation	In case of any resignation, immediate hiring should be done and agent should be Techno-commercially trained before the last date of Notice period end

#### 4. Calibration

4a.	Fortnightly Process/Call Calibration sessions with TPC personnel to be attended by Supervisors, Trainers and QC from the service provider. Process knowledge FAQ's, Soft Skills Verbiage to be refreshed. TPCL supervisor to monitor the same and share relevant MIS monthly.	Process Calibration > Minimum 90% required.
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#### 5. MIS

5a.	Daily MIS with breakup of hourly call volume and call types / complaints and queries etc. Abandoned calls %, AHT, Calls attended per advisor.	100% compliance required.
5b.	Daily, Fortnightly, Monthly & Quarterly List of Operational Reports.	List will be shared with the Service Provider. 100 % compliance required
5c.	Daily measurement of MIS	100% compliance required
5d.	Other MIS: Any other MIS essential for monitoring the performance of the call centre, infrastructure, staff performance, call details would need to be provided on a monthly basis.	100% compliance required

#### 6. Compliance with SLA

6a.	Tracking & follow up to be maintained on all calls to ensure they are closed within the TAT of Tata Power. The SLA for the same would be provided by Tata Power EV Charging Solutions Limited	100% compliance required
6b.	The Service Provider should have Zero Tolerance Policy towards indiscipline, unethical practices, poor performance etc.	100% compliance required

	and the same should be complied at all times.	
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<b>7. Location of site</b>		
7a.	Select operational site	100% compliance required
7b.	BCP – One Additional location to be made identified by the Service Provider which will operate as BCP. Also, provision to be made by the vendor to ensure adequate number of executives can work from home on immediate basis with all technical requirements. <b>Service Provide at their own cost, should maintain minimum 10nos laptop which will be used under BCP.</b>	100% compliance required
7c.	Tata power personnel will visit the existing site & study the quality & availability of infrastructure as and when deemed necessary.	100% compliance required.

<b>8. IT compliance</b>		
8a.	The contractor will maintain integrity & secrecy of our data base. A mutual non-disclosure agreement shall be executed. List of IT rules & regulations from Tata Power will be shared with the service provider.	100% compliance required.

<b>9. Outbound calls</b>		
9a.	Outbound Calling activities as & when decided by Tata Power & report to be submitted.	100% compliance required.

<b>10. Engagement Activity – Rewards &amp; Recognition</b>		
10.	To upkeep the morale of employee deputed, SP shall undertake monthly R&R and facilitate funds for promotional/outdoor picnic activity, as per below	100% compliance required.
A.	Quarterly Rs 500/- Gift Vouchers / Gift Items for distribution among Agents and/Or Rs 1000/- Gift Vouchers/Gift Items among Support Staff. (performance based) – 1 to 2 Nos	100% compliance required
B.	Quarterly get together / Fun Party / Yearly Outdoor Party for all the Agents and Support Staff	100% compliance required
C.	Quarterly R&R to be conducted before 7th of Every Quarters end.	100% compliance required

**Service Level Agreement (SLA):**

**During the course of contract following performance levels are expected from contractor:**

Parameter	Sub Parameter	Call Center	Definition and Scoring Technique
ACD - 50%	Answered calls	99%	Data Source - Call answered against total calls received at CC
	Abandoned %	1%	<= 1% calls abandoned acceptable. 100% call back for abandoned calls.
	Login Adherence	95%	No of agents deputed to attend the calls.
	AHT (Average Handling Time)	240 seconds	Average talk time per call
	Service Levels %	90%	%age of calls answered with in 10 seconds
	Average Hold Time	<60 seconds	Expected
Operations - 30%	Attrition of CCE's	<10%	Manpower selection and resignation happening in the month
	Absenteeism	<5%	Daily attendance as per roaster
	Agent Quality Score	>90%	Agent Behaviour & Process compliance on call
	Consumer Complaints on call centre	Nil	Tata Power EV Charging Solutions Limited being a Consumer centric organization, provide utmost important to Consumer satisfaction. Therefore Complaint on Agent Behavior/Rudeness (Established basis on investigation) is strictly <b>Unacceptable.</b>
	Training	>95%	No. of training hours invested per agent (New Hire Training - 15 days + OJT + Refresher Training if any required - 2 day)
	Call Tagging	100%	No of Calls Logged into CRM against Calls Received
MIS -20%	Timely & Accurate Report	100%	Adherence to dispatch of timely and authenticated reports to TATA POWER
	MIS data and Consumer database backup	98%	Redundancy Server Backup, dispatch of DVD Backup of calls to TATA Power

This being a performance-based contract, if Service Provider is unable to meet performance parameters, a penalty/ incentive is applicable as per the SLA's mentioned: -  
Incentives for meeting SLA:-

Parameter	">" means more than	Incentive (% of monthly Bill Amount)
Service Level	=>80% and <85%	0%
	>85%	1%
	>90%	1.5%
	>95%	2%
Call Answered	>=99%	1.5%
	>=98%	1%
Attrition	<10%	1%
	<5%	2%
PTF Score	>4.3	1%
Quality Score	>90%	1%

**Penalties for default on SLA:-**

Parameter	"<" means less than	Penalty (% of monthly Bill Amount)
Service Level	<80%	3%
	<75%	4%
	<70%	5%
Call Answered	<90%	3%
	<85%	4%
	<80%	5%
Attrition	>10%	3%
PTF Score	<4.3	1%
	<4.0	2%
Quality Score	<90%	2%
Customer complaints on Call Centre due to Agent Behaviour	Nos.	Rs. 5000/- per case

Excludes force majeure condition like bad weather/system-network failure/call inflow more than login capacity etc which are not in direct control of the SP and any deviation beyond SLA (if any) to be done in consultation with TPCL team.

**Other Conditions:**

a. Period of contract shall be from 1<sup>st</sup> Sep'2024 to 31<sup>st</sup> Aug'27. Price shall remain fixed for the contract period. Expenses incurred towards sourcing and recruiting of agents, training, supervision, provision for shrinkages, deployment of shared resource (e.g.: quality executive, trainer, MIS executive) are included in the price.

b. Expenses incurred towards Facility (space, voice and data equipment, headsets phones, Desktop PCs, related hardware and software, Technology cost in a VLAN set up, Cost of basic Operating System and Enterprise Antivirus Software), Other administrative expenses like rent, electricity, facility management,



agent transport etc. should be included & will not be borne additionally by Tata Power EV Charging Solutions Limited.

- Minimum Desktop Configuration should be - Intel Core-i5, 4GB RAM and Windows 10 for Desktop Configuration.
- Laptop Configuration should be - Intel Core-i5, 8GB RAM & 512 GB hard disk and Windows 11 Pro
- Rest all the software's will be installed by Tata Power.
- Brand New Plantronics headset with sound distortion or similar
- Tata Power will install routers required.
- 4U rack would be required.

c. Service Provider shall provide primary PRI line (minimum 30 channels) for the calls on toll free services & an additional backup PRI under BCP plan as per Tata Power DR provisions. The primary/backup PRI Line shall be shared by EV Charging & Home automation teams.

d. TATA POWER would provide the dedicated Data connectivity link point to point or MPLS (including terminating devices like router) from our data center to the delivery center to access TATA POWER applications.

e. Tata Power would be extending LAN to Bidders Delivery Centre.

h. Bidder to consider a 30-day takeover period, for Knowledge Transfer, in parallel with existing contractor before commencing operations for the new contract. No charges shall be payable by Tata Power for the takeover period. Including handling of operations if any during the handover/takeover period.

f. Service Provider appointed staff shall attend all calls both inbound and outbound, social media concerns, emails (complaints/ queries/ requests) from Tata Power Customers and communicate directly with the concerned Backend Team of Distribution. Service Provider appointed staff would also communicate to customers the necessary information to close the enquiry/ complaint loop, maintain log and thereafter report the same to Tata Power.

j. Service Provider shall guarantee delivery of quality service to Tata Power's customers and ensure operation round the clock (24 X 7) including maintenance of Call Centre facilities. Service Provider will be responsible to comply with statutory requirements in terms of safety, security and working period (9 hours of shift including one-hour lunch/ dinner break and 6 days a week) of their individual agents/ supervisors.

g. There will be no expenditure on capital account of Tata Power or any liability to employ operators/ agents. 70% of the Executives & Supervisor Staff including Trainer and Quality Coach in the Pilot Batch should have experience of working with a Power Utility. This batch will be certified by Tata Power representative prior to Go-Live. Agent qualification needs to be Graduate with minimum 1 year work experience & can speak good English, Hindi & Marathi language. i. Tata Power to ensure that the operating batch is trained on the process. Subsequently Service Provider will be responsible to provide future training to their staff including behavioral training, at least every 3 months and send Tata Power report of the training. Tata Power will also conduct about 2 product training sessions in a year to the Call Centre staff.

h. Tata Power will ensure that updates and revisions to the process are informed. Service Provider shall inform Tata Power of any change in staff and keep the agents for a period of at least 6 months to enable them to smoothly operate the shifts with continuity. Service Provider would ensure that the agents are adequately trained before taking live calls. Service Provider to ensure that each agent clears the certification process as per Tata Power norms before the executive is finally selected for the process.

i. Service Provider shall forward updated monthly MIS reports in the format mutually agreed between Tata Power and the Service Provider for Call Centre Operations Daily, Weekly and Monthly by 4th of the following month. This report should include the number of complaints escalated every month for all the complaints. The report should separately indicate details for changeover customers.



**j. Service Provider shall also forward on a monthly basis reports on the Standards of Performance/ SLA decided mutually between Contractor and Tata Power.**

**k. Service Provider shall guarantee services as per mutually agreed Service Level Agreement (SLA).**

**l. All hardware and software related to Call Centre activity shall be guaranteed for satisfactory performance and any hardware/ software problems on the terminals will be attended promptly by Service Provider.**

**m. Service Provide at their own cost. The technology used at Call Centre shall have 99% uptime excluding telecom connectivity.**