

**NOTICE INVITING EXPRESSION OF INTEREST (EOI) TO ENTER IN TO OUTLINE AGREEMENT (RATE CONTRACT) FOR 3 YEARS FOR IT INFRASTRUCTURE SERVICE MANAGEMENT, NETWORK MANAGEMENT & INFORMATION SECURITY OPERATION**

**A. Summary of the tendered package:**

**The Tata Power Company Limited Invites Expression of Interest (EOI)** from interested parties for the Two-Part e-Tendering Process of following Relevant Work Package:

Sr. No.	Description	Tender Reference no.	Bid Guarantee Fee / EMD (Rs.)	Tender Fee (Rs.)
1	IT INFRASTRUCTURE SERVICE MANAGEMENT, NETWORK MANAGEMENT & INFORMATION SECURITY OPERATION	CC22DM37	10,00,000 /-	1,000 /-
For the above package contact person shall be Ms. Dakshata Mhamunkar ( <a href="mailto:dakshata.mhamunkar@tatapower.com">dakshata.mhamunkar@tatapower.com</a> ) AND Mr. Ganesh S P Selva ( <a href="mailto:selva.ganesh@tatapower.com">selva.ganesh@tatapower.com</a> )				

**B. Guidelines for Participating:**

Interested bidders having executed similar projects can participate by submitting the following up to 1500 Hrs. Friday, 26<sup>th</sup> Aug 2022: -

1. Non-Refundable Tender Fee, as indicated in table above, in the form of
  - a. 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 400001.  
Branch Code – 60  
Bank & Branch Code – 400240015  
Account No – 00600110000763  
Account type – CC  
IFSC Code – HDFC0000060
2. Bidders to also submit duly signed and stamped letter indicating name of authorized person, contact number and e-mail id (mandatory) on Bidder's letterhead. It is mandatory to mention Tender Reference no. in the said letter.

Note: - Once the above-mentioned documents are received, detailed RFQ shall be issued through our e-tender system.

It may please be noted that all future correspondence will be strictly done only with **Interested Bidders** who have done the above steps in time with Authorized Person only through Tata Power E-Tender System.

Earnest Money Deposit (EMD) of **Rs. 10 Lakhs** is not to be submitted now and is required at a later stage along with tender submission in the form of Bank Guarantee.

Package Description: IT INFRASTRUCTURE SERVICE MANAGEMENT, NETWORK MANAGEMENT & INFORMATION SECURITY OPERATION (Package Reference CC22DM37)	
<b>Pre-Qualification Requirement (PQR)- The Interested parties to note that Bidder shall be required to fulfill the following pre-qualification criteria and will be required to submit relevant supporting documents to demonstrate their qualification during the bid submission against Bid document/RFQ (not with EOI).</b>	
<b>EMD</b>	<b>Rs 10 Lakhs</b>
<b>Eligibility Criteira</b>	<b>Supporting documents Required</b>
<b>Financial and Other Information</b>	
The bidder should have ISO 9001:2008 & ISO 27001:2005 certification for their Infra, networking & Security practice	Copy of the ISO 9001:2008 & ISO 27001:2005 certificate shall be submitted in this regard.
The bidder shall have an average annual turnover of at least Rs. 40,000 Crores for last three financial years.	Copy of Audited financial documents like Balance Sheets, P&L Statement, or the financial years 2019-20, 2020-21, 2021-22 shall be submitted in this regard.
The bidder shall have at least 3 reference sites where they have carried out similar projects meeting the below criteria: <ul style="list-style-type: none"> <li>At least one reference shall be of Global Company</li> <li>At least two references shall be of Indian Company</li> </ul> The cumulative order value on IT Managed Services in last 3 FYs shall be at least Rs. 6000 Crores	PO Copy/ Customer Satisfaction Letter confirming the supply, services and support carried shall be submitted.
The Bidder shall have OEM Certified Personnel on OEM Technologies (Microsoft & Cisco) and equal no. of certified Personnel in ITIL. The bidder shall provide the details of these Personnel with their training & certification details. Eg. CCNA, CCNP, CCIE, Unified Communications for Cisco IPT, MSCA,MCSE Certifications ITIL etc.	Relevant certification of personnel shall be submitted in this regard.
The Bidder should have their own Support Center for providing 24x7 Telephonic services and Remote Assistance Services. The bidder to provide details of remote service delivery infrastructure of Bidder / OEM(s) to ensure immediate response and faster call resolution.	The bidder should submit the Support Center Details in this regard.