

NOTICE INVITING TENDER

The Tata Power Company Limited Invites Tenders (Two-Part Bidding Process), from interested and eligible Vendors for the following Works required for its various Distribution Divisions,

A. Summary of the tendered packages:

Sr. No.	Description	Tender Reference no.	Bid Guarantee Fee / EMD (Rs.)	Tender Fee (Rs.)
1.	Implementation of Integrated Contact Center for Odisha Discoms	CC23VKD020	10,00,000 /-	1,000 /-

For additional technical details and Pre-qualification criteria for the subject works please refer section C below.

B. Guidelines for Participating:

Interested and eligible vendors can participate by submitting the following up to 1500 hours on **Friday –9 September 2022:**

1. Payment of non-refundable Tender Fee, as indicated in table above to be paid by direct deposit in following bank account

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

2. Submission of duly signed and stamped Authorization Letter indicating name of authorized person, contact number and e-mail id (mandatory) on Vendor's letterhead. The letter shall also mandatorily include payment details of Tender fee and Tender Reference no **CC23VKD020**.

Authorization Letter along with proof of submission of tender fee should be e-mail to **Ms. Vaishali Kachare** (vaishali.kachare@tatapower.com) and copy to **Mr. Milan Patel** (mrpatel@tatapower.com) , **Mr. Selva Ganesh** (selva.ganesh@tatapower.com)

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

3. It is clarified that Bid Guarantee/EMD as mentioned in section “A” above, is not required to be submitted at this stage, and it will be required to be submitted in the form of Bank guarantee at the time of Bid Submission.

C. Addition technical details:

A2. Prequalification Criteria (Technical & Commercial:

Sr No	Parameter	Owner Requirement	Documents to be submitted by Bidder
A	Technical Pre-Qualification Requirements		
1	Technical Capability	The bidder should have executed at least 3 Contact Centre (500+ seats) in last 3 years in India	Completion Certificates from the client OR Work Order + Phase Completion Certificate from the client
2	OEM	The solution provided by the bidder shall be of single OEM or combined solution of multiple OEM i.e., channel partner (only in case of Chat/ Voice Bot), with seamless integration with the core solution of contact center (Voice, Email and Social Media management). An OEM can authorize utmost one bidder against the tender. The OEM of the proposed solution should be available in the Leader Quadrant of latest available Gartner Report for the Contact Centre Solution.	Signed Manufacturer Authorization Form shall be submitted in this regard by channel partner AND Copy of latest Gartner Report
B	Financial Pre-Qualification Requirements		
1	Legal Entity	The Organization must be registered under the Companies Act 1956 and must have been in operation for a period of at least 10 (Ten) years as of March 31, 2022	Certificate of Incorporation
2	Commercial Capability	Minimum Average annual turnover Rs. 50 Crores for each of the last three financial years ending 31 st March 2022.	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: Above Pre-qualification details need not be submitted at this stage. These shall be required to be submitted along with bid submission. At this stage, Interested Vendors who fulfill above criteria need to participate in tender by paying tender fee and submitting authorization letter as detailed in section “B” above.

It may be noted that all future correspondence will be strictly done only with Interested Vendors who have done the above steps (As mentioned in section “B”) in time with Authorized Person, and only through Tata Power E-Tender System.
