



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

### Corrigendum to Open Tender

Corrigendum to Tender reference number CC21AK001 published on 28<sup>th</sup> April 2021.

Last date and time for payment of tender participation Fee and Pre-Qualification Requirements of Bidders is hereby revised as indicated below. All other terms and condition of Tender remains unchanged.

#### A. Summary of the tendered packages:

Sr. No.	Description	Tender Reference no.	Bid Guarantee Fee / EMD (₹)	Tender Fee (₹)	Last date and time for Payment of Tender Participation Fee
1.	Rate Contract for Call Center Services in Mumbai	CC21AK001	50,000	1,000	19 <sup>th</sup> July 2021; 15:00 Hrs

#### B. Procedure for Participation

Interested bidders to submit Tender Participation Fee and Authorization Letter before Last date and time as indicated above, after which detailed RFQ shall be shared through Tata Power e-Tender system (Ariba):

1. 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

2. 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

Package Owner- Mr. Abrar Khan ([abrarkhan@tatapower.com](mailto:abrarkhan@tatapower.com))

Please share above documents/details with package owner, with copy to Mr. Ramesh Kumar ([pnramesh@tatapower.com](mailto:pnramesh@tatapower.com)), before Last date for Payment of Tender Participation Fee.

Please note all future correspondence regarding the tender, bid submission, bid submission date extension, Pre-bid query etc will be only through Tata Power e-Tender system (Ariba). User manual to guide the bidders to submit the bid through e-Tender system (Ariba) is also enclosed.

No e-mail or verbal correspondence will be responded. All communication will be done strictly with the bidder who have complied with above steps to participate in the Tender. Also it may be strictly noted that once date of "Last date and time for Payment of Tender Participation Fee" is lapsed no Bidder will be sent link from Tata Power e-Tender System (Ariba). Without this link vendor will not be able to participate in the tender. Any last moment request to participate in tender will not be entertained.

Any payment of Tender Participation Fee / EMD by Bidder who have not done the prerequisite within stipulated timeline will not be refunded

**Section A-1.6 of Tender Document:**

**Pre-Qualification Requirements of Bidders** – Attached as Annexure-1

## ANNEXURE-1

### Bidders Pre-Qualifying Requirements for Call Center Services in Mumbai

Parameter	Tata Power Requirement	Documents To be submitted by Bidder to ascertain meeting of Pre-qualification requirement
Bidder's Technical Capability to handle jobs detailed in the Tender	Bidder should have experience of running at least a 100-seater Call Centre and having minimum 5 years of experience of working with Power Utilities in Metro Cities for Call Centre Services.	Bidder to submit list of jobs and major orders executed for Utilities as the principle contractor (i.e. including sub-contracting) with Order Copies, Customer Reference Documents.
Capability to Handle Job financially if awarded	Average Annual turnover of the bidder for last three years shall not be less than <b>Rs 3.5 Crores</b>	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
Vendor to not have commercial liability including litigation liability and litigation history	Bidder to confirm that they (bidding company, their parent company or subsidiary company) were not involved in any litigation in last three years and also there are no pending or open litigations. In case there were litigations in last 3 years or any present litigation is going on then details of the same have to be submitted .	Affidavit indicating no litigation / blacklisting etc. In case of litigation / blacklisting the same to be annexed