

## NOTICE INVITING TENDER

**TP Ajmer Distribution Limited Invites Tenders** (Two-Part Bidding Process), from interested and eligible Vendors for the following Works required for Ajmer Division:

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

<b>Sr. No.</b>	<b>Description</b>	<b>Tender Reference no.</b>	<b>Bid Guarantee Fee / EMD (Rs.)</b>	<b>Tender Fee (Rs.)</b>
1.	OLA of 3 Years for Call Center Services	TPADL/PUR/2000000822	2,00,000/-	2,000 /-

#### **1. TP Ajmer Distribution Limited intends to enter into a "3 Years Outline agreement" with suitable bidders for provide Call Center Services at TPADL –**

TPADL intends to enter into a "3 Years Outline Agreement" with suitable bidder for provide Call Center Services at TPADL. The scope of this proposal covers:

1. Inbound Activity
2. Outbound Activity
3. Floor Management
4. Supervision of call center operation
5. Call scripts & FAQs
6. Commercial Calls
7. Report & MIS

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

### **B. Guidelines for Participating:**

Interested and eligible vendors can participate by submitting the following up to EOD on **Saturday – 31<sup>th</sup> Aug 2024**

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

Beneficiary Name	– TP Ajmer Distribution Limited
Bank Name	– IndusInd Bank
Branch Name	– Ajmer Branch, Rajasthan
Address	– IndusInd Bank Limited, Ajmer Branch, Near T.B. Hospital Opp. Pehchaan showroom, Jaipur road, Ajmer - 305001
Branch Code	– 0129
Bank & Branch Code	– IndusInd Bank Limited & AJMER
Account No	– 650014087234

Account type – Cash Credit Account  
 IFSC Code – INDB0000129

- Submission of duly signed and stamped Authorization Letter (Refer Annexure - 1) indicating the name of an authorized person, contact number, and e-mail id (mandatory) on Vendor's letterhead. The letter shall also mandatorily include payment details of the Tender fee and Tender Reference no **TPADL/PUR/2000000822**

Authorization Letter along with proof of submission of tender fee should be e-mailed to **Mr. Shubham Saini** ([shubham.saini@tatapower.com](mailto:shubham.saini@tatapower.com)) and copy to **Mr. Kamal Mundotia** ([kamal.mundotia@tatapower.com](mailto:kamal.mundotia@tatapower.com))

**Note:** - Once the above-mentioned documents are received, a detailed RFP shall be issued through e-mail.

- 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.
- Interested vendor after receiving the bid documents may clarify their quires during pre-bid meeting then only submit their quote in two parts as indicated below. The tenders submitted by vendors who do not participate in pre-bid meeting shall be deemed for rejection for further evaluation.

**C. Pre - Qualification Criteria (Technical & Commercial):**

<b>Package Name:</b> OLA of 3 Years with suitable bidders for provide the Call Center Services at TPADL			
<b>Tender No.:</b> TPADL/PUR/ 2000000822			
<b>Pre-Qualification Requirement (PQR)</b> - Please note that the PQR is for information only and the documentary evidence to ascertain the meeting of the requirement has to be submitted along with the bid and not along with the tender fee.			
<b>Sr No</b>	<b>Parameter</b>	<b>TP Ajmer Distribution Limited Requirement</b>	<b>Documents to be submitted by the vendor to ascertain meeting of Pre-Qualification Requirement</b>
1.	Bidder's Technical Capability to handle jobs detailed in the Tender	<p>The Bidder shall have a minimum of 5 years of experience, out of which a minimum of 3 years should be in the recent 5 years with Power Distribution Utilities in India for all categories of consumers of any state for “All type of consumer services, call center operations &amp; other related work”.</p> <p>Or</p> <p>The Bidder who has worked in Tata Power Distribution Business in the area of Consumer services/Call center for 1 Year in the last 2 years with satisfactory performance.</p>	<p>Bidder to submit a list of jobs and major orders executed including Order Copies, Customer Reference Documents, and Invoice copy of the last recent one year.</p> <p>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 along with UDIN number to be submitted in this regard.</p>

2.	Capability to Handle Job financially if awarded	<p>Average annual turnover of the bidder for the last three years shall not be less than Rs. 3 Crores.</p> <p>Also, the bidder shall have successfully completed above listed work (as indicated in point 1 of this table) worth:</p> <ol style="list-style-type: none"> <li>1. Single Purchase order of Rs. 300 lakhs</li> <li>2. Two Purchase Orders of total value more than Rs. 300 Lakhs</li> <li>3. Three Purchase Orders of total value more than Rs. 300 Lakhs</li> </ol> <p>Performance Record: The Bidder should not have been blacklisted by any electricity distribution utility and still in force.</p>	<p>Order copy along with proof of work execution with details of Customer for whom work is done.</p> <p>Undertaking to be Provided.</p>
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**Note:** The following document are required to be submitted along with bid submission. The Interested Vendors who fulfill the above criteria need to participate in the tender by paying a tender fee and submitting an authorization letter. However, if bidder fail to submit these documents at the time of Bid Submission, then bidder shall be disqualified from tendering process.

## Annexure -1

**Note:** Submission of duly signed and stamped Authorization Letter on vendor's letter head

Date:

To,  
Mr Kamal Mundotia  
Head Contracts  
TP Ajmer Distribution Limited  
Ajmer

Sub: Package reference - "TPADL/PUR/2000000822 (OLA of 3 Years with suitable bidders for provide the Call Center Services at TPADL)

Dear Sir,

This is with reference to above NIT as mentioned in the subject published on dated....., below mentioned are the details required for receipt of RFP of the above mentioned package.

1. Company Name -
2. Person Authorized -
3. Contact No. of authorized person -
4. E-mail ID of authorized person -
5. Payment details -

Signature and Stamp