

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:

Sr. No.	Description	Tender Reference no.	Bid Guarantee Fee / EMD (Rs.)	Tender Fee (Rs.)
<p>TP Ajmer Distribution Limited intends to enter into a “3 Years Outline Agreement” with suitable bidders for providing Productivity Linked Performance Based Contract (PLPBC) to Support Operation of Commercial Function at TPADL –</p> <p>The scope of this proposal covers supporting office operation of:</p> <ol style="list-style-type: none">1. Customer Services (Customer Service Centre & Call Centre)2. Connection Management Group3. Meter Management Services4. Meter Reading & Billing Services5. Energy Audit, Meter Testing Lab & Meter Data Analysis6. Record Management System, etc.				
1.	OLA of 3 Years for providing Productivity Linked Performance Based Contract (PLPBC) to Support Operation of Commercial Function at TPADL	TPADL/PUR/2000000969	5,00,000/-	Rs. 2,000 +18% GST

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 **Friday– 3rd July 2026 by EOD:**

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	– AJRA
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/2000000969.

Authorization Letter along with proof of submission of tender fee should be e-mail to **Mr. Anil Pathak** (Anil.Pathak@tatapower.com) copy to e-mail to / **Mr. Shubham Saini** shubham.saini@tatapower.com
Ms. Kumari Kanak Lata kumari.lata@tatapower.com

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

- 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 a Bank guarantee at the time of Bid Submission.
- 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.

5. Stage for Bidder Qualification:

Stage 01- Safety Bid Evaluation – If passed then entertained for next stage.

Stage 02- Technical Evaluation - If passed then entertained for next stage.

Stage 03- Commercial Evaluation - If passed then entertained for further tender process

C. Pre - Qualification Criteria:

Package Name: OLA of 3 Years for providing Productivity Linked Performance Based Contract (PLPBC) to Support Operation of Commercial Function at TPADL.			
Tender No.: TPADL/PUR/2000000969			
Pre-Qualification Requirement (PQR) - 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.			
Sr No	Parameter	TP Ajmer Distribution Limited Requirement	Documents to be submitted by the vendor to ascertain meeting of Pre-Qualification Requirement
1	Bidder's Technical Capability to handle jobs detailed in the Tender	The Bidder shall have minimum total 5 year of experience out of which minimum 3 year of working in recent 5 year with Power Distribution Utilities in India handling "All type of back-office activity for Consumer Services / Commercial/ Finance related function". Or The Bidder who currently have PO/ executed a contract with Tata Power Distribution Business in area of Consumer Services / Commercial/ Finance/ Operation & Maintenance/ Meter Reading related Services for 2 years in last 3 year with satisfactory performance.	Bidder to submit list of jobs and major orders executed including Order Copies, Customer Reference Documents, Invoice copy of last recent one year.
2	Bidder's Financial Capability to handle jobs	Average annual turnover for last three financial years shall not be less than Rs. 2 crore.	Copies of audited Balance Sheet and P&L Statements by Authorized Audit Firm/ CA along with UDIN number to be submitted in this regard.

detailed in the Tender	Also, bidder shall have successfully completed above listed work (as indicated in point 1 of this table) worth: Total cumulative value of PO will be greater than 200 Lakh	Order copy along with proof of work execution, with details of customer for whom work is done.
	Performance Record: The Bidder should not have been blacklisted by any electricity distribution utility and still in force.	Undertaking to be provided

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 the above criteria need to participate in the tender by paying a tender fee and submitting an authorization letter as detailed in section "B" above. However, if bidder fail to submit these documents at the time of Bid Submission, then bidder shall be disqualified from tendering process.

D. Safety Evaluation Criteria: In this tender safety bid evaluation shall be Evaluate and **passing marks shall be 70.** So kindly provide required documents as per criteria. **Safety Bid Evaluation Criteria**

Safety Evaluation Criteria

S.No	Description	Max Marks	Criteria for Evaluation
1	Qualification and Experience of manpower	15	As per Clause No. 1 CSM F6 (R6)
2	Tools and Tackles to be provided by bidder	15	To be evaluated as per approved tool list of concerned departments.
3	PPE Requirements	5	To be evaluated as per approved PPEs standard and PPE Matrix specified in CSM F8.(R6)
4	Job Safety Plan/ Method	15	To be evaluated as per as per SOP/WI/HIRA
5	Vehicle Deployment	5	Weightage will be given for CNG/Electrical Vehicles with endorsement of CNG kit on RC (R6)
6	Crane and Mechanized heavy equipment Deployment	15	Date of manufacturing or running hours or stipulated in laws. (R6)
7	Training Records	5	Training records to be evaluated with evidence and scoring to be done as per availability of records
8	Certificate Accreditation	5	ISO 9001-2.5 Marks ISO 45001- 2.5 Marks ISO14001- 2.5 Marks. Total Max 5 Marks for all Three
9	Safety Initiative for learnings implemented in accidents in organization and work force (Fatal / Non-Fatal)	15	Maximum 15 marks will be awarded for visible evidence in terms of safety initiative deployed based on learning of accident in organization and workforce in case of accident
10	Rewards and Recognition Process	5	Maximum 5 marks will be awarded for R&R process evidence
Total		100	

Safety Records (Lag Parameter)-

1	Fatal Accident	(-) 10 Marks for each case with max of 15 marks	For any fatality in Tata power /Other company in Current and last three years 10 marks will be deducted with maximum up to 15 marks. For new entrant BA, these marks will be deducted for Past safety records. If and BA found hiding such facts, then contract will be terminated immediately during the execution stage.
2	LWDC (Non-fatal)	(-) 5 Marks for each case with max of 10 marks	For each LWDC (Non-Fatal) case in Tata power /Other company in Current and last years, 5 marks will be deducted with maximum up to 10 marks. For new entrant BA, these marks will be deducted for past safety records. If and BA found hiding such facts, then contract will be terminated immediately during the execution stage.

Annexure - 1

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

Date:

To,
Mr. Anil Pathak,
Head Contracts and Stores,
TP Ajmer Distribution Limited

Sub: Package reference - "TPADL/PUR/2000000969" (OLA of 3 Years for providing Productivity Linked Performance Based Contract (PLPBC) to Support Operation of Commercial Function 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 | - |
| 6. Company GST No. | - |

Signature and Stamp