

CORRIGENDUM – II
DT 17-08-2023

TENDER NOTIFICATION FOR

**Award of Contract for Hiring of agency for providing Toll free helpline services in
BRPL**

NIT No.: CMC/BR/23-24/RB/CR/KB/1152
Dated: 22.07.2023

BSES RAJDHANI POWER LTD (BRPL)
Corporate Identification Number: **U74899DL2001PLC111527**
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Fax Number: +91 11 2641 9833
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S.No.	Existing Pre-qualification Technical criteria	Revised Pre-qualification Technical criteria
1	The bidder must have relevant experience and technical capability to provide Toll-Free Services (TFS) .They should have successfully completed similar activity of short-code helpline migration in past 3 three financial years . Total minimum annual value of above short-code helpline migration project(s) to be Rs 50 lacs. Copy of work orders and performance certificate to be submitted in this regard.	The bidder must have relevant experience and technical capability to provide Toll-Free Services (TFS) .They should have successfully completed similar activity of short-code helpline migration in past 4 (four) financial years . Total minimum annual value of above short-code helpline migration project(s) to be Rs 50 lacs. Copy of performance certificate to be submitted in this regard.
2	The Bidder should have the following accreditations / certifications which are valid as on the date of issue of this tender document - ISO 9001:2008, ISO 20000, ISO 27001. Copy of certificate to be submitted in this regard.	The Bidder should have the following accreditation's / certifications which is valid as on the date of issue of this tender document - ISO 9001; ISO 20000 OR ISO 27001 . Copy of certificate to be submitted in this regard)
3	The bidder should have experience in providing 24x7x365 Service Support in India to a customer having at least 100,000 users.	The bidder should have experience in providing 24x7x365 Service Support in India to a customer having at least 100,000 users. Bidder shall submit an undertaking in this regard
4	The bidder must enclose performance certificates and work order copies in support of relevant experience meeting the above qualification requirements. Bids submitted without supporting documents will be rejected. Experience credential as a subcontract/ consortium will not be considered.	The bidder must enclose performance certificate in support of relevant experience meeting the above qualification requirements . Bids submitted without supporting documents will be rejected. Experience credential as a subcontract/ consortium will not be considered.
	Existing Pre-qualification Commercial criteria	Revised Pre-qualification Commercial criteria
1	The bidder should have average annual turnover of Rs 4000 crores in last three (3) financial years (FY20-21, FY 21-22, FY 22-23) . The bidder shall submit the Annual Turnover Report of the last 3 FYs duly certified by a Chartered Accountant. The Turnover certificate must have UDIN Number. In case audited balance sheet of FY 22-23 is not available then bidder can submit provisional balance sheet for FY 22-23 along with UDIN based CA certificate.	The bidder should have average annual turnover of Rs 1000 crores in last three (3) financial years (FY20-21, FY 21-22, FY 22-23) . The bidder shall submit the Annual Turnover Report of the last 3 FYs duly certified by a Chartered Accountant. The Turnover certificate must have UDIN Number. In case audited balance sheet of FY 22-23 is not available then bidder can submit provisional balance sheet for FY 22-23 along with UDIN based CA certificate.

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BID SUBMISSION DATE:

BRPL NIT NO:	CMC/BR/23-24/RB/CR/KB/1152			
WORK:	Award of Contract for Hiring of agency for providing Toll free helpline services in BRPL			
Activity	Description	Original (R0)	Revised (R1)	Revised (R2)
Submission of Techno-Commercial & Price Bid	Unpriced Techno-Commercial & Price Bid in separate sealed envelopes	11.08.2023 ; 15:00 Hrs	21.08.2023 ; 15:00 HRS	25.08.2023 ; 15:00 HRS
Opening of Techno-Commercial Bid	Opening of PART-A	11.08.2023 ; 15:30 Hrs	21.08.2023 ; 15:30 HRS	25.08.2023 ; 15:30 HRS

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