
REQUEST FOR PROPOSAL

FOR

IT Infrastructure-Facility Management Services

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1. Introduction

1.1.Purpose

1.1.1.This document describes the scope of work for vendor to provide Facility Management services for IT support and maintenance at various Adani Electricity establishments at their respective geographic locations.

1.1.2.It includes all the facts required to complete all activities and procedures related to provisioning of IT support and maintenance at Adani Electricity sites as per the scope outlined herein.

1.2.Statement of Confidentiality

This RFP and all materials submitted by Adani Electricity must be considered confidential. Adani Electricity requests that this RFP not be forwarded to any third party for evaluation or for any other purpose without the express written consent of Adani Electricity. When submitting confidential material to Adani Electricity, the bidder must clearly mark it as such.

1.3.Vendor/Partner Response

The bidder response should contain technical information and pricing details of their products & services, which will meet or exceed Adani Electricity requirements & specifications as described in this document. The bidder should propose an integrated and well-defined solution for Adani Electricity with a clear implementation strategy, which is flexible and scalable to meet present and future infrastructure growth. The proposal should also contain the vendor/Partner corporate profile & scope of capability information. In order to expedite the evaluation process and fairly evaluate all proposals it is mandatory that the general Terms & Conditions are being accepted.

Failure to agree to or comply to any of these terms and conditions and/or not following the required mandatory outline and/or not providing required information as softcopy and/or proposing payments not linked to deliverables will result in a bidder's proposal being disqualified from the evaluation.

1.4. Project Time Frame

Adani Electricity intends to award a one-year contract for the IT Facility Management at Adani Electricity offices across India, at Adani Electricity discretion starting from the project kick off date. One month prior to year end, the selected bidder performance will be evaluated for renewal considerations. Adani Electricity preserves the right to terminate the contract upon non performance or non compliance to the agreement commitment. The selected bidder mobilization period is limited to 30 days. Within this period the vendor must mobilize more than 80% of required resources. After this period the deductions and penalties policies apply.

2. Company Information

Adani Electricity - Organization Overview & Mission

Adani Electricity, a part of Adani, is India's largest infrastructure company Adani Electricity Limited is India's leading utility company having presence across the value chain of power business i.e. Generation, Transmission, Distribution company by developing projects in all high growth areas .

For more Details, please visit <https://www.adanielectricity.com/>

3. Scope

3.1. Scope of Work of Vendor for dedicated resources

The primary areas of operation will include the following broad areas:

3.1.1. Project Management

3.1.2. Service Desk Management

3.1.3. Desktop Management

3.1.4. Server Management

3.1.5. Network Management

3.1.6.Asset/Vendor Management.

3.1.7.Voice Administration

3.1.8.Email and Application Server Administration

3.1.9.Database Administrator (Need Based: Whenever required)

3.1.10.Solaris & Linux Administrator (Need Based: Whenever required)

Vendor should add value by performing process review and automation to ensure we are in line with industry trends - also identification/ elimination of redundant or non beneficial activities/processes and optimization/automation.

The following are the key deliverables expected from the vendor in each of the above areas

3.1.1.Project Management

- Single point of contact (SPOC) for all issues related to the business and operational activities with ADANI ELECTRICITY.
- Planning for establishing, operating and managing the Service Delivery.
- Monitoring the progress of the Project as per the plan and reviewing the progress details with ADANI ELECTRICITY.
- Responsible for Successful execution of the agreed SLA.
- Submit monthly SLA report to ADANI ELECTRICITY and detailed presentation of the various improvement initiatives taken to improve the overall IT Helpdesk performance.
- To handle all critical escalations and ensure their speedy resolution
- Conducting periodic service audit reviews with FM engineers.
- Carry out Root-cause analysis.
- Resource Management (Skill development, Growth, Motivation etc.)
- Checkout action plans based on RCA & implement pro-active major.
- Ensure delivery of committed IT Services and monitor the resource scheduling activities
- Meeting the quantitative and qualitative measurements laid out for the successful completion of any new program that would be enrolled at ADANI ELECTRICITY.

- Demonstrating measurable productivity and quality improvement. By the mean of daily / Weekly / Monthly Reports for further analysis for service improvement.
- Organizing periodic trainings to the Team for skill upgradation.
- Effective Vendor Management
- Vendor and all their resources would be required to comply and follow all ISO policies of AEML
- Arrange monthly performance review meeting with senior management from vendor side and ADANI ELECTRICITY

3.1.2. Service Desk Management

- Receive and log calls over the phone, email and intranet.
- Analyze the call & try to resolve it remotely.
- Improve First level resolution.
- Escalate to the correct agency based on the nature of the call.
- Refer the problem to the competent designated person / service provider.
- Problem escalation in the event of service levels not being adhered to.
- Track and follow-up problems with the designated service provider.
- Close call on resolution of problems.
- Assisting the Project Manager on day to day tasks.
- Monitoring movement of the Service personnel.
- Consolidate call reports to provide call statistics reports on periodic basis.
- Ensuring Customer satisfaction through periodic surveys.
- Critical spares and quantity to be defined (with the help of Project Manager) and keep a track of the same.
- Record keeping of all the Incidents, IT Procurement and availability of IT assets by maintaining inward and outward register.
- 100% Inventory verification would be done by on yearly basis and a detailed report shall be submitted to ADANI ELECTRICITY.

3.1.3. Desktop Management

- Install/ Support/ Maintain/ Trouble – shoot various Hardware.
- Provide Support for OS (Windows XP, 7, 8, 10, MAC OS) and standard Office Automation Software.

- Mobile support for Android and iOS devices and client software support
- Defining and resolving problem alerts.
- Allocation of the severity levels.
- Tracing, diagnosing and correcting faults.
- Identifying recurring problems, reporting trends to management, and recommending solutions or correction procedures.
- To initiate escalation process if required to resolve the problem.
- Provide support for Mail clients and establish email connectivity.
- Providing support for problems regarding usage of software
- Diagnosing / Rectifying Virus attacks by using Anti Virus Software Tools.
- Troubleshooting of printer and printing
- User support/problem solving for various desktop applications
- Deployment, Installation and implementation of Windows patches although it is Automated through WSUS
- Providing feedback to the Customer on detection of new Virus.
- Providing support to users for Video conferencing / Video meeting /Projector installation activities
- Quarterly preventive maintenance of all PC, Laptop, etc. will be done by vendor
- Support is required 24*7 at Devidas Lane office and 8am to 6pm at Zonal offices.

3.1.4. Server Management

- Resolving/troubleshooting server
- Periodic Data backup & log monitoring.
- Registering/ Updating / Tracking of Anti Virus Software Tools.
- Support for virus prevention and cleaning methods and virus definition updates
- To disinfect system in case of Virus attacks on servers & desktop PCs and attempt data recovery wherever possible.
- If any virus is not getting cleaned by latest antivirus patches than vendor will coordinate with the antivirus s/w vendor for getting the solution.
- Printer management and server software support
- Managing Disk space availability
- Provide server uptime chart
- OS upgrades and maintenance
- Data Backup and Restore management

- Create/delete/modify user/group profiles on the server
- Critical patch management of servers and desktops
- Email and Application Server Administration
- IBM Domino Messaging & Application server Administration
- IBM Sametime advance & connections server administration.
- Linux based Scalix Enterprise Messaging server Administration.
- Cisco Ironport & Linux based Send mail smtp server Administration.
- Resolving/troubleshooting level2/level3 support
- Tracing, diagnosing and correcting server & escalated client faults.
- Identifying recurring problems, reporting trends to management, and recommending solutions or correction procedures.
- Escalation of calls to relevant vendor after first level problem identification.
- Managing Disk space availability on Messaging & Application servers
- Provide server uptime chart
- Server application upgrades, maintenance, Fixpack installation
- Mailbox & application data backup and restore coordination with IDC-DAKC.
- Create/delete/modify user/group on the Domino Server
- Coordinate for firmware up gradation of server with vendor
- Support is required from 8am to 10pm.

3.1.5. Network Management

- Daily monitoring of LAN/WAN, Wi-Fi or manual testing, troubleshooting and reporting the status to the in-charge at the location.
- Ensure complete connectivity of the client's computer's with their respective network / networks.
- Monitoring of domain based architecture.
- All the active network device Inventory to be maintained
- Troubleshooting of connectivity problems
- Monitor the structure cabling are maintained properly at identified sites.
- Identifying and troubleshooting of defective ports on the switch
- Log fault ticket with service provider and follow-up till resolution.
- Support is required from 8am to 10pm.

3.1.6.Asset/Vendor Management.

- Maintaining up to date Asset Database of IT assets (Hardware and Software-License and Media) and update the system to track the installations, movements, additions and changes if any.
- Tagging of assets in concurrence with various locations of Adani Electricity Ltd.
- Monitoring Warranty/AMC details to notify contract renewals
- Adherence to the security policy of Adani Electricity Ltd.
- Escalation of calls to relevant persons / vendors after first level problem isolation.
- Follow up with vendors to ensure problem resolution and call closure.
- Track inventory of any items sent for repairs and follow up for replacement.
- Tracking vendor response against defined SLA's provided by ADANI ELECTRICITY.
- Creating and maintaining a vendor database in concurrence with ADANI ELECTRICITY
- Ensure Preventive Maintenance Schedules adhered to by Vendors.
- Organize Meetings between vendor and customer to improve Service Levels.
- Follow up with ISP for proper connectivity and performance
- Creating and maintaining a database of vendor and vendor performance report.

3.1.7.Voice Administration

- Resolving/troubleshooting voice level1 support Related problems
- Tracing, diagnosing and correcting faults.
- Identifying recurring problems, reporting trends to management, and recommending solutions or correction procedures.
- Escalation of calls to vendor after first level problem identification.

Note: All the travel expenses for attending complaints at various locations will be borne by the vendor during the complete period of contract.

3.2. Scope of Adani Electricity

- 3.2.1. Provisioning of Access Control Cards for accessing the Adani Electricity facilities
- 3.2.2. Provisioning of seating arrangement for Service Desk and FM engineers at all Locations
- 3.2.3. Provisioning of E-mail & telephone facility for Service Desk to communicate with the end users of Adani Electricity and with vendor office
- 3.2.4. Internet connectivity for accessing technical details and downloading drivers and other relevant technical information
- 3.2.5. Storage space with locks and key arrangement for stocking files, manuals, spares etc.
- 3.2.6. Adani Electricity would supply Computer Systems and a Printer to the vendor Service Desk.
- 3.2.7. Adani Electricity would provide Call logging /Asset Management/Network Management/Server Management software.
- 3.2.8. Adani Electricity will provide standby Spares.

4. Technical skill set and responsibility matrix

4.1. Project Manager

4.1.1. Responsibilities

- To Monitor the entire FM activities
- Single Point of Contact for execution of Project posted at Adani Electricity Office.
- Responsible for Successful execution of the agreed SLA
- Performance Management of 'IT' operations & associate resources
- To handle all critical escalations and ensure their speedy resolution
- Conducting periodic service audit reviews with FM engineers.
- Analysis of MIS reports
- Carry out Root-cause analysis.
- Resource Management (Skill development, Growth, Motivation etc.)
- Checkout action plans based on RCA & implement pro-active major.
- Project Manager must personally or through Service desk attend the user directly/ via phone and resolve issue for the cases where the user has given 1, 2

rating in feedback form. Project Manager must maintain separate records for all such cases.

- Checkout action plans based on RCA & implement pro-active measures.
- Arrange monthly performance review meeting with senior management from vendor side and ADANI ELECTRICITY
- Submit monthly SLA report to ADANI ELECTRICITY and detailed presentation of the various improvement initiatives taken to improve the overall IT Helpdesk performance.

4.1.2.Skills

- Degree or equivalent/higher qualifications with approx. 4 to 5 years of working experience
- **(ITIL Certification from deputation at site).**
- Project/Resource Management skills with 2 years experience in handling similar operations.
- Service Management expertise and ability to manage, improve service levels.
- People Management. Ability to lead/ motivate FMS team Internal and External.
- Technical ability to understand the issues Adani Electricity to day-to-day operations.
- Excellent communications, interpersonal and analytical skills.
- Ability to see things from a "business" perspective.

4.2.System Administrator

4.2.1.Responsibilities

- User administration and system administration tasks include and limited to:
- Support for OS platforms like WIN 7/8/10 and Win XP and Window server 2003 / 2008 / 2012 / UNIX /Linux Server.
- Create and maintain NT users groups.
- Create and maintain NT user's profiles.
- Create login and logon scripts.
- Assigning and maintaining NT user access rights as per policies defined and agreed upon by Adani Electricity.

- Assign and maintain space usage restriction.
- Creating and managing directory structures.
- Creating and managing domains.
- Creating and managing volumes.
- Assign Protocol addresses
- IBM Domino Messaging & Application server Administration
- IBM Sametime advance & connections server administration.
- Linux based Scalix Enterprise Messaging server Administration.
- Cisco Ironport & Linux based Send mail smtp server Administration.
- Resolving/troubleshooting level2/level3 support Adani Electricity problems
- Tracing, diagnosing and correcting server & escalated client faults.
- Identifying recurring problems, reporting trends to management, and recommending solutions or correction procedures.
- Escalation of calls to Adani Electricity vendor after first level problem identification.
- Managing Disk space availability on Messaging & Application servers
- Provide server uptime chart
- Server application upgrades, maintenance, Fixpack installation
- Mailbox & application data backup and restore coordination with IDC-DAKC.
- Create/delete/modify user/group on the Domino Server
- Critical patch management of servers
- Generation of MIS reports

4.2.2.Skills

- Senior Customer Engineer with Degree or equivalent/higher qualifications with 'IT' experience of 2 years (MCSE Certified).
- Good exposure to Network & Server administration.
- Outage escalation/ Good interaction / Communication skills.
- Professional Certification - IBM Lotus domino administrator (preferred certification for Lotus)

- **Technology Knowledge Areas -**

IBM Domino 8.5/9.0.1 system administration

- IBM Notes Traveler system administration
- IBM Same time advance & IBM connections system administration
- Linux based Scalix Enterprise messaging system administration.
- Linux based sendmail smtp system administration.
- Cisco Iron port messaging gateway administration.
 - Coordination with Backup Team
 - Domino LDAP, Domino Security
 - Domino Web servers, SSL Security
 - Domino & Scalix Mail routing and replication areas
 - Domino, sendmail & ironport SMTP Mail routing
 - Antivirus for Domino
- Linux
- VMWare
- Windows Server 2008/12 and Virtualization
- Solaris
- Storage
- Backup
- Cloud Computing

- **Technology Experience**

Transaction logging

Domain Documents

Domino Console Commands

TCP/IP Connection

Troubleshooting and Configuration of Domino servers

Good knowledge on mobility solution like IBM Traveller, sametime etc.

Knowledge of Server Hardware is required

Basic knowledge in multiple OS Windows/Linux

Performance Management & Optimization

Understanding of Storage and Cluster

Understanding of Networks and DNS

4.3.Sr. FMS Engineers

4.3.1.Responsibilities

- Handling escalations.
- Identifying recurring problems, reporting trends to management and recommending solutions or correction procedures.
- Providing Support to Network, Servers etc.
- Provide details for Root Cause Analysis.
- Arrange & Impart Periodic trainings.
- Generation of daily / monthly reports.

4.3.2.Skills

- Senior Customer Engineer with 'IT' experience of 2 years.
- MCSE/CCNA certified
- Exposure to Network & Server administration.
- Outage escalation/ Good interaction / Communication skills.

4.4.FM Engineers

4.4.1.Responsibilities

- Support/ Maintain/ Trouble shoot the specialized hardware/ application and equipments at the location
- Tracing, diagnosing and correcting faults pertaining to the instrumentation based equipments and their Connectivity, Servers, Desktops and Software applications.
- To trouble shoot and rectify problems reported at the Offices locally or file a detailed report with the central complaint Service Desk.
- Identifying recurring problems, reporting trends to management and recommending solutions or correction procedures
- To initiate escalation process if required to resolve the problem.
- Generation of daily / monthly reports.

4.4.2.Skills

- Customer Engineer with 'IT' experience of 1 year.
- Outage escalation/ Good interaction / Communication skills.
- MCP/CCNA certified

4.5.Service Desk

4.5.1.Responsibilities

- Receive and log calls
- Provide First level remote support.
- Responsible for Call Receipt/ Logging and allocation.
- Provide appropriate escalation
- Refer the problem to the Adani Electricity, FMS Engineers.
- Problem escalation in the event of service levels not being adhered to.
- Call closure on resolution of problems.
- Monitoring the movement of the service personnel.
- He/She will be interface between the Central Service Desk, Offices & Regional Team
- Collect Service level feedback from Offices Heads.
- Consolidate call reports to provide call statistics reports on periodic basis
- Generation of daily / monthly reports.
- Monitoring of statistics received from the locations.
- Compilation of data.
- Generation of Call trend reports.
- Interface between the Offices, CMS Management, PM for all statistics pertaining to call report and performance.

4.5.2.Skills

- Around 1 to 2 years of experience with exposure in similar Operations.
- Trained in Telephone Techniques and systems usage and processes.
- Competent to handle complaint calls

- Good Communication/ interpersonal abilities
- Graduate in any discipline

4.6.Asset Coordinator and Vendor Coordinator

4.6.1.Responsibilities

- Maintain all the details of the Hardware and software assets at Adani Electricity Ltd.
- Maintain and keep up to date the asset database.
- Track the installations and the installations of IT assets and make sure they are carried out as per Adani Electricity Ltd. Policy
- Adhere to the Security and other policies of Adani Electricity while carrying out asset Management activities
- Track and follow-up problems with the designated OEM/ Regional vendor coordinator
- Problem escalation in the event of service levels not being adhered to.
- Daily report from vendor-logistic coordinator.
- Close call on resolution of problems.
- Assisting the Project Manager on day-to-day tasks.
- OEM Vendor co-ordination for Vendor Related issues.
- He/She will be the interface between the CMS Service Desk, Adani Electricity Offices, Vendor-logistic coordinator and Vendors of Adani Electricity
- Generation of daily / monthly reports.
- Background verification of each resource (Criminal background verified by Police station, Education background, last employment details)
- Acceptance by each resource to AEML ISO policies including 27001:2013.
- During resource Joining time; Vendor must submit copy of Resume and two photographs of each resource for AEML records.

4.6.2.Skills

- Experience of minimum 1 year in carrying out such kind of activity
- Good communication and interpersonal skills

- Ability to diligently and meticulously maintain records.
- Competent to handle complaint calls
- Ability to be persistent
- Good Communication/ interpersonal abilities
- Graduate in any discipline

4.7.Database Administrator

4.7.1.Responsibilities

- Installation, configuration and upgrading of Oracle/SQL server software and Related products
- Evaluate Oracle/SQL features and Oracle/SQL Adani Electricity ated products
- Establish and maintain sound backup and recovery policies and procedures
- Take care of the Database design and implementation
- Implement and maintain database security (create and maintain users and roles, assign privileges)
- Perform database tuning and performance monitoring
- Perform application tuning and performance monitoring
- Setup and maintain documentation and standards
- Plan growth and changes (capacity planning)
- Work as part of a team and provide 24x7 support when required
- Perform general technical trouble shooting and give consultation to development teams
- Interface with Oracle/SQL Corporation for technical support.
- Patch Management and Version Control
- Generation of daily / monthly reports.

4.7.2.Skills

- Good understanding of the Oracle/SQL database, Related utilities and tools
- A good understanding of the underlying operating system
- A good knowledge of the physical database design
- Oracle/SQL certified professional

- Ability to perform both Oracle/SQL and operating system performance tuning and monitoring
- Knowledge of ALL Oracle/SQL backup and recovery scenarios
- A good knowledge of Oracle/SQL security management
- A good knowledge of how Oracle/SQL acquires and manages resources
- A good knowledge Oracle/SQL data integrity
- Sound knowledge of the implemented application systems
- Experience in code migration, database change management and data management through the various stages of the development life cycle
- A sound knowledge of both database and system performance tuning
- A DBA should have sound communication skills with management, development teams, vendors and systems administrators
- Provide a strategic database direction for the organisation
- A DBA should have the ability to handle multiple projects and deadlines
- A DBA should possess a sound understanding of the business

Note: Agency need not give dedicated resources for Database Administration but get the work carried out through engineers at site by using the remote expertise.

4.8. Network Administrator

4.8.1. Responsibilities

Network Admin

- Laptop Wi-Fi, Mobile Wi-Fi & Guest WiFi check & troubleshoot for any login issues.
- Verifying, validating the feasibility of Fortigate Firewall Policy
- Check Wi-Fi access Point at Devidas, REMI & Versova
- HMM HiVision, PRTG Monitoring & IP Monitoring checking Availability for troubleshoot
- Check ISP Utilization & RDN Utilization and inform & coordinate with Helpdesk team
- Check & create Firewall Policy & any Firewall related issue of location
- If any Zonal L2 switches having problem then check troubleshoot & installing and replacing switch

- In case user URL is not functional, initiate call resolution in coordination with ADS & helpdesk
- Initiate troubleshooting in case User application's like sap, lotus & GIS , KM etc are not working
- ACS security team coordination for any camera network Related issues
- IP-sec & SSL VPN configuration & Troubleshooting
- Check & confirm the Power issue or any other issue if L3 switches down
- Coordination with vendor like HP, Cisco, Fortigate for firmware/OS up gradation.
- Generation of daily / monthly reports.

Skills

- Senior Engineer with 'IT' experience of 2+ years.
- CCNA certified
- Exposure to Network administration.
- Outage escalation/ Good interaction / Communication skills.

Network Monitoring

- Help to Engineer for User Limited connectivity calls & network Printers IP related calls
- SCADA on IT 104 locations, 101 locations RTU not reachable & flapping calls
- Coordinate with Cabling team for any cabling related issue
- Any AMR related connectivity issue troubleshooting & testing
- Call logging & follow-ups with service provider's
- ACS security team coordination for any camera network Related issues
- DMS substation Monitoring & troubleshooting
- SDH Rx Monitoring & troubleshooting
- Regarding Rx Downtime coordination with all concerned teams.
- Lease line Logging calls and taking follow with SP (Service Providers) for CCC and Rx Locations.
- Cable hanging complaints
- Presence in Activities Related to new network setup Installation
- Generation of daily / monthly reports.
- Reporting & monitoring of all security devices.

5. Service Level Agreement

5.1. Service Level Agreement

The FMS team in turn should meet the service levels mentioned in this agreement. Overall service level management would require constant interaction between the vendor and Adani Electricity team to ensure all criteria's are met. Any change in the service level agreement will be introduced after an agreement on the changes with the vendor/partner and Adani Electricity to discuss the scope and the financial impact of the change to the service level.

5.2. Service Level Agreement target

The vendor need to achieve the below mentioned target Related to the FMS services

- Attendance of resources would be managed through Biometric attendance device.
- Reduction in number of call per user to be reduced to 1.2 from current number of 1.5. This is to be averaged over a period of 1 year
- Number of calls handled by technical helpdesk to be 55% of the total calls which currently 35%
- Call Resolution – 80% of calls in 2 hrs, 90% calls in 4 hrs & 100% calls in 24 hrs.
- Uptime – 98%. on (8.00 am to 8.00 pm for weekdays for 98% of users and 2% users on 24*7 basis)
- After three month it will be SLA based contract with reduction (20%) in no of resources.

5.3. SLA for Onsite Locations

SLA -1 (On-site engr. Locations)	** Priority level	Avg. Response time	Avg. Resolution time On OS level calls	Avg. Resolution time On Hardware level calls
LAN / Servers / Critical Users	S1- Critical	Within 10 min	Within 3 hours	Within 8 hours
Desktops	S2- Medium	Within 20 min	Within 6 hours	Within Same Business Day
Planned activities	S3-Low	Within 2 hours	Within 12 hours	Within Same Business Day

5.4. SLA Requirements

Sr. No.	Service	Parameter	Service Level	Validation	Penalty
1	Project Management	Submission of Monthly Project Status reports & Conducting Status meetings	100	Minutes of Meetings Approval of Status reports by Engineer-in-charge	charge 2% of monthly FMS charges for every default
2	Helpdesk	Resolution of ticket logged as per the Severity definition chart	99	Reports generated from Ticket logging system	95%-99% calls resolved in specified time: 2% penalty on the monthly FMS charges 90% -95% calls resolved in specified time: 5% penalty on the monthly FMS charges
3	Install, Moves, Add, Changes (IMAC) Services	Should be part of Monthly project status report	95	Report	0.2% of monthly FMS charges
4	Asset / Inventory Management	Provide monthly MIS Asset Inventory	95	Report	0.2% of monthly FMS charges
		Provide monthly MIS on new requirements	95	Report	0.2% of monthly FMS charges

Sr. No.	Service	Parameter	Service Level	Validation	Penalty
		with procurement time			
		Conduct Annual Physical Asset verification	100	Management approval of Physical Asset Verification report	0.5% of Yearly FMS charges
5	Vendor Management Services	Evaluation of Supplier Performance on quarterly basis	100	Management approval of Supplier Performance evaluation report	0.5% of Quarterly FMS charges
		Tracking of Supplier SLA & tickets logged with suppliers	95	Status of tickets logged with Suppliers	0.5% of monthly FMS charges
		MIS reporting on AMC tenure, License fees	95	Report	0.2% of monthly FMS charges
6	Technical support Desk	Services Resolution of ticket logged as per the Severity definition chart	95	Reports generated from Ticket logging system	1% of monthly FMS charges
7	Antivirus Management	Rollout of latest anti-virus definition file on workstations	98	Reports generated from Anti Virus software console	1% of monthly FMS charges

Sr. No.	Service	Parameter	Service Level	Validation	Penalty
		and Servers on being made available on Supplier's website			
8	LAN & local server administration	Resolution of ticket logged	99	Reports generated from Ticket logging system	Covered under 1
9	Network Monitoring & Management	SI to monitor the availability of the network link for 99% uptime. SI should measure link Availability on a monthly basis.	99	Downtime reports	Reports on the Network performance Penalty of 2% per month will be deducted from the monthly FMS charges, if the Reports are not submitted by the SI. Important: A separate SLA will be signed with bandwidth provider.
		Resolution of ticket logged Related to Networks	99	Reports generated from Ticket logging system	Covered under 1

Sr. No.	Service	Parameter	Service Level	Validation	Penalty
		Data Centre Network Availability Minimum of 99.8% uptime measured on a monthly basis	99.80	Report	o 2% of monthly FMS charges for less than 99.8% o 3% of monthly FMS charges for less than 98.0% o 5 % of monthly FMS charges for less than 95%
		Network Availability Minimum of 98% uptime measured on a monthly basis	98	Report	o 2% of monthly FMS charges for less than 98% o 3% of monthly FMS charges for less than 97% o 5% of monthly FMS charges for less than 95 %
		Zonal Offices Network Availability Minimum of 97% uptime measured on a monthly basis	97	Report	o 2% of monthly FMS charges for less than 97% o 3% of monthly FMS charges for less than 95%
10	Data Centre Operations	MIS reporting on physical and environmental conditions controls	95	Report	0.2 % of monthly FMS charges
		MIS reporting of health checkup	95	Report	0.2 % of monthly FMS

Sr. No.	Service	Parameter	Service Level	Validation	Penalty
		of all systems & modules installed			charges
11	Server Administration / Management	Rollout of patches (OS, infra level) on workstations and Servers after patch being approved on test environment	98	Patch update report	0.5% of monthly FMS charges
		Uptime of app servers	99.8	Report	<ul style="list-style-type: none"> o 2% of monthly FMS charges for less than 99.8% o 3% of monthly FMS charges for less than 98% o 5% of monthly FMS charges for less than 95%
		Uptime of servers except	99.8	Report	<ul style="list-style-type: none"> o 2% of monthly FMS charges for less than 99.8% o 3% of monthly FMS charges for less than 98% o 5% of monthly FMS charges for

Sr. No.	Service	Parameter	Service Level	Validation	Penalty
					less than 95%
12	Backup/ Restore Management	The FMS provider should take backup as per the backup schedule defined by AEML	99	Report	If the negligence is found in monthly audit, the FMS vendor would be penalised a sum of Rs. 5,000/- per negligence.
		FMS Provider would periodically (once a quarter on a random day) should restore the backup data	100	Report	Rs 5000/-for every restore test failure
13	Mail / Messaging System	Uptime of email server	99	Report	o 2% of monthly FMS charges for less than 99% o 3% of monthly FMS charges for less than 98% o 5% of monthly FMS charges for less than 95%
		Provide monthly MIS of user account and mailboxes	95	Report	0.2% of monthly FMS charges

Sr. No.	Service	Parameter	Service Level	Validation	Penalty
		created/deleted.			
14	Incident management	Resolution of ticket logged in Incident Management tool	99	Reports generated from Ticket logging system	0.5% of monthly FMS charges
15	Ticketing Management	Resolution of ticket logged in Incident Management tool	99	Reports generated from Ticket logging system	0.5% of monthly FMS charges
16	Problem Management	Vendor shall analyze all the incidents and provide a root cause report every month if there are more than 10 incidents of the same type. Vendor shall take the needed Corrective action to prevent further issues due to the same cause.	100% timely submission covering all incidents logged in that month	<ul style="list-style-type: none"> o Root cause report o Incident report stating problems faced by the users o Document detailing corrective action 	<ul style="list-style-type: none"> o 5% penalty on the monthly FMS charges of that Project Area, if the Vendor does not submit a problem report for that month. o 5% penalty on the monthly FMS charges of that Project Area, if the Vendor does not perform the corrective action for more than one calendar

Sr. No.	Service	Parameter	Service Level	Validation	Penalty
					month.
17	Change Management	Resolution of Change Management ticket logged in Change Management tool	99	Reports generated from Change Management System	Covered under 1
18	Release Management	Resolution of ticket logged in Incident Management tool	99	Reports generated from Ticket logging system	0.5% of monthly FMS charges
19	Availability Management	Should be part of Monthly status report	95	Report	0.2% of monthly FMS charges
20	Performance Management	Should be part of Monthly status report	95	Report	0.2% of monthly FMS charges
21	Capacity management	Should be part of Monthly status report	95	Report	0.2% of monthly FMS charges
22	Security Management	Should be part of Monthly status report	95	Report	0.2% of monthly FMS charges
23	Resource Management	Number of shift days for which	98% averaged	o Attendance track	If the resource availability is

Sr. No.	Service	Parameter	Service Level	Validation	Penalty
		resource present at the designated location / Total number of shift days	over all resources designated for SI services -calculated on a monthly basis	o Call Log o Audit calls/ visits Measured on a monthly basis	less than 95%, then payment shall be deducted based on the pro-rata basis.
		Resource provided is not as per specified certification / experiences	100% of the resource given	Experience Certificate of FMS personnel submitted	Per day deduction = 0.5 * (Monthly value for that manpower as per SOR) / 30

Uptime Calculation for the month:

$$\{[(\text{Actual Uptime} + \text{Scheduled Downtime}) / \text{Total No. of Hours in a Month}] \times 100\}$$

"Actual Uptime" means of the Total Hours, the aggregate number of hours in any month during which each equipment is actually available for use.

"Scheduled Downtime" means the aggregate number of hours in any month during which each equipment, is down during total Hours, due to preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not attributable to Supplier's (or Service provider's) failure to exercise due care in performing Supplier's responsibilities.

The Purchaser would provide a maximum of 04 hours of planned downtime for the preventive maintenance (as part of scheduled downtime) per month per equipment/service.

The downtime for scheduled maintenance (patch application, upgrades - OS, Database, etc.) would need to be mutually agreed between Utility and the FMS vendor. To reduce this time, various maintenance activities can be clubbed together with proper planning.

"Total Hours" means the total hours over the measurement period i.e. one month (24 * number of days in the month).

FMS Vendor has to sign SLA prior to start of FMS contract. During initial six weeks viz. initial period of taking over by FMS vendor after completion of all installation & commissioning jobs, FMS vendor shall provide minimum agreeable services. Formal SLA shall be enforced only after initial transition period.

The Overall penalty applicable would be max 10 % to the total order value.

5.5. Severity Level Matrix for IT Infrastructure Domains

Component Affected	Severity Level 1	Severity Level 2	Severity Level 3
Server	Server failure Hardware failure Virus Problem Cannot login to server Backup problems Messaging service failure	Disk space problems CPU Utilization Bottlenecks	Server upgrades Bug fixes, patch installations Preventive maintenance Mail Database response is slow
Network	Router, Switch failure Communication link failures Network printers	Cabling problems affecting some users Network Contention	New cable layout Configuration change of Router, Hub
Software	OS problem on Server, OS corruption Problems in Network connectivity software	Performance tuning /response time	New software installation
Nodes	All calls of critical users. Virus problem	Calls Related to normal desktop users Printing problems Problems with Area specific software products	New Hardware / software installation & upgrades New software installation Moves, Disposals

5.6. Penalties for the SLA Breach

Already covered in 5.4 SLA Requirements

5.7. Vendor Escalation Matrix

Escalation level	Authority		Contact details
	Name	Designation	
Level I			
Level II			
Level III			

5.8. Competence Awareness and Training

The work performed by the vendor/Partner's FM team being critical to the business hence Adani Electricity will ensure required specific application/tools training will be provided. Adani Electricity IT team will provide process of how this has to be handled by the FM team.

Vendor need to train their resources on upcoming technologies, Applications, technical solutions, systems especially used, adopted by AEML time to time during the contract.

All the below mentioned activities have to be carried out in coordination with Adani Electricity.

5.9. Review Mechanism

- Periodic Customer Satisfaction Survey/Feedback with Adani Electricity.
- Root-Cause Analysis.
- Corrective Mechanisms to improve SLA.
- Continuous identification & training program for the engineers.
- On each Saturday, vendor to reconcile weekly records/ on-line forms/ application/ requests/ activity updates/ Inventory updates/MACD activities etc. and it should come in monthly update.

5.10. Vendor Prequalifying Criteria

- The Bidder should have attested photocopy of valid Income Tax PAN card.
- The Bidder should have attested photocopy of valid GST Registration Certificate.
- The Bidder should provide attested photocopy of partnership Deed / Memorandum of Article of Association as the case may be if the bidder is a Partnership firm or a joint stock company (if any).
- The bidder should be an ISO Certified Company 9001:2015 or latest. Attested copy of proof by the bidder must be uploaded.
- The bidder should have an ISO 20000 (Information Technology Service Management) & ISO 27001 (Security) certification or latest. Attested copy of proof by the bidder must be uploaded.
- Document showing the bidder had an average annual turnover of a minimum of INR Rs.50 Crores & above (Rupees 50 crores) in the last three years. CA Certificate & balance sheet stating turnover of last 3 financial years must be uploaded.
- Bidder should be profit making company in the last three financial years. Attested copy of proof by the bidder must be uploaded. Certificate from CA must be uploaded.
- The bidder should have successfully executed at least two contracts of similar nature (IT FMS service for IT infrastructure) within the last three years, each costing not less than 1,00,00,000/- (Rs. One Crore) Per Annum in any Govt. / Semi. Govt /PSU/Public undertaking organizations/Enterprise with a minimum deployment of more than 50 Resources in a single contract in a year for IT FMS Support.
- Attested copy of proof that bidder is having registered office in Mumbai.
- The bidder must be an agency registered under the provisions of Company Act 1956 and must be in existence for the last 15 years or above.
- The bidder should have functional 24 x 7 NOC in Maharashtra for providing remote support. The preferred language used will be Marathi and English.
- The bidder should have minimum 5 ITIL certified engineers in the organization. Certificate from CA must be uploaded.
- The bidder should minimum 10 CISCO CCNA certified engineers. Certificate of the engineers must be uploaded.
- The bidder should have minimum 10 Microsoft Certified (MCP/MCSE) engineers in the organization. Certificate of the engineers must be uploaded.

- All the resources must be on direct payroll of the Bidder. NO third part outsourcing is allowed. A declaration on the same should be submitted by the vendor.
- The bidder should follow the minimum wages acts as per the state of Maharashtra.
- The bidder should not have been blacklisted from any GOVT/PSU/Enterprise organization. A declaration on the same should be submitted by the vendor.

5.11.Average calls per month

The bidder to quote for the resources based on the approx. Number of calls that are logged for the each function per month.

Sr.No	Dept	Avg. Calls / month in Last 6 months
1	Server	5502
2	Network	3773
3	Lotus	5400
4	Helpdesk	4420

5.12.Server Details

Server Details				
S.No	Type	Windows	Linux	Sun Solaris
1	Physical	101	16	32
2	Virtual	17	2	
Total		118	18	32

The Server details are attached in a separate file

5.13.Network Details

Sr No	Devices Description	Counts
1	Firewall Devices	7
2	Core L3 & RTR Devices	42
3	Ring HMM Switches	137
4	L2 Switches	254
5	SCADA & DMS-Devices	98
6	FG Wireless AP	84
7	FG-30 B & D UTM	13

The network details are attached in a separate file

5.14. Asset Details

ZONE	DESKTOP	LAPTOP	Grand Total
CENTRAL	172	48	220
DEVIDAS	203	262	465
EZ	371	95	466
NZ	382	113	495
REMI	96	35	131
SCZ	430	151	581
South Zone	215	75	290
Grand Total	1869	779	2648

The asset details are attached in a separate file

5.15. Printer Details

Zone	Count
SOUTH CENTRAL ZONE	82
CENTRAL ZONE	46
EAST ZONE	72
NORTH ZONE	107
SOUTH ZONE	81
Grand Total	388

The printer details are attached in a separate file

6. RFP Processes

6.1. Projected Time frame

The expected time-frame for the milestones of the RFP processes are summarized in the following table:

RFP Time Frame Table	
Milestone	Due period
Letter of Intent to Propose	7 days
Proposal Submission	15days
Proposal Evaluation/Clarifications	7 days
Vendor Presentations	7days
Vendor Selection	7 days
Contract Awards	7 days
Delivery of Services by Vendor	Immediately

6.2. Letter of Intent to Propose

The bidders are required to confirm in writing their intent to submit a response to this RFP within seven (7) days after the reception of the RFP. The response should also include the name, telephone, fax and email of a designated coordinator, who shall be the point of contact between Adani Electricity and the bidder firm during the period from sending its proposal until contract(s) is awarded.

The letter of intent should be sent by electronic mail to:

Shri Ajoy Rajani

CIO

Adani Electricity Limited, IT Department,
1st Floor, Devidas Lane, Near MTNL Office,
Off. S.V.P Road
Borivali (W), Mumbai - 400 103
Maharashtra, India

6.3. Inquiries

Any questions about the RFP must be submitted in writing to:

Rohit Dighe

Addl. V P - IT Dept.

Adani Electricity Limited, IT Department,
4th Floor, Devidas Lane, Near MTNL Office,
Off. S.V.P Road

Borivali (W), Mumbai - 400 103

Maharashtra, India

E-mail – rohit.dighe@Adani.com

Mobile: 9324749734

All questions about the administrative and technical contents of the RFP must be submitted in writing and addressed as shown above. Questions may be e-mailed to the e-mail address or faxed to the fax number shown above. All questions must be received no later than **Fourteen (14) days after the reception of the RFP**. Adani Electricity will prepare a written response to all questions. No individual responses to specific vendors will be given prior the reception of all questions. The bidder is not allowed to contact or talk with any other Adani Electricity personnel regarding this RFP unless specifically authorized by the person mentioned above.

6.4. Vendor/Partner Presentation

Vendor/partner oral presentations shall be requested / permitted if they are necessary to properly clarify compliance with the requirements of this RFP. Adani Electricity will not be liable for any costs associated with the presentation.

6.5. Submission of Proposals

One (1) copy of technical bid & un-priced commercial offer in separate sealed envelope to be sent to our Mumbai Office at the following address on or before the date given on the invitation letter:

Shri Ajoy Rajani

CIO

Adani Electricity Limited, IT Department,
1st Floor, Devidas Lane, Near MTNL Office,
Off. S.V.P Road
Borivali (W), Mumbai - 400 103
Maharashtra, India
E-mail –ajoy.rajani@adani.com

One (1) copy of technical bid & un-priced commercial offer and One (1) copy of priced commercial offer (Priced offer shall be sent in a separate sealed envelope), to our Office at the following address:

Shri Rohit Agarwal

Vice President CPG,
1st Floor, Devidas Lane, Near MTNL Office,
Off. S.V.P Road
Borivali (W), Mumbai - 400 103
Maharashtra, India

The proposal should be submitted in hard copy as well as soft copy. Bidder submitted proposal will be valid for 3 months from date of submittal.

6.6. Accepted proposals

In the case that Adani Electricity accepts the proposal, the selected bidder response to the RFP will be considered to be binding on the Vendors/partners and will be used in whole or in part, in the contract between Adani Electricity and the Vendors/partners.

6.7. Contract Award

After evaluation of all acceptable proposals by the evaluation team, a contract may be awarded to the responsible Vendors/partners whose proposal meets the requirements of this RFP and receives the highest overall rating on the evaluation criteria. The award document will be a contract incorporating all of the requirements, terms and conditions of the RFP, the

Vendor/Partner proposal, the Standard Clauses for all Adani Electricity Contracts, and any appendices, exhibits and/or other attachments as required by Adani Electricity.

6.8. Notification of Award

The successful Vendor/partner will be advised of selection, through the issue of a "Notification of Award Letter." All Vendors/partner shall be notified of the selection or rejection of their Proposals.

6.9. Contract Approval

Adani Electricity shall have direct access to personnel of the selected Vendors/partners(s) who have full authority to make commitments on behalf of the Vendors/partners. The Vendors/partner shall include, as part of their proposal, any restrictions under which their primary negotiations will operate.

7. Vendor selection process and Proposal Evaluation Criteria

AEML selects on the best value/price performance and on best meeting the company requirements. Therefore AEML does not commit to award a contract to the lowest price offer.

The following will be the Evaluation criteria for selecting the vendor for providing the services

Sr.No	Category	Break-up	Rating Criteria
1	Project management Satisfaction level with previous implementation	10	Past Project approach was extremely satisfactory, Rating =50,Past Experience was not excellent but not bad also, Rating = 25 ,Not worked with vendor in Past , Rating = 20,Past experience was bad, Rating = 0,
2	Own technical infrastructure facilities available in major states India	30	Technically satisfactory solution provided in past, Rating=30, , Not worked with vendor in past, Rating = 15,Technically bad solution provided in past, Rating =0
3	Execution of contracts for client in India with >50 offices in a city	30	Execution of contracts with > 50 offices in a city, Rating =30, Execution of contracts with < 50 but > 20 ,Rating = 10, execution of contracts with < 20 , Rating= 0
4	Execution of contracts with a user base of > 3000 users per client *	30	Execution of contracts with a user base of > 3000 users per client, Rating=30, Execution of contracts with user base >=1000 to <=3000, Rating=10, execution of contracts <1000, Rating=0
	Total Firm Score		

Vendor Score < 60 then bidder is Disqualified

* Vendor needs to submit the Customer Certification.

8. AEML locations:

Kindly note that the following are the office locations of the Mumbai distribution Business (MDB). The engineers are located at the Zonal offices have to visit to various sub zonal offices. The Bidders has to consider the conveyance expenses of an engineer while quoting for the bid.

S/N	Zone	City	Location	Office Address
1	Devidas	Mumbai	Devidas Borivli West	ADANI ELECTRICITY LTD, Devidas Lane, Nr Tel Exchange, Borivali(W), Mumbai-400092. , Mumbai, Maharashtra ,India
2	REMI	Mumbai	AEML Andheri East	Adani Energy Management Institute, Opp. SEEPZ Gate no.3 JV link Road, Goregaon (E), Mumbai -65.022-30093315/4472
3	REMI	Mumbai	IIT Powai	Shop 3,Prashnat Apts, Adishankarcharja marg, Opp IIT main gate, Powai, Mumbai-4000, Mumbai, Maharashtra ,India
4	REMI	Mumbai	Powai	Shop No 1 , Pundlik Villa CHS , Hare Krishna Marg , Near Datta Samant's Bungalow , Powai Market , Mumbai, Mumbai, Maharashtra ,India
5	Central	Mumbai	Goregaon Dindoshi	Adani ElectricityLimited Western Express Highway Opp.Patel Venica, Goregaon(E), Mumbai 400097. , Mumbai, Maharashtra ,India
6	Central	Mumbai	Thakur Complex Kandivali East	Bansuri Apartment , Thakur Complex , Kandivali (East) Mumbai , Mumbai, Maharashtra ,India
7	Central	Mumbai	Palm Court Malad West	Behind Palm Court Complex, Off Link Road, Malad(W), Mumbai , Mumbai, Maharashtra ,India
8	Central	Mumbai	Cama Goregaon East	Cama Industrial Estate, Nr.Nrilon,W. E.Highway, Goregoen(E), Mumbai - 400063. , Mumbai, Maharashtra ,India
9	Central	Mumbai	dindoshi	Gr Floor , Balkrishna Apt , Opp Sanmitra Shala,Gogate Wadi , Off Aarey Road, Goregoan(E), Mumbai-400063. , Mumbai, Maharashtra ,India
10	Central	Mumbai	CCC. Kandivali East	Indu Smruti,Shop no04,Chitabhai patel Rd, Govind dalvi Nagar,Nr Bus depot, Kandivali (E), MUMBAI - 400 101. , Mumbai, Maharashtra ,India

S/N	Zone	City	Location	Office Address
11	Central	Mumbai	Chincholi Malad West	Junction of Linking Road & Chinchavali Road & S.V.Rd,Malad (W), Mumbai - 400064. , Mumbai, Maharashtra ,India
12	Central	Mumbai	Erangal Malad West	Malad Marve Road, Erangle Village, Malad (W), Mumbai 400 064. , Mumbai, Maharashtra ,India
13	Central	Mumbai	Samata Nagar CCC. Kandivali East	Near bldg no 26,Samta Nagar,H.B,Samta nagar, Kandivali (E), MUMBAI-4000 , Mumbai, Maharashtra ,India
14	Central	Mumbai	Nirlon Goregaon East	Nirlon Compound, W E Highway, Goregaon (E) Mumbai 400063 , Mumbai, Maharashtra ,India
15	Central	Mumbai	NSE Goregaon East	NSE complex, W E Highway, Goregaon (E), Mumbai 400063. , Mumbai, Maharashtra ,India
16	Central	Mumbai	Liberty Garden CCC. Malad West	Opp BMC Office, Mamletdar wadi, Malad (W), MUMBAI - 400 064. , Mumbai, Maharashtra ,India
17	Central	Mumbai	Aarey Mahananda	Opp. Mahananda Dairy , Westen Highway , Goregaon(E) , Mumbai - 400063. , Mumbai, Maharashtra ,India
18	Central	Mumbai	Dafary Road Malad East	PRIMAL BLDG, DAFTARY ROAD, MALAD(E), MUMBAI - 400 097. , Mumbai, Maharashtra ,India
19	Central	Mumbai	Goregaon Receiving	ADANI ELECTRICITY R/S,,Near Sahara India , S.V. Rd, Goregoan (W), MUMBAI-400062. , Mumbai, Maharashtra ,India
20	Central	Mumbai	Chinchavali Malad West	ADANI ELECTRICITY,Opp Ramanjaneya Hotel , On the junction of S V Road and Chincholi Bunder Rd,Malad (W), Mumbai-4000 , Mumbai, Maharashtra ,India
21	Central	Mumbai	Bangur Nagar CCC. Goregaon West	Shop no 57,Gr Floor,Bhanumati shopping centre, Bangur nagar, Goregoan (W), MUMBAI - 400 090. , Mumbai, Maharashtra ,India
22	Central	Mumbai	Kharodi	Malad (W)
23	Central	Mumbai	The Times Of India	Malad (E)
24	Central	Mumbai	Goregaon West	S.V.Road , Near Sidharth Nagar , Champion, Goregaon (W) , Mumbai - 400062. , Mumbai, Maharashtra ,India
25	North	Mumbai	Kandivali	Adani ElectricityLimited, North Zonal Office, Junction of Shankar SDHe & S.V. Rd, Kandivali(W), Mumbai-400067. , Mumbai, Maharashtra ,India

S/N	Zone	City	Location	Office Address
26	North	Mumbai	Kishor Kunj Borivli East	Grd Flr,Kishore Kunj, Opp Kasturba Mincipal School, Kastura SDHe no 2, Borivali(E), Mumbai-400066. , Mumbai, Maharashtra ,India
27	North	Mumbai	Chamunda Circle Borivali West	Jalaram Vihar,Ganjawala SDHe, OFF SVP Rd, Near Chanmumda Circle, Borivali(W), Mumbai -400092. , Mumbai, Maharashtra ,India
28	North	Mumbai	Shimpoli Borivali West	Junc. of Shimpoli Road & S V Road, Borivali (W), Mumbai 400092. , Mumbai, Maharashtra ,India
29	North	Mumbai	ADANI ELECTRICITY Quarters Dahisar West	Near Rly Phatak, Dr. Jaywant Sawant Rd, Dahisar(W), Mumbai -400068. , Mumbai, Maharashtra ,India
30	North	Mumbai	Gorai	Nr. Gorai Bus Depot., L.T. Road, Borivali (W), Mumbai 400092. , Mumbai, Maharashtra ,India
31	North	Mumbai	Dahisar	Nr.Post Office & High School, Shailendra Nagar, Dahisar (E), Mumbai - 400068. , Mumbai, Maharashtra ,India
32	North	Mumbai	Shrikrishna Shopping Dahisar East	Shree Krishna Shopping Centre, Shop NO.1,Stn Rd, Dahisar(E), Mumbai- 400068. , Mumbai, Maharashtra ,India
33	North	Mumbai	I C Colony Borivli West	Super Market, Alexo 2 apts IC colony, Borivali (W), Mumbai-400103 , Mumbai, Maharashtra ,India
34	North	Mumbai	Borivli	Western Express Highway, Opp Special Steel, Borivali (E), Mumbai 400 066 , Mumbai, Maharashtra ,India
35	North	Thane	Jagannath Dham Bhayander West	Jagannath dham, Vinayak SDHe,Station road, Bhayander (W), Thane DIST. Pin Code - 401105. , Thane, Maharashtra ,India
36	North	Thane	Bhayander West	Janardan Rakvi Marg, Near Patadia complex, Bhayandar (W), Thane , Thane, Maharashtra ,India
37	North	Thane	Uttan	Mira - Bhayandar Municipal Office, Uttan,THANE. , Thane, Maharashtra ,India
38	North	Thane	Mira	Mira M.I.D.C. , Behind MBMC Water pump, Mira, Dist Thane , Thane, Maharashtra ,India
39	North	Thane	Bhayander East	Pawanputra Bldg, Nr Bhayander Phatak, Bhayander(E), Thane - 401101. , Thane, Maharashtra ,India
40	North	Thane	Ghodbunder	ADANI ELECTRICITY 220 Kv. Receiving, Nr. Raj Bucket Factory, Ghodbundar Village, Dist-Thane-401104 ,

S/N	Zone	City	Location	Office Address
				Thane, Maharashtra ,India
41	North	Thane	Saidham Ratnam Bldg. Bhayander East	Sai dham,.Ratnam Bldg, Opp.Baliram Patil road, Bhayendar (E), Thane DIST. , Thane, Maharashtra ,India
42	North	Thane	Shantinagar Mira Road East	Shanti Nagar, Sector7, Mira Rd(E), Thane- 401 107. , Thane, Maharashtra ,India
43	North	Mumbai	Akansha Bldg CCC. Kandivali West	Akanksha bldg,Shop no 8, Station rd,Nr Sona cinema, Kandivali (W), MUMBAI-400067. , Mumbai, Maharashtra ,India
44	North	Mumbai	KIE Kandivali West	Behind Petrol Pump Link Road, Charkop, Kandivali (W), Mumbai 400067. , Mumbai, Maharashtra ,India
45	North	Mumbai	Malad West CCC	ADANI ELECTRICITY Staff Qtrs, Nr N.L.High School, S.V. Rd, Malad (W), MUMBAI - 400064. , Mumbai, Maharashtra ,India
46	North	Mumbai	Charkop CCC. Kandivali West	Shop No 3,Charkop Joy CHS , Near Asha Hotel, Opp Rana Industries , Charkop, Kandivali (W) , Mumbai-400067 , Mumbai, Maharashtra ,India
47	North	Mumbai	Kandivali Receiving	Station Road Opp. Telephone Exchange Kandivali (West), Mumbai 400067. , Mumbai, Maharashtra ,India
48	South	Mumbai	Bandra East	RNA Corporate Park, Old Kala Mandir, Near Collector's Office, Bandra (East), Mumbai 400 051, Mumbai, Maharashtra ,India
49	South	Mumbai	Jain Arcade Khar	1st Rd,Opp Jain Arcade, C.D.Marg, Khar(W), Mumbai-400052, Mumbai, Maharashtra ,India
50	South	Mumbai	MMRDA Bandra	Bandra Kurla Road, Nr. ICICI Bank, Opp. Asian Heart Building Bandra(E), Mumbai 400051.
51	South	Mumbai	Kherwadi Bandra	B/71,Govt Colony, Opp State Bank, Bandra(E), Mumbai-400051, Mumbai, Maharashtra ,India
52	South	Mumbai	Juhu	Cooper Hospital Compund, N.S.Rd No 1Juhu Irla, Vile-Parle(W), Mumbai-400049, Mumbai, Maharashtra ,India
53	South	Mumbai	Bombilwadi	Ice Factory SDHe,Nr Bata Show room, Off Hill Rd, Bandra(W), Mumbai-400050, Mumbai, Maharashtra ,India
54	South	Mumbai	Juhu North	Juhu Bus Stn,Opp Church, Vile-Parle(W), Mumbai-400049, Mumbai, Maharashtra ,India
55	South	Mumbai	ADANI ELECTRICITY	Linking Rd, Opp Bandra talkies, Khar(W), Mumbai-

S/N	Zone	City	Location	Office Address
			Quarters Khar West	400050, Mumbai, Maharashtra ,India
56	South	Mumbai	Bandra	Linking Rd,Opp Shoppers Stop, Opp Bandra talkies, Bandra(W), Mumbai-400050, Mumbai, Maharashtra ,India
57	South	Mumbai	KalaNagar	Near Drive-in Theater Behind BMRDA Office, B.K. Complex, Kalanagar, Bandra(E), Mumbai 400051., Mumbai, Maharashtra ,India
58	South	Mumbai	Bandra Terminus	Near Khar Railway Qtrs, Opp.Bandra Terminus Railway Station, Bandra (E), Mumbai-400051, Mumbai, Maharashtra ,India
59	South	Mumbai	Rammandir Road Vile Parle West	Near Parle Book Depot, Vile-Parle(E), Mumbai-400057, Mumbai, Maharashtra ,India
60	South	Mumbai	24th Road Bandra	Nr. Patwardhan Udyan, 24th road, Bandra (W), Mumbai 400 050., Mumbai, Maharashtra ,India
61	South	Mumbai	Vile Parle	Opp Centaur Hotel, Western Exp Highway, Domestic Airport, Vile-Parle(E), Mumbai-400057., Mumbai, Maharashtra ,India
62	South	Mumbai	Church Road Vile Parle	Opp St Xavier's High School, Vile-Parle(W), Mumbai-400056, Mumbai, Maharashtra ,India
63	South	Mumbai	Kalina	Opp. Two Star Hotel, K. K. Road, Kalina, Santacruz (E) Mumbai 400055., Mumbai, Maharashtra ,India
64	South	Mumbai	Sahakar Bazaar Bandra West	Oracle point, 4th flr, opp Bandra Station (W), Mumbai-400 0050, Mumbai, Maharashtra ,India
65	South	Mumbai	Vakola CTS Santacruz East	Adani ElectricityLimited, Vakola, Santacruz (E) Mumbai, Mumbai, Maharashtra ,India
66	South	Mumbai	I and C Bldg. Santacruz East	Adani ElectricityLimited,I&C and SCADA, Santacruz (East), Mumbai-400055, Maharashtra., Mumbai, Maharashtra ,India
67	South	Mumbai	R and D Bldg. Santacruz East	Adani ElectricityLimited,R&D Center, Santacruz (East), Mumbai-400055, Maharashtra., Mumbai, Maharashtra ,India
68	South	Mumbai	Bandra East	RNA Corporate Park, 1st flr Old Kalamandir, Near Collector's Office, Bandra (East), Mumbai 400 051, Mumbai, Maharashtra ,India
69	South	Mumbai	Poddar	Sarasvati Rd,Opp S.V.Rd, Santacruz (W), Mumbai-

S/N	Zone	City	Location	Office Address
			Santacruz West	400054, Mumbai, Maharashtra ,India
70	South	Mumbai	NAGIN MAHAL, CHRUCHGATE	ADANI ELECTRICITYLTD, 6TH FLR, NAGIN MAHAL, NR.INDIAN CHEMBER BLDG, VEER NARIMAN RD, CHRUCHGATE, MUMBAI-400020
71	South	Mumbai	ACE BANK	Air Corporation Bank,Near Domastic Air Port Vile Parle East.
72	South	Mumbai	ACE BANK	Air Corporation Bank, 2nd Floor Air India Corporation Building,Nariman Point Church Gate
73	South	Mumbai	PNB Bank	Punjab and Maharastra Bank Pali Naka Bandra West
74	South	Mumbai	Karur Vaisya Bank	Karur Vaisya Bank CST
75	South	Mumbai	Magnum Opes Building	Magnum Opes Building 2nd floor Near Hayat Hotel Santacruz East.
76	South Central	Mumbai	E.7 MIDC Andheri East	Adani ElectricityLimited, Plot No.E-7, 1st flr, Opp. M.I.D.C. Police Station Andheri (E), Mumbai 400093. , Mumbai, Maharashtra ,India
77	South Central	Mumbai	Borosil Andheri East	Borosil Glass Factory, Marol Maroshi Road, Andheri (E), Mumbai - 400 093. , Mumbai, Maharashtra ,India
78	South Central	Mumbai	Satelite Classic Jogeshwari East	G-1/ B,Satellite Classic, Caves Rd, Jogeshwari(E), Mumbai- 400060 , Mumbai, Maharashtra ,India
79	South Central	Mumbai	Airport Sahar Road	Junc. Of Sahar Road & Airport Road P & T Colony, Opp.Indian Oil Petrol Pump, Andheri (E), Mumbai 400099. , Mumbai, Maharashtra ,India
80	South Central	Mumbai	Ambivli Andheri West	Laxmi Ind Estate, Link Rd, Andheri(W), Mumbai-400058. , Mumbai, Maharashtra ,India
81	South Central	Mumbai	Versova	Lokandwala Complex, Near BMC Dumping Station, Versova, Andheri (W), Mumbai 400061. , Mumbai, Maharashtra ,India
82	South Central	Mumbai	Andheri West (Ndaco)	Near Bus Depot, Opp.BSES MG Hospital, S V Road, Andheri (W) Mumbai 400058. , Mumbai, Maharashtra ,India
83	South Central	Mumbai	Old Nagardas Road Andheri East	Near Chinai College, Opp Post Office, Andheri(E), Mumbai-400069 , Mumbai, Maharashtra ,India
84	South	Mumbai	Meghwadi Jogeshwari	Near MHB Colony Janata Colony, Jogeshwari (E),

S/N	Zone	City	Location	Office Address
	Central		East	Mumbai 400060. , Mumbai, Maharashtra ,India
85	South Central	Mumbai	Chakala Andheri East	Nr German Remedies, A.K.Rd, Andheri(E), Mumbai-400093 , Mumbai, Maharashtra ,India
86	South Central	Mumbai	E.4.2 MIDC Andheri East	Adani ElectricityLimited,E-4 (II) MIDC,Andheri East, Mumbai-400093, Maharashtra., Mumbai, Maharashtra ,India
87	South Central	Mumbai	E.4.1 MIDC Andheri East	Adani ElectricityLimited,E-4 (I) MIDC,Andheri East, Mumbai-400093, Maharashtra., Mumbai, Maharashtra ,India
88	South Central	Mumbai	Majaswadi Jogeshwari East	Samartha Nagar CC , Majaswadi , Near Pravin Shinde Coporater , Near Ganesh Hotel, Jogeshwari(E) Mumbai - 400060. , Mumbai, Maharashtra ,India
89	South Central	Mumbai	Samarthnagar Andheri West	Samarthnagar, Lokhandwala, Andheri(W), Mumbai-400053 , Mumbai, Maharashtra ,India
90	South Central	Mumbai	Seepz	SEEPZ compound, Nr Jewellers, MIDC, Andheri(E), Mumbai-400096 , Mumbai, Maharashtra ,India
91	South Central	Mumbai	Malcom Baug Jogeshwari West	Shop No 6 , Sani Shopping Center, Opp Jogeshwari Rly Stn, Jogeshwari(W), Mumbai-400102 , Mumbai, Maharashtra ,India
92	South Central	Mumbai	HDL SCADA	ANDHERI EAST
93	South Central	Mumbai	HUL SCADA	ANDHERI EAST
94	South Central	Mumbai	JOGESHWARI WEST CASH COUNTER	JOGESHWARI WEST
95	South Central	Mumbai	MEGHWADI RECEIVING	ANDHERI EAST
96	South Central	Mumbai	PMC POONAM BANK CASH COUNTER	ANDHERI EAST
97	South Central	Mumbai	JAMMU AND KASHMIR BANK CASH COUNTER	ANDHERI EAST
98	South Central	Mumbai	KARUR BANK CASH	ANDHERI EAST

S/N	Zone	City	Location	Office Address
			COUNTER	
99	South Central	Mumbai	CITY UNION BANK CASH COUNTER	ANDHERI EAST
100	South Central	Mumbai	LAXMI VILAS BANK CASH COUNTER	ANDHERI EAST
101	South Central	Mumbai	EXCELLENT CO.OP.BANK CASH COUNTER	ANDHERI EAST
102	South Central	Mumbai	PMC VERSOVA BANK CASH COUNTER	ANDHERI WEST
103	South Central	Mumbai	PMC OSIVARA BANK CASH COUNTER	ANDHERI WEST
104	South Central	Mumbai	KARNATAK BANK CASH COUNTER	ANDHERI WEST
105	South Central	Mumbai	KARNATAK OSIVERA BANK CASH COUNTER	ANDHERI WEST
106	South Central	Mumbai	Vihar Road	Near Ansa Ind. Estate, Saki Vihar Road, Saki Naka, Mumbai -400 072. , Mumbai, Maharashtra ,India
107	East	Mumbai	Tilaknagar	Adani Electricity Limited, Near Sahakar Cinema, Amar Mahal, Tilak Nagar, Chembur , Mumbai - 400089. , Mumbai, Maharashtra ,India
108	East	Mumbai	Kannamvar Nagar	Bldg no 16, Grahak Sahakari Bhandar, Kannamvar nagar, MUMBAI., Mumbai, Maharashtra ,India
109	East	Mumbai	Shivaji Nagar	Dumping Ground, Old Slaughter House , Govandi, Mumbai- 400088. , Mumbai, Maharashtra ,India
110	East	Mumbai	Hingwala Ghatkopar East	Hingwala Lane, Station road, Bhaji Market, Ghatkopar (E), MUMBAI - 400077., Mumbai, Maharashtra ,India
111	East	Mumbai	15th and 18th Road Chembur	Junction of 15th & 16th road, Near Ambedkar garden, Chembur (W), MUMBAI-400071., Mumbai, Maharashtra ,India

S/N	Zone	City	Location	Office Address
112	East	Mumbai	Vikhroli	Junc.of Link Road & LBS Mrg. Nr Shreyas Cinema, Nityanand Nagar , Ghatkopar (W) Mumbai 400086. , Mumbai, Maharashtra ,India
113	East	Mumbai	MHB Tagore Nagar	Maharashtra Housing Board, Near BEST depot Tagore Nagar, Mumbai-400079, Mumbai, Maharashtra ,India
114	East	Mumbai	Bhaba Hospital Kurla West	Near Bhabha Hospital, Station road, Kurla (W) , MUMBAI - 400070., Mumbai, Maharashtra ,India
115	East	Mumbai	Chembur	Nr Kutch & Anchor Polytecnic and Deonar Depot, Sion.Trombe. Road , Chembur, Mumbai - 400088. , Mumbai, Maharashtra ,India
116	East	Mumbai	Anik Chembur	Opp Hindustan Petroleum gate, R.C.Marg,Vashinaka, Chembur, Mumbai - 400 071. , Mumbai, Maharashtra ,India
117	East	Mumbai	Bail Bazaar Kurla West	Opp Wadia Estate, Near Bail Bazar Police station, Bail Bazaar, Kurla(W), Mumbai- 400070. , Mumbai, Maharashtra ,India
118	East	Mumbai	Chedda Nagar Opp. Subramanian Temple	Opp. Subramanian Temple Chedda Nagar, Chembur Mumbai 400087 , Mumbai, Maharashtra ,India
119	East	Mumbai	Chunabhatti	R C F ,Near Shivshriti Complex, Near Telephone Exchange, E. E. Highway, Chunabhatti, Mumbai 400022. , Mumbai, Maharashtra ,India
120	East	Mumbai	Vikhroli CCC	Shefers Apt, Near BEST bus depot and MTNL office, Vikhroli(E), Mumbai-4000, Mumbai, Maharashtra ,India
121	East	Mumbai	Chembur Camp	Shop No 2 , SABRI SHIVAM Bldg,Ram Tekdi, C.G.Gidwani Marg,Near Nityanand Baug,Chembur Camp , Mumbai . 400 074
122	East	Mumbai	Sidhath Nagar	Swastik Park, Opp. Anand Mangal Hospital, Chembur, Mumbai-400071 , Mumbai, Maharashtra ,India
123	East	Mumbai	Tagore Nagar	Tagore Nagar, Nr. BMC Pump stn, Hariyali village, Opp Municipal School, Mumbai - 400 079. , Mumbai, Maharashtra ,India
124	East	Mumbai	Chedda Nagar V.K.R. Acharya Recreation Center	V.K.R. Acharya Recreation centre, Sector 1, Chhedanagar, Chembur, Mumbai, Mumbai, Maharashtra ,India