



ASSAM ELECTRICITY GRID CORPORATION LIMITED

Regd. Office: (FIRST FLOOR), BIJULEE BHAWAN, PALTANBAZAR, GUWAHATI - 781001

CIN: U40101AS2003SGC007238 GSTIN: 18AAFCA4973J9Z3

PHONE: 0361-2739520 Web: www.aegcl.co.in



No: AEGCL/MD/Tech-402/O&M(LAR)/AMC/Hitachi/RFP

Date: 12.08.2026

REQUEST FOR PROPOSAL(RFP)

For & on behalf of the Managing Director, AEGCL, the Chief General Manager (O&M) LAR invites sealed proposal from reputed Manufacturer of Substation Automation System software for Non-Comprehensive Annual Maintenance Contract (AMC) of the Substation Automation System (SAS) ,Numerical Protection Relays and RTUs installed at 17 nos. of Grid Substations under Lower Assam Region of AEGCL

1. Basic Details:

Name of work:	Annual Maintenance Contract (AMC) of the Substation Automation System (SAS), SCADA System and Numerical Protection Relays at 17 Nos. of Grid Substation under LAR, AEGCL
Inviting Authority:	Chief General Manager (O&M) LAR, AEGCL
Address:	AEGCL, Bijulee Bhawan, Paltanbazar, Guwahati, Assam-781001
Email:	cgmom.lar@aeqcl.co.in
Mode of Submission	Sealed Proposal (Hard Copy Only)
RFP ID	AEGCL/MD/Tech-402/O&M(LAR)/AMC/Hitachi/RFP

2. RFP Schedule

The following tentative schedule shall be applicable to this RFP. AEGCL reserves the right to modify any of the dates mentioned below by issuing a corrigendum.

Sl. No.	Activity	Date & Time
1	Issue of RFP	12.08.2026
3	Last Date for Submission of Queries	21.08.2026
5	Last Date & Time for Submission of Proposal	28.08.2026 14:00 hrs
6	Opening of Technical Proposal	29.08.2026



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3. Proposal Validity

The proposal submitted by the bidder shall remain valid for **180 (One Hundred Eighty) days** from the last date of submission of proposals. A proposal valid for a shorter period shall be liable for rejection as non-responsive.

4. Instructions to Participants

1. The detailed **Scope of Work, Eligibility Criteria, Technical Specifications, Terms & Conditions, Service Level Requirements and other provisions** are enclosed in **Annexure-I**, which shall form an integral part of this RFP.
2. Interested participants may submit their queries or seek clarifications, if any, through e-mail at cgmom.lar@aegcl.co.in on or before the date specified in the RFP Schedule.
3. Participants are advised to conduct a detailed site visit to familiarize themselves with the existing SAS, SCADA System, Numerical Protection Relays, communication network, and site conditions before submitting their proposals. Submission of a proposal shall be deemed to indicate that the bidder has fully acquainted itself with the scope of work and site conditions.
4. **The Technical Proposal and Commercial Proposal shall be submitted in separate sealed envelopes clearly superscribed "Technical Proposal" and "Commercial Proposal" respectively.**
5. **Both the envelopes shall be placed inside one outer sealed envelope superscribed with: "Proposal for Non-Comprehensive AMC of SAS, SCADA System and Numerical Protection Relays under O&M, LAR, AEGCL."**
6. The proposal shall be signed by the authorized signatory of the bidder on every page.
7. The proposal shall be submitted in a sealed envelope superscribing the name of the work and addressed to the Chief General Manager (O&M), Lower Assam Region, AEGCL. The proposal shall reach the office of the undersigned on or before the prescribed date and time.
8. **Proposals received after the stipulated date and time or submitted through e-mail, fax or any electronic mode shall be rejected and shall not be considered.**

5. Evaluation Methodology

The evaluation of proposals shall be carried out in the following stages:

Stage-I: Technical Evaluation

The Technical Proposals shall be examined to determine whether they are substantially responsive to the requirements of this RFP. The evaluation shall include, but not be limited to, verification of:

- Eligibility criteria.
- Experience and past performance.
- Compliance with the Scope of Work.



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- Compliance with all terms and conditions of the RFP.

Only those bidders whose Technical Proposals are found to be substantially responsive shall be declared **Technically Qualified**.

Stage-II: Commercial Evaluation

The Commercial Proposals of only the technically qualified bidders shall be opened and evaluated. The contract shall ordinarily be awarded to the bidder quoting the **Lowest Evaluated Responsive Price (L1)**, subject to acceptance by the Competent Authority and fulfillment of all contractual requirements.

AEGCL reserves the right to seek clarifications from any bidder during the evaluation process without altering the substance of the proposal.

6. General Conditions

1. AEGCL reserves the right to accept or reject any or all proposals, wholly or partly, or to annul the RFP process at any stage without assigning any reason whatsoever, and no participant shall have any claim against AEGCL on this account.
2. AEGCL reserves the right to withdraw, amend, modify or cancel the RFP at any stage before the award of contract by issuing an appropriate corrigendum or notification.
3. The successful bidder shall execute the contract agreement and commence the services within the period stipulated in the Letter of Award (LoA).

7. Address for Submission of Proposal

The Chief General Manager (O&M), Lower Assam Region

Assam Electricity Grid Corporation Limited (AEGCL)

First Floor, Bijulee Bhawan

Paltan Bazar

Guwahati – 781001

Assam, India

Phone:

Chief General Manager (O&M) LAR
AEGCL, Bijulee Bhawan,
Paltan Bazar, Guwahati -1.

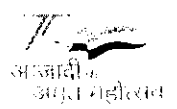


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Memo No AEGCL/MD/Tech-402/O&M(LAR)/AMC/Hitachi/RFP

Date: 12.08.2026

Copy to:

1. P.S to the Managing Director, AEGCL, Bijulee Bhawan, Guwahati for kind information to the MD
2. The CGM (T&C and Comm), AEGCL, Narengi, Guwahati-26 for kind information
3. The GM (T&C and Comm), AEGCL, Narengi, Guwahati-26 for information
4. The GM, LAZ, AEGCL, Narengi, Guwahati-26 for information.
5. The GM (P&D), AEGCL, Guwahati-01 for information.
6. The DGM, Lower Assam, T&T Circle, AEGCL, Narengi for information.
7. The DGM, Bongaigaon T&T Circle, AEGCL, Dhaligaon for information.
8. The DGM, Kukurmara T&T Circle, AEGCL, Mirza for information.
9. The DGM, LA MRT AEGCL, Narengi, Guwahati-26 for information.

Chief General Manager (O&M) LAR
AEGCL, Bijulee Bhawan,
Paltan Bazar, Guwahati -1.

ANNEXURE-I

Request for Proposal (RFP) for Annual Maintenance Contract (AMC) towards deputation of Service Engineer for Relay SCADA at various sites of AEGCL.

1. Introduction

Assam Electricity Grid Corporation Limited (AEGCL) invites bids from the Manufacturer Substation Automation System software for Non-Comprehensive Annual Maintenance Contract (AMC) of the Substation Automation System (SAS), SCADA System and Numerical Protection Relays installed at 17 nos. of Grid Substations under Lower Assam (List of GSS enclosed as Annexure-A)

2. Objective

The objective of this contract is to ensure reliable, secure and uninterrupted operation of SAS/SCADA systems through preventive maintenance, corrective maintenance, emergency support and OEM technical assistance throughout the contract period.

3. Eligibility Criteria:

1. The bidder must be an OEM of Substation Automation System, IED & CRP

AND

2. The bidder must have experience of executing similar AMC in other transmission utilities. The bidder shall submit suitable work order to establish eligibility.

4. Scope of Work

The brief description of the scope covered under this AMC is furnished below:

1. Authorized Service engineer deputation at various sites of AEGCL on man-day basis.
2. Preventive and Emergency Maintenance of Micro-SCADA (Hitachi Energy make), Numerical Protection Relay (Hitachi Energy make) and RTU (Hitachi Energy make)
3. Testing and troubleshooting of SCADA & Relay (Hitachi Energy make)
4. Retrofitting, upgrade, extensions, integration are excluded from scope.
5. Online/remote supports are not included.

The major items of works included in the scope of this AMC are listed below: -

Sl No	Scope of Work
1.	Debugging the bugs in the system.
2.	Help in Diagnosis & health checkup of various faults as reported by O&M team.
3.	Rectification of System errors in the software, if any.
4.	Help in modification/rectification & improvement in the system.
5.	Checking Relay Port Communication with SCADA
6.	Checking Optical Networking between IEDs, Ethernet Switch and front ends.
7.	Diagnostic of Servers and routine maintenance activities like CPU Loading, Network loading, Virus checking
8.	Latest data backup for workstations / Servers
9.	Checking of Report Generation, Event List etc. from SCADA.
10.	Checking Healthiness of Relays Communication
11.	Deployment of the patches (if required) in SCADA Software. Supply of patches shall be chargeable.
12.	Checking Healthiness of Front port communication of relays by using Laptop.
13.	Checking of interlocks and logics configured in the system
14.	Checking & testing all voltage, current, input and output channels for healthiness
15.	Replacement of defective cards/parts (Supply in AEGCL scope).

5. SAS Equipment Coverage

The AMC shall cover the following equipment:

- Bay Control Units (BCUs)
- Station HMI
- SCADA Servers
- Engineering Workstations
- Gateways
- Ethernet Switches
- GPS Time Synchronization System
- Numerical Protection Relays
- Optical Communication Network
- Remote I/O Modules
- SAS Database

6. Functional Verification

The following checks shall be carried out during every preventive maintenance visit:

- Relay-to-SCADA communication
- IEC 61850 MMS communication
- GOOSE communication
- Report Control Block (RCB) verification
- Event and Alarm reporting
- SOE (Sequence of Events)
- Disturbance Record retrieval
- Time synchronization
- Optical Ethernet network health
- Interlocks and control logic
- Analog and Digital Input/Output status
- SCADA database verification
- Backup and restoration of configuration files

7. Software Support

The bidder shall provide:

- Firmware updates
- Software patches
- Cybersecurity updates released by the OEM
- Configuration backup
- Database backup
- Restoration support

8. Deliverables

The successful bidder shall submit:

- Preventive Maintenance Report
- Breakdown Maintenance Report
- System Health Assessment Report

- Communication Health Report
- Firmware/Software Update Report

9. Service Timeline:

Activity	Requirement
Preventive Maintenance Visit	Within 10 days from the date of receiving request
Emergency Maintenance Visit	Within 72 Hours from the date of receiving request

10. Payment Terms:

Payment shall be against invoice only for the actual man-days/site visits availed during the contract period as certified by AEGCL. Total Man-Days shall be calculated as Man- days at Site + 2 Travel man-days = Total Man-days to be billed.

11. Contract Period validity:

The AMC Contract shall be valid for a period of 2 (two) years with provision for 1 (one) year extension.

12. Terms and Conditions:

1. The AMC will be carried out purely on Man Day basis. Total Man-Days shall be calculated as Man- days at Site + 2 Travel man-days = Total Man-days to be billed.
2. The offer is for non-comprehensive type i.e. strictly for Service.
3. To & Fro travel charges via Flight/Train and Accommodation of service engineer shall be in the scope of the bidder. Local conveyance is in AEGCL scope.
4. In the event of any dispute or difference between the parties hereto, such dispute of difference shall be resolved amicably by mutual consultation If such resolution is not possible, then unresolved dispute (s) or difference shall be referred to the Arbitration of a sole arbitrator to be nominated jointly by both the parties. The Arbitration Proceedings shall be governed by the Arbitration and Conciliation Act, 1996. The language of arbitration shall be English. The place of arbitration shall be at Guwahati. The award of arbitrator shall be binding on the parties to the dispute. Cost of arbitration shall be borne equally between the parties.
5. All other terms and condition not specified in the RFP shall be as per “*GENERAL CONDITIONS OF SUPPLY AND ERECTION 2009*”.

ANNEXURE-A

List of Grid Substation (GSS)

Name of Grid Substation (GSS)	Make of Existing SAS Software
1. 132/33KV Kahilipara. 2. 132/33KV Dispur 3. 132/33KV Narengi 4. 132/33KV Chandrapur 5. 132/33KV Baghjap 6. 220/1320/33KV Sarusajai 7. 400/220/132/33KV Mirza 8. 220/132/33KV Rangia 9. 132/33KV Barnagar 10. 132/33KV Dhaligaon 11. 220/132/33KV Salakati 12. 132/33KV APM GSS 13. 132/33KV Gauripur GSS 14. 132/33KV Gossaigaon GSS 15. 220/132/33KV GMC GSS 16. 220/132/33KV Amingoan GSS 17. 132/33KV Paltan bazar GSS	Hitachi Energy India Limited

ANNEXURE-B

Sl No	Item Description	Unit	Unit Ex-works in Rs (##)
1.	AMC towards deputation of Service Engineer (Preventive visit) for Substation Automation System, Relays and RTU at various GSS of AEGCL as per RFP specification & terms and condition	Per ManDay	
2	AMC towards deputation of Service Engineer (Emergency visit) for Substation Automation System, Relays and RTU at various GSS of AEGCL as per RFP specification & terms and condition	Per ManDay	
3	Test Kit (Optional)	Per ManDay	
4	Technician (Optional)	Per ManDay	

The quoted rate shall be excluding applicable taxes.