

Background

Gujarat Energy Limited

Securing India's Energy Future

(Erstwhile Gujarat Gas Limited)

Gujarat Energy Limited (erstwhile Gujarat Gas Limited) is an integrated energy company pursuant to Composite Scheme of Amalgamation & Arrangement involving GSPC Group of Companies which came to be finally approved by the Ministry of Corporate Affairs, Government of India in April 2026.

Gujarat Energy Limited ("GEL") encompasses and excels at an entire range of energy value chain as follows:

GEL continues to be India's Largest City Gas Distribution ("CGD") Company in terms of volume operating in 44 districts spread across 6 states in India i.e., Gujarat, Maharashtra, Rajasthan, Haryana, Punjab & Madhya Pradesh and 1 Union territory of Dadra & Nagar Haveli. GEL continues to hold the leadership position in CGD industry in terms of size and scale of operation. GEL has a successful track record of providing uninterrupted services for over 3 decades through a network of more than 44,540 KMs. of Natural Gas pipeline, distributing approx. 8.37 MMSCMD of Natural Gas in Q3 of FY 2025-26. GEL operates over 834 CNG stations and has connected more than 23.83 lakh households, over 15,900 commercial customers and more than 4,454 industrial customers.

GEL is also one of the leading Gas Trading Companies in India. During FY 25-26, we have procured a total of 30 LNG Cargos from various international suppliers. During FY 25-26, natural gas trading volume stood at approx. 10.3 MMSCMD making us one of the largest gas trading companies in India. Our diverse and robust natural gas procurement portfolio serves the demand of a range of customers in strategically important segments such as fertilizers, power, petrochemicals and other large industries apart from complementing our own captive demand towards our CGD Business.

GEL also holds participating interest in 12 operational Exploration & Production ("E&P") Blocks in India of which 11 are located within the Cambay Basin in Gujarat while 1 E&P Block is located in the Krishna Godavari Basis off the east coast of India. GEL is the Operator of 6 E&P Blocks located within the Cambay Basin in Gujarat. From the 12 E&P Blocks put together, we along with our Joint Venture Partners have achieved aggregate cumulative production of 48 Billion Cubic Feet of natural gas, 7.58 Million Barrels of Oil and 0.2 Million Barrels of Condensate as of March 2026.

GEL also owns Wind Power Generation Assets in Gujarat spread across Kutch, Porbandar and Maliya – Miyana regions. The aggregate generation capacity of the Wind Power Assets of GEL stands at 123.9 MW.

The company has successfully commissioned the country's first pilot project of blending green hydrogen with Piped Natural Gas for the domestic customers on collaboration with NTPC.

GEL's subsidiary company GSPC LNG Limited owns and operates a 5 MTPA LNG Terminal in Mundra, Kutch, Gujarat. GEL's investment in GSPC LNG Limited provides access to LNG storage and regasification capacity which is strategically important for GEL's gas trading business.

GEL's subsidiary companies viz. Gujarat State Energy Generation Limited and GSPC Pipavav Power Company Limited have a combined Installed Capacity of Gas Based Power Generation of 1200 MW.

GEL's subsidiary company Guj Info Petro Limited is a leading IT Services Provider for various eGovernance initiatives of Government of Gujarat.

GEL's associate company Sabarmati Gas Limited (which is established as a joint venture with BPCL) also operates in City Gas Distribution segment in the North Gujarat region covering the Geographic Areas of Gandhinagar, Mehsana, Sabarkantha, Aravali and Patan.

As a responsible corporate citizen, GEL has also promoted Gujarat Energy Research & Management Institute aimed at promoting R&D in the energy sector in India. GERMI has in turn promoted Pandit Deen Dayal Energy University which imparts world class technical and managerial knowledge in energy studies.

GEL thus strives to "Securing India's Energy Future" by continuously growing its presence in India's energy market.

HSE First

At GEL always HSE is first. GEL believes that every employee OR contractor has the right to work safely at GEL and go home safely without any injury OR illness.

GEL's TARGET IS 0 (ZERO) INJURY DURING WORK.

FMS Vendor has to go through detailed HSE training before starting services. During this training all policy procedures and compliance requirement would be shared with FMS Vendor.

PLEASE NOTE THAT WORKING ON EQUIPMENTS AND MACHINERIES IN GEL PREMISES REQUIRE SEPARATE SAFETY PASSPORT. WITHOUT THIS, NOBODY IS AUTHORIZED AND ALLOWED TO WORK.

After thorough training of HSE all the FMS VENDOR service staff would be provided safety passport.

PLEASE MAKE NOTE THAT INDEPENDENT SERVICE DELIVERY TO EUs ONLY WILL BE ALLOWED IF AN ENGINEER IS HAVING SAFETY PASSPORT.

Any physical access to the premises OR logical access to the IT equipment or system will be strictly dependent on Safety Passport. Without safety passport access will not be given.

All FMS Vendor team will ensure compliance to basic Personal Protective Equipment's (PPE) – Helmet (Where ever applicable), Shoes, Gloves while working in the field at their own cost.

Definitions and Acronyms

These are the definitions and acronyms used in this SOW. They are group and project specific acronyms.

Term or Acronym	Definition
FMS Vendor / Contractor	GEL IT Infrastructure Facility Management Contractor
BCP	Business Continuity Planning
DR	IT Disaster Recovery
GEL / Company / Owner	Gujarat Gas Ltd.

SDL	Service Desk lead
SOW	Scope Of Work
HSE	Health Safety and Environment
Senior Management / VIP users	GEL Executive team members, Directors & Above
Other Users	All Users apart from Top Management
KPI	Key performance Indicators
KRA	Key Result Areas
EU	End User or customer who is directly consuming the service
NPD	Non Performance Deduction
FMS Team Member	Includes Locations Engineers, Core Infra Engineers and SD Lead and Project Manager
Engineer	Interchangeably used as FMS Team Member of FMS Engineer or Local Engineer or Core Engineer
Local Engineer	Resident Engineer at Site
Cat-1 (Min Resource Cat 1 - Service Desk Lead)	Minimum Resource Category 1 - Service Desk Lead – To coordinate with the over FMS Team Member of End User Services as well as Data Centre Services and report to Project Manager
Cat-2 (Min Resource Cat 2 - Security Analyst)	Minimum Resource Category 2 - Security Analyst – To manage GEL EDR/X system in line with GEL requirements
Cat-3 (Min Resource Cat 3 - ITSM & Asset Management)	Minimum Resource Category 3 - ITSM & Asset Management – To operate and manage ITSM system, Asset Management and Tracking, Encryption System
Cat-4 (Min Resource Cat 4 - Senior End User Support)	Minimum Resource Category 4 - Senior End User Support – Service Desk Engineer with proper Technical and Soft Skill competencies should be able to handle VIP / Senior Management users onsite IT requirements

Cat-5-M (Min Resource Cat 5 - Standard End User Support)	Minimum Resource Category 5 - Standard End User Support - Service Desk Engineer with proper Technical and Soft Skill competencies should be able to handle Other user's onsite IT requirements
--	--

Introduction to Scope of Work & Requirement Overview

Scope of Work

This Scope of Work (SOW) defines the scope of work to be accomplished and the tasks to be performed by GEL IT Infrastructure Facility Management Services Provider (here in after referred as FMS Vendor / Service Provider) for Gujarat Gas Limited (here in after referred as GEL / Company).

FMS Vendor will provide the required FMS Team members and expertise to support the GEL IT Infrastructure at various locations that includes Registered Office (Gandhinagar), Corporate Office (Ahmedabad), Geographical Area Head offices and its satellite locations and Other offices i.e. Warehouses etc. (list enclosed). The Scope of the service includes management and support of defined IT services within GEL.

The SOW lists down the various services that need to be provided by FMS Vendor and lists down the roles and responsibilities of GEL and FMS Vendor in the execution of these services. GEL expects FMS Vendor to begin work by establishing an overall service delivery in scope, to be followed by detailed roles and responsibility. Prior to the execution of service delivery, the framework and activities will be jointly approved.

GEL lays utmost importance on Safety (HSE) and Quality and expects the similar focus from FMS Vendor in terms of safety and Quality of Services to be provided. GEL Safety guidelines and IT policy procedures provides independent assurance that work to confirm the defined processes are operating within the parameters and policies defined for the engagement.

This SOW defines the scope of work to be accomplished by FMS Vendor and specific responsibilities for various activities/task spanned to be performed and completed by FMS Vendor with inputs from and/or participation of GEL. It will be the responsibility of FMS Vendor to ensure end to end delivery of IT Service defined in this SOW, subject to various terms, conditions and SLA's specified in this SOW. This SOW Framework has to comply as per ITIL (IT Infrastructure Library) standard minimum version 3.0 or above and as applicable from time to time. All the services and process are defined by GEL IT team as per ITIL best practices. FMS Vendor needs to follow these Service Delivery process for all the defined business services of GEL.

Service Locations & Environment

End User Support services means vendor resident engineer staff at those locations. On Call support means vendor can send the engineer from nearby GEL office or vendor office (whichever reaches early) to support. All existing states where operations are, have been listed below:

Gujarat

Maharashtra

Punjab

Haryana

Delhi

Madhya Pradesh

Rajasthan

Dadra Nagar Haveli

GEL is planning to expand its business PAN India in other states, Vendor to support in these states.

NOTE: Consider growth of 5% every year in terms of IT Infrastructure, Employees and Business Locations from point of view of Scaling and Aligning FMS Team for SLA compliance

Annexures

Standard End user applications

GEL deploys images and those images are revised periodically for deployment on end user Laptops and desktops. Similar virtual images are used in Virtual Desktop environment as well. There are two categories of Applications (Customized Developed Applications & Off the shelf Applications)

Customized / Developed Applications

Application Type	Qty
CNG	4
Customer	11
Enterprise	5
HR	7
HSE	2
Internal	2

IT-ERP	4
LNG	1
Operation	6
Others F&A	1
Others S&L	1
Website Form	7
Website Portal	1

Off the shelf applications

Microsoft Internet Explorer/EDGE/Chrome/Safari

Microsoft Outlook

Voice/Data Card Dialer utility, CISCO VPN Connection Utility

Adobe Acrobat Reader & Writer

Trend Micro

Other Application & free software like Win Zip , flash player ,etc

Auto CAD

MS EPM &Power BI

SAP

Browser based various applications like nProcure, Crisil, GST portals

Veritas / DLO

MS Office Products; MS Office with Access

Pipeline Studio

Polycom & cisco unified communication applications –Cisco WebEx ,Jabber

MS SQL Server

Tally

MS Visual Studio

VMS

XManager

MS Exchange

Windows 7,8,10 and new versions FTP/SFTP tools; MS Windows Server

Cisco

Checkpoint

McaFee

Watchguard

SynerGee Gas

Induction Checklist For IT Services

This document has to be signed off whenever any new ServiceDesk FMS Team member joins at any of the GEL Location. Following checklist needs to be filled up, signed by Location / ServiceDesk In charge and at end signed by ServiceDesk FMS Team member.

The document has to be filed in as a record of induction and to be produced at the time of audit.

SNo	Description (Explained By ServiceDesk Lead and Understood by ServiceDesk FMS Team member)	Sign of Location / ServiceDesk I/C
1	ServiceDesk FMS Team member introduced with GEL IT Team members	
2	Explained the Roles and Responsibilities of each GEL IT Team member	
3	Provided contact information including mobile, intercom, email of GEL IT team members	
4	ServiceDesk FMS Team member has been briefed about GEL HSE Policy	
5	In-Person guided round of all physical IT assets in the premises	
	i) Desktops	
	ii) Printers	
	iii) Servers	
	iv) Network	
	vi) VC	
	vii) Others	
6	Explained Operation of all the VC equipment's in premises	
7	Explained the IT Acceptable Use Policy	
8	Explained Daily Activities/Jobs of ServiceDesk	
9	Explained Escalation matrix in GEL for each Application/Service (e.g. Exchange, Storage , Application)	

SNo	Description (Explained By ServiceDesk Lead and Understood by ServiceDesk FMS Team member)	Sign of Location / ServiceDesk I/C
10	Explained Voice Communication Etiquettes as per GEL Standards	
11	Explained Email Etiquettes as per GEL Standards	
12	Explained Information Security Policy & rules and regulations	
13	Explained NDA, Confidentiality, Privacy requirements of GEL	
14	Explained ITSM Process flows (e.g. Gadget Request Process)	
15	Completed site visits of relevant locations Corporate office, GA Zonal office as well as its Satellite locations, Warehouses, CNG Stations etc.	
16	Explained GEL SLA	
17	Explained Ticket priorities (user wise. Example - What should be the priority if there is a call from MD office and what should be the priority if there is a call from CNG office etc.)	
18	Explained location specific information i.e. If any switch is hidden in Conference Hall OR a specific device works differently than established standard. Known Issues OR work around	

Agreement of ServiceDesk FMS Team member:

I have gone through all the above points and understood them properly.

Signature:

Name:

Date:

Location:

Template of Minutes of meeting

File No: GGL-IT & ERP-2026-7-184412

All points discussed in the meeting have to be uploaded on the online Portal in the Action Tracker, Reference template is provided below

MINUTES OF MEETING			
Project			
Agenda			
Participants	Core Team		
	Vendor		
Absentees			
Convener		Distribution	
Date		Location	
Time			
Legend	A=Action Required I=For Information Only D=Decision to be taken		

MO M Type	Date	Sr. No.	Key points	Type	Owner	Planned Closure Date	Revised Closure Date	Status	Actual Closure Date	Remarks


Billing Compliance Checklist (For reference only) – This may change from time to time

NAME OF CONTRACTOR				
PO NO.				
INVOICE NO.				
VENDOR CODE				
WAGE MONTH				
Compliance Check List				
Sr. No.	Particulars	Applicable Act	(A) Compliance Required One Time	(B) Compliance Required Monthly
1	Max. no workmen employed during the year		Y	N
2	Copy of Labour License. If workmen are 20 or more	CL(R&A)Act 1970	Y	N
3	Renewl of Labour License (30 day prior on expiry)	CL(R&A)Act 1970	NA	N
4	BOCW license	BOCW 1996	NA	N
5	Payment of Levis under BOCW	BOCW 1996	NA	N
6	PF Registration Certificate	EPF&MP Act 1952	Y	N
7	Salary payment through bank - Bank receipt/Statement		NA	Y As per statutory format

8	Form no. 13 Register of workmen employed under CL(R&A) Act 1970	CL(R&A)Act 1970	Y	Y
9	Form no. 16 Muster roll under CL (R&A) Act 1970	CL(R&A)Act 1970	Y	Y
10	Form No. 17/18 Register of wages/ Muster cum Reg. of wages under CL (R&A) Act 1970	CL(R&A)Act 1970	Y	Y
11	Form No. 19 Wages slip under CL (R&A) Act 1970	CL(R&A)Act 1970	NA	N
12	Form No. 22 Register of advances under CL (R&A) Act 1970	CL(R&A)Act 1970	Y	Y
13	Form No. 23 Register of Overtime under CL (R&A) Act 1970	CL(R&A)Act 1970	Y	Y
14	Form No. 24 Half yearly return under CL (R&A) Act 1970	CL(R&A)Act 1970	Y	N
15	PF challan & ECR copy	EPF&MP Act 1952	NA	Y
16	Undertaking in case if PF challan is common		NA	N
17	Form III (Mini. Wages Act) Annual return	MWA 1948	Y	N
18	I-card Register under Factories Act	Factory Act 1948	NA	N
19	ESI Registration Certificate - (If Applicable)	ESI Act1948	Y	N
20	ESI ECR & Payment Slip (If Applicable)	ESI Act1948	Y	Y

21	WCA Policy under Worker's Compensation Act (If Applicable)	WCA 1923	Y	N
----	--	----------	---	---

Schedule of Rates (SoR)

	SCHEDULE OF RATES GEL/IT&ERP/FMS- EUS/2026/Jun/10	Doc. No.	MAT-F-11
		Rev. No.	0
		Effective Date	29/01/2018

Tender Description : IT Facility Manage Services – End User support across GGL Locations

Requirement Period (Tender Duration) : 3 Years

S. No.	Material/Service SAP Master Code*	Material Description	UoM	Quantity
1		A-IT Facility Management Services-EUS-FIRST Year		
2		Resource Cat 1 - Service Desk Lead	EA	1
3		Resource Cat 2 - Security Analyst	EA	1
4		Resource Cat 3 - ITSM & Asset Management	EA	1
5		Resource Cat 4 - Senior End User Support	EA	2
6		Resource Cat 5 - Standard End User Support	EA	25
7		Ext Resource Cat 5 - Standard End User Support	EA	10
8		B-IT Facility Management Services-EUS-SECOND Year		
9		Resource Cat 1 - Service Desk Lead	EA	1
10		Resource Cat 2 - Security Analyst	EA	1

11		Resource Cat 3 - ITSM & Asset Management	EA	1
12		Resource Cat 4 - Senior End User Support	EA	2
13		Resource Cat 5 - Standard End User Support	EA	25
14		Ext Resource Cat 5 - Standard End User Support	EA	10
15		C-IT Facility Management Services-EUS-THIRD Year		
16		Resource Cat 1 - Service Desk Lead	EA	1
17		Resource Cat 2 - Security Analyst	EA	1
18		Resource Cat 3 - ITSM & Asset Management	EA	1
19		Resource Cat 4 - Senior End User Support	EA	2
20		Resource Cat 5 - Standard End User Support	EA	25
21		Ext Resource Cat 5 - Standard End User Support	EA	10