



SECTION-II

SCOPE OF WORK AND TECHNICAL SPECIFICATIONS

Annual Rate Contract for supply of IT Peripherals across GGL Locations

BID NO: GGL/IT&ERP/2026/JAN/021

1) Introduction

"Gujarat Gas Limited"

India's largest City Gas Distribution Company

Gujarat Gas Limited (GGL) is India's largest City Gas Distribution (CGD) Company in terms of sales volume operating in 44 districts in 6 states of Gujarat, Maharashtra, Rajasthan, Haryana, Punjab & Madhya Pradesh and 1 Union territory of Dadra & Nagar Haveli.

GGL continues to hold the leadership position in CGD industry in terms of size and scale of operation. The Company has a successful track record of providing uninterrupted services for over 3 decades through a network of more than 43,900 kms. of Natural Gas pipeline, distributing approx. 8.65 mmscmd of Natural Gas in Q2 of FY 2025-26. The Company operates over 834 CNG stations and has connected more than 23.44 lakh households, over 15,700 commercial customers and more than 4,425 industrial customers.

GGL has recently won the PNGRB Excellence Award 2025 in the category of Safety, Integrity & Technical Excellence in CGD (Round 1 to 8) for GA: Ahmedabad District – EAAA (Except Already Authorised Area) and PNGRB Excellence Award 2025 in the category of Overall Best Performance in CGD (Round 1 to 8) for GA: Anand District – EAAA (Except Already Authorised Area).

GGL is also the recipient of the following awards and accolades:

- Conferred with the Skoch ESG Award 2024 for Green Hydrogen Blending in City Gas Distribution.
- Won Downstream Project of the Year – India award for Natural Gas Distribution for Cleaner & Greener cities & villages and ESG Initiative of the Year - India award for Small Steps for Social, Environmental Cause, Giant leaps for Social & Environment by Asian Power 2024.
- Recognized as the World's Most Trustworthy Companies 2023 by Newsweek and Statista amongst the listed firms in Energy and Utilities category.
- Listed in Dun & Bradstreet's flagship publication India's Top 500 Value Creators 2023 in Gas Processing, Transmission and Marketing category.
- Won IEI Industrial Excellence Award 2023 for the commendable performance in the category of Engineering, Manufacturing and Processing.
- Received Supply Chain Champion Award in Oil & Gas industry category by ISCM (India Supply Chain Management) in 9th edition of its annual rankings.
- Conferred with the Skoch ESG Award 2023 in City Gas Distribution (CGD) Project.
- Ranked amongst the TOP 150 Wealth Creators by Dalal Street Investment Journal.

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.

GGL is committed to reach out to every possible natural gas user in its expanded GAs. The size and scale of the combined entity gives it the ability to achieve efficiencies and effectively manage the transformational changes in the sector. This major gain in productivity would benefit all the key stakeholders i.e. Customers and Shareholders.

GGL is strategically aligned to energize India's Natural Gas vision.

* Data as on 30th September 2025

2) Scope of Work

GGL IT department would like to tender an annual rate contract (ARC) for Supply of various IT Peripherals and Consumables Items, required as and when across GGL Locations for the period of two years. To supply various IT consumable items as per list mentioned below, vendor must ensure the following Terms and Conditions

- a) All quoted and supplied peripherals must be new, branded as ask, and with warranty as mentioned.
- b) This is rate contract between supplier and GGL, the quoted rates will be applicable for the period of two years and supply of these peripherals should be at door step which can be any GGL locations PAN India.
- c) Vendor has to Supply the material within 5 business days from date of Verbal/written/email intimation.
- d) In case of supplied IT Peripherals and Consumables items are not as per order/specifications, vendor has to provide a replacement within next 2 business days.
- e) Vendor has to ensure to dispatch material only through trackable medium (either courier or post)
- f) Vendor has to ensure that materials shall reach before 6.00 PM at GGL location\Stores. In case of delay, material will be accepted next working day
- g) During warranty period if any supplied equipment found faulty, vendor has to ensure back to back replacement and replacement must be reached within 2 business days.
- h) Vendor shall maintain sufficient quantities of running stock as required by GGL for IT Peripherals and Consumables Items.
- i) Vendor has to ensure that material shall be packed in such a way that it shall not get damaged during Transportation & handling process.
- j) In case of any damage found during transportation, it is sole responsibility shall be with supplier.
- k) Statutory Compliance: Vendor has to ensure Compliance of all Legal and Statutory requirements.
- l) It is vendor's responsibility to send the required brand and specifications as asked by GGL, however in exceptional situation or non-availability of that item, same quality and warranty related material can be supplied based on GGL approval.
- m) All material must be delivered as per brand/OEM as asked and should be as per warranty.
- n) Vendor must ensure to write/mentioned serial number of every item (wherever available/applicable) on the invoice, warranty will be tracked from the invoice number accordingly.
- o) In case of replacement of item within warranty period, new delivery challan with updated serial number must be provided by the vendor.

3) Warranty

- a) The Vendor/Supplier should maintain sufficient inventory to support for back to back replacement in case of hardware issues during warranty period.
- b) Any part fail or defective, supplied during the warranty period, owing to defect in design, material or workmanship, the Vendor/supplier shall have to replace them at the place of installation without asking for any charges.
- c) All items which are quoted in the annexure should come with brand's/OEM's original warranty terms conditions. GGL will require back to back replacement for all the parts/items which are under brand's warranty, all the follow up's and replacement shall be done by the supplier.
- d) Warranty certificate/records of warranty shall be shared by the vendor at the time of delivery of the item. Warranty shall be tracked from the serial number mentioned on the invoice number for each and every item respectively (wherever available/applicable).
- e) Warranty will be tracked from the date of invoicing.

4) Payment Terms:

- a) Supplier has to submit either hard copy of invoices or digitally signed invoices over email.
- b) Payment will be released within one month from the date of submission of original invoices.
- c) All Invoices should be submitted within 7 days from the date of delivery at Infocity, Gandhinagar office

5) Service Level Agreement & Penalties

- a) Delivery SLA
 - i) Within 5 business days from date of Verbal/written/email intimation
 - ii) Replacement within 2 business days in case of faulty / damaged material / material not as per order or specification / tampered material etc.
 - iii) Business hours shall be considered between 10:30 AM to 6:30 PM
 - iv) Business days shall be considered from Monday to Saturday
- b) Any delay in delivery post timeline, Rs. 100/- will be levied on late delivery
- c) All the deductions will be done from the invoice of the vendor

6) Defect Liability: Not Applicable