



GUJARAT ENERGY

**BIDDER QUALIFICATION CRITERIA FOR
HIRING OF OMNI CHANNEL CLOUD TELEPHONY CUSTOMER
CONTACT CENTRE SOLUTION ON SAAS MODEL**

Document No: GEL/IT&ERP/2026/09/01/CCCC-SOLUTION-BQC

REV. NO	CLAUSE NO.	REVISION DESCRIPTION	DATE OF ISSUE
00	-	Issued for Tendering	18.09.2026

Sr. No.	Criteria	Supporting Documents									
A	Technical Criteria										
A1	The Bidder shall have at least ANY of the following experience of having successfully carried out and completed similar work during the last 7 years reckoned from the month in which this tender is published: <table border="1"> <tr> <td>a</td><td>Three similar completed works, each costing not less than</td><td>6.04 Lacs</td></tr> <tr> <td>b</td><td>Two similar completed works, each costing not less than</td><td>7.55 Lacs</td></tr> <tr> <td>c</td><td>One similar completed works, costing not less than</td><td>12.08 Lacs</td></tr> </table> Notes • Similar Work Experience: Supply, installation & commissioning of Omni Channel Cloud Telephony Customer Contact Centre Solution Software for City Gas Distribution CGD (PNG), Petroleum Oil and Gas or Utility or B2C sector for at least 25 agents/seats, on OPEX model. Work experience must include at least 3 years of operations and maintenance (AMC) support services. • All values are basic values, excluding GST or any taxes. • Purchase order/ contract issue date shall be considered as a base 09/2019 for 7-year duration calculation. • Multiple PO / limit PO / Work Order/ job order against a single contract or tender can be considered as a Single Order).	a	Three similar completed works, each costing not less than	6.04 Lacs	b	Two similar completed works, each costing not less than	7.55 Lacs	c	One similar completed works, costing not less than	12.08 Lacs	1. Bidders not associated with GEL Bidder shall submit Purchase Order / Service Order/Contract from client/ end user along with supporting document(s) issued by client/end user such as Work Completion Certificate / Performance Certificate / any other relevant document from client/ end user for the same Purchaser Order(s)/ Service Order/Contract for fulfilment of the criteria specified herein. Supporting document issued by client/end user shall have following minimum details clearly indicated: - - Full Name & Address of Client / End user and signatory of certificate - Relevant purchase order(s) / service order/Contract number with detailed SOR and its date - Date of supporting document - Name of the Bidder - Executed value as per option selected on the left. If the Contract value and other criteria as specified on the left is not indicated in the PO/ Work Completion/ Execution/ Performance certificate; then bidder must furnish the scope of work / approved Schedule of Rates / any relevant documents to justify the Experience Criteria (Technical) requirements at the time of EOI / Bid submission itself. 2. Bidders associated with GEL (existing and previously) shall submit the GEL issued Purchase order/Service order/Contract for fulfilment of the criteria specified herein. 3. Jobs executed as approved Subcontractor: - Following document shall be submitted along the bid pertaining to BQC criteria: - Letter of Approval to work as Sub-Contractor from Client/End User. - Copy of Work Order/PO issued by main Contractor. - Copy of SOR clearly describing scope of work. - Completion Certificate issued by end user/ owner in the name of the sub-contractor. Execution certificate issued by
a	Three similar completed works, each costing not less than	6.04 Lacs									
b	Two similar completed works, each costing not less than	7.55 Lacs									
c	One similar completed works, costing not less than	12.08 Lacs									

Sr. No.	Criteria	Supporting Documents
		the end user/owner/authorized consultant submitted by a bidder against work contracts can also be considered in place of completion certificate for meeting the stipulated experience criteria provided that the asset for which the said execution certificate has been issued is ready for commercial use, as certified by the End User/ Owner/ Authorized Consultant.
A2	Bidder shall have implementation & support team based in India	Utility bill / GST certificate of local India office
A3	Bidder must be an original Equipment Manufacturer (OEM) OR an Authorized Partner / Reseller of Omni Channel Cloud Telephony Customer Contact Centre Solution Software and all related Licenses with implementation and O&M Support services. Bidder must have back-to-back OEM support, till the contract cum warranty/defect liability period.	• For OEM: Bidder shall furnish self-declaration on letterhead confirming that the bidder is OEM of the offered hardware and software. <i>Letter to be submitted as per the format provided in Annexure-1A</i> • For Authorized partner: Bidder shall submit valid authorization letter / Manufacturer's Authorization Form (MAF) issued by OEM specifically for this tender. <i>Letter to be submitted as per the format provided in Annexure-1B</i> • In either case, bidder shall submit an undertaking from OEM to provide back-to-back technical support, software updates and product warranty during the contract period.
B	Financial Criteria	
B1	1. Bidder shall have minimum <u>Annual Turnover of INR 24.16 lacs</u> in any of the preceding three audited financial years reckoned from the Tender publishing month. 2. Bidder shall have minimum <u>Working Capital of INR Rs.4.83 lacs</u> in the last audited financial year. 3. Bidder's Net Worth as per the last audited financial statement shall be positive.	Chartered Accountant Certificate with UDIN confirming annual turnover, working capital & net worth as per criteria specified herein. (Tentative format for CA certificate is attached at Annexure-2). Note: 1. Bidder has to submit only CA Certificate as a documentary evidence towards adherence to the criteria specified herein. 2. If the bidder's working capital is inadequate, the bidder shall furnish a letter from any bank approved by Government of Gujarat for submission of Bank Guarantee as per relevant GR applicable at the time of Tender published date, confirming the availability of the line of credit for the working capital requirement as specified herein. 3. If audited financial report of Last FY is not available, then preceding Financial Year shall be considered and relevant documents shall be provided. 4. If audit report is not applicable as per Income Tax Rules, in such cases bidder to submit, full income tax return along with CA certification (with UDIN) incorporating additional as below.

Sr. No.	Criteria	Supporting Documents
		a) "Profit offered for tax" in Income Tax Return for respective year/years to be made part of the CA certificate. If audit is not applicable, CA to certify in his certificate that the vendor is not covered under the Tax Audit as per Income Tax Act, 1961 and rules there too in the respective year/years and the turnover reported in the return of income filed with the Income Tax Department are matching with books of accounts.

BQC Notes (Most Important)-

Document Uploading:

1. Bidder shall submit all supporting documents in English language only. In case the certificates/ documents are in a language other than English, translated documents of the same, duly attested by a third-party agency, shall however be submitted along with the technical bid
 2. Bidder shall submit all qualification documents (preferably colour scan copy) as mentioned above on N-procure. No additional documents in the physical form shall be considered.
 3. All qualification documents as mentioned above falls under rejection category and non-submission of any of the requisite documents shall make the bid liable for rejection summarily.
 4. For Bidder associated with GEL, Documentary evidence for work completion (i.e. Invoice / Inspection Release Note / Completion Certificate / Performance Certificate) against Gujarat Energy Limited Purchaser Order/ Work order/ contract is not require. However, the same will be verified by GEL internally and Technical evaluation will be carried out by GEL as per criteria considering submitted PO/work order/contract.
 5. Bidder is suggested to submit the documents which have been already verified by GEL/GEL appointed consultant in previous tenders, if any. In case of submission of documents which have been not verified by GEL/GEL appointed consultant in previous tender, Bidder is suggested to submit the document for which issuing authority is accessible and responsive.
 6. Bidder shall submit contact details (other than GEL) of document issuing authority with minimum as Name & Designation, Office address, Email address and Contact Number
 7. Documents shall be submitted in line with BQC requirement only.
 8. Only those documents which are sufficient for qualification shall be uploaded. Extra documents shall be avoided.
 9. In case of composite works (i.e. works comprising of more than one discipline) which included the qualifying work stated above, then the value of such qualifying work out of total value of completed composite work, shall be considered for the purpose of evaluation.
 10. If work order/ completion certificate does not indicate all activities as defined under "similar work" then Bidder should either submit a certificate to this effect from the Client correlating the work order/ completion certificate number or furnish the detailed Schedule of Rates (SOR) pertaining to the work order/Approved for construction drawings approved by Client to verify that all the salient works had been undertaken while executing the contract.
 11. Consortium / Joint Venture bids are not acceptable. Experience as a member of consortium / Joint Venture shall not be considered. Experience of the bidding entity shall only be considered. In-house work experience (or where the sub-contractor and owner belong to the same organisation) shall not be considered as a valid experience for the purpose of qualification.
 12. The experience acquired by a bidder for Project Management Consultancy (PMC) job cannot be considered for qualifying the experience of BEC.
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CHECKLIST FOR BIDDERS

Checklist for BQC (Only for bidders' reference, criteria and supporting document for evaluation shall be considered as per above table):

Sr. No	Supporting Documents to be submitted	Submitted in Bid / EOI (Yes/ No)
Technical Criteria- A1 Check list		
A1(a)	GEL associated Bidder (Existing and Previously): Submit GEL issued Purchase order/Service order(s) for fulfilment of the criteria specified herein	
A1(b)	GEL non-associated Bidder: Submit Purchase / Service Order(s) / Contracts for fulfilment of the criteria specified herein	
A1(c)	GEL non-associated Bidder: Submit corresponding Completion Certificate / experience certificate/ or any other relevant document from client/ end user for the same Purchaser / Service Order(s) for fulfilment of the criteria specified in the BQC criteria.	
A2	Bidder shall submit utility bill / GST certificate as proof of local implementation & support based in India	
A3	In case if the Bidder is an OEM: Declaration letter as per Annexure 1A on OEM's letter head. In case if the Bidder is ASP: Declaration letter as per Annexure 1B on OEM's letter head.	
Financial Criteria- B1 Check list		
B1(a)	All Bidders (GEL associated as well as non-associated): CA certificate with UDIN number mentioning Turnover from Audited Balance Sheets from any of preceding three financial years i.e. any one of FY 25-26, FY 24-25 and FY 23-24.	
B1(b)	All Bidders (GEL associated as well as non-associated): CA certificate with UDIN number mentioning Working Capital from Audited Balance Sheets. i.e. FY 25-26 OR FY 24-25	
B1(c)	All Bidders (GEL associated as well as non-associated): CA certificate with UDIN number mentioning Net Worth from Audited Balance Sheets. i.e. FY 25-26 OR FY 24-25	
B1(d)	All Bidders (GEL associated as well as non-associated) : If audit report is not applicable as per Income Tax Rules- Submit full income tax return along with CA certification (with UDIN) incorporating additional as below. a) "Profit offered for tax" in Income Tax Return for respective year/years to be made part of the CA certificate. b) If audit is not applicable, CA to certify in his certificate that the vendor is not covered under the Tax Audit as per Income Tax Act, 1961 and rules there too in the respective year/years and the turnover reported in the return of income filed with the Income Tax Department are matching with books of accounts	

Annexure-1A

Bidder's Ref. No. _____

Date _____

To,

M/s Gujarat Energy Ltd.
Office No. 4 & 5, Ground Floor,
IT Tower -2,
Infocity, Gandhinagar – 382009, Gujarat

Tender Ref. No. _____

Tender description & ID: _____

Tender Ref. No. _____

Subject: Declaration letter

Dear Sir,

With reference to subject matter, we _____ would like to bring to your kind attention that we are the Original Equipment Manufacturer (OEM) of

(Offered Product's name and Software name). We certify that offered product(s) are in-line with the Technical Specifications, Corrigendum mentioned in the tender documents and submitted datasheets in our bid.

We hereby take the single point responsibility and accountability for providing all the technical support for executing the entire tender scope and this is valid till execution of the entire contract which includes warranty period of the materials supplied against the contract and comprehensive Operation and Maintenance contract, if applicable.

Thanking you.

Authorized Signatory

For _____

Annexure-1B

Bidder's Ref. No. _____

Date _____

To,

M/s Gujarat Energy Ltd.
Office No. 4 & 5, Ground Floor,
IT Tower -2,
Infocity, Gandhinagar – 382009, Gujarat

Tender description & ID: _____

Tender Ref. No. _____

Subject: Authorization letter

Dear Sir,

With reference to subject matter, we _____ would like to bring to your kind attention that we are the Original Equipment Manufacturer (OEM) of _____ (Offered Product's name and Software name). We certify that offered product(s) are in-line with the Technical Specifications, Corrigendum mentioned in the tender documents and submitted datasheets in our bid.

We would like to bring to your kind attention that since _____ (month and year) we have appointed _____ as our Authorized Service Partner (ASP) for India, which is specifically created to cater the needs of the Indian natural gas industry.

We hereby fully authorize ASP for executing after sales and services related activities on behalf of OEM for Offered product. We shall give technical support to ASP for executing the entire tender scope. This authorization is applicable to this tender and shall be binding on OEM & ASP till execution of the entire contract which shall include warranty period of the materials supplied against the contract including extension, if any, and comprehensive Operation and Maintenance contract, if applicable.

Thanking you.

Authorized Signatory

For _____

Annexure-2

CERTIFICATE FOR FINANCIAL CAPABILITY OF THE BIDDER

(This certificate is to be submitted on the letter head of Chartered Accountant/CPA.)

We have verified the Audited Financial Statements and other relevant records of M/s (Name of the bidder) and certify the following:

A. AUDITED ANNUAL TURNOVER OF PRECEDING THREE FINANCIAL YEARS:

Year	Amount (Currency)
Year1:	
Year2:	
Year3:	

B. NET WORTH AS PER AUDITED FINANCIAL STATEMENT OF PRECEDING FINANCIAL YEAR:

Description	FY.....
	Amount (Currency)
Net Worth	

C. WORKING CAPITAL AS PER AUDITED FINANCIAL STATEMENT OF PRECEDING FINANCIAL YEAR:

Description	FY.....
	Amount (Currency)
Working Capital	

Name of Audit Firm:

signatory]

Chartered Accountant:

Date:

Membership no.:

UDIN:

[Signature of Authorized

Name:

Designation:

Seal: