

Tender reference number	349985
Tender description	Hiring Of Omni Channel Cloud Telephony Customer Contact Centre Solution on SaaS Subscription Model

ONLINE PRE-BID MEETING & BID SUBMISSION ON N-PROCURE

PRE-BID QUERIES - PRE-BID MEETING shall be organized on-line as per date and time mentioned below:

Date: 8th October 2026 (Thursday)

Time: From 3:30 PM

Venue - Through Online-Cisco Webex

<https://gujenergy.webex.com/gujenergy/j.php?MTID=m985d8716d439ab78b08a29c096fdf1ef>

Thursday, October 8, 2026 3:30 PM | 1 hour | (UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi

Meeting number: 2526 559 0299

Password: 1543

Guideline/ User manual for attending online pre-bid meeting is attached at **Annexure-A**.

All interested BIDDERS shall ensure submission of pre-bid queries in the format provided prior to pre-bid meeting date.

2. DOCUMENT UPLOADING ON N-PROCURE:

Following points may be noted that while uploading documents in primary as well as technical stage of tender.

1. Click "Browse" to select a file (.pdf, .doc, .txt, .xls, .ppt, .pps, .png, .gif, .jpg, .zip, .rar) to upload.
2. Please upload the documents in black/white resolution with 75-100 DPI only.
3. Maximum File Size to upload is 10 MB. i.e. Per document size should not be more than 10 MB. However, there is no restriction on number of documents that can be uploaded; just size restriction of 10 MB per document to be adhered to.
4. File Name Cannot Accept Special Characters Like (' % @ < > : * ? | & ~ ^)
5. File Name should not be greater than 70 characters.

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6. Kindly open the uploaded file once to verify if the document is opening or not and an error in document opening is not observed. The same to be checked from other computer system of your firm as well.