Subject: BQC for Appointment of Bulk SMS & WhatsApp Service Provider Agency across GEL

Ref. Documents:

Document No	Document Subject
GEL/C&M/2026/10/339798	Tender_Value_Projection

GUJARAT ENERGY
Securing India's Energy Future
(Erstwhile Gujarat Gas Limited)

BIDDER QUALIFICATION CRITERIA (BQC)
FOR APPOINTMENT OF BULK SMS & WHATSAPP SERVICE PROVIDER AGENCY

Document No.: GEL/C&M/03/SERVICE/BULK SMS & WHATSAPP/BQC

00	-	Original Document	
Rev.No.	**Clause No.**	**Description of change**	**Date of Issue**

<table>
<tr><th>Sr. No.</th><th>Criteria</th><th>Supporting Documents</th></tr>
<tr><td>A</td><td>Technical Criteria</td><td></td></tr>
<tr><td>A1.</td><td>The Bidder shall have atleast 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><tr><td>a</td><td>Three similar completed works, each costing not less than</td><td>Rs 20 Lakh</td></tr><tr><td>b</td><td>Two similar completed works, each costing not less than</td><td>Rs 25 Lakh</td></tr><tr><td>c</td><td>One similar completed works, costing not less than</td><td>Rs 40 Lakh</td></tr></table>
Notes:
i. "Similar work" is defined as providing Bulk SMS, WhatsApp Services to Government/ Semi-government/ Private company(ies).
ii. All values are basic values, excluding GST or any taxes.
iii. Purchase order/ contract issue date shall be considered as a base Oct/2019 for 7-year duration calculation.
iv. Multiple PO / limit PO / Work Order/ job order against a single contract or tender can be considered as a Single Order).</td><td>Supporting documents against above should be as follows:
(a) Bidders associated with GEL (existing and previously) shall submit the GEL issued Purchase Order/Work order/Contracts for fulfilment of the criteria specified herein.

(b) Bidders not associated with GEL shall submit the copy of Purchase Order/Work order/Contracts for fulfilment of the criteria specified herein and shall submit the corresponding satisfactory work completion certificate / Execution Certificate as documentary evidence towards adherence to the criteria specified herein.</td></tr>
<tr><td>A2.</td><td>The bidder should use their own "SMS Gateway Services" to deliver the messages directly.</td><td>Self-Certificate/Declaration should be submitted.</td></tr>
<tr><td>A3.</td><td>Bidder should not be Re-sellers.</td><td>Copy of Agreement with telecom operator(s).</td></tr>
<tr><td>A4.</td><td>Bidder firm should be registered as per relevant act (Partnership Firm/Proprietorship/Company act etc.)</td><td>Copy of certificate of registration / incorporation needs to be submitted as applicable as per law (as applicable).</td></tr>
<tr><td>A5.</td><td>The Bidder should have a valid registration with TRAI (Telecom Regulatory Authority of India) as a Telemarketer Company.</td><td>Copy of valid certificate should be submitted.</td></tr>
<tr><td>A6.</td><td>The Bidder should have a valid ISO 27001 series certification for information Security management.</td><td>Copy of valid certificate should be submitted.</td></tr>
<tr><td>A7.</td><td>Statutory Registration / Compliance (As Applicable)</td><td>1. PAN Card copy
2. GSTIN (GST registration certificate)
3. PF and ESIC registration</td></tr>
<tr><td>B</td><td>Financial Criteria</td><td></td></tr>
<tr><td>B.1</td><td>1. Bidder shall have minimum Annual Turnover of Rs 80 Lakh in any of the preceding three financial years to be reckoned from the Tender publishing</td><td>Bidder shall submit following documents as the documentary evidence toward adherence to the criteria specified herein:</td></tr>
</table>

	month i.e. FY 2023-24, FY 2024-25, FY 2025-26. 2. Bidder shall have a minimum Working Capital Rs 16 Lakh for the last audited financial year i.e. FY 2025-26. 3. Bidder's Net Worth as per the last audited financial statement shall be positive.	1. Chartered Accountant Certificate with UDIN confirming annual turnover, working capital & net worth as per criteria specified herein. ***Note:*** *1. 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.* *2. FY 2025-26 shall be considered as preceding financial year. However, if audited financial report of FY 2025-26 is not available, then FY 2024-25 shall be considered and relevant documents shall be provided.* *3. 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.* *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 (with UDIN) 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):

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. Bidder can quote for any or all GROUPS/ CLUSTERs/ SORs. Bidder shall be evaluated for individual GROUPS/ CLUSTERs/ SORs as per criteria mentioned in tender. However, for Bidder to qualify for award of Contract for multiple GROUPS/ CLUSTERs/ SORs, the Bidder shall have to meet the Technical & Financial Criteria GROUP-WISE/ CLUSTER-WISE/ SORs-WISE on Cumulative Basis.
12. Bidders are required to quote for full quantity in quoted GROUPs/ CLUSTERs/ SORs. If any Bidder quotes for part quantity against any GROUPs/ CLUSTERs/ SORs, their bid shall be considered incomplete and shall not be evaluated.
13. If bidder is bidding for more than one Groups/ CLUSTERs/ SORs, then Cumulative Working Capital and Cumulative Annual Turnover of the respective quoted GROUPs/ CLUSTERs/ SORs shall be considered for evaluation.
14. The Price evaluation will be carried out by OWNER on individual GROUPS/ CLUSTERs/ SORs basis as per the following methodology:

    a. If a bidder qualifies for all the quoted GROUPS/ CLUSTERs/ SORs and happens to be L-1 bidder for all the quoted GROUPS/ SORs, in that case contract will be awarded to the L-1 bidder until other-wise the tender documents mentions limitation on maximum number of clusters can be awarded to Single Bidder.

    b. If a bidder happens to be lowest (L1) bidder for more number of GROUPS/ CLUSTERs/ SORs and qualifies for lesser number of GROUP(s)/ CLUSTER(s)/ SOR(s), then the order shall be awarded on "LEAST COST TO OWNER" basis for the nos. of GROUPS/ CLUSTERs/ SORs for which bidder qualifies until other-wise the tender documents mentions limitation on maximum number of clusters can be awarded to Single Bidder.
15. 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.

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 Technical Bid (Yes/ No)
A	**Technical Criteria Checklist**	
1(a)	**GEL associated Bidder (Existing and Previously):** Submit GEL issued Purchase Order/Work order/Contracts as per criteria	
1(c)	**GEL non-associated Bidder**: Submit Completion Certificate or Execution Certificate against submitted Purchase Order/Work order/Contracts as per criteria reflecting min. below details but not limited to- Completion certificate or Execution Certificate shall contain Purchase Order/Work order/Contracts no., duration, quantity etc.	
2	Self-Certificate/Declaration for own "SMS Gateway Services" to deliver the messages directly.	
3	Copy of Agreement with telecom operator(s) for no re-selling or sub-letting.	
4	Copy of certificate of registration / incorporation as applicable as per law (as applicable).	
5	Copy of certificate for valid registration with TRAI (Telecom Regulatory Authority of India) as a Telemarketer Company.	
6	Copy of valid ISO 27001 series certification for information Security management.	
7	Statutory Registration / Compliance (As Applicable) 1. PAN Card copy 2. GSTIN (GST registration certificate) 3. PF and ESIC registration	
B	**Financial Criteria Checklist**	
1.1 to 1.3	**All Bidders (GEL associated as well as non-associated):** CA certificate with UDIN number mentioning Turn over from Audited Balance Sheets from any of preceding three financial years i.e. any one of FY 2023-24, FY 2024-25, FY 2025-26.	
	All Bidders (GEL associated as well as non-associated): CA certificate with UDIN number mentioning Working Capital from Audited Balance Sheets. i.e. FY 2025-26, if audited balance sheet is not available for FY 2025-26, bidder shall submit CA certificate for FY 2024-25.	
	All Bidders (GEL associated as well as non-associated): CA certificate with UDIN number mentioning Net worth from Audited Balance Sheets. i.e. FY 2025-26, if audited balance sheet is not available for FY 2025-26, bidder shall submit CA certificate for FY 2024-25.	
	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	

Sr. No	Supporting Documents to be submitted	Submitted in Technical Bid (Yes/ No)
	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.	