

Consolidated Tender Details

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Tender Id: 349985

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Organization Name	Gujarat Energy Limited
Location	Gandhinagar
Department	Energy and Petrochemicals Department
Sub Department	Gujarat Energy Limited - Gandhinagar
IFB/Tender Notice No	Hiring Of Omni Channel Cloud Telephony Customer Contact Centre Solution on SaaS Subscription Model
Tender Creation Date	28-09-2026 18:24
Tender Type	Open
Tender Title/Name of Project:	Hiring Of Omni Channel Cloud Telephony Customer Contact Centre Solution on SaaS Subscription Model
Description of Material/Name of Work	Hiring Of Omni Channel Cloud Telephony Customer Contact Centre Solution on SaaS Subscription Model
Sector Category	Petroleum and Natural Gas
Form of Contract	Fixed-rate
Product Category	Miscellaneous Services
Tender Category	WORKS
Is ECV Visible to Supplier?	No
Tender Currency Type	Single
Tender Currency Setting	Indian Rupee
Period of Completion/Delivery Period	As per tender Document Attached
Procurement Type	Services
Consortium / Joint Venture	N/A
Rebate	N/A
Alternate decrypter	N/A

Calender Details

Bid Document Download Start Date	05-10-2026 13:30
Bid Document Download End Date	19-10-2026 18:30
Bid Submission Start Date	05-10-2026 14:00
Bid Submission Closing Date	19-10-2026 18:30
Tender NIT View Date	N/A
Remarks	Online Pre bid meeting is scheduled over WEBEX
Pre-Bid Meeting Mode	Offline
Pre-Bid Meeting Opening Date	08-10-2026 15:30
Bid validity	180 Days

Amount Details

Bidding Processing Fee (OFFLINE)	2,000.00 INR(Two thousand)
Bidding Processing Fee Payable to	Gujarat Energy Limited
Bidding Processing Fee Payable at	Gandhinagar
Tender Fee Exempted	Yes
Bid Security/EMD/Proposal Security INR (OFFLINE)	145,000.00 INR (One lac Forty Five Thousand)
Bid Security/EMD/Proposal Security INR Payable to	Gujarat Energy Limited

EMD Fee Exempted	Yes
Bank Guarantee Minimum	145000 INR
Bank Guarantee Maximum	145000 INR

Other Details

Officer Inviting Bids	Vice President- Materials
Bid Opening Authority	Vice President- Materials
Address	GEL- Office 4, 5. Ground Floor IT- Tower-2; Infocity, Gandhinagar- 382009
Contact Details	abhishek.kumar@gujenergy.com/9978922038

General Terms & Conditions

General Terms and Conditions

- (1) Bidders can download the tender document free of cost from the website.
- (2) Bidders have to submit Technical bid as well as Price bid in Electronic format only on nprocure website till the Last Date & time for submission.
- (3) Offers in physical form will not be accepted in any case.
- (4) Free vendor training camp will be organized every Saturday between 4.00 to 5.00 P.M. at (n)code solutions-A Division of GNFC Ltd., Bidders are requested to take benefit of the same.

Bidders who wish to participate in online tenders will have to procure / should have legally valid Digital Certificate as per Information Technology Act-2000 (Class-III) using which they can sign their electronic bids. Bidders can procure the same from any of the license certifying Authority of India or can contract (n)code solutions- A division of GNFC Ltd, who are licensed Certifying Authority by Govt. of India.

In case bidders need any clarifications or if training required to participate in online tenders, they can contact (n)Procure Support team:-

(n)code Solutions-IT division of GNFC Ltd.,
(n)Procure Cell
501, GNFC Infotower, S.G. Road,
Bodakdev, Ahmedabad – 380054 (Gujarat)

+Contact Details
Phone
+91-79-40007517, 40007514, 40007515.
E-mail : nprocure@ncode.in

TOLL FREE NUMBER: 73590 21663

Other Terms & Conditions as per detailed tender documents

Tender Documents

Sr No	Document Name	Document Definition
1	Approved BQC for Omni Channel CCCC Solution - Cloud SaaS model.pdf	Approved BQC for Omni Channel CCCC Solution - Cloud SaaS model.pdf
2	Section I - Instructions To Bidders (ITB)- 349985.pdf	Section I - Instructions To Bidders (ITB)- 349985.pdf
3	Section-II-SOW of Omni Channel Cloud Solution- 349985.pdf	Section-II-SOW of Omni Channel Cloud Solution- 349985.pdf
4	Section-III-SOR of Omni Channel Cloud Solution - 349985.pdf	Section-III-SOR of Omni Channel Cloud Solution - 349985.pdf
5	Section IV - GTC - 349985.pdf	Section IV - GTC - 349985.pdf
6	Section V- STC - Omni Channel Cloud Telephony- 349985.pdf	Section V- STC - Omni Channel Cloud Telephony- 349985.pdf
7	Section VI - Forms and Formats - 349985.pdf	Section VI - Forms and Formats - 349985.pdf
8	ONLINE PRE BID DETAILS -349985.pdf	ONLINE PRE BID DETAILS -349985.pdf
9	Prebid Clarifications - 349985.xlsx	Prebid Clarifications - 349985.xlsx

Tender Stages

Stage Name	Evaluation Date	Minimum Forms for Submission	Evaluation Dependency
Primary Stage	21-10-2026 10:30	0	
Technical Stage	21-10-2026 10:35	0	Primary Stage
Commercial Bid	21-10-2026 10:40	0	Technical Stage

1. Primary Stage

Form Id	Form Name	Form Mode	Submission Type	Mandatory	Action
43732	Primary Information	User Defined Template-Standard	Single	Yes	
43733	Tender Fee with UTR Details	User Defined Template-Standard	Single	Yes	
43734	EMD with UTR Details	User Defined Template-Standard	Single	Yes	
43735	Undertaking for unconditional acceptance of entire set of tender documents and zero deviation confirmation	User Defined Template-Standard	Single	Yes	
43777	Declaration of Relationship with GEL Employees	User Defined Template-Standard	Single	Yes	
46677	Declaration on Other Criteria	User Defined Template-Standard	Single	Yes	
43736	Bidder Information Form	User Defined Template-Standard	Single	Yes	

Documents required for Stage - Primary Stage

Sr No	Document Name	Mandatory
1	Tender Fees as per clause 12 of Section-I-ITB	Yes
2	EMD as per clause clause 11 of Section-I-ITB	Yes
3	Copy of PAN and GST and linkage of Aadhar-PAN in case of Proprietorship firm	Yes

2. Technical Stage

Form Id	Form Name	Form Mode	Submission Type	Mandatory	Action
43731	Technical Bid Submission	User Defined Template-Secured	Single	Yes	

Documents required for Stage - Technical Stage

Sr No	Document Name	Mandatory
1	GEL associated Bidder (Existing and Previously): Submit GEL issued Purchase order/Service order(s) for fulfilment of the criteria specified herein	Yes
2	GEL non-associated Bidder: Submit Purchase / Service Order(s) / Contracts for fulfilment of the criteria specified herein	Yes
3	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.	Yes
4	Bidder shall submit utility bill / GST certificate as proof of local implementation & support based in India	Yes
5	In case if the Bidder is an OEM: Declaration letter as per Annexure 1A on OEMs letter head. In case if the Bidder is ASP: Declaration letter as per Annexure 1B on OEMs letter head	Yes
6	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.	Yes
7	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	Yes

Sr No	Document Name	Mandatory
8	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	Yes
9	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	Yes

3. Commercial Bid

Form Id	Form Name	Form Mode	Submission Type	Mandatory	Action
48648	Sample SoR	User Defined Template-Secured	Single	Yes	

Evaluation Committee

Stage Types	Opening Committee	Decryptor		Stage Evaluator
		Primary Decryptor	Alternate Decryptor	
Primary Stage	Neville Desai .(gelgandhind)	Neville Desai .(gelgandhind)	N/A	Neville Desai .(gelgandhind)
Technical Stage	Neville Desai .(gelgandhind)	Neville Desai .(gelgandhind)	N/A	Neville Desai .(gelgandhind)
Commercial Bid	Neville Desai .(gelgandhind)	Neville Desai .(gelgandhind)	N/A	Neville Desai .(gelgandhind)

Certificate Details

Cert Serial No.	624ce588
Subject Dn	'CN=NEVILLE BIJENDRA DESAI, SERIALNUMBER=7cabf3c36e9e5357c50ad4445d684a9b924eaf6ddeb5697aa254d8327baefd2a, ST=Gujarat, OID.2.5.4.17=382010, OU="GUJARAT ENERGY LIMITED,CID - 7109662", OID.2.5.4.20=cf7b8694d847319231fb09a109b1d5ded4f92acc3cf23ffeddc675a5cc9515bb, O=GUJARAT ENERGY LIMITED, C=IN'
Cert Issuer	CN=(n)Code Solutions Sub-CA for DSC 2022, OU=Sub-CA, O=Gujarat Narmada Valley Fertilizers and Chemicals Limited, C=IN
Thumbprint	fd e7 80 c0 a7 be fd 87 56 5b 84 aa 72 f7 45 30 51 2d 12 51

Decrypter Certificate Details

Stage Name	Primary Stage
Decrypter Name	gelgandhind
Cert Serial No.	624ce589
Subject Dn	'CN=NEVILLE BIJENDRA DESAI, SERIALNUMBER=7cabf3c36e9e5357c50ad4445d684a9b924eaf6ddeb5697aa254d8327baefd2a, ST=Gujarat, OID.2.5.4.17=382010, OU="GUJARAT ENERGY LIMITED,ECID - 7109662", OID.2.5.4.20=cf7b8694d847319231fb09a109b1d5ded4f92acc3cf23ffeddc675a5cc9515bb, O=GUJARAT ENERGY LIMITED, C=IN'
Cert Issuer	CN=(n)Code Solutions Sub-CA for DSC 2022, OU=Sub-CA, O=Gujarat Narmada Valley Fertilizers and Chemicals Limited, C=IN
Thumbprint	7d 52 9e e8 2f ad 6f 54 e7 25 19 c7 ec 06 e3 e4 b3 b3 08 0b

Stage Name	Technical Stage
Decrypter Name	gelgandhind
Cert Serial No.	624ce589
Subject Dn	'CN=NEVILLE BIJENDRA DESAI, SERIALNUMBER=7cabf3c36e9e5357c50ad4445d684a9b924eaf6ddeb5697aa254d8327baefd2a, ST=Gujarat, OID.2.5.4.17=382010, OU="GUJARAT ENERGY LIMITED,ECID - 7109662", OID.2.5.4.20=cf7b8694d847319231fb09a109b1d5ded4f92acc3cf23ffeddc675a5cc9515bb, O=GUJARAT ENERGY LIMITED, C=IN'
Cert Issuer	CN=(n)Code Solutions Sub-CA for DSC 2022, OU=Sub-CA, O=Gujarat Narmada Valley Fertilizers and Chemicals Limited, C=IN
Thumbprint	7d 52 9e e8 2f ad 6f 54 e7 25 19 c7 ec 06 e3 e4 b3 b3 08 0b

Stage Name	Commercial Bid
Decrypter Name	gelgandhind
Cert Serial No.	624ce589
Subject Dn	'CN=NEVILLE BIJENDRA DESAI, SERIALNUMBER=7cabf3c36e9e5357c50ad4445d684a9b924eaf6ddeb5697aa254d8327baefd2a, ST=Gujarat, OID.2.5.4.17=382010, OU="GUJARAT ENERGY LIMITED,ECID - 7109662", OID.2.5.4.20=cf7b8694d847319231fb09a109b1d5ded4f92acc3cf23ffeddc675a5cc9515bb, O=GUJARAT ENERGY LIMITED, C=IN'
Cert Issuer	CN=(n)Code Solutions Sub-CA for DSC 2022, OU=Sub-CA, O=Gujarat Narmada Valley Fertilizers and Chemicals Limited, C=IN
Thumbprint	7d 52 9e e8 2f ad 6f 54 e7 25 19 c7 ec 06 e3 e4 b3 b3 08 0b

Created By : Neville Desai .(gelgandhind) 28-09-2026 18:24	Published By : Neville Desai .(gelgandhind) 05-10-2026 13:19
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