

 GUJARAT GAS	<b>Bid Qualification Criteria</b>	Doc No.	MAT-F-03
RFP#	GGL/ITERP/2021/FMS/EUSSv1.1	Rev No.	0
Tender Description	IT Facility Management Services – End User Support	Effective Date	29-01-

Sr. No	Criteria (As per tender)	Support Documents (As per tender)
1.	<p>Shall have an ongoing IT FMS contract as on Bid publishing date with minimum 3 years duration and minimum value of Rs. 50 lakh</p> <p>Shall have deployed 20+ resources with single customer as part of single engagement / Purchase Order</p> <p>Shall have resources with diploma/graduation (IT, Computer Science) and minimum 3 years' experience as IT ServiceDesk engineer</p> <p>Shall provide declaration to provide services in Gujarat, Maharashtra, Punjab, Haryana, Madhya Pradesh, Rajasthan, DnH and other states as required from time to time</p>	<p>Copy of Single Purchase / Service Order / Contract work clearly highlighting the value and duration</p> <p>Copy of Single Purchase / Service Order / Contract work clearly highlighting the number of resources</p> <p>Copy of detailed Qualifications, experience and any certifications</p> <p>Declaration/Confirmation from the bidder</p> <p><i>All above details required to be signed and stamped from the relevant Authority</i></p>
2.	Shall provide declaration for resource deployment under direct payroll within 30 days	<p>Declaration of Resource deployment / mobilisation plan</p> <p>All above details required to be signed and stamped from the relevant Authority</p>
5.	Shall have at least one Purchase Order / engagement in past 5 years with experience in any ITSM / ITIL IT ServiceDesk tool set	Copy of Purchase Order of ITSM operations and details of personnel with experience on ITSM tools set
2.	<b>Financial Criteria</b>	
	<p>(1) Bidder shall have minimum Annual Turnover of Rs. 50 lakh from FMS services in any of the preceding three financial years to be reckoned from the Tender publishing date.</p> <p>(2) Bidder shall have a minimum Working Capital of Rs. 10 Lakhs for the last audited financial year</p> <p>(3) Bidder's Net Worth as per the last audited financial statement shall be positive.</p>	<p>Bidder shall submit following documents as the documentary evidence toward adherence to the criteria specified herein:</p> <p>1. Copy of Audited balance sheets and profit &amp; loss statement.</p> <p>2. Chartered Accountant Certificate with UDIN confirming annual turnover, working capital &amp; net worth as per criteria specified herein.</p> <p><b>Note:</b> <b>1. If the bidder's working capital is inadequate, the bidder shall furnish a letter from any bank approved</b></p>

		<p><i>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.</i></p> <p><i>2. If audited financial report of Last FY is not available, then preceding Financial Year shall be considered and relevant documents shall be provided.</i></p> <p><i>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.</i></p> <p><i>a) "Profit offered for tax" in Income Tax Return for respective year/years to be made part of the CA certificate.</i></p> <p><i>b) CA to certify that the vendor has opted for presumptive taxation scheme U/s 44AD of the Income Tax Act, 1961 in the respective year/years and the turnover reported in the return of income filed with the Income Tax Department are matching</i></p>
--	--	---

**BQC Notes (Most Important):**

1. Bidder shall submit all qualification documents (**preferably color scan copy**) as mentioned above on N-procure. No additional documents in the physical form shall be considered.
2. 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.

For Bidder associated with GGL, Documentary evidence for work completion (i.e. Invoice / Inspection Release Note / Completion Certificate / Performance Certificate) against Gujarat Gas Limited Purchaser Order/ Work order/ contract is not required. However, the same will be verified by GGL internally and Technical evaluation will be carried out by GGL as per criteria Considering submitted PO/work order/contract

S.N.	Supporting Documents to be submitted by bidder	Submitted in Technical Bid (Yes/ No)
	<b>Technical Criteria- 1 Check list</b>	
<b>1</b>	<b>GGL associated Bidder (Existing and Previously):</b> Submit GGL issued PO/WO as per criteria	
<b>2</b>	<b>GGL non-associated Bidder:</b> Submit Purchase Order/ Service Order/Contract issued by CCD entity as per criteria	
<b>3</b>	<b>GGL non-associated Bidder:</b> Submit satisfactory Completion Certificate / commissioning certificate/ Confirmation/ Inspection release note(s)/ Dispatch Clearance Note(s) against	

	submitted Purchase Order/ Service Order/Contract as per criteria reflecting min. below details but not limited to- Completion Certificate / commissioning certificate/ Confirmation/ Inspection release note(s)/ Dispatch Clearance Note(s) note shall contain PO no./ Service order no./ contract no., date of completion, capacity, quantity etc.	
--	---	--

Approved