



BIDDER QUALIFICATION CRITERIA (BQC) FOR IT Facility Management Services – Data Centre Support (FMS-DCS)

Document No.: GGL/IT&ERP/FMS-DCS/2025/Mar/01

Sr. No	Criteria (As per tender)	Support Documents (As per tender)
A	Technical Criteria	
1.	<p>1. Bidder shall have ISO 27001 and SoC-2 certified captive Network Operations Centre (NoC) for Server, Network and Cyber Security support in India and GGL shall have access to all Escalation Levels of the NoC</p> <p>2. Bidder shall deploy primary onsite skilled resources and shall always have minimum backup resources always available based out of Gujarat locations on payroll as on date of bidding and as per Education and Experience criteria mentioned in Technical SoW</p> <p>3. Bidder should be having ITIL v3/v4 based ITSM system that includes an ITSM Tool and ITIL framework-based services</p>	<p>1) Bidder has to provide details of NoC vide a declaration on a letterhead as per Annexure-1</p> <p>a) Address of the NoC with copy of utility bill</p> <p>b) Technical escalation matrix of the same with name and contact number and email addresses</p> <p>c) Confirmation that GGL will have access to all Technical Escalation Levels of the NoC</p> <p>d) Copy of Active ISO 27001 certification for its NoC</p> <p>e) Copy of Active SoC-2 certification for its NoC</p> <p>2) Bidders to provide a confirmation to</p> <p>a) Declaration to deploy FMS Resources in-line with Technical SoW and the list of the resources within 30 days of the contract award as per Annexure-1</p> <p>b) Provide the list of resources i.e. Level-L4 and Level-L3 resources along with required details, in the format Annexure 1. Bidder shall also provide the declaration to maintain the backup resources if awarded the contract, in the format Annexure 1</p> <p>3) Bidder should provide compliance checklist as per Annexure-1 of the ITSM System</p> <p>a) The Bidder should provide details of the ITSM Tool that they are using</p> <p>b) The checklist should include list of all the module wise processes under respective ITIL v3 / v4 framework</p> <p>c) The bidder should provide a compliance against all the processes vis-à-vis section 3.a</p> <p><i>All above details required to be signed and stamped from the relevant Authority</i></p>
B	Experience Criteria	
2.	<p>1. The Bidder shall have successfully provided IT skilled resources wrt Data Center Services (that includes System Administration of Windows, SAP Basis, DataBase (Oracle), Unix (Linux/HP Unix/AIX), Network, Storage Systems and managing Cyber Security using ISO 27001, ITSM Services using ITIL or ISO 20000) atleast ANY of the following values during the last 7 (seven) years with minimum 5 (five) years</p>	<p>1) Bidders not associated with GGL shall submit the Purchase / Work / Service / Job Order for fulfilment of the criteria specified herein and shall submit the corresponding satisfactory work completion certificate (WCC) issued by Client as documentary evidence towards adherence to the criteria specified herein.</p> <p>2) Bidders associated with GGL (existing and previously) shall submit the Purchase / Work /</p>



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	<p>experience reckoned from the month in which this tender is published</p> <table border="1"> <tr> <td>a</td><td>Three similar completed works, each costing (excluding GST) not less than</td><td>Rs. 11 Lakhs</td></tr> <tr> <td>b</td><td>Two similar completed works, each costing (excluding GST) not less than</td><td>Rs. 13 Lakhs</td></tr> <tr> <td>c</td><td>One similar completed works, costing (excluding GST) not less than</td><td>Rs. 21 Lakhs</td></tr> </table> <p>Notes:</p> <ul style="list-style-type: none"> 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 (excluding GST) not less than	Rs. 11 Lakhs	b	Two similar completed works, each costing (excluding GST) not less than	Rs. 13 Lakhs	c	One similar completed works, costing (excluding GST) not less than	Rs. 21 Lakhs	Service / Job Order for fulfilment of the criteria specified herein.
a	Three similar completed works, each costing (excluding GST) not less than	Rs. 11 Lakhs									
b	Two similar completed works, each costing (excluding GST) not less than	Rs. 13 Lakhs									
c	One similar completed works, costing (excluding GST) not less than	Rs. 21 Lakhs									
C	Financial Criteria										
	<p>(1) Min. Annual Turnover Rs. 42 lakhs in any of the preceding three audited financial years reckoned from the Tender publishing month</p> <p>(2) Min. Working Capital of Rs. 9 lakhs in the last audited financial year</p> <p>(3) Bidder's Net Worth as per the last audited financial statement shall be positive</p>	Certificate signed and stamped by Chartered Accountant with UDIN (A consolidated letter is preferred, however bidder may provide separate documents)									



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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 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 require. 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
5. Bidder is suggested to submit the documents which have been already verified by GGL/GGL appointed consultant in previous tenders, if any. In case of submission of documents which have been not verified by GGL/GGL 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 GGL) 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 SoW 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 organization) shall not be considered as a valid experience for the purpose of evaluation.



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Final 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)
Technical Criteria - Check list		
A.1	The Bidder shall provide the details of the Network Operations Center as per the criteria mentioned vide a declaration on a letterhead	
A.1	The Bidder shall provide a declaration to deploy the FMS resources in-line with Technical SoW and the list of the resources within 30 days of the contract award as per Annexure-1	
A.1	The Bidder shall provide the list of L4 resources based out of the NoC in the Annexure-1 as per the criteria mentioned in the Technical Scope of Work	
A.1	The Bidder shall provide the list of L3 resources based out of the NoC in the Annexure-1 as per the criteria mentioned in the Technical Scope of Work	
A.1	The Bidder shall provide the list of Backup L3 resources available in Gujarat in the Annexure-1 as per the criteria mentioned in the Technical Scope of Work	
Experience Criteria - Check list		
B.1	GGL non-associated Bidder: Submit PO/WO/SO/JO issued by end client and corresponding satisfactory work completion certificate as per criteria: - PO/WO/SO/JO of three similar services, each costing not less than Rs. 11 Lakhs PO/WO/SO/JO of two similar services, each costing not less than Rs. 13 Lakhs PO/WO/SO/JO of one similar services, costing not less than Rs. 21 Lakhs	
B.1	GGL associated Bidder (Existing and Previously): Submit GGL issued PO/WO/SO/JO as per criteria: Three similar completed works, each costing not less than Rs. 11 Lakhs Two similar completed works, each costing not less than Rs. 13 Lakhs One similar completed works, costing not less than Rs. 21 Lakhs	
Financial Criteria - Check list		
C.1	Chartered Accountant Certificate with UDIN with following details 1. Annual Turnover Certificate in any of the preceding three audited financial years 2. Working Capital Certificate in the last audited financial year 3. Bidder's Net Worth Certificate as per the last audited financial statement	



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Annexure -1

Format for submitting the Declaration letter. Letter to be printed on Bidder's letter head

Ref. _____

Date _____

To,
Gujarat Gas Limited , Ground Floor Infocity Tower- 2 Gandhinagar,
GH-0 , Gandhinagar – 382010,
Gujarat, India

General description of work: _____

Our reference: Offer No. _____

Tender Ref. No. _____

Subject: Declaration of Bidders own NoC in India and Availability of Primary Resources & Backup Resources and required Certifications for our NoC and ITSM services

Dear Sir,

With reference to subject matter, we _____ would like to bring to your kind attention that we are having our own NoC in India and address of the same is _____. The Technical Escalation Matrix of this office is provided as below

Technical Escalation Matrix

S. No	*Technical Escalation Level	Contact Person Name	Contact Person Mobile Number	Contact Person Email ID	Is the contact person based out of this address	GGL Will have access to this level (Yes / No)
1	Level 1					
2	Level 2					
3	Level 3					
4	Level 4					

*This is in context of call escalation in case its not resolved by the lower / previous level and not necessarily relates to L1 / L2 / L3 / L4 resources type

We would like to bring to your kind attention that we have L3 Level Resource and L4 Level Resource resources available at our NoC locations on our Payroll. We will provide resources with Individual Competencies or resources as per Allowed Resources Key Competency Sets as per Technical SoW

S. No	Resource Key Competencies	Minimum Resource count at Bidders NoC (4 Persons x L4 Level and 8 Persons x L3 Level)	Employee Number	Full Name of Resource	Certifications	Educational Qualification	Relevant Experience	Employed Since
1								
2								



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With reference to subject matter, we would like to bring to your kind attention that we have gone through the Technical Scope of Work (SoW) and assessed the proposed FMS Resource deployment to fulfill the Service Level Requirements and hence assure GGL that we shall deploy the FMS Resources at respective locations accordingly within 30 days of award of contract.

With reference to subject matter, we would like to bring to your kind attention that we already have backup resources available at all GGL Business locations to ensure seamless IT FMS – DCS services. These backup resources shall be available as per the Technical SoW.

Compliance Checklist for ITSM Tool

Name of the ITSM Tool				
Version of the ITSM Tool				
Base ITIL version its complied to				
S. No	ITSM Module	ITSM Processes	Compliance	

Enclosures

1. Copy of the Active ISO 27001 certification for the NoC
2. Copy of the Active SoC 2 certification for the NoC

Authorized Signatory

For _____