

Tender Details

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Tender ID - 189209

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Organization Name	Gujarat Gas Limited
Location	Ahmedabad
Department	Energy And Petrochemicals Department
Sub Department	Gujarat Gas Limited,Ahmedabad
IFB/Tender Notice No	189209
Tender Creation Date	21-05-2025 14:11
Tender Type	Open
Tender Title/Name of Project	IT Facility Management Services – End User Support (FMS-E US)
Description of Material/Name of Work	IT Facility Management services - End User Support (FMS-EU S)
Sector Category	Information Technology and Communication
Form of Contract	Fixed-rate
Product Category	Facility Management
Tender Category	WORKS
Is ECV Visible to Supplier?	As per tender doc
Estimated Cost Value	N/A
Tender Currency Type	Single
Tender Currency Setting	Indian Rupee
Period of Completion/Delivery Period	36 Months
Procurement Type	Services
Consortium / Joint Venture	N/A
Rebate	N/A
Alternate Decrypter	N/A

Calender Details

Bid Document Download Start Date	27-05-2025 18:30
Bid document download End Date	10-07-2025 18:30
Bid Submission Start Date	27-05-2025 18:30

Bid Submission Closing Date	10-07-2025 18:30
Tender NIT View Date	N/A
Remarks	IT Facility Management Services – End User Support (FMS-EUS)
Pre-Bid Meeting Mode	Offline
Pre-Bid Meeting Opening Date	29-05-2025 11:00
Bid validity	180 Days

Amount Details

Bidding Processing Fee (OFFLINE)	2,000.00 INR (Two thousand)
Bidding Processing Fee Payable to	GUJARAT GAS LIMITED, GANDHINAGAR
Bidding Processing Fee Payable at	GUJARAT GAS LIMITED, GANDHINAGAR
Bid Security/EMD/Proposal Security INR (OFFLINE)	242,500.00INR (Two lacs Forty Two Thousand Five hundred)
Bid Security/EMD/Proposal Security INR Payable to	GUJARAT GAS LIMITED, GANDHINAGAR
Bid Security/EMD/Proposal Security INR Payable at	GUJARAT GAS LIMITED, GANDHINAGAR
Bank Guarantee Minimum	242500 INR
Bank Guarantee Maximum	242500 INR

Other Details

Officer Inviting Bids	Gujarat Gas Limited, Gandhinagar
Bid Opening Authority	Gujarat Gas Limited, Gandhinagar
Address	Gujarat Gas Limited. Office No. 4 & 5, Gr. Floor, IT Tower-2, Infocity, Gandhinagar - 382009, Gujarat
Contact Details	kalpesh.gohil@GUJARATGAS.com

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	Section I - Instructions To Bidders_FMS EUS.pdf	Section I - Instructions To Bidders_FMS EUS
2	Section II - Technical Scope of Work_FMS EUS.pdf	Section II - Technical Scope of Work_FMS EUS.pdf
3	BQC - FMS EUS.pdf	BQC - FMS EUS.pdf
4	Section III - Schedule of Rates (SOR)_FMS ESU.pdf	Section III - Schedule of Rates (SOR)_FMS ESU.pdf
5	Section IV - General Terms of CONTRACT_FMS EUS.pdf	Section IV - General Terms of CONTRACT_FMS EUS.pdf
6	Section V - Special Terms of CONTRACT_FMS EUS.pdf	Section V - Special Terms of CONTRACT_FMS EUS.pdf
7	Section VI - Forms and Formats_FMS EUS.pdf	Section VI - Forms and Formats_FMS EUS.pdf
8	Format for Prebid Clarifications.xlsx	Format for Prebid Clarifications.xlsx
9	Response to Pre-Bid Queries-189209-EUS.pdf	Response to Pre-Bid Queries-189209-EUS.pdf
10	189209_Revised_BQC-FMS-End User Support.pdf	189209_Revised_BQC-FMS-End User Support.pdf

Tender stages

Stage Name	Evaluation Date	Minimum Forms for Submission	Evaluation Dependency
Primary Stage	11-07-2025 10:35	0	
Technical Stage	11-07-2025 10:40	0	Primary Stage
Commercial Stage	11-07-2025 10:45	0	Technical Stage

1.Primary Stage

Form Id	Form Name	Form Mode	Submission Type	Mandatory	Action
28373	Primary Information	User Defined Template-Standard	Single	Yes	
28374	Tender Fee with UTR Details	User Defined Template-Standard	Single	Yes	
28375	EMD with UTR Details	User Defined Template-Standard	Single	Yes	
28376	Undertaking for unconditional acceptance of entire set of tender documents and zero deviation confirmation	User Defined Template-Standard	Single	Yes	
28377	Bidder Information Form	User Defined Template-Standard	Single	Yes	
28378	Declaration on Other Criteria	User Defined Template-Standard	Single	Yes	
15710	Declaration of Relationship with GGL Employees	User Defined Template-Standard	Single	Yes	

Documents required for Stage - Primary Stage

Sr No	Document Name	Mandatory
1	GST Certificate	Yes
2	PAN Card	Yes
3	MSME & NSIC	Yes
4	EMD/TENDER FEES	Yes

2.Technical Stage


Form Id	Form Name	Form Mode	Submission Type	Mandatory	Action
6849	Technical Bid Submission	User Defined Template-Secured	Single	Yes	

Documents required for Stage - Technical Stage

Sr No	Document Name	Mandatory
1	Technical Criteria – A.1-The Bidder shall provide the details of the Offices as per the criteria mentioned vide a declaration on a letterhead as per Annexure -1	Yes
2	Technical Criteria - A.2 -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	Yes
	Technical Criteria - A.3 - The Bidder shall provide the name of resources for Level 1 End-Use	

3	r-VIP-Support (that are on its own Payroll at Gandhinagar (Gujarat) / Ahmedabad (Gujarat) locations as per the criteria mentioned in the Technical Scope of Work and the Annexure-1	Yes
4	Technical Criteria - A.4 - The Bidder shall provide the name of resources for Level 1 End-User-Standard-Support (that are on its own Payroll) at Gandhinagar (Gujarat) / Ahmedabad (Gujarat) locations as per the criteria mentioned in the Technical Scope of Work and the Annexure-1	Yes
5	Technical Criteria - A.5 - The Bidder shall provide the list of Level-1 End-User-Standard-Support resources (that are either on its own Payroll or through Sub-Contractors offices) at other GGL Business locations as per the criteria mentioned in the Technical Scope of Work as per Annexure1	Yes
6	Experience Criteria - 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	Yes
7	Experience Criteria - B.2 - 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	Yes
8	Financial Criteria - 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	Yes

3.Commercial Stage

Form Id	Form Name	Form Mode	Submission Type	Mandatory	Action
29629	SOR - IT FACILITY MANAGEMENT SERVICES – END USER SUPPORT (FMS-EUS)	User Defined Template-Secured	Single	Yes	

Evaluation Committee






	Opening	Decryptor		
		Primary Decryptor	Alternate Decryptor	
Primary Stage	F.K.Joseph (gglahdfkj)	F.K.Joseph (gglahdfkj)	N/A	F.K.Joseph (gglahdfkj)
Technical Stage	F.K.Joseph (gglahdfkj)	F.K.Joseph (gglahdfkj)	N/A	F.K.Joseph (gglahdfkj)
Commercial Stage	F.K.Joseph (gglahdfkj)	F.K.Joseph (gglahdfkj)	N/A	F.K.Joseph (gglahdfkj)

Signing certificate







Cert Serial No.	624a5e19
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Subject Dn	'CN=FORAM JOSEPH, SERIALNUMBER=f628a60fc71fbacd4ceb0d8d0565b032fe5e394cc809d862e9b8ebe60516c22f, ST=Gujarat, OID.2.5.4.17=382009, OU="GUJARAT GAS LIMITED,CID - 6998629", OID.2.5.4.20=bacc88388ee20fd28597f379de53d4261f1f793b04079eee6fa154165243d36c, O=GUJARAT GAS 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	07 50 2d e4 d2 63 e9 d8 85 ca a3 12 0f c8 01 6b 79 69 54 4c

Amendments

Amendment No.	Amendment ID	Amendment Subject	Amendment Date	Action
1	66558	Corrigendum_5-Revised BQC and Bid submission date extension	03-07-2025 11:18	
2	66414	Corrigendum_4-Bid submission date extension	01-07-2025 16:30	
3	65725	Corrigendum_3- Bid submission date extension	24-06-2025 14:25	
4	65521	Corrigendum_2- Bid submission date extension	20-06-2025 16:59	
5	64963	Corrigendum_1-Reply to Prebid & Bid submission date extension	16-06-2025 13:56	

Created By : Nisha Udayarajan (gglahdnu) 21-05-2025 14:11	Published By : F.K.Joseph (gglahdfkj) 27-05-2025 17:48
Designation : Deputy Manager Materials	Designation : Manager

Legends			
Icon	Description	Icon	Description
	View		View Attached Documents
	View Original NIT		View AOC
	Qualified Supplier		Not Qualified Supplier
	View Selected Items		