



GUJARAT ENERGY

**BIDDER QUALIFICATION CRITERIA (BQC)
FOR SUPPLY OF SERVICE FOR CENTRALIZED CUSTOMER CALL CENTER (CCCC)**

Document No.: GEL/C&M/2023-24/SERVICE/01/BQC

00	-	Original Document	08-09-2023
Rev.No.	Clause No.	Description of change	Date of Issue



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BQC**Overall Bid Evaluation Methodology (QCBS)**

The overall bid evaluation shall be carried out on a Quality and Cost Based Selection (QCBS) basis as summarised below. Only bidders qualifying the Pre-Bid Qualification Criteria (PBQ) shall be considered for Technical Bid and Commercial Bid evaluation and final ranking.

Sr.	Evaluation Stage	Weightage	Max. Marks
1	Pre-Bid Qualification Criteria (PBQ)	Mandatory (Qualified / Dis-qualified)	Qualify / Disqualify
2	Technical Bid Evaluation (TEC)	70%	70
3	Commercial Bid Evaluation (CE)	30%	30
	Total Marks (Technical + Commercial)	100%	100

1. Pre-Bid Qualification Criteria (PBQ) - Mandatory

Pre-Bid Qualification is a mandatory Pass / Fail gate applied to verify the basic viability of the bidding agency. Bidders failing to meet ANY of the criteria specified below, or failing to submit the requisite supporting evidence, shall be summarily disqualified and shall not be considered for Technical Bid Evaluation.

Sr. No.	Criteria	Supporting Documents
1	The Bidder shall have at least 3 years of experience in successfully carried out and completed call centre operations in India for Financial, Telecom, E-Commerce, Electricity/City Gas Distribution/Water (utilities) etc. during the last 7 years reckoned from the month in which this tender is published.	Supporting documents against criteria should be as follows: 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. Bidders associated with GEL (existing and previously) shall submit the GEL issued Purchase Order/Work order/Contracts for fulfilment of the criteria specified herein.
2	The Bidder shall have completed at least 2 call centre operation contract/ PO in India, for Financial, Telecom, E-Commerce, Electricity/City Gas Distribution/Water (utilities) etc. during the last 7 years reckoned from the month in which this tender is published.	
3	The Bidder shall have completed at least 1 call centre operation contract/ PO in India where ≥ 35 agents were simultaneously deployed at a single site for Financial, Telecom, E-Commerce, Electricity/City Gas Distribution/Water (utilities) etc. during the last 7 years reckoned from the month in which this tender is published.	
4	The Bidder shall have completed at least 1 contract/PO with 24 X 7 call centre operations in India for Financial, Telecom, E-Commerce, Electricity/City Gas Distribution/Water (utilities) etc. during the last 7 years reckoned from the month in which this tender is published.	
5	The bidder should not have incurred performance-related penalties in both or any one of the below criteria; 3 (three) occasions in last One year (From Sept-2025 to Aug-2026) 1 (one) occasion in last 6 months (from March 2026 to August 2026) with connection to call centre operations under any contract.	Self-Declaration from Bidders along with List of PO Serving companies and contact details. Letter to be submitted as per the format provided in Annexure-1.
6	Bidder shall have minimum Annual Turnover of Rs. 1 Crore in any of the preceding three financial years i.e. FY 23-24, FY 24-25 or FY 25-26.	Bidder shall submit following documents as the documentary evidence toward adherence to the criteria specified herein:

7	Bidder shall have a minimum Working Capital Rs. 25 Lakh for the last audited financial year i.e. FY 25-26.	1. Chartered Accountant Certificate with UDIN confirming annual turnover, working capital & net worth as per criteria specified herein. Letter to be submitted as per the format provided in Annexure-2.
8	Bidder's Net Worth as per the last audited financial year i.e. FY 25-26 shall be positive.	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. If audited financial report of Last (FY-25-26) is not available, then preceding Financial Year (FY 24-25) 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 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.

2. Technical Bid Evaluation Criteria (TEC) – (Weightage 70%)

Bidders who qualify the Pre-Bid Qualification (PBQ) gate shall be evaluated under the Technical Bid Evaluation Criteria. Technical evaluation carries a weightage of 70% in the overall bid evaluation (QCBS).

Sr.No.	Criteria	Max Score	Supporting Documents	Evaluation Methodology
1	Bidder have experience of deployment of ≥35 agents simultaneously at a single call centre site during the last 7	18	Bidder shall submit summary list of all the Purchase Orders/Work orders/Contracts, wherein ≥35 agents simultaneously at a single site deployed along with the copy of satisfactory work	18: ≥7 years' experience BPO/ Call centre with ≥35 agents. 11: 5-7 years' experience, including one of ≥35 agents. 5: 3-5 years' experience with ≥35 agents.



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	years reckoned from the month in which this tender is published.		completion certificate / Execution Certificate as documentary evidence towards adherence to the criteria specified herein. Letter to be submitted as per the format provided in Annexure-3.	0: Other
2	Bidder experience in successfully carried out and completed operations in India, for City Gas Distribution Company, Utility Company, Energy Company, Banking Finance services, insurance, e-commerce during the last 7 years reckoned from the month in which this tender is published.	15	Bidder shall submit summary list of all the Purchase Orders/Work orders/Contracts, alongwith the copy of satisfactory work completion certificate / Execution Certificate as documentary evidence towards adherence to the criteria specified herein. Letter to be submitted as per the format provided in Annexure-4.	15: current/recent CGD contract covering customer service or emergency escalation. 10 : Other regulated utility/energy. 5: Banking Finance services and insurance / e-commerce 0 : Other
3	Financial health and payroll capacity	5	Certificate issued by Chartered Accountant with UDIN confirming annual turnover of last two audited Financial Years (FY 24-25 & FY 25-26) & Net worth of last audited Financial Year (FY 25-26). Format as per annexure-2.	5: Average Annual Turnover ≥ 5 times of Annual Contract Value (10 Cr) in last 2 FYs and positive net worth. 3 : Average Annual Turnover ≥ 3 times of Annual Contract Value (6 Cr) in last 2 FYs and positive net worth. 0 : Other
4	Education profile of proposed agent pool	10	Bidder shall submit details of candidate-wise qualification matrix. As per Format-5.	10: $\geq 70\%$ graduates and none below 12th standard. 7: 50–69% graduates and remainder ≥ 12 th. 4: 25–49% graduates and remainder ≥ 12 th. 2: $< 25\%$ graduates but all ≥ 12 th. 0: any proposed agent below 12th or no profile matrix.

5	Relevant experience of proposed agent pool	5	Bidder shall submit details of candidate-wise experience details of agent. As per Format-6	5: pool average ≥ 2 years inbound experience and $\geq 50\%$ have utility / CGD 4: average 1– <2 years inbound experience and $\geq 50\%$ have utility / CGD 3: average 6– 12 months inbound experience and $\geq 50\%$ have utility / CGD 1: average <6 months inbound experience and $\geq 50\%$ have utility / CGD 0: no verifiable experience.
6	Existing training capability	10	Bidder shall submit details curriculum, trainer profile and anonymised training/assessment records. As per Format-7.	10: existing curriculum, trainer, assessment, and records covering call handling, empathy, CRM, CGD safety/emergency escalation and all required languages. 7: established call-centre curriculum with trainer and assessment, but limited CGD content. 3: generic modules or no formal assessment. 0: no existing capability.
7	Recruitment / hiring office in Gujarat	3	Bidder shall submit address proof, employee list and site verification. As per Format-8	3: operational hiring office in Ahmedabad with dedicated recruiter(s). 2: office elsewhere in Gujarat with demonstrated Ahmedabad sourcing. 1: office outside Gujarat with local sourcing plan only. 0: no verifiable office or sourcing presence.
8	Verified buffer manpower availability	4	Bidder shall submit, named backup roster, availability confirmation and sample profiles; do not double-count the primary pool. Letter to be submitted as per the format provided in Annexure-9.	4: >10%. 3: >5–10% 2: >2–5% 1: >0-2% agents. 0: none/unverified.
Total Technical Score		70		

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3. Commercial Bid Evaluation Criteria (CE) – (Weightage 30%)

Bidders who qualify the Pre-Bid Qualification (PBQ) criteria shall be considered for the Commercial Bid Evaluation Criteria. Commercial evaluation carries a weightage of 30% in the overall bid evaluation (QCBS).

Sr.No.	Criteria	Max Score	Supporting Documents	Evaluation Methodology
1	Commercial Price Bid	30	Price Bid submitted on the N-Procure portal.	The bidder quoting the lowest evaluated price (L-1) shall receive the maximum financial score of 30 marks. Other bidders shall receive proportionate marks using the formula: Financial Score = 30 × (Lowest Evaluated Price ÷ Bidder's Evaluated Price) X 100

Bid Evaluation Methodology :

- 1) The contract shall be awarded to the bidder securing the highest Total Score (Technical Score + Commercial Score) under QCBS.
- 2) The total combined score shall be considered up to two decimal places.
- 3) The following tie-breaker rule:
 - a. In the event of two or more bids securing the same total combined score, the bid obtaining the higher score under the technical evaluation criteria shall be recommended for award of the contract. In case the tie still persists, the recommended bidder shall be determined through a manual draw process conducted in the presence of such bidders.

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.



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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. Bidders are required to quote for full quantity in quoted SOR. If any Bidder quotes for part quantity against SOR, their bid shall be considered incomplete and shall not be evaluated.
12. 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.



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Annexure-1**Self-Declaration – No Performance-Related Penalties** *(Against BQC Criteria: PBQ Sr. No. 5)**(To be submitted on Bidder's Letterhead)*

To,

Gujarat Energy Limited

IT Tower-2, Infocity,

Gandhinagar

Subject: Self-Declaration regarding Performance-Related Penalties in Call-Centre Operations

Dear Sir,

With reference to Tender No. [Tender Number] dated [Date] for [Name of Tender/Work], we, M/s [Name of Bidder], hereby declare as under:

(Tick whichever is applicable)

☐ We **have NOT** incurred any performance-related penalty (i.e. any SLA/Liquidated Damages deduction formally levied in writing by a client) in connection with call-centre operations under any contract in India during the period from Sept 2025 to August 2026.

☐ We **have incurred** performance-related penalty(ies) as detailed in Table below, and confirm that such penalties were levied as per details below given during the period from Sept 2025 to August 2026.

List of call-centre contracts/POs current or served during the period from Sept 2025 to August 2026, with client contact details for verification

Sr. No.	Name of Client	Contract/PO No. & Date	Contract Period	Client Contact Person (Name & Designation)	Email ID	Mobile Number	Performance Penalty Incurred (Yes/No), If yes Specify months
1							
2							
3							



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Sr. No.	Name of Client	Contract/PO No. & Date	Contract Period	Client Contact Person (Name & Designation)	Email ID	Mobile Number	Performance Penalty Incurred (Yes/No), If yes Specify months
4							
5							
6							

We undertake that the information and documents furnished above are true, complete, and verifiable, and are supported by above details and submitted.

We confirm that the above information covers all call-centre contracts operative or completed by us in India during the declaration period, and that GEL may independently verify the same with the clients listed in above table.

We understand that if any information or document submitted by us is found to be false, misleading, or incorrect at any stage, Gujarat Energy Limited (GEL) shall have the right to reject our bid, terminate the contract, forfeit the applicable security deposit/EMD, and take any other action available under the tender conditions and applicable law, including debarment from future tenders.

For M/s [Name of Bidder]

Authorised Signatory: _____

Name: [Name]

Designation: [Designation]

Date: [Date]

Place: [Place]

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Annexure-2**Chartered Accountant Certificate – Annual Turnover, Net Worth & Working Capital***(Against BQC Criteria: PBQ Sr. No. 6, 7 & 8 and Technical Criteria Sr. No. 3)**(On Chartered Accountant's Letterhead)*

We have verified the annual accounts and other relevant records of M/s _____, Address:

_____ and certify the following:

1) Audited Annual Turnover of last 3 years;

FY	Amount (INR)
FY 23-24	
FY 24-25	
FY 25-26	

2) Net Worth as per last audited financial statement

FY	Amount (INR)
FY 25-26	

3) Working Capital as per last audited financial statement

FY	Amount (INR)
FY 25-26	

Note: If the audited financial report of the last financial year (FY 25-26) is not available, the preceding financial year (FY 24-25) shall be considered, and relevant documents shall be provided. If a tax audit is not applicable under the Income Tax Act, 1961, the CA shall certify accordingly and confirm that the turnover reported in the return of income matches the books of accounts, as detailed in BQC PBQ Sr. No. 6, Notes 1–3.

For (CA Firm Name):

Stamp and Sign

(CA Name)

Membership No.: _____

Firm Registration No.: _____

Date: _____ Place: _____

Mobile No.: _____ Email ID: _____ UDIN: _____ (mandatory)



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Annexure-3**Assurance Letter – Experience of ≥35 Agents Deployed Simultaneously at a Single Site***(Against Technical bid Criteria Sr. No. 1)**(To be submitted on Bidder's Letterhead)*

To,

Gujarat Energy Limited

IT Tower-2, Infocity,

Gandhinagar

Subject: Assurance Letter for Call-Centre Manpower Deployment Experience (≥35 Agents at a Single Site)

Dear Sir,

With reference to Tender No. [Tender Number] dated [Date] for [Name of Tender/Work], we hereby declare and confirm that M/s [Name of Bidder] has experience of [XX] years, being our highest qualifying experience, in operating call-centre services in India with simultaneous deployment of 35 or more agents at a single site.

The details of the relevant experience are as follows:

Sr. No.	Name of Client	Location of Call Centre	Nature of Services	Contract Period	Total Experience	Peak No. of Agents Deployed Simultaneously	Contract/Work Order No. & Date	Completion / Performance Certificate Ref. No.
1								
2								
3								
4								
5								



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Sr. No.	Name of Client	Location of Call Centre	Nature of Services	Contract Period	Total Experience	Peak No. of Agents Deployed Simultaneously	Contract/Work Order No. & Date	Completion / Performance Certificate Ref. No.
6								

We confirm that the peak simultaneous agent headcount stated above for our highest-qualifying contract is explicitly corroborated in the enclosed Client Completion/Performance Certificate (or an accompanying client-issued letter correlating the certificate to the stated headcount, where the certificate itself is silent on headcount).

We undertake that the information and documents furnished above are true, complete, and verifiable, and are supported by valid documentary evidence enclosed herewith.

We further assure that, upon award of the contract, we shall deploy the required number of qualified and experienced call-centre personnel in accordance with the tender requirements.

We understand that if any information or document submitted by us is found to be false, misleading, or incorrect at any stage, Gujarat Energy Limited (GEL) shall have the right to reject our bid, terminate the contract, forfeit the applicable security deposit/EMD, and take any other action available under the tender conditions and applicable law, including debarment from future tenders.

For M/s [Name of Bidder]

Authorised Signatory: _____

Name: [Name]

Designation: [Designation]

Date: [Date]

Place: [Place]

Company Seal



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Annexure-4**Declaration of Sector Experience***(Against BQC Technical bid Criteria Sr. No. 2)**(To be submitted on Bidder's Letterhead)*

To,

Gujarat Energy Limited

IT Tower-2, Infocity,

Gandhinagar

Subject: Declaration of Sector Experience for Technical Evaluation

Dear Sir,

With reference to Tender No. [Tender Number] dated [Date], we, M/s [Name of Bidder], furnish below the details of our experience in successfully carrying out and completing call-centre operations in India in the sectors specified under TEC Sr. No. 2, during the last 7 years reckoned from the month in which this tender is published:

Sr. No.	Name of Client	Sector (CGD / Other Regulated Utility-Energy / Banking-Finance-Insurance / E-commerce)	Contract Period start date to End date.	Contract/Work Order No. & Date	Completion / Performance Certificate Ref.	Client Contact details (E-mail ID & Mobile No.)
1						
2						
3						
4						
5						
6						



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We confirm that only the highest applicable sector category among the contracts listed above should be considered for scoring, in accordance with the evaluation methodology, and that no cumulative scoring across categories is being claimed.

We undertake that the information and documents furnished above are true, complete, and verifiable, and are supported by valid documentary evidence enclosed herewith.

We understand that if any information or document submitted by us is found to be false, misleading, or incorrect at any stage, Gujarat Energy Limited (GEL) shall have the right to reject our bid, terminate the contract, forfeit the applicable security deposit/EMD, and take any other action available under the tender conditions and applicable law, including debarment from future tenders.

For M/s [Name of Bidder]

Authorised Signatory: _____

Name: [Name]

Designation: [Designation]

Date: [Date]

Place: [Place]

Company Seal

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Annexure-5

Candidate-wise Education / Qualification Matrix of Proposed Agent Pool

(Against BQC Technical Bid Criteria Sr. No. 4)

(To be submitted on Bidder's Letterhead)

To,
Gujarat Energy Limited
IT Tower-2, Infocity,
Gandhinagar

Subject: Candidate-wise Qualification Matrix of Proposed Agent Pool as on date.

Dear Sir,

We furnish below the qualification details of the agent pool for our current operating Customer Call Centre (CCC) as on date:

Total Agents Deployed (Nos.)	Graduates & above Agent (Nos.)	Graduates & above Agent (%)	12 th Pass (HSC) Agent (Nos.)	12 th Pass (HSC) Agent (%)	Below 12 th Pass (HSC) Agent (Nos.)	Below 12 th Pass (HSC) Agent (%)

We undertake that the information and documents furnished above are true, complete, and verifiable, and if required we will furnish valid documentary evidence.

We understand that if any information or document submitted by us is found to be false, misleading, or incorrect at any stage, Gujarat Energy Limited (GEL) shall have the right to reject our bid, terminate the contract, forfeit the applicable security deposit/EMD, and take any other action available under the tender conditions and applicable law, including debarment from future tenders.

For M/s [Name of Bidder]

Authorised Signatory: _____

Name: [Name]

Designation: [Designation]

Date: [Date]

Place: [Place]

Company Seal

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Annexure-6

Candidate-wise Relevant Experience Matrix of Proposed Agent Pool

(Against BQC Technical Bid Criteria Sr. No. 5)

(To be submitted on Bidder's Letterhead)

To,
Gujarat Energy Limited
IT Tower-2, Infocity,
Gandhinagar

Subject: Candidate-wise Relevant Experience Matrix of Proposed Agent Pool at on date

Dear Sir,

We furnish below the relevant experience details of the agent pool deployed for our Call Centres as on date;

Total Agent Deployed (Nos.)	Nos. of Agent having ≥2 years inbound experience in utility / CGD Sector	Nos. of Agent having >1 - < 2 years inbound experience in utility / CGD Sector	Nos. of Agent having >6 Months - < 12 Months inbound experience in utility / CGD Sector	Nos. of Agent having Less than 6 Months inbound experience in utility / CGD Sector	Nos. of Agent having experience in other sectors

Summary

Average Pool Experience (Years)	% of Agents with Utility / CGD Experience

We undertake that the information and documents furnished above are true, complete, and verifiable.

We confirm that experience claims above are verifiable and that we accept GEL's right to independently confirm any candidate's stated experience as per our data.

We understand that if any information or document submitted by us is found to be false, misleading, or incorrect at any stage, Gujarat Energy Limited (GEL) shall have the right to reject our bid, terminate the contract, forfeit the applicable security deposit/EMD, and take any other action available under the tender conditions and applicable law, including debarment from future tenders.

For M/s [Name of Bidder]

Authorised Signatory: _____

Name: [Name], Designation: [Designation]

Date: [Date], Place: [Place], Company Seal

Annexure-7

Training Capability Disclosure

(Against BQC Technical Criteria Sr. No. 6)

(To be submitted on Bidder's Letterhead)

To,
Gujarat Energy Limited
IT Tower-2, Infocity,
Gandhinagar

Subject: Disclosure of Existing Training Capability

Dear Sir,

We furnish below details of our existing training curriculum, trainer profile, and assessment mechanism applicable to call-centre agent onboarding and refresher training:

A. Training Curriculum

Module Name	Duration (Hrs)	Topics Covered (Call Handling / Empathy & Soft Skills / CRM & Systems / CGD Safety & Emergency Escalation / Language-specific – specify)	Mode of Delivery (Classroom / Virtual / OJT)

B. Trainer Profile

Trainer Name	Qualification	Years of Training Experience	No. of Batches Handled (last 2 years)

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C. Assessment Mechanism

- Pre-training assessment conducted: ☐ Yes ☐ No
- Post-training assessment conducted: ☐ Yes ☐ No
- Certification issued on successful completion: ☐ Yes ☐ No

D. Enclosed as supporting evidence: anonymised training/assessment records for a minimum sample of the last 2 training batches or 20 trainees (whichever is higher), cross-referenced to the trainer(s) named above.

We undertake that the information and documents furnished above are true, complete, and verifiable, and are supported by valid documentary evidence enclosed herewith.

We confirm that the curriculum, trainers, and assessment mechanism disclosed above represent our current, operational training capability.

We understand that if any information or document submitted by us is found to be false, misleading, or incorrect at any stage, Gujarat Energy Limited (GEL) shall have the right to reject our bid, terminate the contract, forfeit the applicable security deposit/EMD, and take any other action available under the tender conditions and applicable law, including debarment from future tenders.

For M/s [Name of Bidder]

Authorised Signatory: _____

Name: [Name]

Designation: [Designation]

Date: [Date]

Place: [Place]

Company Seal

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Annexure-8

Recruitment / Hiring Office Declaration

(Against BQC Technical Bid Criteria: Sr. No. 7)

(To be submitted on Bidder's Letterhead)

To,
Gujarat Energy Limited
IT Tower-2, Infocity,
Gandhinagar

Subject: Declaration of Recruitment / Hiring Office Presence in Gujarat

Dear Sir,

We furnish below details of our recruitment/hiring office relevant to sourcing manpower for this contract:

Sr.No.	Particulars	Address with contact Details
1	Hiring (Operational) Office in Ahmedabad	Also Share Latest Electricity Bill/ Tax Bill, lease deed / rent agreement on Bidder name
2	Hiring (Operational) Office in the State of Gujarat (outside Ahmedabad)	Also Share Latest Electricity Bill/ Tax Bill, lease deed / rent agreement on Bidder name
3	Hiring (Operational) Office in the State other states/UT (Other than Gujarat)	Also Share Latest Electricity Bill/ Tax Bill, lease deed / rent agreement on Bidder name
4	No Hiring (Operational) Office in India will recruit from other available source	Also Share Latest Electricity Bill/ Tax Bill, lease deed / rent agreement on Bidder name

We undertake that the information and documents furnished above are true, complete, and verifiable, and are supported by valid documentary evidence enclosed herewith.

We confirm that the office and recruiter details declared above are current and operational as on the date of this bid, and we consent to GEL verifying the same through a site visit prior to or after contract award.

We understand that if any information or document submitted by us is found to be false, misleading, or incorrect at any stage, Gujarat Energy Limited (GEL) shall have the right to reject our bid, terminate the contract, forfeit the applicable security deposit/EMD, and take any other action available under the tender conditions and applicable law, including debarment from future tenders.

For M/s [Name of Bidder]

Authorised Signatory: _____

Name: [Name]

Designation: [Designation]

Date: [Date]

Place: [Place]

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Annexure-9**Verified Buffer / Backup Manpower Availability Declaration***(Against BQC Criteria: TEC Sr. No. 8)**(To be submitted on Bidder's Letterhead)*

To,
Gujarat Energy Limited
IT Tower-2, Infocity,
Gandhinagar

Subject: Declaration of Buffer / Backup Manpower Availability

Dear Sir,

We declare below our agent pool and buffer/backup manpower availability as on date:

Agent Pool (No.)	Buffer / Backup Pool (No.)	Buffer as % of Primary Pool

We confirm that the candidates listed in the backup roster above are distinct individuals and are not double-counted within our committed primary agent pool.

We undertake that the information and documents furnished above are true, complete, and verifiable, and we will submit supporting valid documentary evidence if required.

We understand that if any information or document submitted by us is found to be false, misleading, or incorrect at any stage, Gujarat Energy Limited (GEL) shall have the right to reject our bid, terminate the contract, forfeit the applicable security deposit/EMD, and take any other action available under the tender conditions and applicable law, including debarment from future tenders.

For M/s [Name of Bidder]

Authorised Signatory: _____

Name: [Name]

Designation: [Designation]

Date: [Date]

Place: [Place]

Company Seal