

CHECKLIST FOR BIDDERS

Checklist for BQC (Only for bidders' reference, criteria and supporting document for evaluation shall be considered as per BQC document above):

Sr. No	Supporting Documents to be submitted	Submitted in Technical Bid (Yes/ No)
A	Pre-Bid Qualification Criteria (PBQ) (Mandatory)	
1(a)	GEL associated Bidder (Existing and Previously): Submit GEL issued Purchase Order/Work order/Contracts in support of PBQ Sr. No. 1 to 4 as per criteria. (Documentary evidence for work completion is not required; the same will be verified by GEL internally.)	
1(b)	GEL non-associated Bidder: Submit copy of Purchase Order/Work order/Contracts in support of PBQ Sr. No. 1 to 4 as per criteria, along with the corresponding satisfactory Work Completion Certificate / Execution Certificate as documentary evidence.	
1(c)	PBQ 1 – Experience: Work Completion Certificates / Execution Certificates showing 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 (as per 1(a) / 1(b)).	
1(d)	PBQ 2 – Completed contracts: Work Completion Certificates / Execution Certificates showing at least 2 completed call centre operation contracts/POs in India for Financial, Telecom, E-Commerce, Electricity/City Gas Distribution/Water (utilities) etc. during the last 7 years (as per 1(a) / 1(b)).	
1(e)	PBQ 3 – Single-site deployment: Work Completion Certificates / Execution Certificates showing at least 1 completed call centre operation contract/PO in India where ≥35 agents were simultaneously deployed at a single site during the last 7 years (as per 1(a) / 1(b)). Where the certificate is silent on headcount, a client-issued letter correlating the certificate to the headcount.	
1(f)	PBQ 4 – 24 x 7 operations: Work Completion Certificates / Execution Certificates showing at least 1 contract/PO with 24 x 7 call centre operations in India during the last 7 years (as per 1(a) / 1(b)).	
1(g)	PBQ 5 – No performance-related penalties: Self-Declaration on Bidder's letterhead as per Annexure-1 (applicable box ticked), along with the list of call-centre contracts/POs current or served during Sept 2025 to Aug 2026 with client contact details. Bidder should not have incurred performance-related penalties on 3 (three) occasions in the last one year (Sept-2025 to Aug-2026) or 1 (one) occasion in the last 6 months (March 2026 to Aug 2026).	
1(h)	Contact details (other than GEL) of every document issuing authority / client, with minimum: Name & Designation, Office address, Email address and Contact number.	
1(i)	PBQ 6 – Annual Turnover (All Bidders): Chartered Accountant Certificate with UDIN as per Annexure-2 confirming 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, minimum Working Capital of Rs. 25 Lakh for the last audited financial year i.e. FY 25-26 and confirming positive Net Worth as per the last audited financial year i.e. FY 25-26 (if not available, FY 24-25).	



GUJARAT ENERGY

Gujarat Energy Ltd.

BQC

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1(j)	If audit report is not applicable as per Income Tax Rules: Submit full Income Tax Return along with CA certification (with UDIN) incorporating additionally: “Profit offered for tax” in Income Tax Return for respective year/years made part of the CA certificate. - CA certification that the vendor is not covered under Tax Audit as per Income Tax Act, 1961 and rules thereto in the respective year/years, and that the turnover reported in the return of income filed with the Income Tax Department matches the books of accounts.	
B	Technical Bid Evaluation Criteria (TEC) – Scoring Documents Check list (Weightage 70%)	
2(a)	TEC 1 – ≥35 agents at a single call centre site (18 marks): Summary list of all Purchase Orders/Work orders/Contracts wherein ≥35 agents were simultaneously deployed at a single site, along with copy of satisfactory Work Completion Certificate / Execution Certificate. Letter on Bidder’s letterhead as per Annexure-3.	
2(b)	TEC 2 – Sector experience (15 marks): Summary list of all Purchase Orders/Work orders/Contracts (City Gas Distribution / Utility / Energy / Banking-Finance-Insurance / E-commerce) along with copy of satisfactory Work Completion Certificate / Execution Certificate. Declaration on Bidder’s letterhead as per Annexure-4.	
2(c)	TEC 3 – Financial health and payroll capacity (5 marks): CA Certificate with UDIN confirming annual turnover of the last two audited financial years (FY 24-25 & FY 25-26) and Net Worth of the last audited financial year (FY 25-26), as per Annexure-2.	
2(d)	TEC 4 – Education profile of proposed agent pool (10 marks): Candidate-wise Education / Qualification Matrix of the proposed agent pool on Bidder’s letterhead as per Annexure-5.	
2(e)	TEC 5 – Relevant experience of proposed agent pool (5 marks): Candidate-wise Relevant Experience Matrix (including Summary of average pool experience and % of agents with utility / CGD experience) on Bidder’s letterhead as per Annexure-6.	
2(f)	TEC 6 – Existing training capability (10 marks): Training Capability Disclosure on Bidder’s letterhead as per Annexure-7, containing: - Training curriculum (modules, duration, topics covered, mode of delivery). - Trainer profile (name, qualification, training experience, batches handled in last 2 years). - Assessment mechanism (pre-training / post-training assessment, certification). - 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.	

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2(g)	TEC 7 – Recruitment / hiring office in Gujarat (3 marks): Recruitment / Hiring Office Declaration on Bidder's letterhead as per Annexure-8, with address proof, employee (recruiter) list, and latest Electricity Bill / Tax Bill and lease deed / rent agreement in Bidder's name. Bidder to consent to site verification by GEL.	
2(h)	TEC 8 – Verified buffer manpower availability (4 marks): Buffer / Backup Manpower Availability Declaration on Bidder's letterhead as per Annexure-9, with named backup roster, availability confirmation and sample profiles (backup candidates must not be double-counted with the primary pool).	
