

REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING
Appointment of Service Provider for Centralized Customer Call Centre (CCCC) For GEL Operating Area.
e-TENDER ID- 353437

Sr. No.	Tender Clause No. / Annexures	Page No.	Bidders Comments / Queries	Gujarat Energy Reply / Clarifications to All Bidders
1	ITB 1, 7, 11-13; Pre-bid Notice	ITB p. 3; Notice p. 1	Kindly circulate a consolidated tender-data sheet specifying EMD amount, tender fee, bid validity, bid-submission closing date/time, bid-opening date/time and any related portal revisions, since the ITB refers these items to nProcure.	Refer tender documents and NIT, published on (n) procure portal. All details relevant to tender are published on (n) procure portal as well as GEL Website time to time. Keep referring (n) procure portal.

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2	ITB 7; Pre-bid Notice	ITB p. 5; Notice pp. 1-2	The pre-bid notice mentions 15 October 2026 at 3:00 AM (IST). Please confirm the correct Webex meeting time (AM/PM), last date/time for sending pre-bid queries, and designated e-mail ID for submission.	Typo Error of 3 AM instead of 3 PM, The Pre bid meeting on WebEx on dated 15.10.2026 03:00 PM. Refer below upated details. Open tender on (n) procure portal as well as GEL Website and tender documents are available as mentioned in link below: URL: https://tender.nprocure.com/ Pre- Bid Meeting – 15.10.2026,15:00 hrs. onwards Pre- bid meeting against tender ID 353437 Hosted by webex3 https://gujenergy.webex.com/gujenergy/j.php?MTID=me591fad95ba885501474c015818b76a6 Thursday, October 15, 2026 3:00 PM 1 hour 30 minutes (UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi Meeting number: 2527 161 0368 Password: izXJ
3	ITB 11-12	ITB pp. 6-7	Kindly confirm the applicable EMD and tender-fee exemptions for eligible Udyam-registered Micro/Small Enterprises, including whether registration in the relevant service category is mandatory.	Refer Clause No-11.8 of EARNEST MONEY DEPOSIT (EMD) in Section I - Instructions To Bidders (ITB)
4	ITB 15.4-15.5; SOR Notes	ITB p. 9; SOR p. 2	ITB calls for commercial unit rates excluding GST, while the SOR notes state quoted rates shall be all-inclusive of applicable charges. Please confirm that GST will be payable additionally at the applicable statutory rate and is excluded from QCBS price comparison.	Refer Clause No 15.5 COMMERCIAL BID in Section I - Instructions To Bidders (ITB) wherein "BIDDER shall submit their quotes Unit Rate Each Service per month (Rs. Per Unit excluding GST), however inclusive of all other costs, all applicable charges, Remuneration, all applicable labour laws and statutory charges, Service Charges etc."