

Consolidated Tender Details

Dashboard > **Tender Consolidated Details**

Tender Id: 353437

[View BOQ/Item Details](#)

Organization Name	Gujarat Energy Limited
Location	Gandhinagar
Department	Energy and Petrochemicals Department
Sub Department	Gujarat Energy Limited - Gandhinagar
IFB/Tender Notice No	Tender Id: 353437
Tender Creation Date	08-10-2026 11:08
Tender Type	Open
Tender Title/Name of Project	APPOINTMENT OF SERVICE PROVIDER FOR CENTRALIZ ED CUSTOMER CALL CENTRE (CCCC) FOR GEL OPERATI NG AREA
Description of Material/Name of Work	APPOINTMENT OF SERVICE PROVIDER FOR CENTRALIZ ED CUSTOMER CALL CENTRE (CCCC) FOR GEL OPERATI NG AREA
Sector Category	Petroleum and Natural Gas
Form of Contract	Fixed-rate
Product Category	Miscellaneous Works
Tender Category	WORKS
Estimated Cost Value	N/A
Is ECV Visible to Supplier?	As per tender doc
Tender Currency Type	Single
Tender Currency Setting	Indian Rupee
Period of Completion/Delivery Period	As per tender Document Attached
Procurement Type	Works
Consortium / Joint Venture	N/A
Rebate	N/A
Alternate Decrypter	N/A

Calender Details

Bid Document Download Start Date	12-10-2026 15:30
Bid document download End Date	29-10-2026 19:00
Bid Submission Start Date	12-10-2026 15:30

Bid Submission Closing Date	29-10-2026 19:00
Tender NIT View Date	N/A
Remarks	N/A
Pre-Bid Meeting Mode	Offline
Pre-Bid Meeting Opening Date	15-10-2026 15:00
Bid validity	180 Days

Amount Details

Bidding Processing Fee (OFFLINE)	2000 INR(Two thousand)
Bidding Processing Fee Payable to	GUJARAT ENERGY LIMITED
Bidding Processing Fee Payable at	GUJARAT ENERGY LIMITED
Tender Fee Exempted	Yes
Bid Security/EMD/Proposal Security INR (OFFLINE)	490,000.00 INR (Four lacs Ninety Thousand)
Bid Security/EMD/Proposal Security INR Payable to	GUJARAT ENERGY LIMITED
Bid Security/EMD/Proposal Security INR Payable at	GUJARAT ENERGY LIMITED
Bid Security/EMD/Proposal Security INR Payable at	GUJARAT ENERGY LIMITED
EMD Fee Exempted	Yes
Bank Guarantee Minimum	490000 INR
Bank Guarantee Maximum	490000 INR

Other Details

Officer Inviting Bids	Gujarat Energy Limited, Gandhinagar
Bid Opening Authority	Gujarat Energy Limited, Gandhinagar
Address	Gujarat Energy Limited, Office No. 4 and 5, Gr. Floor, IT Tower 2, Infocity, Gandhinagar - 382009 Gujarat
Contact Details	9099953861/kalpeshkumar.patel@gujenergy.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	BQC -CCCC Operations.pdf	BQC -CCCC Operations.pdf
2	Format for Prebid Clarifications.xlsx	Format for Prebid Clarifications.xlsx
3	ONLINE PRE BID DETAILS.pdf	ONLINE PRE BID DETAILS.pdf
4	Section II - Scope of Work.pdf	Section II - Scope of Work.pdf
5	Section I - Instructions To Bidders (ITB)-CCCC Operations.pdf	Section I - Instructions To Bidders (ITB)-CCCC Operations.pdf
6	Section III - Schedule of rate (SOR).pdf	Section III - Schedule of rate (SOR).pdf
7	Section IV - GTC - CCCC Operations.pdf	Section IV - GTC - CCCC Operations.pdf
8	Section V - STC - CCCC Operations.pdf	Section V - STC - CCCC Operations.pdf
9	Section VI - Forms and Formats- CCCC Operations.pdf	Section VI - Forms and Formats- CCCC Operations.pdf
10	User Guide to use Cisco WebEx meeting.pdf	User Guide to use Cisco WebEx meeting.pdf
11	Check List BQC Call Centre Operating Agency.pdf	Check List BQC Call Centre Operating Agency.pdf
12	GEL reply Pre- Bid Clarification- Commercial.pdf	GEL reply Pre- Bid Clarification- Commercial.pdf
13	GEL reply Pre- Bid Clarification- Technical.pdf	GEL reply Pre- Bid Clarification- Technical.pdf
14	Revised Section II - Scope of Work.pdf	Revised Section II - Scope of Work.pdf
15	Revised Section III - Schedule of rate (SOR).pdf	Revised Section III - Schedule of rate (SOR).pdf

Tender Stages

Stage Name	Evaluation Date	Minimum Forms for Submission	Evaluation Dependency
------------	-----------------	------------------------------	-----------------------

Preliminary Stage	30-10-2026 10:30	0	
Technical Stage	30-10-2026 10:45	0	Preliminary Stage
Commercial Stage	30-10-2026 11:31	0	Technical Stage

1. Preliminary Stage

Form Id	Form Name	Form Mode	Submission Type	Mandatory	Action
43732	Primary Information	User Defined Template-Standard	Single	Yes	
43784	Bidder Information Form	User Defined Template-Standard	Single	Yes	
43733	Tender Fee with UTR Details	User Defined Template-Standard	Single	Yes	
43734	EMD with UTR Details	User Defined Template-Standard	Single	Yes	
43775	Undertaking for unconditional acceptance of entire set of tender documents and zero deviation confirmation	User Defined Template-Standard	Single	Yes	
43777	Declaration of Relationship with GEL Employees	User Defined Template-Standard	Single	Yes	
46677	Declaration on Other Criteria	User Defined Template-Standard	Single	Yes	

Documents required for Stage - Preliminary Stage

Sr No	Document Name	Mandatory
1	EMD -RTGS/NEFT/BG copy or Exemption document as per tender Terms	Yes
2	TENDER-RTGS/NEFT/BG copy or Exemption document as per tender Terms	Yes
3	GST Registration Number (GSTIN) and Copy of PAN CARD	Yes
4	Contact Details of Issuing Authority (As per form attached Section VI - Forms and Formats)	Yes

2. Technical Stage

Form Id	Form Name	Form Mode	Submission Type	Mandatory	Action

44700	Technical Bid Submission	User Defined Template-Standard	Single	Yes	
-------	--------------------------	--------------------------------	--------	-----	---

Documents required for Stage - Technical Stage

Sr No	Document Name	Mandatory
1	5) 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.	Yes
2	4) 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.	Yes
3	1) Bidders not associated with GEL shall submit the copy of Purchase Order/Work order/Contracts for fulfilment of the criteria specified herein	Yes
4	2 Bidders not associated with GEL: Bidder shall submit the corresponding satisfactory work completion certificate / Execution Certificate as documentary evidence towards adherence to the criteria specified herein.	Yes
5	3) Bidders associated with GEL (existing and previously) shall submit the GEL issued Purchase Order/Work order/Contracts for fulfilment of the criteria specified herein.	Yes

3. Commercial Stage

Form Id	Form Name	Form Mode	Submission Type	Mandatory	Action
48648	Sample SoR	User Defined Template-Secured	Single	Yes	
50110	SOR for appointment of Service Provider for Centralized Customer Call Centre (CCCC) for GEL Operating Area	User Defined Template-Secured	Single	Yes	

Evaluation Committee

	Opening	Decryptor		
		Primary Decryptor	Alternate Decryptor	
Preliminary Stage	Anil Prajapati (gelgnrap)	Anil Prajapati (gelgnrap)	N/A	Anil Prajapati (gelgnrap)
Technical Stage	Anil Prajapati (gelgnrap)	Anil Prajapati (gelgnrap)	N/A	Anil Prajapati (gelgnrap)
Commercial Stage	Anil Prajapati (gelgnrap)	Anil Prajapati (gelgnrap)	N/A	Anil Prajapati (gelgnrap)

Certificate Details

Cert Serial No.	624cd3d4
Subject Dn	'CN=PRAJAPATI ANIL, SERIALNUMBER=188fd3c119622fecc44d78c66bb5c23b11c138a24c62be63e66b7b9677072459, ST=Gujarat, OID.2.5.4.17=382010, OU="GUJARAT ENERGY LIMITED,CID - 7106877", OID.2.5.4.20=b70ca1c0d76e12fe03b792e0888ff3e432ec900feb82a67ed7d9cbe63b665fb, O=GUJARAT ENERGY 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	38 65 6d aa b6 b2 98 b4 00 63 e1 95 6c ac b7 83 20 51 0d eb

Decrypter Certificate Details

Stage Name	Preliminary Stage
Decrypter Name	gelgnrap
Cert Serial No.	624cd3d7
Subject Dn	'CN=PRAJAPATI ANIL, SERIALNUMBER=188fd3c119622fecc44d78c66bb5c23b11c138a24c62be63e66b7b9677072459, ST=Gujarat, OID.2.5.4.17=382010, OU="GUJARAT ENERGY LIMITED,ECID - 7106877", OID.2.5.4.20=b70ca1c0d76e12fe03b792e0888ff3e432ec900feb82a67ed7d9cbe63b665fb, O=GUJARAT ENERGY 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	13 72 e5 05 59 bf 0f 76 b1 0b ea 0b 4c cb 1b cc 0e 90 af 01

Stage Name	Technical Stage
Decrypter Name	gelgnrap
Cert Serial No.	624cd3d7
Subject Dn	'CN=PRAJAPATI ANIL, SERIALNUMBER=188fd3c119622fecc44d78c66bb5c23b11c138a24c62be63e66b7b9677072459, ST=Gujarat, OID.2.5.4.17=382010, OU="GUJARAT ENERGY LIMITED,ECID - 7106877", OID.2.5.4.20=b70ca1c0d76e12fe03b792e0888ff3e432ec900feb82a67ed7d9cbe63b665fb, O=GUJARAT ENERGY 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	13 72 e5 05 59 bf 0f 76 b1 0b ea 0b 4c cb 1b cc 0e 90 af 01

Stage Name	Commercial Stage
Decrypter Name	gelgnrap
Cert Serial No.	624cd3d7
	'CN=PRAJAPATI ANIL, SERIALNUMBER=188fd3c119622fecc

Subject Dn	44d78c66bb5c23b11c138a24c62be63e66b7b9677072459, ST =Gujarat, OID.2.5.4.17=382010, OU="GUJARAT ENERGY LIMITED,ECID - 7106877", OID.2.5.4.20=b70ca1c0d76e12fe03b792e0888ff3e432ec900febf82a67ed7d9cbe63b665fb, O=GUJARAT ENERGY 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	13 72 e5 05 59 bf 0f 76 b1 0b ea 0b 4c cb 1b cc 0e 90 af 01

Amendments

Amendment No.	Amendment ID	Amendment Subject	Amendment Date	Action
1	120804	Corrigendum-1 for GEL reply Pre-Bid Clarification- Technical, Commercial, Revised SOR,SOW,Bid Submission last date extension and SOR form Upload	23-10-2026 14:34	

Created By : Kalpeshkumar Patel (gelgnrpk) 08-10-2026 11:08	Published By : Anil Prajapati (gelgnrap) 12-10-2026 12:14
Designation : Dy Manager	Designation : Manager-Material

Legends	
Icon	Description
	View
	View Original NIT