



BIDDER QUALIFICATION CRITERIA (BQC)
FOR IT Facility Management Services – End User Support (FMS-EUS)

Document No.: GGL/IT&ERP/FMS-EUS/2025/Dec/52

Subject: BQC - IT FMS - End User Services October - 2026

Ref. Documents:

Document No	Document Subject
GGL/IT & ERP/2026/4/296580	BQC - IT FMS - End User Services October - 2026 - Trackmode
GGL/Materials/2026/4/297298	GGL - IT FMS EUS

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Rev.No.	Clause No.	Description of change	Date of Issue

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Sr. No	Criteria	Supporting Documents
A	Technical Criteria	
1.	<ol style="list-style-type: none"> Bidder should have support availability in State of Gujarat, Maharashtra, Madhya Pradesh, Rajasthan, Punjab and Haryana to deploy onsite IT FMS resources in line with the Technical SoW. Bidder shall have own office anywhere in Gujarat and GGL shall have access to all Escalation Levels Bidder shall have backup resources available always, at GGL Business Locations as per Education and Experience criteria mentioned in Technical SoW Bidder shall have ISO 20000 (IT Service Management) or ISO 27001 (Information Security) certification 	<ol style="list-style-type: none"> Bidder has to provide details of own office vide a declaration on a letterhead (Refer Annexure 1) <ul style="list-style-type: none"> Address of the offices with a copy of Gujarat State utility bill OR GST Certificate Technical escalation matrix of the same with name and contact number and email addresses needs to be provided for each state separately Confirmation that GGL will have access to all Technical Escalation Levels Bidder to provide details of the backup resources <ol style="list-style-type: none"> Bidder has to provide a confirmation to deploy FMS Resources in-line with Technical SoW and submit the list of resources within 30 days of the contract award as per Annexure-1 Bidders to provide the declaration to maintain the backup resources at GGL business locations in the format Annexure 1 Bidder needs to provide ITIL v3 compliance checklist as per Annexure-1 Declaration that their operations are Iso 20000 or ISO 27001 compliant <p><i>All above details required to be signed and stamped from the relevant Authority</i></p>
B.	Experience Criteria	
2.	<ol style="list-style-type: none"> The Bidder shall have successfully provided IT Facility Management Services wrt End User Support (that involves providing hand support at the end user locations) at least ANY of the following values during the last 7 (seven) years with minimum 5 (five) years' experience reckoned from the month in which this tender is published: 	<ol style="list-style-type: none"> Bidders not associated with GGL shall submit the Purchase / Work / Service / Job Order for fulfilment of the criteria specified herein and shall submit the corresponding satisfactory work completion certificate (WCC) issued by Client as documentary evidence (with clear mention of the PO / WO/ SO / JO towards adherence to the criteria specified herein including experience in years & months. Bidders associated with GGL (existing and previously) shall submit the Purchase / Work / Service / Job Order for fulfilment of the criteria specified herein.



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	<table> <tr> <td>a</td><td>Three similar completed works, each costing (excluding tax) not less than</td><td>Rs. 21/80 Lakh</td></tr> <tr> <td>b</td><td>Two similar completed works, each costing (excluding tax) not less than</td><td>Rs. 27.30 Lakh</td></tr> <tr> <td>c</td><td>One similar completed works, costing (excluding tax) not less than</td><td>Rs. 43.65 Lakh</td></tr> </table> <p>Notes:</p> <ul style="list-style-type: none"> Multiple PO / limit PO / Work Order/ job order against a single contract or tender can be considered as a Single Order <p>2. Experience in handling, minimum 500 end-user devices (desktops, laptops, printers etc.) in a single contract</p>	a	Three similar completed works, each costing (excluding tax) not less than	Rs. 21/80 Lakh	b	Two similar completed works, each costing (excluding tax) not less than	Rs. 27.30 Lakh	c	One similar completed works, costing (excluding tax) not less than	Rs. 43.65 Lakh	
a	Three similar completed works, each costing (excluding tax) not less than	Rs. 21/80 Lakh									
b	Two similar completed works, each costing (excluding tax) not less than	Rs. 27.30 Lakh									
c	One similar completed works, costing (excluding tax) not less than	Rs. 43.65 Lakh									
C.	Financial Criteria										
	<p>(1) Min. Annual Turnover Rs. 87.30 lakhs in any of the preceding three audited financial years reckoned from the Tender publishing month</p> <p>(2) Min. Working Capital of Rs. 17.46 lakhs in the last audited financial year</p> <p>(3) Bidder's Net Worth as per the last audited financial statement shall be positive</p>	<p>1) Certificate signed and stamped by Chartered Accountant with UDIN (A consolidated letter is preferred; however, bidder may provide separate documents</p>									



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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 GGL, Documentary evidence for work completion (i.e. Invoice / Inspection Release Note / Completion Certificate / Performance Certificate) against Gujarat Gas Limited Purchaser Order/ Work order/ contract is not require. However, the same will be verified by GGL internally and Technical evaluation will be carried out by GGL as per criteria considering submitted PO/work order/contract
5. Bidder is suggested to submit the documents which have been already verified by GGL/GGL appointed consultant in previous tenders, if any. In case of submission of documents which have been not verified by GGL/GGL appointed consultant in previous tender, Bidder is suggested to submit the document for which issuing authority is accessible and responsive
6. Bidder shall submit contact details (other than GGL) 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 SoW by Client to verify that all the salient works had been undertaken while executing the contract.
11. 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 organization) shall not be considered as a valid experience for the purpose of evaluation.



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Final CHECKLIST FOR BIDDERS

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

Sr. No	Supporting Documents to be submitted	Submitted in Technical Bid (Yes/No)
Technical Criteria – Check list		
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	
A.1	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	
A.1	The Bidder shall provide the name of resources for Level 1 End-User-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	
A.1	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	
A.1	The Bidder shall provide the list of Level-1 End-User-Standard-Support resources at other GGL Business locations as per the criteria mentioned in the Technical Scope of Work as per Annexure-1	
Experience Criteria - Check list		
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. 21.80 Lakhs PO/WO/SO/JO of two similar services, each costing not less than Rs. 27.30 Lakhs PO/WO/SO/JO of one similar services, costing not less than Rs. 43.65 Lakhs	
B.1	GGL associated Bidder (Existing and Previously): Submit GGL issued PO/WO/SO as per criteria: PO/WO/SO/JO of three similar services, each costing not less than Rs. 21.80 Lakhs PO/WO/SO/JO of two similar services, each costing not less than Rs. 27.30 Lakhs PO/WO/SO/JO of one similar services, costing not less than Rs. 43.65 Lakhs	
Financial Criteria - Check list		
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	



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Annexure -1

Format for submitting the Declaration letter. Letter to be printed on Bidder's letter head

Ref. _____

Date _____

To,
Gujarat Gas Limited , Ground Floor Infocity Tower- 2 Gandhinagar,
GH-0 , Gandhinagar – 382010,
Gujarat, India

General description of work: _____

Our reference: Offer No. _____

Tender Ref. No. _____

Subject: Declaration of Bidders own Offices at Gujarat and Support Offices at other GGL Business Locations, Deployment of Primary and Backup resources in-line with Technical Scope of Work

Dear Sir,

With reference to subject matter, we would like to bring to your kind attention that we are having our own office in Gujarat apart from Support office at other GGL Business Locations details of the same alongwith the Technical Escalation Matrix for each are provided as below

Technical Escalation Matrix

S. No	Bidder Own/Representative Office Name	Bidders Own/Representative Office Address	This Office will serve which GGL Business Location	*Technical Escalation Level	Contact Person Name	Contact Person Mobile Number	Contact Person Email ID	Is the contact person based out of this address	GGL Will have access to this level (Yes / No)
1				Level 1					
2				Level 2					
3				Level 3					
4				Level 4					

*This is in context of call escalation in case its not resolved by the lower / previous level and not necessarily relates to L1 / L2 / L3 resources type

Note: Bidder can modify/extend the above table to include details or provide separate document for each location

With reference to subject matter, we would like to bring to your kind attention that we have gone through the Technical Scope of Work (SoW) and assessed the proposed FMS Resource deployment to fulfill the Service Level Requirements and hence assure GGL that we shall deploy the FMS Resources at respective locations accordingly within 30 days of award of contract.



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With reference to subject matter, we would like to bring to your kind attention that we already have backup resources available at all GGL Business locations to ensure seamless IT FMS – EUS services. These backup resources shall be available as per the Technical SoW.

We shall submit the details (Office Address, Contact Name, Contact Number, Email Address, Distance in KMs) of all such offices within 1 month of being awarded the PO. We shall also ensure that GGL shall be notified immediately if any of our relevant offices addresses are changed at any location.

We also understand that only one contracting agency / name change is allowed per year, per location beyond which penalties shall be applicable.

Compliance Checklist for ITSM Tool (Modules)

Name of the ITSM Tool		
Version of the ITSM Tool		
Base ITIL version its complied to		
S. No	ITSM Modules	Compliance (Y/N)

Compliance Checklist for ITSM Tool (Processes)

Name of the ITSM Tool		
Version of the ITSM Tool		
Base ITIL version its complied to		
S. No	ITSM Processes	Compliance (Y/N)