



CORRIGENDUM#1 DATED 18.03.2026

HIRING OF CONTRACT MANPOWER FOR SUPPORT SERVICES FOR BGCL CGD PROJECT FOR A PERIOD OF TWO (02) YEARS

GeM Bid No.: GEM/2026/B/7348363 DATED: 17.03.2026

1. The following clause against GeM Bid Document No.: GEM/2026/B/7348363 Dated: 17.03.2026 stands modified to the extent indicated below:

Clause No.	Existing Description	Modification
SECTION-I “INVITATION FOR BID (IFB)” Clause No – 2. (B) GEM BID NO. & DATE	GEM/2026/B/7348363 DATE 12.03.2026	GEM/2026/B/7348363 DATE 17.03.2026
SECTION-I “INVITATION FOR BID (IFB)” Clause No – 2. (E) DATE, TIME & VENUE OF PRE-BID MEETING	Date: 16.03.2026 Time: 12:00 Hours Venue: Virtual Mode through MS –Teams and same may be joined through following link: https://teams.microsoft.com/meet/43475064273204?p=tfNOyVV2nU8Qb8mxBN Meeting ID: 434 750 642 732 04 Passcode: bA6fj2vv Download Teams Join on the web	Date: 23.03.2026 Time: 15:00 Hours Venue: Virtual Mode through MS –Teams and same may be joined through following link: https://teams.microsoft.com/meet/43475064273204?p=tfNOyVV2nU8Qb8mxBN Meeting ID: 434 750 642 732 04 Passcode: bA6fj2vv Download Teams Join on the web
SECTION-V SCOPE OF WORK (SOW) Annexure TSW-4	Technical Scope of Work for support service to Finance & Accounts (F&A) and BIS	Additional Scope of work vide ANNEXURE-TSW-4 A (Technical Scope of Work for support service to BIS) added below in addition to existing scope of work

ANNEXURE-TSW-4 A

Technical Scope of Work for support service to BIS

FOR NON-ERP: BIS/IT PROFESSIONAL ROLE AND RESPONSIBILITY

1. Configuration and provide 24x7 technical support during and after implementation.
2. Backup Management in Windows, AWS Server and Configuration Support.
3. Hardware Maintenance, Repairing and troubleshooting of Laptops, Desktops, Workstation, Servers, Printers, IP-PBX and Plotters etc.
4. Software installation cum support i.e. MS Office 365, Adobe, AutoCAD, Tally, Asp.Net, SQL Server Studio, ArcGIS and configuration of Operating Systems i.e. Windows.
5. Handling and troubleshooting of firewall and end point protection software installed for system and network security.
6. Cybercrime awareness creation & threat identification. Incident Management. Penetration test.
7. Setting up, installation, upgradation, troubleshooting & maintaining LAN, WAN, Wi-Fi networks.



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8. IT asset management, inventory, hardware upgrades.
9. Providing day-to-day support, troubleshooting for hardware, software and network issues to end-users.
10. Managing DHCP and DNS configurations for network stability.
11. Configure and manage FTP server for public access.
12. Email Server handling of Microsoft 365 and Configuration.
13. Tendering of IT peripheral, service, software and technical specification finalization and tba as per gem.
14. Parodically audit of network, system, user end activity, website and ERP application as per Cert-in and Meity guidelines.
15. Troubleshooting and maintenance of CCTV surveillance systems.
16. Creating VC links and organizing online meetings through platforms like Teams.
17. Administrative work i.e. invoice process, note sheet preparation, policy or procedure preparation etc.

FOR ERP: BIS/IT PROFESSIONAL ROLE AND RESPONSIBILITY

1. Design website architecture and develop website layout/user interface using standard HTML/CSS/JavaScript/Bootstrap practices. Update websites with new content and features as required. Implement security and data protection measures, backup management.
2. Customize ERP implementation of Employee self-service, Sale, Material Purchase, Gas Purchase, Operation and Maintenance, Health and Safety, Project Management, Finance & Accounts module, Customer Self Service, Grievance Redressal, Bill Watch System and Document Management. Strong proven knowledge in Asp.Net (C#, Java script) with SQL Server studio. OR SAP Implementation for those same modules with knowledge of Oracle.
3. Implementation of Android and Ios mobile application of customer self-service. Knowledge of Google Play and Apple Play Store publish process. Strong Proven knowledge in Java.
4. Third Party Backend Service integration of SMS, Email, Digital Signature, Payment Gateway, BBPS, WhatsApp, Smart meter. Knowledge of Rest API, NPCI, SCADA, SSL Certificate, DNS Mapping.
5. Handling and well versed with GoDaddy and TRAI platform.
6. Create test cases and perform manual testing with documentation.
7. Configuration and provide 24x7 technical support during and after implementation.
8. Continuously improve implementation methodologies and best practices.
9. Code quality and database table configuration review.
10. Gather and refine specifications of requirements based on technical needs. Develop implementation plans, timelines, and budgets.
11. Backup Management in Windows, AWS Server and Configuration Support.
12. Coordinate with cross-functional teams and external vendors.
13. Conduct user training sessions and create documentation.
14. Create and maintain software technical documentation.
15. Work with clients and internal staff to determine the needs and goals of digitalization.

All other terms and conditions of the Bidding Document remains unaltered.



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This document shall form an integral part of the bidding document and shall be signed/stamped and submitted along with the bid.

(STAMP & SIGNATURE OF BIDDER)

B. Sonowal
Head (C&P)
BGCL