



MAHARASHTRA NATURAL GAS LIMITED


(A joint venture of GAIL(India) Ltd & BPCL)

**CNG & CITY GAS DISTRIBUTION PROJECT
FOR PUNE, NASHIK, SINDHUDURG, NANDED,
NIZAMABAD & RAMANAGARA**

**Bid document for
Rate Contract for the period of 2 years for appointing Vendor for
carrying out Call Center Centralized Operations for Pune,
Nashik, Sindhudurg & Ramanagara GA of MNGL**

**OPEN DOMESTIC COMPETITIVE BIDDING
(THROUGH E-TENDERING MODE)**


Bid Document No.: MNGL/CP/2025-26/126 Dt: 12.01.2026

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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PART - A

1.0 INVITATION FOR BIDS (IFB)

 MAHARASHTRA NATURAL GAS LIMITED	Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL Bid No.: MNGL/CP/2025-26/126
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**SECTION-I
INVITATION FOR BIDS (IFB)**

BID DOCUMENT NO.: MNGL/CP/2025-26/126

Date: 12.01.2026

M/s Maharashtra Natural Gas Ltd., Pune invites online bids (Technical & Financial) UNDER TWO BID SYSTEM from eligible bidders for the item(s) in complete accordance with the Bid Documents.

Tender document number	MNGL/CP/2025-26/126 dated 12.01.2026
ITEM(S)	Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg and Ramanagara GA of MNGL.
TYPE OF BID	Open Domestic Competitive Bidding
TIME SCHEDULE	As per Scope of Work (Vol. II OF II)
EARNEST MONEY/ BIDSECURITY	Rs.2,00,000/- (Rs. Two Lakhs only) in the form of Demand Draft/BG/ Online through e-portal to be in favor of "Maharashtra Natural Gas Ltd." payable at Pune.
BID SECURITY VALIDITY	6(SIX) months from bid due date
TENDER FEE ((Non-refundable)	Not applicable
BID VALIDITY	4(four) months from the bid due date
Pre-bid meeting date and time	Friday, January 16 - 11:30am – 12:30pm Google Meet joining info Video call link: https://meet.google.com/tka-obevedif
Bid submission due date and time	27.01.2026, 15:00 Hrs.
Bid Submission at	https://etenders.gov.in
Techno-commercial bid opening date and time	28.01.2026 till 16:00 Hrs. IST
Price bid opening date and time	Date and time shall be intimated later
Address for submission of EMD/Bid Security and venue for pre-bid meeting and opening of bids	GM (C&P) C&P Department, Maharashtra Natural Gas Limited, Pride Purple Coronet, 2 nd Floor, Baner Road, Baner, Pune – 411045
Contact details	Telephone: +91 (20) 25611000/1190/1156 Email: gasaid@mngl.in / kavita.sadaphule@mngl.in

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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BIDDER ELIGIBILITY CRITERIA & BID EVALUATION CRITERIA	As per Annexure – I to IFB
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NOTE: Bidders are advised to complete the registration with e-tender portal (<https://etenders.gov.in>) at least two working days prior to bid submission date.

Please note that in accordance with the general conditions of tender, MNGL may amend these dates of the tender process at its sole discretion. In case any of the specified dates are declared a public holiday, the deadline shall be the next working date.

2.0 BIDDING PROCEDURE

Bidding will be conducted through Open Domestic Tendering. Single Stage Two Bid system is adopted for this tender. The submission and opening of bids will be through e-tendering mode at <https://etenders.gov.in/eprocure/app>. Tender document can be downloaded from the website <https://etenders.gov.in/eprocure/app> or from e-tender link given on official MNGL website www.mngl.in.

Note: To participate in the e-tendering, it is mandatory for the bidders to have user ID & password. For this purpose, the bidder must register itself on CPPP's website <https://etenders.gov.in/eprocure/app>. Please also note that the bidder must obtain digital signature token for applying in the tender and in general, activation of registration may take 24 hours' subject to the submission of all requisite documents required in the process.


Note: MNGL in no way shall be responsible if the bidder fails to apply due to non-possession of Digital Signature & non-registration.

(The bids must be submitted online in electronic form on <https://etenders.gov.in/eprocure/app> only. No physical bids will be accepted.)

3.0 DOWNLOADING OF TENDER DOCUMENT

The tender document is available for downloading from CPPP's e-tendering website <https://etenders.gov.in/eprocure/app> or from e-tender link given on official MNGL website www.mngl.in for viewing / participation of the eligible bidders. Bidders meeting the bid evaluation criteria who intend to submit their bid may download the tender for submission by the bid due date and time. Bidder shall give an undertaking on his letterhead that the contents of the bidding document have not been altered or modified. Bid evaluation criteria shall be applicable for all the bidders.

Disclaimer clause: Bidders are advised to visit CPPP's e-tendering website and MNGL website regularly for any updates on the tender. The ignorance to visit the website will not be accepted as a reason for any gap / missing information like corrigenda, amendments, clarifications etc.

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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4.0 PRE-BID MEETING:

The bidder(s) or their designated representatives, who have downloaded the bid document, or to whom tender document has been issued and intend to bid are invited to attend the pre-bid meeting. Bidder(s) queries if any, must reach Purchaser office at least one day prior to pre-bid meeting date. The pre bid meeting can be organized through video conferencing or physically. In case of physical meeting, the venue of pre bid meeting is MNGL office at Pride Purple Coronet, 2nd Floor, Baner Road, Baner, Pune – 411045.

Non-attendance of the pre-bid meeting will not be a cause for disqualification of a bidder. Corrigendum / addendum, if any, to the tender document, shall be hosted on the website after the pre-bid meeting.

Bidders may also note that the registration process for new bidders on e-tender portal shall take a minimum of 24 hrs. Hence, bidders are advised to kindly complete their registration on e-tender portal well in advance of the pre-bid meeting.

In case of pre-bid meeting through video conferencing, Link shall be sent to all the interested bidders by the purchaser.

Instructions to bidders for Pre-bid meeting through video conferencing: All bidders intending to attend pre-bid meeting must send their interest through email (at least 2 hours prior to the scheduled time of pre-bid meeting) to the purchaser. E-mail received from bidders within specified timeline shall be invited through email to attend the meeting.

Advisories for the bidders attending the pre-bid meeting:

(1) All the Bidders who have submitted their registration details and interest to attend the pre-bid meeting will be invited to join as guests through the link shared in mail.

(2) All bidders / participants mandatorily have to pin MNGL screen on their computer screens during the pre-bid meeting.

(3) Bidders shall be allowed to discuss their queries in sequence of their responses received.


(4) Time slot shall be allotted to each bidder to ask his queries.

(5) Recording of the pre-bid meeting by the bidders is strictly prohibited. Subsequent to pre-bid meeting, corrigendum shall be issued by the purchaser regarding clarifications or queries raised during meeting.

5.0 OTHERS:

5.1 Bid Document is non-transferable.

5.2 Bids complete in all respects should reach on or before the BID DUE DATE AND TIME. Bids through Fax/ E-mail shall not be considered.

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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- 5.3 The Bid Document calls for offers on single point "Sole Bidder" responsibility basis.

Order will be placed on the "Sole Bidder" alone (in whose name the bid document has been issued) who will be responsible for all contractual purposes.

Further the bidders are advised to ensure that their offer is on single bidder responsibility basis and in total compliance of scope of supply as specified in Bid Document.

- 5.4 The bid should be prepared by the "Sole Bidder" and should be sent to MNGL directly. MNGL reserve the right to reject offers made by intermediaries' representatives.

- 5.5 Bidder shall ensure that Bid Security having a validity of 6(SIX) months from the bid due date, must accompany the offer in the format made available in the Bid Document.


- 5.6 This Invitation for Bids (IFB) is an integral and inseparable part of the enclosed Bid Document.

- 5.7 MNGL reserves the right to accept or reject any or all offers without assigning any reason, whatsoever.

5.8 ZERO DEVIATION TENDER

Bidder shall note that if any deviations are taken to the under mentioned provisions of Bid Documents by the Bidder the bid is liable to be rejected: -

- i) Do not meet BEC Criteria
- ii) Bid Security
- iii) Performance Security (Contract Performance Bank Guarantee), 3% of Annualized Contract/Order value
- iv) Delivery Period
- v) Terms of Payment
- vi) Force Majeure
- vii) Resolution of Dispute/Arbitration
- viii) Termination of Contract,
- ix) Warranty and Guarantee
- x) Offer not submitted for complete scope of work
- xi) Firm prices
- xii) Prices not quoted as per Schedule of Rates formats.
- xiii) Bidder have been banned by Government of India or any its Agency/ Undertaking/ Department of Government of India.
- xiv) Bidder is under liquidation.
- xv) Bids not conforming to technical specification/requirements.

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- xvi) Any other such provisions if specifically stipulated elsewhere in the Bid Document.
- xvii) Price Reduction Schedule.

However, MNGL reserve the right to request the bidder to withdraw the deviations against above-mentioned provisions of Bid Documents.

THIS IS NOT AN ORDER


Yours faithfully,
for Maharashtra Natural Gas Limited, Pune

Ganesh Said
GM (C&P)

Encl. 1. Vol.-I of II & Vol.-II of II of the Bid Document.

Note:

Please confirm your intention to quote or not within 5 (Five) days. In case not intending to quote then please give your valuable feedback to us.

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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ANNEXURE-I to IFB

BIDDER'S ELIGIBILITY CRITERIA

1.0 BRIEF PROJECT DETAILS

Maharashtra Natural Gas Limited (**MNGL**) is a joint venture company of M/s. GAIL (India) Limited & M/s. Bharat Petroleum Corporation Limited (BPCL). MNGL has been set up to distribute natural gas for household / commercial sectors including setting up CNG filling stations for vehicle in Pune, Nashik-Dhule Nanded & Sindhudurg Geographical Area in Maharashtra, Ramanagara in Karnataka & Nizamabad in Hyderabad (Telangana).

2.0 SCOPE OF WORK

This tender deals with Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL.

3.0 BIDDER'S ELIGIBILITY CRITERIA:


A. TECHNICAL:

A.1 Bidder must have executed a job for clients from one of the following verticals: Utility / Bank / Telecom for call center with the minimum work order of value of Rs.37 lakhs in India in the last 5 (Five) years reckoned from the final due date of submission of bid. As an evidence bidder must submit a copy of Purchase Order and its execution / completion certificate from the client.

A.2 Bidder must have its process ISO certified as an evidence bidder must submit a valid ISO certificate.

A.3 The bidder's proposed call center for MNGL must have the following:

- a. Must be in the name of the bidder in the form of ownership or lease. Bidder to submit lease agreement (lease validity for 24 months from the date of award of contract) or Index-2 document as an evidence.
- b. Must have at least 20 seats in the call center. As an evidence self-declaration to be submitted.

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B. FINANCIAL:

B.1. Turnover:

The bidder should have achieved a minimum annual turnover of Rs. 37 Lakhs in any one of the last 3 (Three) audited financial years i.e. 2022-23, 2023-24 and 2024-25.

B.2 Net worth :

Net worth must be positive as per last audited financial statement i.e. for the financial year 2024-25.

B.3 Working Capital:

The bidder should have a minimum working capital of Rs. 7.40 Lakhs as per latest audited balance sheet i.e. for the year 2024-25.


If the bidder's working capital is inadequate, the bidder should supplement this with a letter from bidder's bank, having net worth not less than Rs.100 crores, confirming the availability of line of credit to cover the inadequacy of previous year and meet the current working capital requirement.

Bidders must submit documentary evidence such as balance sheet & Profit & Loss A/c Statement for last three audited financial years i.e. 2022-23, 2023-24 and 2024-25 in support of the above.

In absence of requisite documents, MNGL reserves the right to reject the bid without making any reference to the bidder.

2.3 Evaluation and Award of Contract:

Evaluation shall be done on overall least cost basis to the Purchaser & order shall be placed to L-1 bidder accordingly. In case of tie for L1 bidder, the order shall be placed on the bidder having highest turnover during the preceding 3 Financial Years i.e., 2022-23, 2023-24 and 2024-25.

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**Annexure- II to IFB
FORMAT-A**

ANNUAL TURNOVER

Applicant's Legal Name:

Date:

Tender No.:

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Each bidder must fill in this form (Single Entity)


Annual Turnover data for the last 3 audited financial years.

Year	Currency	Amount	Exchange Rate (*)	Amount (INR) (*)
Year 1:				
Year 2:				
Year 3:				

1. The information supplied should be the – Annual Turnover of the applicant.
2. A brief note should be appended describing details as per audited results.
3. Indicate Financial year if it is different from April to March.

Signature of Bidder

(*) To filled by Owner

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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**Annexure- III to IFB
FORMAT-B**

FINANCIAL SITUATION

Applicant's Legal Name:

Date:

Tender No.:

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**Each bidder must fill in this form
FINANCIAL DATA FOR LAST AUDITED FINANCIAL YEAR**


Sl. No.	Description	Year		
		Amount	Exchange Rate (*)	Amount (INR) (*)
1.	Current Assets			
2.	Current Liabilities			
3.	Working Capital (1-2)			
4.	Net Worth Owners' funds (Paid up share capital and Free Reserves & Surplus)			
5.	Profits before taxes			
6.	Return on Equity (5/4) x 100			

1. Attached are copies of the audited balance sheets, including all related notes, and income statement for the last Audited Financial year, as indicated above, complying with the following conditions.


- All such documents reflect the financial situation of the bidder, and not sister or parent companies.
- Historic financial statements must be audited by a certified accountant
- Historic financial statements must be complete, including all notes to the financial statements
- Historic financial statements must correspond to accounting periods already completed and audited (no statement for partial period shall be requested or accepted).

Signature of Bidder

(*) Applicable for foreign bidders to be filled by Owner.

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2.0 ACKNOWLEDGEMENT CUM CONSENT LETTER

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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ACKNOWLEDGEMENT CUM CONSENT LETTER

To,
M/s Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune – 411045
Ph.No. : 91-20-25611000
E-mail : gasaid@mngl.in

Kind Attn: Ganesh Said, GM (C&P)


Sub:

Dear Sir,

We hereby acknowledge receipt of complete set of Bid Document along with enclosures for the subject works. We understand that documents received remain property of M/s Maharashtra Natural Gas Limited and further undertake that the contents of the above bid documents shall be kept confidential and shall not be transferred. We indicate below our intentions with respect to the Invitation for Bid.

a) We intend to bid as requested and furnish following details with respect to our quoting office: -

- | | | | |
|--------------------------------------|----------------|---|-------|
| I) | POSTAL ADDRESS | : | _____ |
| | | | _____ |
| II) | TELEPHONE NO. | : | _____ |
| III) | TELEFAX NO. | : | _____ |
| IV) | E-MAIL | : | _____ |
| V) | CONTACT PERSON | : | _____ |
| b) Contact Person at Pune, if any: - | | | |
| I) | POSTAL ADDRESS | : | _____ |
| | | | _____ |
| II) | TELEPHONE NO. | : | _____ |
| III) | TELEFAX NO. | : | _____ |
| IV) | E-MAIL | : | _____ |
| V) | CONTACT PERSON | : | _____ |

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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c) We are hereby returning the bid document as we are unable to bid for the reasons given below.

Reasons for non-submission of Bid:

COMPANY'S NAME : _____

SIGNATURE : _____


NAME : _____

DESIGNATION : _____


DATE : _____

Note: Bidder is requested to furnish the details mentioned at (a), (b) & (c) above as applicable, immediately after receipt of Bid Document.

(SIGNATURE OF BIDDER)

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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3.0 SUBMISSION OF BID


 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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SUBMISSION OF BID

From:
M/s

To:
M/s Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune – 411045

1. I/We hereby tender for execution of the **WORKS for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL.** as per TENDER DOCUMENT within the Time Schedule of completion of work for jobs, as separately signed and accepted by me/us, at the Schedule of Rates quoted by me/us for the whole work in accordance with Notice/Letter Inviting Tender, General Conditions of Contract, Special Conditions of Contract, Schedule of Rates of Completion of Job, and other documents and papers, all as detailed in the Tender documents.
2. It has been explained to me/us that the time stipulated for jobs and completion of WORKS in all respects and in different stages mentioned in the "Time Schedule" of completion of jobs and signed and accepted by me/us in the essence of the CONTRACT. I/We agree that in the case of failure on my/our part to strictly observe the Time of Completion mentioned for jobs or any of them and to the Final Completion of WORK in all respects according to the schedule set out in the said "Time Schedule" of completion of jobs. I/We shall pay compensation to the OWNER as per provisions and stipulations contained in General Conditions of Contract and I/We agree to recovery being made as specified therein. In exceptional circumstances, extension of time which shall always be in writing may, however, be granted by the Engineer-in-Charge at his entire discretion for some items of work, and I/We agree that such extension of time will not be counted for the extension of completion dates stipulated for job and for the Final Completion of WORK as stipulated in the said "Time Schedule" of completion of jobs.
3. I/We agree to pay the Earnest Money and Contract Performance Bank Guarantee (CPBG) and accept the terms and conditions laid down in the memorandum below in this respect.

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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MEMORANDUM

- (a) General Description of Work _____


- (b) Earnest Money Rs. _____
 (Rupees) _____

The Earnest Money is payable in the manner set out in para 5 below.

The Earnest Money, if the tender is accepted, will be adjusted against the Contract Performance Bank Guarantee (CPBG), when Earnest Money is paid by demand draft only.

- (c) Contract Performance Bank Guarantee (CPBG) 10% of the annualized CONTRACT amount which will be paid in the manner set out in the General Conditions of Contract.
4. Should this tender be accepted, I/We hereby agree to abide by and fulfill all terms and conditions referred to above and in default thereof, to forfeit and pay to the OWNER or its successors or its authorized nominees such sums of money as are stipulated in conditions contained in General Tender Notice and other Tender Documents.
5. I/We hereby pay the Earnest Money of Rs. _____ (Rupees _____) in Bank Demand Draft/Bank Guarantee No. _____ issued by _____ (name and office of the State Bank of India or any Nationalized Bank) in favour of Maharashtra Natural Gas Limited, Pune.
6. If I/We fail to commence the work specified in the Memorandum in Para (3) above, or I/We to deposit the amount of Contract Performance Bank Guarantee (CPBG) specified in the Memorandum in (3) above, I/We agree that the said OWNER or its successors without prejudice to any other right or remedy be at liberty to forfeit the said Earnest Money in full, otherwise the said Earnest Money shall be retained by OWNER towards the Contract Performance Bank Guarantee (CPBG) specified in (3) above. The said OWNER shall also be at liberty to cancel the Notice of Acceptance of Tender if I/We fail to deposit the Contract Performance Bank Guarantee (CPBG) as aforesaid or to execute an Agreement or to start WORK as stipulated in the Tender Documents.

I/We enclose herewith evidence of my/our experiment of execution of works of similar nature and magnitude carried out by me/us in the prescribed proforma and the Income- Tax Clearance Certificates.

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Dated the _____ day of _____ 2026


Witness:

Name in Block Letters:

Address:

Yours faithfully,
Signature of Tenderer(s) with the
seal of the Firm.

Name and Designation of authorized person signing the
Tender on behalf of the Tenderer(s).

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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PART – B

1.0 INSTRUCTION TO BIDDERS (ITB)



 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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 - 41. Corrupt or Fraudulent Practices
 - 42. Land Border Clause

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SECTION – II

INSTRUCTIONS TO BIDDERS


INSTRUCTION FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the Central Public Procurement (CPP) Portal i.e. <http://etenders.gov.in/eprocure/app>, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

REGISTRATION

- (i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://etenders.gov.in/eprocure/app>) by clicking on the link “Online Bidder Enrolment” option available on the home page. **Enrolment on the CPP Portal is free of charge.**
- (ii) During enrolment/ registration, the bidders should provide the correct / true information including valid email-id & mobile no. All the correspondence shall be made directly with the contractors / bidders through email-id provided.
- (iii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (iv) For e-tendering, possession of valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) is mandatory which can be obtained from SIFY /nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/ Smartcard.
- (v) Upon enrolment on CPP Portal for e-tendering, the bidders shall register their valid Digital Signature Certificate with their profile.
- (vi) Only one valid DSC should be registered by a bidder. Bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse and should ensure safety of the same.
- (vii) Bidders can then log into the site through the secured login by entering their user ID/ password and the password of the DSC/ eToken.

SEARCHING FOR TENDER DOCUMENTS:

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- 1) There are various search options built in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords, etc., to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS:

- (i) For preparation of bid, Bidders shall search the tender from published tender list available on site and download the complete tender document and should consider corrigendum if any published before submitting their bids.

After selecting the tender document same shall be moved to the 'My favorite' folder of bidders account from where bidder can view all the details of the tender document.


- (ii) Bidder shall go through the tender document carefully to understand the documents required to be submitted as part of the bid. Bidders shall note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- (iii) Any pre-bid clarifications if required, then same may be obtained online through the tender site, or through the contact details given in the tender document.
- (iv) Bidders should get ready in advance the bid documents in the required format (PDF/xls/rar/dwf/jpg formats) to be submitted as indicated in the tender document/schedule. **Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.**
- (v) Bidders can update well in advance, the documents such as experience

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certificates, annual report, PAN, EPF & other details etc., under “My Space/ Other Important Document” option, which can be submitted as per tender requirements. This will facilitate the bid submission process faster by reducing upload time of bids.

SUBMISSION OF BIDS:

- (i) Bidder should log into the site well in advance for bid submission so that he/ she upload the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay.
- (ii) Bidder should prepare the EMD as per the instructions specified in the NIT/ tender document. The details of the DD/BG/others physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise, the uploaded bid will be rejected.
- (iii) While submitting the bids online, the bidder shall read the terms & conditions (of CPP portal) and accepts the same in order to proceed further to submit their bid.
- (iv) Bidders shall select the payment option as offline to pay the EMD and enter details of the DD/BG/others.
- (v) Bidder shall digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (vi) Bidders shall note that the very act of using DSC for downloading the tender document and uploading their offers is deemed to be a confirmation that they have read all sections and pages of the tender document without any exception and have understood the complete tender document and are clear about the requirements of the tender document.
- (vii) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. For the file size of less than 1 MB, the transaction uploading time will be very fast.
- (viii) **If price quotes are required in XLS format, utmost care shall be taken for uploading Schedule of quantities & Prices and any change/ modification of the price schedule shall render it unfit for bidding.**

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Bidders shall download the Schedule of Quantities & Prices i.e., Schedule of Rates, in XLS format and save it without changing the name of the file. Bidder shall quote their rate in figures in the appropriate cells, thereafter, save and upload the file in financial bid cover (Price bid) only.

If the template of Schedule of Quantities & Prices file is found to be modified/corrupted in the eventuality by the bidder, the bid will be rejected and further dealt as per provision of clause no 17.0 of ITB including forfeiture of EMD.


The bidders are cautioned that uploading of financial bid elsewhere i.e. other than in cover 2 will result in rejection of the tender.

- (ix) Bidders shall submit their bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). **The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders at the eleventh hour.**
- (x) After the bid submission (i.e., after Clicking “Freeze Bid Submission” in the portal), the bidders shall **take print out of system generated acknowledgement** number and keep it as a record of evidence for online submission of bid, which will also act as an entry pass to participate in the bid opening.
- (xi) Bidders should follow the server time being displayed on bidder’s dashboard at the top of the tender site, which shall be considered valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system.
- (xii) All the documents being submitted by the bidders would be encrypted using PKI (Public Key Infrastructure) encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology.

ASSISTANCE TO BIDDERS:

- (i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contract person indicated in the tender.

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The 24 x 7 Help

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Desk Number 0120-4001002, 0120-6277787 and 0120-4001005. The helpdesk email id is support-eproc@nic.in


A. GENERAL

1. Scope of Bid:


- 1.1 The Purchaser as defined in the General Conditions of Contract, hereinafter "the Purchaser" wishes to receive bids for the supply of goods as described in Section-IV, Special Condition of Contract.
- 1.2 The successful bidder will be expected to complete the Scope of supply within the period stated in IFB.
- 1.3 Throughout these bidding documents, the terms "bid" and "tender" and their derivatives ("bidder/tenderer", "bid/tendered", "bidding/ tendering", etc.) are synonymous, and day means calendar day. Singular also means plural.

2. Eligible Bidder:

- 2.1 Bidders shall, as part of their bid, submit a written power of attorney, authorizing the signatory of the bid to bind the bidder.
- 2.2 This Invitation for Bids is open to any bidder and to pre-qualified bidders in case of limited tender.
- 2.3 Bidders should not be associated or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications and other documents to be used for the procurement of the goods to be purchased under this Invitation for Bids.

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- 2.4 The bid should be from actual manufacturers. The bids from sole selling agents / authorized distributors/ authorized dealers /authorized supply houses can also be considered, provided such bids are accompanied with back-up authority letter from the concerned manufacturers who authorize them to market their product, provided further such an authority letter is valid at the time of bidding. Offers without back-up authority from manufacturer will not be considered. Required warranty cover of the manufacturers for the product will be provided by such supplier.
- 2.5 The bidder shall not be under a declaration of ineligibility by Purchaser for corrupt or fraudulent practices as defined in ITB.
- 2.6 While evaluating the bids, pursuant to Bid Evaluation Criteria as specified in IFB, bidders past performance shall also be assessed *for* ascertaining the responsiveness of the bid. In such a case. the decision of Purchaser shall be final and binding on the bidder.
- 2.7 The bidder is not put on Black / Holiday list by MNGL / MoP&NG / Oil Public Sector Enterprise(s).
3. One Bid per Bidder:
 - 3.1 Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will cause all the proposals in which the bidder has participated to be disqualified. If bid of companies which is managed & controlled by same group of individuals (common owners/ proprietor, common partner/ common directors), the participation in a particular tender by more than one such bidder will not be allowed, and bids will be disqualified.
 - 3.2 Also, if this fact is known at a later stage during bid evaluation or even after finalization of contract, the award will be made null and void and appropriate action including forfeiting of security deposit in any form and putting the firms on holiday list will be taken.
 - 3.3 Alternative bids are not acceptable.
4. Bidder Eligibility:
 - 4.1 Experience Criteria as per Invitation for Bid (IFB) (Section – I of this Bid Document)
5. Cost of Bidding:

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- 5.1 The bidder shall bear all costs associated with the preparation and submission of the bid, and PURCHASER (MNGL), will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

B. BIDDING DOCUMENT

6. Content of Bidding:

- 6.1 The bidding documents are those stated below Documents and should be read in conjunction with any addenda issued in accordance with ITB Clause
- IFB, ITB, GCC, ATC
 - SCC, MR &TS, SOR, etc.


- 6.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. The Invitation for Bids (IFB) together with all its attachments thereto, shall be considered to be read, understood and accepted by the bidders. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

7. Clarification of Bidding Documents:

- 7.1 A prospective Bidder requiring any clarification of the bid documents may notify the Owner and / or the Consultant as the case may be, in writing or by cable (hereinafter, the term 'cable' is deemed to include electronic mail and facsimile) at the address indicated in the tender. The Owner / Consultant will respond in writing to any request for clarification of the bid documents which it receives after issue of the bid documents but prior to at least one (01) working day before the pre-bid meeting date. Owner will not entertain any queries received after 1800 HRS post one (1) day of pre-bid meeting. Written copies of the Owner's/ Consultant's response (including an explanation of the query but without identifying the source of inquiry) will be hosted on CPPP's e-procurement website <https://etenders.gov.in> and MNGL website along with the corrigendum before the bid due date. All such clarifications issued shall deem to form a part and parcel of the Bid documents.

8. Amendment of Bidding Documents:

- 8.1 At any time prior to the bid due date, the PURCHASER may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents, by issuing addenda.
- 8.2 Any addendum /corrigendum/ clarifications to bidders query thus issued shall be part of the bidding documents pursuant to ITB Clause- 7.0 and shall be hosted on the on website www.mngl.in and CPPP's e-tendering website before bidding due

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date. All the prospective bidders who have attended the Pre-Bid meeting/ submitted bid document fee, shall be informed by email/ post about the addendum/ corrigendum/ clarifications to bidders' query for their reference. Bidders desirous to submit its bid have to take into consideration of all the addendum(s)/ corrigendum (s)/ clarifications to bidders' query hosted on the above websites before submitting the bid.

- 8.3 The PURCHASER may, at its discretion, extend the bid due date in order to allow prospective bidders, a reasonable time to furnish their most competitive bid taking into account the amendments issue.
- 8.4 Bidders are advised to visit www.mngl.in and CPPP's e-tendering website from time to time to get updated information / documents.

C. PREPARATION OF BIDS

9. Language of Bid:

- 9.1 The bid prepared by the bidder as well as all correspondence/drawings and documents relating to the bid exchanged by bidder and the PURCHASER shall be written in English language, provided that any printed literature furnished by the bidder may be written in another language so long as accompanied by an ENGLISH translation, in which case, for the purpose of interpretation of the bid, the ENGLISH translation shall govern.
- 9.2 In the event of submission of any document/certificate by the Bidder in a language other than English, the English translation of the same duly authenticated by Chamber of Commerce of Bidder's country shall be submitted by the Bidder. Metric measurement system shall be applied.


10 Documents Comprising the Bids:

- 10.1 The bid prepared by the bidder shall comprise the following components that are required to be provided on the e-tendering portal:

10.1.1 Technical cover:

Scanned documents (duly signed by the authorized signatory) to be uploaded by the bidder on the portal as per list below:

- i) Covering Letter as per format "Submission of Tender" / "Submission of Bid" enclosed with Part- A of Vol-I of II.
- ii) Bidder's general/ details information as per format F-1.


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- iii) Power of Attorney in favor of person(s) signing the bid that such person (s) is/are authorized to sign the bid on behalf of the bidder and any consequence resulting due to such signing shall be binding on the bidder.
- iv) Specific experience, annual turnover and equipment deployment details as called for in qualifying requirements.
- v) A Bid Form as per format F-2.
- vi) Copies of documents as required in list of enclosure.
- vii) Documents establishing the eligibility and conformity to the Bid Documents of all Goods and services, which the bidder proposes to supply under the award. Such document may be, literature, drawing or data and shall also include (a) the detailed description of the Good's essential technical and performance characteristics; (b) a clause-by-clause commentary on Employer's technical specification and demonstrating supplies substantial responsiveness to the specifications.
- ix) Copy of Bid security in accordance with IFB & Clause 16 of ITB to be furnished either in the form of Cashier's / Banker's cheque / Bank Draft payable to MNGL at Pune/ Bank Guarantee as per format F-4.
- x) Letter of authority in favor of any one or two of bidder's executives having authority to attend the un-priced and price bid opening on specified dates and venue as per format F-5.
- xi) Confirmation of no deviation as per Format F-6.
- xii) Present commitments strictly as per form F-9.
- xiii) Indian Bidders are required to submit Employees Provident Fund registration certificate, ESIC registration certificate, Professional Tax Registration certificate, Labor welfare registration under Maharashtra Labor Welfare Fund Act and Shop Act Registration certificate.
- xiv) Bidder's declaration that they are not under liquidation, court receivership or similar proceedings.
- xv) Any other information/details required as per bid document.


10.1.2 Financial cover:

Price Bid SOR as per prescribed format on the e-tender portal.

- 10.2 All the documents submitted shall be duly signed and stamped on each page by the bidder or an authorized signatory of the bidder.
- 10.3 Bidders are advised to submit quotations based strictly on the terms and conditions and specifications contained in the bid document and not stipulate any deviations. Should it, however, become unavoidable, deviations should be stipulated only in the prescribed Pro forma. Owner reserves the right to evaluate quotations containing deviations having financial implications after adding the cost for such deviations as determined by Owner.


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- 10.4 Original schedule of rates duly filled in shall not contain any condition whatsoever. Any condition given in this part shall not be considered and shall render the offer liable for rejection.
- 10.5 All signatures in bids shall be dated, as well as all pages of bids shall be initialed at lower right-hand corner by the Bidder or by a person holding power of attorney authorizing him to sign on behalf of the bidder before the submission of bids.
- 10.6 The Bidder's bid is central to the evaluation and selection process. Therefore, it is important that the Bidder carefully prepares the bid and answers all questions completely. Missing information and vague answers may delay the evaluation of a bid and may impair the Bidder's chances of success.
- 10.7 Information received by Purchaser from the Bidder will be disclosed to Purchaser's employees and/or advisers or external consultants for the purpose of evaluating the bid response.
11. Bid Form & Price Schedule:
- 11.1 The bidders shall complete the Bid Form and appropriate, Price schedule furnished in the Bidding Document, indicating the required information for all the goods to be supplied, a brief description of the goods, their country of origin and quantity.
12. Bid Prices:
- 12.1 The Bidder shall e-quote Bid Prices on appropriate format of "Schedule of Rates" (SOR) as enclosed part of bid documents as it proposes to supply under the contract.
- 12.2 Indian Bidders shall indicate the following separately (as per Price Schedule)
- A) Ex-works Price including packing and forwarding charges (such price to include all costs as well as duties and taxes paid or payable on components and raw materials incorporated or to be incorporated in the goods).
 - B) Goods & Service Tax / Turnover (rates) which will be payable on the finished goods, if this contract is awarded.
 - C) The bidders shall indicate breakup of the quantum of imports involved for import of necessary raw materials and components giving CIF value of Import in applicable currency considered and included in bid price. Essentiality certificate may be provided by the Purchaser for Project imports, wherever applicable.
 - D) The statutory variation in Goods & Service Tax on finished goods covered under Cl. 12.1 B within the contractual delivery period shall be to MNGL's account. However, any increase in the rate of these taxes and duties beyond the contractual completion period shall be to bidder's account and

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any decrease in rate shall be passed on to MNGL. Further, any statutory variation in the rate of customs duty (except Goods & Service Tax) within contractual delivery period, on-the actual CIF value of import content, but subject to maximum of such duty payable on quoted CIF value, under Cl. 12.1 (A) shall also be to MNGL's account. In case of delay in delivery, any increase in the rate of customs duty beyond the contractual completion period shall be to bidder's account and any decrease in rate shall be passed on to MNGL.

- E) The total amount which can be claimed / set off by MNGL for CENVAT (for Goods & Service tax) separately.
- 12.3 Inland transportation, other local costs incidental to delivery of the goods to its final destination (FOT-site) shall be quoted by the Bidder.
- 12.4 The bidder's break-up of price components in accordance with above sub-clauses will be solely for the purpose of facilitating the comparison of bids and will not in any way, limit the Purchaser's right to contract on different terms.
- 12.5 Fixed Price: Prices quoted by the bidder shall be firm and fixed during the bidder's performance of the contract and not subject to variation on any account except for variations permitted under 12.1 D for domestic bidders. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- 12.6 The delivery terms shall be interpreted as per INCOTERMS 2010.
- 13 Bid Currencies:
- 13.1 Bidders shall submit their bids in Indian Rupees only.
- 14 Documents Establishing Bidder's Eligibility and Qualification
- 14.1 Bid Evaluation Criteria:
- 14.1.1 Pursuant to evaluation Criteria specified in Invitation for Bids (IFB) the bidder shall furnish all necessary supporting documentary evidence to establish the bidder's claim of meeting Bid evaluation criteria.
- 14.2 Bidders Eligibility Criteria:
- 14.2.1 The bidder shall furnish, as part of his bid, documents establishing the bidder's eligibility to bid and its qualification to perform the contract if its bid is accepted.
- 14.2.2 The documentary evidence of the bidder's qualifications to perform the contract if his bid is accepted, shall establish to the PURCHASER'S satisfaction:

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- a) that, in the case of a Bidder offering to supply goods under the contract which the Bidder did not manufacture (or otherwise, produce, the, Bidder has been duly authorized by the goods Manufacturer or producer to supply the goods in the Purchaser's country.
- b) that the Bidder has the financial, technical and production capacity necessary to perform the contract.
- c) that, in case of a Bidder not doing business within the Purchaser's country, the Bidder is or will be (if awarded the contract) represented by an Agent in that country equipped and able to carry out the Supplier's maintenance, repair and spare parts stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications.

14.2.3 The PURCHASER will determine to its satisfaction whether the bidder selected as having submitted the lowest evaluated, responsive bid is qualified to satisfactorily perform the contract. An affirmative determination will be pre-requisite for award of the Contract.

15 Documents Establishing Goods' Eligibility and Conformity) to Bidding Documents:

15.1 Pursuant to ITB Clause 10, the bidder shall furnish, as part of the bid, documents establishing the eligibility and conformity to the Bidding Documents of all goods and services which the bidder proposes to supply under the Contract.

15.2 The documentary evidence of the goods and services' conformity to the Bidding Documents may be in the form of literature, drawings or data and shall furnish:


- a) detailed description of the essential technical and performance characteristics of the goods.
- b) a clause-by-clause commentary on the PURCHASER'S Technical specifications demonstrating the goods and services' substantial responsiveness to the specifications.

15.3 For purpose of the commentary to be furnished under Clause-15.2 above, the bidder shall note that standards for workmanship, material and equipment and reference to brand names or catalogue numbers, designated by the PURCHASER in its Technical Specifications are intended to be descriptive only and not restrictive.

16 Period of Validity of Bids:

16.1 The bid shall remain valid for acceptance for 4 months from the bid due date.

16.2 In exceptional circumstances, prior to expiry of the original bid validity period, the PURCHASER may request that the bidder extend the period of bid validity for a specified additional period. The requests and the responses thereto shall be made in writing (by fax / post e-mail). A bidder may refuse the request without forfeiture of his bid security. A bidder agreeing to the request will not be required

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or permitted to modify his bid but will be required to extend the validity of its bid security for the period of the extension and in accordance with ITB Clause 17.0 in all respects.

17 Bid Security:

17.1 Pursuant to ITB Clause-10, the bidder shall furnish, as part of his bid, bid security in the amount specified in the Invitation for Bids.

17.2 The bid security is required to protect the PURCHASER against the risk of bidder's conduct which would warrant the security's forfeiture, pursuant to ITB Clause-17.7

17.3 The bid security in Indian Rupees for bidders quoting in Indian Rupees shall be in the form of Demand Draft/ Banker's Cheque in favor of Maharashtra Natural Gas Limited, payable as per IFB (issued by Indian Nationalized /Scheduled bank or first-class international bank) or in the form of Bank Guarantee as per format enclosed in the Bidding Document.

MNGL shall not be liable to pay any bank - charges, commission or interest on the amount of bid security.

In case, bid security is in the form of Bank Guarantee, the same shall be from any Indian scheduled bank or a branch of an international bank situated in India and registered with Reserve bank of India as scheduled foreign bank.

The Bid Security shall be valid for two (02) months beyond the validity of the Bid as specified in Clause 16.0 of ITB.


17.4 Any bid not secured in accordance with ITB Clause 17.1 and 17.3 may be rejected by the PURCHASER as non-responsive.

17.5 Unsuccessful bidder's bid security will be discharged/returned as promptly as possible after award of contract and signing of agreement.


17.6 The successful bidder's bid security will be discharged upon the bidder's accepting the order, pursuant to ITB Clause-41 and furnishing the Contract Performance Guarantee pursuant to ITB Clause-42.

17.7 The bid security may be forfeited:

- a) If a bidder withdraws his bid during the period of bid validity.
- b) in the case of a successful bidder, if the bidder fails:
 - i) to accept the Purchase Order in accordance with ITB Clause-41 or
 - ii) to furnish Performance Guarantee in accordance with ITB Clause-42
 - iii) to accept correction of errors pursuant to ITB Clause 32.0

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- c) If the Bidder changes the proposed manufacturer after submission of his bid.
- 17.8 Bid Security should be in favor of Maharashtra Natural Gas Limited and addressed to MNGL. Bid Security must indicate the Bid Document number and the item for which the bidder is quoting. This is essential to have proper co-relation at a later date. The Bid Security in the form of Bank Guarantee shall be in the form provided in the Bidding Document.
- 17.9 **The Indian / Domestic firms registered with NSIC/MSME, under its single point registration scheme are exempted from furnishing Bid Security, provided they are registered for the items / work they intend to quote and subject to their enclosing with their bid a copy of latest and current registration certificate.**
- 18 Format and Signing of Bid
- 18.1 The bidder shall prepare one original of the document comprising the bid as per clause 10.0 of ITB marked "original".
- 18.2 The original of the bid shall be typed or written in indelible ink and shall be signed by the person or persons duly authorized to sign on behalf of the bidder. The name and position held by each person signing, must be typed or printed below the signature. All pages of the bid, except any catalogues/ literatures shall be signed and sealed by the person or persons signing the bid.
- 18.3 The bid shall contain no alterations, omissions or additions, unless such corrections are initialed by the persons signing the bid.
- 19 Zero Deviation
- 19.1 Bidders to note that, MNGL will appreciate submission of offer based on the terms and conditions in the enclosed General Conditions of Contract, Special Conditions of Contract (SCC), Instructions to Bidders (ITB), Scope of supply, technical specifications etc., to avoid wastage of time and money in seeking clarifications on technical/ commercial aspects of the offer.
- 19.2 If any deviations are taken to the under mentioned provisions of Bid Documents by the Bidder the bid is liable to be rejected:
- Do not meet BEC Criteria
 - Bid Security
 - Performance Security (Contract Performance Bank Guarantee), 10% of Annualize Order value
 - Delivery Period
 - Terms of Payment
 - Force Majeure
 - Resolution of Dispute/Arbitration
 - Termination of Contract,
 - Warranty and Guarantee

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- x) Offer not submitted for complete scope of work
- xi) Firm prices
- xii) Prices not quoted as per Schedule of Rates formats.
- xiii) Bidder have been put on Black / Holiday list by MNGL / MoP&NG / Oil Public Sector Enterprise(s).
- xiv) Bidders is under liquidation.
- xv) Bidder is under litigation which owners considers a disqualification.
- xvi) Bids not conforming to technical specification/requirements.
- xvii) Any other such provisions if specifically stipulated elsewhere in the Bid Document.
- xviii) Price Reduction Schedule.

However, MNGL reserve the right to request the bidder to withdraw the deviations against above mentioned provisions of Bid Documents.

20 Mode of Payment:

20.1 Maharashtra Natural Gas Limited will issue A/C payee cheque for payment payable at par, in case work is awarded to bidder.

21 Agent/ consultant/ Representative/ Retainer/ Associate – Not applicable

D. SUBMISSION OF BIDS:

22.0 PREPARATION OF BIDS:

22.1 Scanned documents (duly signed by the authorized signatory) and/or pre-formatted excel files to be uploaded by the bidder on the portal which shall comprise of the documents mentioned in Clause No. 10 of ITB.


Note: All pages of the bid offer to be signed and stamped by an authorized representative (as described in bid document) of the bidder.

Bidder must ensure numbering of all pages submitted in bid document. Further total number of pages submitted in bid document must be mentioned in the covering letter of bid submitted.

22.2 The price bid shall contain Schedule of Rates dully filled in the prescribed format available on the e-portal.

23.0 DEADLINE FOR SUBMISSION OF BID:

23.1 The bid must be submitted on the specified e-tendering portal as specified in IFB not later than the time and date as specified in IFB. The online e-tendering portal

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will not allow any bid or part thereof whatsoever to be submitted after the due time on the due date.

- 23.2 The Purchaser may, in exceptional circumstances and at its discretion, on giving reasonable notice by email or any written communication to all prospective bidders who have been issued the bid document to extend the deadline for the submission of bids in which case all rights and obligations of the Purchaser and bidders, previously subject to the original deadline will thereafter be subject to deadline as extended.

24.0 LATE BIDS:

Any Bid Security / EMD received by the Purchaser after the deadline for submission of bid may render the bid to be declared "Late" and such bid is liable for rejection; such EMD may be returned unopened to the bidder at the sole discretion of the Purchaser.


25.0 MODIFICATION AND WITHDRAWAL OF BIDS:

- 25.1 The bidder may modify or withdraw its bid after the bid submission, but, before the due date of submission as per provisions provided on the e-tendering portal. After the bid due date & time however, no modifications whatsoever are allowed in the bid.
- 25.2 No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid form. In case of request in written by the authorized signatory for withdrawal of a bid during this interval, the Bidder's bid security shall be forfeited.
- 25.3 Upon selecting "withdraw" option on the e-tender portal and providing the reason for withdrawal, the portal will not allow the bidder to re-submit his bid. MNGL shall not be responsible if the bidder is not able to re-submit his bid after withdrawal.

E. OPENING AND EVALUATION OF BIDS

26. Bid Opening:

- 26.1 The Purchaser will open all bids on the e-tendering portal in the presence of bidder(s) representatives who choose to attend, at the time, on the date and place (as specified in IFB). The bidder(s) representatives, who are present, shall sign an attendance sheet evidencing their attendance, if so required by the Purchaser.
- 26.2 The Bidder's names and the presence or absence of requisite Bid Security (EMD) and such other details as the Purchaser, at its discretion, may consider

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appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for bids without EMD.

26.3 Bids that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Bidder's specific attention is drawn to this stipulation to enable the representative of the Bidder at the bid opening time to bring out to the attention for the Purchaser any documents pertaining to its bid is not being acknowledged and relevant portions read out.

26.4 The Purchaser will prepare a bid opening statement to be signed by all representatives present during bid opening.

27 Process to be Confidential:

27.1 Information relating to the examination, clarifications, evaluation and comparison of bids and recommendations for the order, shall not be disclosed to bidders or any other person officially concerned with such process.

28 Contacting the Purchaser:

28.1 From the time of the bid opening to the time of the release of order, if any bidder wishes to contact the Purchaser for any matter relating to the bid, it should do so in writing.

28.2 Any effort by a bidder to influence the Purchaser in any manner in respect of bid evaluation or award will result in the rejection of that bid.


29 Preliminary Examination of Bids:

29.1 Technical-Commercial Bid Evaluation

29.1.1 The PURCHASER will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required securities have been furnished, whether the documents have been properly signed and whether the bids are generally in order.

29.1.2 Prior to the detailed evaluation, the PURCHASER will determine whether each bid is of acceptable quality, is generally complete and is responsive to the Bidding Documents. For purposes of this determination a responsive bid is one which conforms to all the terms, conditions and specification of the bidding document, without deviations, objections, conditionally or reservations.

29.1.3 No deviation whatsoever, is permitted in the Bidding Documents and the Priced bids of those bidders whose Un-Priced bids contain any exception to the

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conditions and stipulations of the Bidding Documents shall not be opened and returned un-opened to such bidder(s).

29.1.4 The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. If a bid is non-responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the bidder by correction of the nonconformity.

29.1.5 The Purchaser will carry out a detailed evaluation of the bids previously determined to be responsive in order to determine whether the technical aspects are in accordance with the requirements set forth in the Bidding Documents. In order to reach such a determination, the Purchaser will examine and compare the technical aspects of the bids on the basis of the information supplied by the bidders, taking into account the following factors:

- (a) Overall completeness and compliance with the Technical Specifications; quality function and operation of the process control concept included in the bid. The bid that does not meet minimum acceptable standard of completeness, consistency and detail will be rejected as non-responsive.
- (b) Any other relevant factor, if any that the Purchaser deems necessary or prudent to be taken into consideration.

29.2 Requisite forms contain all necessary information including those, required for meeting qualifying criteria stipulated in the Bidding Document.

30.0 **OPENING OF PRICE BID:**

30.1 In case of two-part bidding, the Bidders whose bids are found substantially responsive shall be invited to attend the opening of price bid. Such bidders may be required to attend the price bid opening at a short notice. The place, date and time of price bid opening will be informed to all such Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance.

30.2 The bid prices stated in the price schedules will be announced during price bid opening.


31 **Arithmetic Corrections:**

31.1 The bids will be checked for any arithmetical errors as follows:

31.1.1 In case of any discrepancy between prices in words and prices in figures, the prices in words shall be valid and binding. In case of any error in total indicated by the Bidder, the unit price alone shall be considered valid and binding on the Bidder.

31.1.2 If the bidder does not accept the correction of errors, his bid will be rejected, and the bid security will be forfeited.

32 **Conversion to Single Currency [Applicable in ICB tenders only]:**

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32.1 To facilitate evaluation and comparison, the PURCHASER will convert all bid prices expressed in the amounts in various currencies in which bid price is payable, to Indian Rupees at the Bills selling exchange rate declared by the State Bank of India on the working day prior to Priced bid (Part-II) opening.

33 Evaluation and Comparison of Bids:

33.1 The PURCHASER will evaluate and compare the bids previously determined to be substantially responsive, pursuant to ITB Clause - 30.

33.2 Bid Evaluation and Comparison Criteria:

The evaluation of all the responsive bids for supplies to be arrived at the lowest evaluated offer as under:

(A) **Domestic Bidders:**

The evaluated price of domestic bidders shall include the following:

- i) The prices quoted by Domestic Bidder for the scope of work defined in the tender documents will include customs duty plus Goods & Service Tax and any additional duty, if any, Goods & Service Tax as applicable which shall be indicated separately
- ii) Price quoted by the domestic bidders shall include all costs towards Insurance, all type of handling, transportation, etc. as applicable and payable by the CONTRACTOR under the contract
- iii) Goods & Service Tax on the finished goods.

33.3 OWNER'S price evaluation and price comparison of technical-commercially acceptable bids shall take following in account:

- i) Total value on FOT site basis including liability towards customs duty, GST, all other taxes & duties, levies, transportation, all insurance and all other costs as applicable up to Final Acceptance of work complete in all respects covered under para-A above.
- ii) Cost of mandatory spares, if any.
- iii) **The total site price quoted shall be compared.**


33.4 Bids not conforming to Bid Qualification criteria and technical & commercial requirements shall be rejected.

34 Domestic Preference:

34.1 VOID


34.2 PROCUREMENTS FROM A BIDDER WHICH SHARES A LAND BORDER WITH INDIA:

- I. Order (Public Procurement No. 1) dated 23.07.2020, Order (Public Procurement No. 2) dated 23.07.2020 and Order (Public Procurement

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No. 3) dated 24.07.2020, Department of Expenditure, Ministry of Finance, Govt. of India refers. The same are available at website <https://doe.gov.in/procurement-policy-divisions>.

- II. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. For details of competent authority refer to Annexure I of Order (Public Procurement No. 1) dated 23.07.2020. Further the above will not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs, Govt. of India
- III. "Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) for purpose of this provision means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.
- IV. "Bidder from a country which shares a land border with India" for the purpose of this:
 - a. An entity incorporated, established or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - d. An entity whose beneficial owner is situated in such a country; or
 - e. An Indian (or other) agent of such an entity; or
 - f. A natural person who is a citizen of such a country; or
 - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- V. "Beneficial owner" for the purpose of above (IV) will be as under:
 - i. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

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Explanation:

1. "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company.
2. "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements.
 - ii. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership.
 - iii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
 - iv. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
 - v. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- VI. "Agent" for the purpose of this Order is a person employed to do any act for another, or to represent another in dealings with third persons.
- VII. The Successful bidder shall not be allowed to subcontract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.
- VIII. SUBMISSION OF CERTIFICATE IN BIDS: Bidder shall submit a certificate in this regard as Format F-18. If such certificate given by a bidder whose bid is accepted is found to be false, this would be a

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ground for immediate rejection of the bid/termination and further action as per "Procedure for Action in case of Corrupt/Fraudulent/ Collusive / Coercive Practices" of tender document.

- IX. The registration, wherever applicable, should be valid at the time of submission of bids and at the time of acceptance of bids. In respect of supply otherwise than by tender, registration should be valid at the time of placement of order. If the bidder was validly registered at the time of acceptance / placement of order, registration shall not be a relevant consideration during contract execution.

F. AWARD OF CONTRACT:

35 Post Qualification:

- 35.1 In the absence of pre-qualification, the PURCHASER will determine to its satisfaction whether the bidder selected as having submitted the lowest evaluated, responsive bid is qualified to satisfactorily perform the contract.
- 35.2 The determination will take into account the bidder's financial, technical and production capabilities. It will be based upon an examination of the documentary evidence of the bidder's qualifications submitted by the Bidder, pursuant to ITB Clause-10, as well as such other information as the PURCHASER deems necessary and appropriate.
- 35.3 An affirmative determination will be a prerequisite for award of the contract to the bidder. A negative determination will result in rejection of the bidder's bid.

36 Award Criteria:


- 36.1 Subject to ITB Clause 30, the Purchaser will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

37 PURCHASER's Right to Vary Quantities at Time of Award:

- 37.1 PURCHASER reserves the right at the time of award of ORDER to increase or decrease by **up to 20%** the quantity of GOODS specified in the Material Requisition, without any change in unit price or other terms and conditions. Variation beyond this limit will be subject to mutual agreement between the PURCHASER and the Seller.


38 PURCHASER's Right to Accept Any Bid and to reject Any or All Bids:

- 38.1 PURCHASER reserves the right to accept or reject any bid and to annul the bidding process and reject all bids, at any time prior to award of contract, without

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thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the ground for the PURCHASER'S ACTION.

- 39 Notification of Award/ Fax of Intent / Purchase Order:
- 39.1 Prior to the expiration of period of bid validity, the PURCHASER will notify the successful bidder in writing, by fax or email to be confirmed in writing that his bid has been accepted. The notification of award/ Fax of Intent / Purchase Order will constitute the formation of the Contract.
- 39.2 Delivery shall be counted from the date of Delivery Order.
- 39.3 Upon the successful bidder's furnishing of contract performance bank guarantee. Pursuant to ITB Clause-42, the PURCHASER will promptly notify each unsuccessful bidder and will discharge his bid security pursuant of ITB Clause 17.
- 40 Acceptance of Purchase Order:
- 40.1 PURCHASER will issue the Purchase Order to the successful bidder, who, within 07 days of receipt of the same, shall sign all pages and return the acceptance copy to the PURCHASER.
- 41 Performance Guarantee:
- 41.1 Unless mentioned in notification of award /Fax of Intent / Purchase Order within 15 days of the receipt of the Delivery Order from the PURCHASER, the successful bidder shall furnish the performance guarantee in accordance with Clause 12 of General Conditions of Contract in the form provided in the bidding documents. The Bank Guarantee/Letter of Credit towards performance guarantee shall be in the currency of the Contract.
- 41.2 The performance guarantee shall be for an amount equal to 10% of the annualize value towards faithful performance of the contractual obligations and performance of equipment. This Bank Guarantee/Letter of Credit shall be from any Indian scheduled bank or a branch of an international bank situated in India and registered with Reserve bank of India as scheduled foreign bank. This bank guarantee/letter of Credit shall be valid for a period as-stated in Clause-12 of General Conditions of Contract
- 41.3 Failure of the successful bidder to comply with the requirements of this clause shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.
- 42 Income Tax Liability:
- 42.1 The bidder will have to bear all income tax liability, both Corporate as well as for his personnel.

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43 Corrupt or Fraudulent Practices:

MNGL requires that bidders / contractors observe the highest standard of ethics during the execution of contracts. In pursuance of this policy, the Employer:


- a) defines, for the purposes of this provision, the terms set forth below as follows:
 - i) “corrupt practice” means the offering, giving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
 - ii) “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Employer and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Employer of the benefits of free and open competition.
- b) will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- c) will declare a firm ineligible and put on holiday, either indefinitely or for a stated period of time if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.

44: PROCUREMENT FROM A BIDDER WHICH SHARES A LAND BORDER WITH INDIA.

- I. Order (Public Procurement No. 1) dated 23.07.2020, Order (Public Procurement No. 2) dated 23.07.2020 and Order (Public Procurement No. 3) dated 24.07.2020, Department of Expenditure, Ministry of Finance, Govt. of India refers. The same are available at website <https://doe.gov.in/procurement-policy-divisions>.
- II. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. For details of competent authority refer to Annexure I of Order (Public Procurement No. 1) dated 23.07.2020. Further the above will not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs, Govt. of India

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- III. "Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) for purpose of this provision means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.
- IV. "Bidder from a country which shares a land border with India" for the purpose of this:
- An entity incorporated, established or registered in such a country; or
 - A subsidiary of an entity incorporated, established or registered in such a country; or
 - An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - An entity whose beneficial owner is situated in such a country; or
 - An Indian (or other) agent of such an entity; or
 - A natural person who is a citizen of such a country; or
 - A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- V. "Beneficial owner" for the purpose of above (4) will be as under:
- In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.
Explanation—
 - "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company.
 - "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements.
 - In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership.
 - In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
 - Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.


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v) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

VI. "Agent" for the purpose of this Order is a person employed to do any act for another, or to represent another in dealings with third persons

VII. SUBMISSION OF CERTIFICATE IN BIDS: Bidder shall submit a certificate in this regard as Form-I to Section-II. If such certificate given by a bidder whose bid is accepted is found to be false, this would be a ground for immediate rejection of the bid/termination and further action as per "Procedure for Action in case of Corrupt/Fraudulent/ Collusive / Coercive Practices" of tender document.

VIII. The registration, wherever applicable, should be valid at the time of submission of bids and at the time of acceptance of bids. In respect of supply otherwise than by tender, registration should be valid at the time of placement of order. If the bidder was validly registered at the time of acceptance / placement of order, registration shall not be a relevant consideration during contract execution.

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Attachment 1

UNDERTAKING ON LETTERHEAD

To,
M/s Maharashtra Natural Gas Limited,
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune – 411045

Sub:

Tender No:

Dear Sir,


We have read the clause regarding Provisions for Procurement from a Bidder which shares a land border with India, we certify that, bidder M/s _____ (Name of Bidder) is:

- (i) Not from such a country []
- (ii) If from such a country, has been registered []
With the Competent Authority.
(Evidence of valid registration by the
Competent Authority shall be attached)


(Bidder to tick appropriate option above)

We hereby certify that bidder M/s _____ (***Name of bidder***) fulfils all requirements in this regard and is eligible to be considered against the tender.

Place: {Signature of Authorised Signatory of Bidder}
Date: Name:
Seal: Designation:


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2.0 ANNEXURE TO INSTRUCTIONS TO BIDDERS (ITB)


 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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CONTENTS

Sl. No.	Description
1)	Annexure-I : Bid Evaluation Criteria
2)	Annexure-II : List of Formats
3)	Annexure-III : Commercial Questionnaire
4)	Annexure-IV : Check List

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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BID EVALUATION CRITERIA
{Annexure – I TO Instruction to Bidder (ITB)}

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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EVALUATION / COMPARISON OF BIDS

- 1.0 The Employer will examine the bids to determine whether the bids are complete as per Check List and are in order.

2.0 **EARNEST MONEY DEPOSIT**

The bids without requisite EMD and / or EMD not in the prescribed proforma will not be considered and bids of such bidders shall be rejected.

Note:

The Indian / Domestic firms registered with NSIC/MSME, under its single point registration scheme are exempted from furnishing Tender Fee & Bid Security, provided they are registered for the items / work they intend to quote and subject to their enclosing with their bid a copy of latest and current registration certificate.

3.0 **DEVIATION TO STIPULATIONS**

“It may be noted that since this is zero deviation tender the bidder is advised to quote strictly as per terms & conditions of tender document & not to stipulate any deviation/ exception. Offers requesting deviation may be liable for rejection”.

4.0 **CONFORMANCE TO SCOPE OF WORK**


Bidder will be required to confirm to the Scope of Work as given at Vol. II of II, Schedule of Rates and Job Specification / Technical Specifications and in line with terms & conditions as per GCC & SCC

5.0 **EVALUATION OF PRICE BIDS**

- i) The price part of only those bidders will be evaluated whose bid is technically and commercially acceptable to Owner.
- ii) Quoted price for the complete scope of work and supply as per SOR shall be considered for arriving at the lowest evaluated price.


6.0 **BIDDERS MUST CHECK THAT THEIR BID IS COMPLETE IN ALL RESPECTS WITH ALL DETAILS AS PER VARIOUS FORMATS ENCLOSED IN INSTRUCTIONS TO BIDDERS, CHECK LIST AND COMMERCIAL QUESTIONNAIRE REPLIED**

Issue of any technical/ commercial questionnaire or having any classificatory discussions, in general, is not envisaged. Bidders in their own interest must ensure that their bid is complete in all respects complying with the requirement of Instructions to Bidders and have furnished all details/ clarifications/ confirmations. Also note that all details/ documents shall be submitted in relevant SECTIONS and mentioned in CHECK LIST.

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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LIST OF FORMATS

{Annexure – II TO Instruction to Bidder (ITB)}

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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CONTENT

Sl. No.	Description
1)	F-1 : Bidder's General Information
2)	F-2 : Bid Form
3)	F-3 : List of Enclosures
4)	F-3A : Financial Detail
5)	F-4 : Proforma for Bank Guarantee for EMD/ Bid Security Instruction for Furnishing Bid Guarantee/ Bank Guarantee
6)	F-5 : Letter of Authority
7)	F-6 : No Deviation Confirmation
8)	F-7 : Certificate
9)	F-8 : Details of Similar Work done during past five years
10)	F-9 : Present commitments of the Bidder
11)	F-10 : Proforma of Bank Guarantee for Contract Performance Security

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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**F-1
BIDDER'S GENERAL INFORMATION**

To
M/s Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune - 411045

- 1.1 Bidder Name : _____
- 1.2 Number of Years in Operation : _____
- 1.3 Registered Address : _____

- 1.4 Operation Address : _____
if different from above
- 1.5 Telephone Number : _____
(Country Code) (Area Code) (Telephone No.)
- 1.6 E-mail address & Web Site : _____
- 1.7 Telefax Number : _____
(Country Code) (Area Code) (Telephone No.)
- 1.8 ISO Certification, if any : {If yes, please furnish details}

(SIGNATURE OF BIDDER WITH SEAL)

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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**F-2
BID FORM**

To
M/s Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune - 411045

Dear Sir,

After examining/ reviewing the Bidding Documents for _____, including technical specifications, drawings, General and Special Conditions of Contract and schedule of rates etc. The receipt of which is hereby duly acknowledged, we, the undersigned, pleased to offer to execute the whole of the Job of _____ and in conformity with, the said Bid Document, including Addenda Nos. (if any).

We confirm that this bid is valid for a period of four (4) months from the date of opening of Techno-commercial Bid, and it shall remain binding upon us and may be accepted by any time before the expiration of that period.

If our bid is accepted, we will provide the performance security equal to 3% (Three percent) of the Annualized Contract Price, for the due performance with in fifteen days of such award.

Until a final Agreement is prepared and executed, the bid together with your written acceptance thereof in your notification of award shall constitute a binding Agreement between us.


We understand that Bid Document is not exhaustive, and any action and activity not mentioned in Bid Documents but may be inferred to be included to meet the intend of the Bid Documents shall be deemed to be mentioned in Bid Documents unless otherwise specifically excluded and we confirm to perform for fulfillment of Agreement and completeness of the Work in all respects within the time frame and agreed price.

We understand that you are not bound to accept the lowest priced or any bid that you may receive.

SEAL AND SIGNATURE
DATE: _____

Duly authorized to sign bid for and on behalf of _____

(SIGNATURE OF WITNESS)
WITNESS NAME:
ADDRESS:

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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**F-3
LIST OF ENCLOSURES**


To,
Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune - 411045

Dear Sir,

We are enclosing the following documents as part of the bid:

1. Power of Attorney of the signatory to the Bidding Document.
2. Document showing annual turnover for the last three years such as annual reports, profit and loss account, net worth etc. along with information as sought in enclosed format F-3A.
3. Organization chart of the bidder and the structure assigned for execution of the work under this bid.
4. Methodology of execution of work.
5. Execution schedule with interlinking of various activities.
6. Copy of Bidding Documents along with addendum/ corrigendum no. duly signed and sealed on each page, in token of confirmation that Bid Documents are considered in full while preparing the bid and in case of award, work will be executed in accordance with the provisions detailed in Bid Documents.

(SEAL AND SIGNATURE OF BIDDER)

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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**F-3A
FINANCIAL DETAIL**

EACH BIDDER MUST FILL IN THIS FORM

a) Annual Turnover data for the last 3 years.

Year	Currency	Amount	Ex. Rate (*)	Amount (INR) (*)
Year 1				
Year 2				
Year 3				

1. The information supplied should be the Annual Turnover of the Bidder.
2. A brief note should be appended describing thereby details of turnover along with audited balance sheet with profit & loss account statement for the last 3 years.


b) Annual Net-worth data for the last 3 years.

Year	Currency	Amount	Ex. Rate (*)	Amount (INR) (*)
Year 1				
Year 2				
Year 3				

1. Net Worth = Reserves + Capitals – Accumulated Loss

(SEAL AND SIGNATURE OF BIDDER)

(*) To be filled by Employer

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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Sheet 1 of 2

F-4

PROFORMA FOR BANK GUARANTEE FOR EARNEST MONEY DEPOSIT/ BID SECURITY

(To be stamped in accordance with the Stamp Act)

Ref:

Bank Guarantee No.

Date

To
Maharashtra Natural Gas Limited,
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune - 411045

Dear Sir(s),

In accordance with Letter Inviting Tender under your reference No. _____ M/s _____ having their Registered/ Head Office at _____ (hereinafter called the Tenderer) wish to participate in the said tender for _____

As an irrevocable Bank Guarantee against Earnest Money for the amount of _____ is required to be submitted by the Tenderer as a condition precedent for participation in the said tender which amount is liable to be forfeited on the happening of any contingencies mentioned in the Tender Document.

We, the _____ Bank at _____ having our Head Office _____ (Local Address) guarantee and undertake to pay immediately on demand without any recourse to the tenderers by Maharashtra Natural Gas Limited the amount _____ without any reservation, protest, demur and recourse. Any such demand made by MNGL, shall be conclusive and binding on us irrespective of any dispute or difference raised by the Tenderer.

This guarantee shall be irrevocable and shall remain valid up to _____ [this date should be 6 months after the date finally set out for closing of tender]. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instructions from M/s _____ whose behalf this guarantee is issued.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this _____ day of _____ 2023 at _____.

WITNESS:

(SIGNATURE)
(NAME)

(OFFICIAL ADDRESS)


(SIGNATURE)
(NAME)

Designation with Bank Stamp

Attorney as per

Power of Attorney No. _____

Date: _____


 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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Sheet 2 of 2

**INSTRUCTIONS FOR FURNISHING BID-GUARANTEE/
BANK GUARANTEE**

INSTRUCTIONS FOR FURNISHING BID-GUARANTEE / BANK GUARANTEE

1. The Bank Guarantee by bidders will be given on non-judicial stamp paper as per stamp duty applicable. The non-judicial stamp paper should be in the name of the issuing bank. In case of foreign bank, the said banks guarantee to be issued by its correspondent bank in India on requisite non-judicial stamp paper.
2. The expiry date as mentioned in bid document should be arrived at by adding 2 months to the date of expiry of the bid validity unless otherwise specified in the Bid Documents.
3. The bank guarantee by bidders will be given from bank as specified in ITB
4. A letter along with SWIFT Statement / Message from the issuing bank of the requisite Bank Guarantee confirming that said bank guarantee / all future communication relating to the Bank Guarantee shall be forwarded to the Employer at its address as mentioned at ITB.
5. Bidders must indicate the full postal address of the bank along with the bank's E-mail/ Fax from where the earnest money bond has been issued.

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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**F-5
LETTER OF AUTHORITY
PROFORMA FOR LETTER OF AUTHORITY FOR ATTENDING AND SUBSEQUENT
NEGOTIATIONS/CONFERENCES**

No.:

Date:

To,
Maharashtra Natural Gas Limited,
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune - 411045

Dear Sir,

We _____ hereby authorize following representative(s) to attend un-priced bid opening and price bid opening and for any other correspondence and communication against above Bidding Document:

1) Name & Designation _____ Signature _____

2) Name & Designation _____ Signature _____

We confirm that we shall be bound by all commitments made by aforementioned authorized representatives.

Yours faithfully,


Signature

Name & Designation

For and on behalf of

Note: This letter of authority should be on the letterhead of the bidder and should be signed by a person competent and having the power of attorney to bind the bidder.

Not more than two persons are permitted to attend techno-commercial un-priced and price bid opening.

 MAHARASHTRA NATURAL GAS LIMITED	Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL Bid No.: MNGL/CP/2025-26/126
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**F-6
NO DEVIATION CONFIRMATION**

(Tender/ Bid Document No. _____)

EXCEPTION AND DEVIATION STATEMENT

NAME OF WORK:

BID DOCUMENT NO.:


Bidder may stipulate exceptions and deviations to Bid Document, if considered unavoidable as per the following format:

SL. NO.	CLAUSE NO.	PAGE NO. OF TENDER DOCUMENT	DEVIATION	REASONS FOR DEVIATION

Any exceptions / deviations brought out by us elsewhere in our Offer shall not be considered as valid and should be ignored by the Owner.

NAME OF BIDDER: _____

SIGNATURE OF BIDDER: _____
& SEAL

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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**F-7
CERTIFICATE**


To,
Maharashtra Natural Gas Limited,
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune - 411045

Dear Sir,

If, we become a successful bidder and pursuant to the provisions of the Bidding Documents and contract is awarded to us the following certificate shall be automatically enforceable:

'We agree and acknowledge that the Employer is entering into the Agreement solely on its own behalf and not on behalf of any other person or entity. In particular, it is expressly understood and agreed that the Government of India is not a party to the Agreement and has no liabilities, obligations or rights there under. It is expressly understood and agreed that the Employer is authorized to enter into Agreement, solely on its own behalf under the applicable laws of India. We expressly agree, acknowledge and understand that the Employer is not an agent, representative or delegate of the Government of India. It is further understood and agreed that the Government of India is not and shall not be liable for any acts, omissions, commissions, breaches or other wrongs arising out of the Agreement. Accordingly, we hereby expressly waive, release and forego any and all actions or claims, including cross claims, VIP claims or counterclaims against the Government of India arising out of the Agreement and covenants not to sue to Government of India as to any manner, claim, cause of action or things whatsoever arising of or under the Agreement.'

(SEAL AND SIGNATURE OF BIDDER)

 MAHARASHTRA NATURAL GAS LIMITED	Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL Bid No.: MNGL/CP/2025-26/126
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F-8
DETAILS OF SIMILAR WORK DONE DURING PAST FIVE YEARS

Description of the work	Location of the work	Full Post Address and Phone nos. of Client & Name of Officer-in charge	Value of Contract	Date of Commencement of work	Scheduled Completion Time (Months)	Date of Actual Completion	Reasons for delay in project completion, if any

Note: Please refer Proforma at Section – III of Vol. II of II


Copies of letter of award and completion certificate for the above works to be enclosed.

The work completed earlier than three years need not be indicated here.

The list of work, not of similar nature need not be indicated here.

Failing to comply aforementioned instructions may lead to rejection of bid.

(SEAL AND SIGNATURE OF BIDDER)

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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**F-9
PRESENT COMMITMENTS OF THE BIDDER**

Full Postal Address and phone nos. of Client & Name of Officer-in-charge	Description of Work	Date of Commencement of Work	Scheduled Completion Period	%Age Completion as on Date	Expected Date of Completion	Remarks

Note: Please refer Proforma at Section – III of Vol. II of II

This list must be a full list of all type of works in hand

(SEAL AND SIGNATURE OF BIDDER)



**MAHARASHTRA
NATURAL GAS LIMITED**

**Tender for Rate Contract for the period of 2 years for
appointing Vendor for carrying out Call Center
Centralized Operations for Pune, Nashik, Sindhudurg
& Ramanagara GA of MNGL**

Bid No.: MNGL/CP/2025-26/126

Sheet 1 of 2

F-10

**PROFORMA OF BANK GUARANTEE FOR CONTRACT PERFORMANCE SECURITY
(ON NON-JUDICIAL PAPER OF APPROPRIATE VALUE)**

TO:

M/s Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Road, Baner,
Pune - 411045


Dear Sir,

M/s _____ have been awarded the work of
_____ for Maharashtra Natural Gas Limited, PUNE vide
SO No. _____ dated _____.

The Contracts conditions provide that the CONTRACTOR shall pay a sum of Rs. _____
(Rupees _____) as
full Contract Performance Guarantee in the form therein mentioned. The form of payment of
Contract Performance Guarantee includes guarantee executed by Nationalized Bank,
undertaking full responsibility to indemnify Maharashtra Natural Gas Limited, in case of default.

The said _____ has approached us
and at their request and in consideration of the premises we _____ having our office at
_____ have agreed to give such guarantee as hereinafter
mentioned.

1. We _____ hereby undertake and agree with
you that if default shall be made by M/s _____
in performing any of the terms and conditions of the tender or in payment of any money
payable to Maharashtra Natural Gas Limited we shall on demand pay without any
recourse to the contractor to you in such manner as you may direct the said amount of
Rupees _____ only or such portion thereof not exceeding
the said sum as you may from time to time require.
2. You will have the full liberty without reference to us and without affecting this guarantee,
postpone for any time or from time to time the exercise of any of the powers and rights
conferred on you under the contract with the said _____
_____ and to enforce or to forbear from endorsing any
powers or rights or by reason of time being given to the said
_____ which under law relating to the sureties would but for
provision have the effect of releasing us.
3. Your right to recover the said sum of Rs. _____
(Rupees _____) from us in manner aforesaid will not
be affected or suspended by reason of the fact that any dispute or disputes have been
raised by the said M/s _____ and/ or that any dispute or
disputes are pending before any officer, tribunal or court.

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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Sheet 2 of 2

4. The guarantee herein contained shall not be determined or affected by the liquidation or winding up dissolution or changes of constitution or insolvency of the said but shall in all respects and for all purposes be binding and operative until payment of all money due to you in respect of such liabilities is paid.
5. This guarantee shall be irrevocable and shall remain valid up to _____. If any further extension of this guarantee is required, the same shall be extended to such required period on receiving instruction from M/s _____ on whose behalf this guarantee is issued.
6. The Bank Guarantee's payment of an amount is payable on demand and in any case within 48 hours of the presentation of the letter of invocation of Bank Guarantee. Any dispute arising out of or in relation to the said Bank Guarantee shall be subject to the jurisdiction of Pune or High Court of Mumbai.
7. We have power to issue this guarantee in your favour under Memorandum and Articles of Association and the undersigned has full power to do under the Power of Attorney dated _____ granted to him by the Bank.

Yours faithfully,


_____ Bank

By its Constituted Attorney

Signature of a person duly authorized to sign on behalf of the Bank.

INSTRUCTIONS FOR FURNISHING PERFORMANCE BANK GUARANTEE (PBG)

1. The Bank Guarantee by successful bidder(s) will be given on non-judicial stamp paper as per stamp duty applicable. The non-judicial stamp paper should be in name of the issuing bank. In case of foreign bank, the said bank guarantee to be issued by its correspondent bank in India on requisite non-judicial stamp paper and place of bid to be considered as Pune.
2. The bank guarantee by bidders will be given from bank as specified in ITB.
3. A letter from the issuing bank along with its SWIFT Statement / Message of the requisite Bank Guarantee confirming that said bank guarantee and all future communication relating to the Bank Guarantee shall be forwarded to Employer.

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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FORMAT FOR TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,
M/s Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Raod, Baner,
Pune – 411045

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name _____ of _____ Tender _____ / _____ Work: _____ -

Dear Sir / Madam,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

_____ as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department / organization too have also been taken into consideration, while submitting this acceptance letter.


4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred/ terminated/ banned by MNGL/MoP&NG/Oil Public Sector Enterprise(s) undertaking.


6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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COMMERCIAL QUESTIONNAIRE
{Annexure – III to Instruction to Bidder (ITB)}


 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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COMMERCIAL QUESTIONNAIRE

Note:


- 1) The Bidder shall submit reply to each query.
- 2) The bidder's reply/ confirmation as furnished in the Commercial Questionnaire (CQ) shall supersede the stipulation mentioned else where in the Bid.

Sl. No.	MNGL's Query	Bidder's Reply/ Confirmation
1.	Confirm that your Bid is valid for 4(four) month from the last date of submission of Bid.	
2.	Confirm that the following documents are submitted with Part-I:	
i)	All documents in relevant Section as per CHECK LIST	
ii)	Schedule of Rates/ Prices without specifying the rates/ prices are submitted in unpriced part, exactly as per the priced portion submitted in Part-II. In case some of items have not been quoted, such items should be identified in blank price format.	
iii)	Addendum duly signed and stamped on each page as a token of acceptance (applicable if issued).	
3.	Rates/ amount must be filled in format for 'Schedule of Rates' enclosed as part of Bidding Document. If quoted in separate typed sheets and any variation in item description, unit or quantity is noticed, the bid is liable to be rejected. In any case, Bidder shall be presumed to have quoted against the tendered description of work and the same shall be binding on the Bidder. Please confirm.	
4.	Confirm that deviation/ terms & conditions are not mentioned in the price part. In case any terms and condition is mentioned in the price part, the same shall be treated as null and void.	
5.	Confirm that you have studied complete Bidding Document including Technical and commercial part and your Bid is in accordance with the requirements of the Bidding Document.	
6.	Confirm your compliance to total Scope of Work mentioned in the Bidding Document.	
7.	Confirm your acceptance for 'Scope of Supply' as mentioned in Bidding Document.	
8.	Confirm your compliance to critical stipulations of tender document as mentioned below	
i	Defect Liability Period clause no. 80.0 of GCC	
ii	Contract Performance Security – clause no. 24.0 of GCC	
iii	Schedule of Rates – clause no. 87.0 of GCC	
iv	Arbitration – clause no. 107.0 of GCC	
v	Termination – Clause nos. 32.0 A & B of GCC	
vi	Terms of Payment – as per tender document	
vii	Price Reduction Schedule – As per SCC & GCC	

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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Sl. No.	MNGL's Query	Bidder's Reply/ Confirmation
9.	Confirm your acceptance for `Time Schedule' as mentioned in Bidding Document.	
10.	Confirm that your quoted price includes following taxes/ duties, insurance etc.	
i)	All taxes, charges and duties assessed or levied in respect of profits earned or income receivable by the Contractor by reason of this Contract.	
ii)	All taxes, duties as per applicable for this WORK in accordance with the provision of General Conditions of Contract and Special Conditions of Contract.	
iii)	All types of insurance as per the provisions of General Conditions of Contract and Special Conditions of Contract.	
11.	Confirm that you have proposed adequate project/ site organization with qualified supervisory personnel having requisite experience including personnel responsible for safety, planning stores, QA/ QC etc.	
12.	Confirm that all costs resulting from safe execution of WORK, such as safety induction, use of protective clothing, safety glasses and helmet, safety precaution taken during monsoon, or any other safety measures to be undertaken by the Contractor for execution of work are included in the quoted rates.	

(STAMP & SIGNATURE OF BIDDER)

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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CHECK LIST

{Annexure – IV to Instruction to Bidder (ITB)}

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CHECK LIST FOR SUBMISSION OF BID

Bidder is requested to fill this check list and ensure that all details/ documents have been furnished as called for in the Bidding Document along with duly filled in, signed & stamped **check list with each copy of the “Unpriced Part”** of his bid.

(A) EMD/ BG DETAILS ETC.

(A.1) Letter of Submission (i.e. F-2: Bid Form)
Submitted ☐

(A.2) EMD/ BID GUARANTEE/ BID SECURITY
Bidder to confirm that EMD/
Bid Guarantee/ Bid Security has
Been submitted by them as
per Tender Proforma (i.e. F4)
Submitted ☐

(1) By Bank Guarantee
BG No. _____ dt. _____ from
Bank _____ Branch _____
For Rs. _____
Valid till _____

OR

(2) By Demand Draft
DD No. _____ dt. _____
Drawn on _____
For Rs. _____
Original shall be submitted in original copy and its zerox copy in other copies.

(A.3) CHECK LIST
This check list duly filled in
Submitted ☐

(B) CONFIRMATION OF VARIOUS FORMATS

(B.1) Past Similar work done during
five years as per Format: F-8
Submitted ☐

(B.2) Present Commitments as per Format: F-9
Submitted ☐

(B.3) Financial Details as per Format: F-3A
Submitted ☐

(B.4) Audited Balance Sheet including
profit and loss account statement
for the last three years ☐



**MAHARASHTRA
NATURAL GAS LIMITED**

**Tender for Rate Contract for the period of 2 years for
appointing Vendor for carrying out Call Center
Centralized Operations for Pune, Nashik, Sindhudurg
& Ramanagara GA of MNGL**

Bid No.: MNGL/CP/2025-26/126

Submitted

Submitted for the years:

- 1) _____
- 2) _____
- 3) _____

(B.5) PF Registration Certificate
Submitted

☐

PF Registration No. _____

(B.6) Goods & Service Tax Registration Certificate

Submitted

☐

GST Registration No. _____

(B.7) Power of Attorney in favour of the person
who has signed the bid on stamp paper of
appropriate value

☐

Submitted

(B.8) Partnership Deed in case of partnership firm
and Article of Association in case of limited
company

☐

Submitted

(B.9) Deployment List of Supervisory personnel:

Submitted

☐

(B.10) A copy of SOR (without prices) duly signed,
& stamped as per SOR Format

Submitted

☐

(C) **DEVIATION (IF ANY)**

(C.1) Deviation (if any)
as per Format - F-6:

☐

Submitted

(D) **REGARDING TECHNICAL DETAILS**

(D.1) Technical Details/ Documents specified
in Technical Part


☐

Submitted

Not Applicable


☐

(STAMP & SIGNATURE OF BIDDER)

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PART-C


**GENERAL CONDITIONS OF CONTRACT
(GCC-SERVICES)**

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg & Ramanagara GA of MNGL</p> <p>Bid No.: MNGL/CP/2025-26/126</p>
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GENERAL CONDITIONS OF CONTRACT (GCC - SERVICES)

1. DEFINITIONS


- 1.1 All the initial capitalised terms used in the Agreement shall have the meaning as described to such terms hereunder:
- 1.2 "Agreement" or "Contract" means the agreement entered into between the Purchaser and the Contractor, including all attachments and appendices thereto and all documents incorporated by reference therein, as modified, reinstated or amended from time to time.
- 1.3 "Completion Schedule" or "Delivery Schedule" means a schedule approved by the Purchaser for completion of all obligations of the Contractor under the Agreement.
- 1.4 "Contract Documents" mean all the documents referred to in the Agreement for discharging the requisite obligations by respective party.
- 1.5 "Contract Price" means the price payable to the Contractor under the Contract for the full and proper performance of all its contractual obligations.
- 1.6 "Day", "Month" or "Year" means calendar day, calendar month or calendar year.
- 1.7 "Engineer" means an authorized representative of the Purchaser, if any, to which the Purchaser has entrusted various tasks in relation to the carrying out of his Project and in particular the implementation of the relevant Agreement. The Engineer is fully empowered to represent the Purchaser. For avoidance of doubt, may be an Engineer. In case the Agreement does not specify the intervention by the Engineer, the rights and obligations are exercised and borne by the Purchaser, mutatis mutandis.
- 1.8 "Effective Date" means a date on which Contractor's obligations will commence and thereupon Delivery Schedule and/or Completion Schedule will be drawn up.
- 1.9 "Goods" means all of the equipment, machinery, and/or other materials which the Contractor is required to supply to the Purchaser under the Agreement.
- 1.10 "GCC" means the GENERAL CONDITIONS OF CONTRACT contained in this section.
- 1.11 "Inspector" means any person or outside Agency nominated by Purchaser to inspect equipment, stage wise as well as final, before despatch, at Contractor's works and/or on receipt at Site as per terms of the Agreement.
- 1.12 "Notification of Award" means date which is earlier of either a Fax of Intent (FOI) or Letter of Intent (LOI) or Service Order (SO) issued to a successful bidder for award of the work pursuant to bidding process.

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- 1.13 "Purchaser" /or "Owner" means the organization purchasing the Goods / services, as named in SCC.
- 1.14 "Services" or "Ancillary Services" means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the Contractor covered under the scope of the Agreement.
- 1.15 "Site" or "Purchaser's stores" means the place or places named in tender document.
- 1.16 "SCC" means the SPECIAL CONDITIONS OF CONTRACT forming a part of the Contract Documents.
- 1.17 "Supplier" or "Seller" or "Contractor" means the individual person or firm or body corporate supplying the Goods and Ancillary Services under the Agreement.
- 1.18 "Bid" or "Tender" shall have the same meaning.

2. INTERPRETATION OF CONTRACT DOCUMENT

- 2.1 Notwithstanding the sub-division of the documents into these separate sections and volumes every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the CONTRACT so far as it may be practicable to do so.
- 2.2 Where any portion of the General Condition of Contract is repugnant to or at variance with any provisions of the Special Conditions of Contract, unless a different intention appears the provisions of the Special Conditions of Contract shall be deemed to over-ride the provisions of the General Conditions of Contract and shall to the extent of such repugnancy, or variations, prevail.
- 2.3 Wherever it is mentioned in the specifications that the CONTRACTOR shall perform certain WORK or provide certain facilities, it is understood that the CONTRACTOR shall do so at his cost and the VALUE OF CONTRACT shall be deemed to have included cost of such performance and provisions, so mentioned.
- 2.4 The materials, design and workmanship shall satisfy the relevant INDIAN STANDARDS, the JOB SPECIFICATIONS contained herein and CODES referred to. Where the job specification stipulate requirements in addition to those contained in the standard codes and specifications, these additional requirements shall also be satisfied.


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3. CONFIDENTIALITY

- 3.1 The Contractor cannot, without agreement of the Purchaser, disclose nor enable third parties to benefit from the documents drawn up in the course of his obligations under the Agreement or information received from the Purchaser / Engineer/ Inspector.
- 3.2 Further, Contractor is not allowed to publish copy or transmit to third parties the documents that are transmitted to him by Purchaser / Engineer/ Inspector. The Purchaser/ retain the right to claim damages from the Contractor in the case where these documents have been used without such written consent.
- 3.3 However, these obligations do not apply to documents for which it can be demonstrated that:
- such documents were already public before these were communicated to the other party, or have become public since without any fault or negligence of the party concerned, or
 - such documents were already in its possession without having obtained them directly or indirectly from the other party, or
 - such documents were obtained from an independent source that had neither direct nor indirect secrecy commitment to the other party.
- 3.4 Regarding the application of this clause, the experts appointed by the Purchaser / Engineer are not considered as third parties, and for this reason they have to respect, towards the Contractor, the same obligations as the Purchaser in these matters.
- 3.5 Any document, other than the Agreement itself, enumerated in GCC shall remain the property of the Purchaser and shall be returned (all copies) to the Purchaser on completion of the Contractor's obligations under the Agreement, if so required by the Purchaser.

4. CONTRACT PERFORMANCE BANK GUARANTEE

- 4.1 The amount of Contract Performance Bank Guarantee shall be 10% of the annualized order value. Contract Performance Bank Guarantee shall be submitted within Fifteen (15) days from date of issue of "Fax of Intent"/Contract / Service Order.
- 4.2 The Contract Performance Bank Guarantee will initially be kept valid for 90 days beyond the validity of contract and will be discharged not later than six months from the date of expiration of contract and Contractor's entire obligations including warrantee obligations under the contract.
- 4.3 In the event that completion of work is delayed beyond the scheduled completion date for any reason whatsoever, the contractor shall have the

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validity of the Contract Performance Bank Guarantee suitably extended to cover the period of delay.


- 4.4 The proceeds of the Contract Performance Bank Guarantee shall be payable to the Purchaser as compensation for any loss or damage resulting from the Contractor's failure to complete its obligations under the Agreement.
- 4.5 The Contract Performance Bank Guarantee shall be denominated in the same currency of the Agreement and shall be in one of the following forms:
- 4.6 A bank guarantee issued by a scheduled/ nationalized bank is acceptable to the Purchaser, in the form provided in the bid documents. The Contract Performance Bank Guarantee will be discharged by the Purchaser and returned to the Contractor not later than one hundred eighty (180) days following the date of completion of all the Contractor's performance obligations under the Contract, including any warranty obligations.

5. PRICES

- 5.1 Prices charged by the Contractor for all Services performed under the Agreement shall be on firm price basis and not vary from the prices quoted by the Contractor in its bid, with the exception of any price adjustments authorized as per tender document.

6. TAXES, DUTIES, ETC.

- 6.1 The Contractor agrees to and does hereby accept full and exclusive liability for the payment of any and all taxes, duties, etc. now or hereafter imposed, increased, modified, from time to time in respect of Works and materials and all contributions and taxes for unemployment compensation, insurance and old age pensions or annuities now or hereafter imposed by any Central or State Government authorities which are imposed with respect to or covered by the wages, salaries, or other compensations paid to the persons employed by the Contractor and the Contractor shall be responsible for the compliance with all applicable Central, State, Municipal and local laws and regulations and requirement of any Central, State or local Government agency or authority.
- 6.2 Contractor further agrees to defend, indemnify and hold Purchaser harmless from any liability or penalty, which may be imposed by the Central, State or Local authorities by reason or any violation by Contractor or Sub-Contractor of such laws, suits or proceedings that may be brought against the Purchaser arising under, growing out of or by reason of the work provided for by this Contract, by third parties, or by Central or State Government authority or any administrative sub-division thereof.

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- 6.3 Tax deductions will be made as per the rules and regulations in force in accordance with acts prevailing from time to time.

7. STATUTORY VARIATION

- 7.1 All statutory variations, change in law or imposition of any new taxes/ duties/ levies by any Central Government/ State Government/ Civil Agencies shall be to Contractor's account except for statutory variations in Goods & Service Tax, which shall be reimbursed by Purchaser against documentary evidence submitted by the Contractor.

8. PAYMENT


- 8.1 Contractor shall submit his monthly bills to the respective Engineer-In-Charge of Owner, attaching all the required documentary proof confirming there upon that all statutory obligations as per rules are being observed. Un- disputed payment shall be made to the contractor through Finance Department against Bills, duly certified by respective Owner's Engineer-In-Charge within 30 days, if found in order. No interest shall be paid in case of delay in payments.
- 8.2 Payment shall be released after applicable tax deductions at source as per rules & acts enforced during the tenancy of the contract.

9. SUBCONTRACTING

- 9.1 Not Applicable

10. DELAYS IN THE CONTRACTOR'S PERFORMANCE

- 10.1 Delivery of performance of Services shall be made by the Contractor in accordance with the time schedule prescribed by the Purchaser in the Completion Schedule.
- 10.2 If the CONTRACTOR refuses or fails to execute the WORK or any separate part thereof with such diligence as will ensure its completion within the time specified in the CONTRACT or extension thereof or fails to perform any of his obligation under the CONTRACT or in any manner commits a breach of any of the provisions of the CONTRACT it shall be open to the PURCHASER at its option by written notice to the CONTRACTOR:
- 10.2.1 TO DETERMINE THE CONTRACT in which event the CONTRACT shall stand terminated and shall cease to be in force and effect on and from the date appointed by the PURCHASER on that behalf, whereupon the CONTRACTOR shall stop forthwith any of the CONTRACTOR's work then in progress, except such WORK as the PURCHASER may, in writing, require to be done to safeguard any property or WORK, or installations from damage, and the PURCHASER, for its part, may take over the work

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remaining unfinished by the CONTRACTOR and complete the same through a fresh contractor or by other means, at the risk and cost of the CONTRACTOR, and any of his sureties if any, shall be liable to the PURCHASER for any excess cost occasioned by such work having to be so taken over and completed by the PURCHASER over and above the cost at the rates specified in the schedule of quantities and rate/prices.

10.2.2 WITHOUT DETERMINING THE CONTRACT to take over the work of the CONTRACTOR or any part thereof and complete the same through a fresh contractor or by other means at the risk and cost of the CONTRACTOR. The CONTRACTOR and any of his sureties are liable to the PURCHASER for any excess cost over and above the cost at the rates specified in the Schedule of Quantities/ rates, occasioned by such works having been taken over and completed by the PURCHASER.


10.3 In such events of above sub-clauses:

10.3.1 The whole or part of the Contract Performance Security furnished by the CONTRACTOR is liable to be forfeited without prejudice to the right of the PURCHASER to recover from the CONTRACTOR the excess cost referred to in the sub-clause aforesaid, the PURCHASER shall also have the right of taking possession and utilising in completing the works or any part thereof, such materials equipment and plants available at work site belonging to the CONTRACTOR as may be necessary and the CONTRACTOR shall not be entitled for any compensation for use or damage to such materials, equipment and plant.

10.3.2 The amount that may have become due to the CONTRACTOR on account of work already executed by him shall not be payable to him until after the expiry of Six (6) calendar months reckoned from the date of termination of CONTRACT or from the taking over of the WORK or part thereof by the PURCHASER as the case may be, during which period the responsibility for faulty materials or workmanship in respect of such work shall, under the CONTRACT, rest exclusively with the CONTRACTOR. This amount shall be subject to deduction of any amounts due from the CONTRACT to the PURCHASER under the terms of the CONTRACT authorised or required to be reserved or retained by the PURCHASER.

10.4 Before determining the CONTRACT provided in the judgement of the PURCHASER, the default or defaults committed by the CONTRACTOR is/are curable and can be cured by the CONTRACTOR if an opportunity given to him, then the PURCHASER may issue Notice in writing calling the CONTRACTOR to cure the default within such time specified in the Notice.

10.5 The PURCHASER shall also have the right to proceed or take action above, in the event that the CONTRACTOR becomes bankrupt, insolvent, compounds with his creditors, assigns the CONTRACT in favour of his creditors or any other

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person or persons, or being a company or a corporation goes into voluntary liquidation, provided that in the said events it shall not be necessary for the PURCHASER to give any prior notice to the CONTRACTOR.

10.6 Termination of the CONTRACT as provided above shall not prejudice or affect their rights of the PURCHASER which may have accrued upto the date of such termination.

10.7 Except as provided under GCC or for the reasons solely attributable to the Purchaser, a delay by the Contractor in the performance of its delivery obligations shall render the Contractor liable to the imposition of liquidated damages pursuant to GCC, unless an extension of time is agreed upon without the application of liquidated damages.

11 CONTRACTOR REMAINS LIABLE TO PAY COMPENSATION IF ACTION NOT TAKEN UNDER CLAUSE 13

11.1 In any case in which it become exercisable and the same had not been exercised, the non-exercise thereof shall not constitute a waiver of any of the conditions hereof and such powers shall notwithstanding be exercisable in the event of any further case of default by the CONTRACTOR for which by any clause or clauses hereof he is declared any of the powers conferred upon the PURCHASER BY CLAUSE 13 thereof shall have liable to pay compensation amounting to the whole of his Contract Performance Security, and the liability of the CONTRACTOR for past and future compensation shall remain unaffected. In the event of the PURCHASER putting in force the power under above sub-clause vested in him under the preceding clause he may, if he so desired, take possession of all or any tools, and plants, materials and stores in or upon the works or the site thereof belonging to the CONTRACTOR or procured by him and intended to be used for the execution of the WORK or any part thereof paying or allowing for the same in account at the CONTRACT rates or in case of these not being applicable at current market rates to be certified by the ENGINEER-IN-CHARGE whose certificate thereof shall be final, otherwise the ENGINEER-IN-CHARGE may give notice in writing to the CONTRACTOR or his clerk of the works, foreman or other authorised agent, requiring him to remove such tools, plant, materials or stores from the premises (within a time to be specified in such notice), and in the event of the CONTRACTOR failing to comply with any such requisition, the ENGINEER-IN-CHARGE may remove them at the Contractor's expense or sell them by auction or private sale on account of the CONTRACTOR and at his risk in all respects without any further notice as to the date, time or place of sale and the certificate of the ENGINEER-IN- as to the expenses of any such removal and the amount of the proceeds and expenses of any such sale shall be final and conclusive against the CONTRACTOR.

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12. TERMINATION FOR DEFAULT

- 12.1 Save for the cases provided for in Clause, if the Contractor fails to fulfil any of his obligations, the Purchaser reserves the right, after simple summons to comply and without prejudice to any other measures provided for in the Contract Documents, to offset the Contractor's deficiency by substituting Contractor by another third party to the Contractor for the purpose of carrying out those obligations, at the Contractor's expense, risk and peril, or to terminate the Agreement without prejudice to the Purchaser's rights of receiving reparation for the resulting damage.
- a. The Purchaser may terminate the Agreement when the Contractor's situation at any time after Notification of the Award is found to have become so precarious that there is every indication that he will not be able to fulfil his obligations. Such indications may be, for example, the Contractor's filing for bankruptcy or composition, or going into receivership or liquidation, or any similar procedures under applicable legislation.

13. CHANGE IN CONSTITUTION


- 13.1 Where the CONTRACTOR is a partnership firm, the prior approval of the PURCHASER shall be obtained in writing, before any change is made in the constitution of the firm. Where the CONTRACTOR is an individual or a Hindu undivided family business concern, such approval as aforesaid shall, likewise be obtained before such CONTRACTOR enters into any agreement with other parties, where under, the reconstituted firm would have the right to carry out the work hereby undertaken by the CONTRACTOR. In either case if prior approval as aforesaid is not obtained, the CONTRACT shall be deemed to have been allotted in contravention of clause 0 hereof and the same action may be taken and the same consequence shall ensure as provided in the said clause.

14. MEMBERS OF THE PURCHASER NOT INDIVIDUALLY LIABLE

- 14.1 No Director, or official or employee of the PURCHASER/ shall in any way be personally bound or liable for the acts or obligations of the PURCHASER under the CONTRACT or answerable for any default or omission in the observance or performance of any of the acts, matters or things, which are herein contained

15. CONTRACTOR TO INDEMNIFY THE PURCHASER

- 15.1 The contractor shall indemnify the Purchaser and every member, officer and employee of the Purchaser, also Engineer-In-Charge and his staff against all action, proceedings, claims, demands, costs and expenses whatsoever arising

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out of all action, proceedings, claims, demands, costs and expenses which may be made against the Purchaser for or in respect of or arising out of any failure by the contractor in the performance of his obligations under the contract. The Purchaser shall not be liable for or in respect of consequence of any accident or injury to any workmen or other person in the employment of the contractor or his sub-contractor and contractor shall indemnify and keep the Purchaser indemnified against all such damages and compensations and against all claims, proceedings, claims, demands, costs and expenses whatsoever in respect thereof or in relation thereof.

If any action is brought before a Court, Tribunal or any other Authority against the Purchaser or an officer or agent of the PURCHASER, for the failure, omission or neglect on the part of the CONTRACTOR to perform any acts, matters, covenants or things under the CONTRACT, or damage or injury caused by the alleged omission or negligence on the part of the CONTRACTOR, his agents, representatives or his SUB-CONTRACTOR's, or in connection with any claim based on lawful demands of SUB-CONTRACTOR's workmen, Contractors or employees, the CONTRACTOR, shall in such cases indemnify and keep the PURCHASER and/or their representatives harmless from all losses, damages, expenses or decrees arising out of such action.


be If Purchaser have to pay any money in respect of such claims or demands as aforesaid the amount so paid and the costs incurred by the Purchaser shall be charged to and paid by the Contractor and the Contractor shall not be at liberty to dispute or question the right of the Purchaser to make such payments notwithstanding the same may have been made without the consent or authority or in law or otherwise to the contrary.

16. SAFETY REGULATIONS

16.1 In respect of all labour, directly or indirectly employed in the WORK for the performance of CONTRACTOR's part of this agreement, the CONTRACTOR shall at his own expense arrange for all the safety provisions as per safety codes and abide by all labour laws, fire and statutory regulations and keep the Purchaser indemnified in respect thereof.

17. OTHER AGENCIES AT SITE

17.1 The CONTRACTOR shall have to execute the WORK in such place and conditions where other agencies will also be engaged for other works. No claim shall be entertained due to WORK being executed in the above circumstances

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18. TERMINATION FOR PURCHASER'S CONVENIENCE

18.1 The Purchaser, by written notice sent to the Contractor, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Contractor under the Agreement is terminated, and the date upon which such termination becomes effective.

19. PAYMENT IF THE CONTRACT IS TERMINATED

19.1 If the CONTRACT shall be terminated as per Bid pursuant to Clause no. 18 of GCC, the CONTRACTOR shall be paid by the PURCHASER in so far as such amounts or items shall not have already been covered by payments of amounts made to the CONTRACTOR for the WORK executed and accepted by ENGINEER-IN-CHARGE prior to the date of termination at the rates and prices provided for in the CONTRACT and in addition to the following:


- a) The amount payable in respect of any preliminary items, so far as the Work or service comprised therein has been carried out or performed and an appropriate portion as certified by ENGINEER-IN-CHARGE of any such items or service comprised in which has been partially carried out or performed.
- b) Any other expenses which the CONTRACTOR has spent for performing the WORK under the CONTRACT subject to being duly recommended by ENGINEER-IN-CHARGE and approved by PURCHASER for payment, based on documentary evidence of his having incurred such expenses.

The CONTRACTOR will be further required to transfer the title and provide the following in the manner and as directed by the PURCHASER.

- a) Any and all completed works. Such partially completed WORK including drawings, information and CONTRACT rights as the CONTRACTOR has specially performed, produced or acquired for the performance of the CONTRACTOR.

20. NO WAIVER OF RIGHTS

20.1 Neither the inspection by the PURCHASER or any of their officials, employees, or agents nor any order by the PURCHASER for payment of money or any payment for or acceptance of the whole or any part of the Work by the PURCHASER nor any extension of time, nor any possession taken by PURCHASER shall operate as a waiver of any provision of the

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CONTRACT, or of any power herein reserved to the PURCHASER, or any right to damages herein provided, nor shall any waiver of any breach in the CONTRACT be held to be a waiver of any other subsequent breach.

21. SETTLEMENT OF DISPUTES / ARBITRATION CLAUSE

- 21.1 If any dispute or difference arising between the Parties in respect of or concerning or connected with the interpretation or implementation of this CONTRACT, or otherwise arising out of this CONTRACT, the parties hereto shall promptly and in good faith negotiate with a view to bring out and amicable resolution and settlement.
- 21.2 In the event, no amicable resolution or settlement is reached within a period of 30 days from the date on which dispute difference arose (in writing), such dispute or difference shall be settled by referring the same to Sole Arbitrator in accordance with the provisions of The Arbitration and Conciliation Act, 1996, or any other statutory modification/amendment thereof.
- 21.3 Maharashtra Natural Gas Limited will nominate three independent persons who can be the Sole Arbitrator and intimate the same to Vendor. The Vendor needs to choose one person from the said nominees as Sole Arbitrator. If Vendor fails to choose the arbitrator within thirty days from receipt of a nomination by Maharashtra Natural Gas Limited, Maharashtra Natural Gas Limited will have right to choose the Sole Arbitrator.
- 21.4 The arbitration proceedings shall be held in Pune and shall be conducted in the English language. The decision of such arbitration shall be binding and conclusive upon the Parties. The Parties to the arbitration shall equally share the costs and expenses of any such arbitration.
It is hereby clarified that the Courts at Pune alone shall have jurisdiction to try and entertain any and all suits or other proceedings in respect of, relating to or otherwise arising out of this Contract.

22. LIMITATION OF LIABILITY

- 22.1 Except in cases of wilful negligence or wilful misconduct, and in the case of infringement, the Contractor shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits provided that this exclusion shall not apply to any obligation of the Contractor to pay PRS to the Purchaser and the aggregate liability of the Contractor to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

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23. GOVERNING LANGUAGE

- 23.1 The Agreement shall be written in English language unless specified otherwise in the SCC. All correspondence and other documents pertaining to the Agreement which are exchanged by the parties shall be written in the same language. In case, any document/brochure etc. is written in any other language then its English translation shall govern.

24. APPLICABLE LAW

- 24.1 The Contract shall be governed and interpreted in accordance with the applicable laws of India and Courts at Pune shall have exclusive jurisdiction.

25. NOTICES

- 25.1 Any notice given by one party to the other pursuant to this Agreement shall be sent to the other party in writing by registered mail or facsimile and confirmed in writing to the other party's address specified in the Agreement.
- 25.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.


26. INSURANCE

GENERAL:

CONTRACTOR shall at his own expense arrange secure and maintain insurance with reputable insurance companies.

Irrespective of work acceptance the responsibility to always maintain adequate insurance coverage during the period of CONTRACT shall be that of CONTRACTOR alone. CONTRACTOR's failure in this regard shall not relieve him of any of his responsibilities and obligations under CONTRACT.

- i) **EMPLOYEES STATE INSURANCE ACT:**
The CONTRACTOR agrees to and does hereby accept full and exclusive liability for the compliance with all obligations imposed by the Employee State Insurance Act 1948 and the CONTRACTOR further agrees to defend, indemnify and hold PURCHASER harmless for any liability or penalty which may be imposed by the Central, State or Local authority by reason of any asserted violation by CONTRACTOR or SUB-CONTRACTOR of the Employees' State Insurance Act, 1948, and also from all claims, suits or proceeding that may be brought against the PURCHASER arising under, growing out of or by reasons of the work provided for by this

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CONTRACTOR, by third parties or by Central or State Government authority or any political sub- division thereof.

The CONTRACTOR agrees to fill in with the Employee's State Insurance Corporation, the Declaration Forms, and all forms which may be required in respect of the CONTRACTOR's or SUB- CONTRACTOR's employees, who are employed in the WORK provided for or those covered by ESI from time to time under the Agreement. The CONTRACTOR shall deduct and secure the agreement of the SUB- CONTRACTOR to deduct the employee's contribution as per the first schedule of the Employee's State Insurance Act from wages and affix the Employee's Contribution Card at wages payment intervals. The CONTRACTOR shall remit and secure the agreement of SUB-CONTRACTOR to remit to the State Bank of India, Employee's State Insurance Corporation Account, and the Employee's contribution as required by the Act. The CONTRACTOR agrees to maintain all cards and Records as required under the Act in respect of employees and payments and the CONTRACTOR shall secure the agreement of the SUB-CONTRACTOR to maintain such records. Any expenses incurred for the contributions, making contributions or maintaining records shall be to the CONTRACTOR's or SUB- CONTRACTOR's account.


The PURCHASER shall retain such sum as may be necessary from the total VALUE OF CONTRACT until the CONTRACTOR shall furnish satisfactory proof that all contributions as required by the Employees State Insurance Act, 1948, have been paid. This will be pending on the CONTRACTOR when the ESI Act is extended to the place of work.

ii) **WORKMEN COMPENSATION:**
Insurance shall be affected for all the CONTRACTOR's employees engaged in the performance of this CONTRACT.

iii) **ACCIDENT OR INJURY TO WORKMEN:**
The PURCHASER shall not be liable for or in respect of any damages or compensation payable as per law in respect or in consequence of any accident or injury to any workman or other person in the Employment of the CONTRACTOR or any SUB-CONTRACTOR save and except an accident or injury resulting from any act or default of the PURCHASER, his agents or servants and the CONTRACTOR shall indemnify and keep indemnified the PURCHASER against all such damages and compensation (save and except and aforesaid) and against all claims, demands, proceeding, costs, charges and expenses, whatsoever in respect or in relation thereto.

iv) **TRANSIT INSURANCE**

Open transit policy of all items to be transported by the CONTRACTOR to the SITE of WORK, shall be taken by the CONTRACTOR and monthly declaration of the materials to be transported or transported to be

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declared to the insurance agency. This will include the materials to be supplied by the CONTRACTOR to MNGL site and or any free issue materials issued by MNGL, to be transported to site for execution of work. The cost of transit insurance should be borne by the CONTRACTOR and the quoted price shall be inclusive of this cost.

- v) ANY OTHER INSURANCE REQUIRED UNDER LAW OR REGULATIONS OR BY PURCHASER:

CONTRACTOR shall also carry and maintain any and all other insurance(s), which he may be required under any law or regulation from time to time without any extra cost to PURCHASER. **Service Provider shall also carry and maintain any other insurance which may be required by the PURCHASER.**

27. DAMAGE TO PROPERTY OR TO ANY PERSON OR ANY THIRD PARTY


27.1 CONTRACTOR shall be responsible for making good to the satisfaction of the PURCHASER any loss or any damage to structures and properties belonging to the PURCHASER or being executed or procured or being procured by the PURCHASER or of other agencies within in the premises of all the work of the PURCHASER, if such loss or damage is due to fault and/or the negligence or wilful acts or omission of the CONTRACTOR, his employees, agents, representatives or SUB-CONTRACTORS.

27.2 The CONTRACTOR shall take sufficient care in moving his plants, equipments and materials from one place to another so that they do not cause any damage to any person or to the property of the PURCHASER or any third party including overhead and underground cables and in the event of any damage resulting to the property of the PURCHASER or of a third party during the movement of the aforesaid plant, equipment or materials the cost of such damages including eventual loss of production, operation or services in any plant or establishment as estimated by the PURCHASER or ascertained or demanded by the third party shall be borne by the CONTRACTOR. Third party liability risk shall be Rupees One lac for single accident and limited to Rupees Ten lacs.

27.3 The CONTRACTOR shall indemnify and keep the PURCHASER harmless of all claims for damages to property other than PURCHASER's property arising under or by reason of this agreement, if such claims result from the fault and/or negligence or wilful acts or omission of the CONTRACTOR, his employees, agents, representative of SUB-CONTRACTOR.

28. DATE OF COMING INTO EFFECT

28.1 The date of coming into effect shall be the date of Notification of Award unless otherwise specified in SCC. .

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29. RIGHT TO GET SERVICES CARRIED OUT THROUGH OTHER AGENCIES

- 29.1 Nothing contained herein shall restrict PURCHASER from accepting similar services from other agencies at its sole discretion and at the risk and cost of the contractor, if the contractor fails to provide the said services any time not up to the satisfaction of Engineer-in-Charge.

30. SUB-LETTING OF CONTRACT


- 30.1 No part of this contract, nor any share or interest therein, in any manner or extent, will be transferred or assigned or sub-let, directly or indirectly, to any person / firm or organisation by the contractor without written consent of Purchaser.

31. EMPLOYMENT LIABILITY OF CONTRACTOR

- 31.1 The Contractor shall indemnify Purchaser & shall be solely and exclusively responsible for any liability arising due to any difference or dispute between him and his employee / Third Party for the execution of this contract at any time during / after the contract period is over. All workmen engaged by the contractor shall be on his roll and be paid by him and Purchaser shall have no responsibility towards them.
- 31.2 The Contractor shall be directly responsible and indemnify the Purchaser against all charges, claims, dues, etc. arising out of disputes relating to the dues and employment of personnel deployed by him.
- 31.3 The Contractor shall indemnify the Purchaser against all losses or damages caused to it on account of acts of the personnel deployed by the contractor.
- 31.4 The Contractor shall ensure regular and effective supervision of the personnel deployed by him.


32. COMPLIANCE OF LAWS

- 32.1 The contractor deploying contract labour shall obtain license from appropriate licensing authority as per prevailing rules & regulation and as modified from time to time during contract period.
- 32.2 The contractor (which shall include the contracting firm / company) shall be solely liable to obtain and to abide by all necessary licenses from the concerned authorities as provided under the various Labour Laws / legislations including labour license from the competent authority under the

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Contract Labour ("Regulation & Abolition") Act 1970 and Acts made thereafter.

- 32.3 The Contractor shall also be bound to discharge obligations as provided under various statutory enactments including the Employees Provident Fund and Miscellaneous Provisions Act 1952, ESI Act 1948, Contract Labour ("Regulation & Abolition") Act 1970, Minimum Wages Act 1948, payment of wages Act 1936, Employee's Compensation Act 1923 and other relevant Acts, Rules & Regulations in force from time to time.
- 32.4 The Contractor shall be responsible for necessary contributions towards PF, Family Pension, ESIC or any other statutory payments to Government Agencies as applicable under the laws in respect of the contract and of personnel deployed by the contractor for rendering services to Purchaser and shall deposit the required amount with the concerned statutory authorities on or before due dates. The contractor shall obtain a separate PF number from the concerned Regional Provident Fund Commissioner and submit necessary proof of having deposited the employees as well as the Purchaser's contribution to the Provident Fund. The contractor shall also be responsible for payment of any administration / inspection charges thereof, wherever applicable, in respect of personnel deployed by him relating to the work of Purchaser.
- 32.5 The Contractor shall not engage / deploy any person of less than 18 years under this contract, and the person(s) to be deployed should be physically and mentally fit.
- 32.6 The installations where job is to be carried out are live and have hydrocarbon environment. Contractor shall comply with all safety and security rules and regulations and other rules laid down by Purchaser for its operation. Contractor shall follow best Engineering practice and relevant international safety standards. It shall be duty / responsibility of the Contractor to ensure the compliance of fire safety, security and other operational rules and regulations by his personnel. Disregard to these rules by the Contractor's personnel will lead to the termination of the Contract in all respects and shall face penal / legal consequences.
- 32.7 Personnel protective items like safety helmets, safety shoes, hand gloves, eye protection, cotton working overalls / dresses (not synthetic materials) and other required materials for the safety of the contractor's personnel shall be arranged by the contractor himself. However firefighting equipments shall be arranged by Purchaser.
- 32.8 The Contractor shall arrange for life insurance for all his personnel deployed on the job as per the relevant Acts, rules and regulations, etc. In case by virtue of provisions of Employees Compensation Act, 1923 or any other law in force, Purchaser has to pay compensation for a workman employed by the

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Contractor due to any cause whatsoever, the amount so paid shall be recovered from the dues payable to the Contractor and/or security deposit with Purchaser. General third-party insurance for CNG Station shall be arranged by Purchaser.

33. THE ENGINEER-IN-CHARGE SHALL HAVE POWER TO:


- 33.1 Issue the contractor from time to time during the running of the Contract such further instructions as shall be necessary for the purpose of proper and adequate execution of the Contract and the Contractor shall carry out and bound by the same.
- 33.2 During the currency of this Contract, PURCHASER can increase and / or decrease the number of the services required & quantity of work /services shown in from the Schedule of Rates.
- 33.3 Order the Contractor to remove or replace any workmen whom the Purchaser considers incompetent or unsuitable and opinion of the Purchaser representative as to the competence of any workman engaged by the contractor shall be final and binding on the Contractor. Key personnel can be deployed at site only after getting approval from the PURCHASER.

34. REPATRIATION AND TERMINATION

- 34.1 PURCHASER shall reserve the right, at any time during the currency of the contract without assigning any reason thereof to terminate it by giving 30 days' notice to contractor, and upon expiry of such notice period the contractor shall vacate the site / office provided to him by Purchaser immediately.
- 34.2 Goods procured by the Contractor, but not utilised till date of termination will be the responsibility of the Contractor and no claim will be entertained by the Purchaser for the same.
- 34.3 Also Purchaser will not be responsible for any cost incurred by the Contractor including but not limited to repatriation of the workers, lease amount deposit for accommodation provided to the workers, etc. In case Purchaser has to incur expenses due to the same, the same shall be recovered from the dues payable to the contractor and / or security deposit held with PURCHASER.

35. INDEMNITY


- 35.1 Contractor shall exclusively be liable for non-compliance of the provisions of any act, laws rules and regulations having bearing over engagement of workers directly or indirectly for execution of Contract and the Contractor

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hereby undertake to indemnify the Purchaser against all actions, suits, proceedings, claims, damages demand, losses, etc. which may arise under Minimum Wages Act 1948, payment of wages Act 1936, Workmen's Compensation Act 1923, Personnel Injury (Compensation Insurance) Act, ESI Act, Fatal accident Act, Industrial Dispute Act, Shops and Establishment Act, Employees Provident Fund Act, Family Pension and deposit Linked Insurance schemes or any other act or statutes not herein specifically mentioned but having direct or indirect application for the persons engaged under this contract.

36. CONTRACTOR'S SUB-ORDINATE STAFF AND THEIR CONDUCT

- 36.1 Contractor, on or after award of the Contract shall Name and Depute a qualified engineer having sufficient experience in carrying out work of similar nature, to whom the equipments, materials, if any, shall be issued and instructions for works given. The Contractor shall also provide to the satisfaction of the Engineer-In-Charge. sufficient and qualified staff to superintend the execution of the Contract, foremen and leading hands including those specially qualified by previous experience to supervise the types of works comprised in the Contract in such manner as will ensure work of the best quality, expeditious working. Whenever in the opinion of the Engineer-In-Charge additional properly qualified supervisory staff is considered necessary, they shall be employed by the Contractor without additional charge on accounts thereof.
- 36.2 If and whenever any of the Contractor's assistants, foremen, or other employees shall in the opinion of Engineer-In- Charge be guilty of any misconduct or be incompetent or insufficiently qualified or negligent in the performance of their duties of that in the opinion of the Purchaser or the Engineer-In-Charge, it is undesirable for administrative or any other reason for such person or persons to be employed in the works, the Contractor, is so directed by the Engineer-In-Charge, shall at once remove such person or persons from employment thereon. Any person or persons so removed from the works shall not again be employed in connection with the Contract without the written permission of the Engineer- In-Charge. Any person so removed from the Contract shall be immediately re- placed at the expense of the Contractor by a qualified and competent substitute. Should the Contractor be requested to repatriate any person removed from the works he shall do so and shall bear all costs in connection herewith.
- 36.3 The Contractor shall be responsible for the proper behaviour of all the staff, foremen, workmen, and others, and shall exercise a proper degree of control over them and in particular and without prejudice to the said generality, the Contractor shall be bound to prohibit and prevent any employees from trespassing or acting in any way detrimental or prejudicial to the interest of the community or of the properties or occupiers of land and

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properties in the neighbourhood and in the event of such employee so trespassing, the Contractor shall be responsible therefore and relieve the Purchaser of all consequent claims or actions for damages or injury or any other grounds whatsoever. The decision of the Engineer-In-Charge upon any matter arising under this clause shall be final. The Contractor shall be liable for any liability to Purchaser on account of deployment of Contractor's staff etc. or incidental or arising out of the execution of Contract.

- 36.4 The Contractor shall be liable for all acts or omissions on the part of his personnel, staff, foremen and workmen / labour and others in his employment, including misfeasance or negligence of whatever kind in the course of their work or during their employment, which are connected directly or indirectly with the Contract.

37. JURISDICTION

- 37.1 The contract shall be governed by and constructed according to the laws in force in **Pune, Maharashtra, India.**

38. FORCE MAJEURE

- 38.1 In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by it under this agreement, the relative obligation of the party affected by such Force Majeure shall, after notice under this article be suspended for the period during which such cause lasts.


- 38.2 The term Force Majeure as employed herein shall mean act of god, war/hostilities, riot/civil commotion, earthquake, Tsunami, fire, flood, tempest, lightening or other natural disaster, restriction imposed by the government or other statutory bodies, acts and regulations or any of its authorised agencies.

- 38.3 Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing within forty-eight (48) hours of the alleged beginning and ending thereof giving full particulars and satisfactory evidence in support of its claim.

- 38.4 Time for performance of the relative obligation suspended by the Force Majeure shall then stand extended for the period for which such cause lasts.

39.0 TERMINATION FOR DEFAULT

- 39.1 Save for the cases provided for in Clause, if the Contractor fails to fulfil any of his obligations, the Purchaser reserves the right, after simple summons to comply and without prejudice to any other measures provided for in the Contract Documents, to offset the Contractor's deficiency by

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substituting Contractor by another third party to the Contractor for the purpose of carrying out those obligations, at the Contractor's expense, risk and peril, or to terminate the Agreement without prejudice to the Purchaser's rights of receiving reparation for the resulting damage.

39.2 The Purchaser may terminate the Agreement when the Contractor's situation at any time after Notification of the Award is found to have become so precarious that there is every indication that he will not be able to fulfil his obligations. Such indications may be, for example, the Contractor's filing for bankruptcy or composition, or going into receivership or liquidation, or any similar procedures under applicable legislation.

40.0 TERMINATION FOR PURCHASER'S CONVENIENCE

40.1 The Purchaser, by written notice sent to the Contractor, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Contractor under the Agreement is terminated, and the date upon which such termination becomes effective.


41.0 TERMINATION OF CONTRACT:

41(A) TERMINATION OF CONTRACT FOR DEATH:

If the CONTRACTOR is an individual or a proprietary concern and the individual or the proprietor dies or if the CONTRACTOR is a partnership concern and one of the partner dies then unless, the EMPLOYER is satisfied that the legal representative of the individual or the proprietary concern or the surviving partners are capable of carrying out and completing CONTRACT, he (the EMPLOYER) is entitled to cancel the CONTRACT for the uncompleted part without being in any way liable for any compensation payment to the estate of the deceased CONTRACTOR and/or to the surviving partners of the CONTRACTOR'S firm on account of the cancellation of CONTRACT. The decision of the EMPLOYER in such assessment shall be final and binding on the parties. In the event of such cancellation, the EMPLOYER shall not hold the estate of the deceased CONTRACTOR and/or the surviving partners of the CONTRACTOR'S firm liable for any damages for non-completion of CONTRACT.

41(B) TERMINATION OF CONTRACT IN CASE OF LIQUIDATION / BANKRUPTCY ETC.

If the Contractor shall dissolve or become bankrupt or insolvent or cause or suffer any receiver to be appointed of his business or any assets thereof compound with his Creditors, or being a corporation commence to be wound up, not being a member's voluntary winding up for the purpose of amalgamation or reconstruction, or carry on its business under a Receiver for the benefits of its Creditors any of them, EMPLOYER shall be at liberty:


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To terminate the contract forthwith upon coming to know of the happening of any such event as aforesaid by notice in writing to the Contractor or to give the Receiver or liquidator or other person, the option of carrying out the contract subject to his providing a guarantee up to an amount to be agreed upon by EMPLOYER for due and faithful performance of the contract.

41 (C) In case of termination of CONTRACT herein set forth (under clause 29.0) except under conditions of Force Majeure and termination after expiry of contract, the CONTRACTOR shall be put under holiday [i.e. neither any enquiry will be issued to the party by Maharashtra Natural Gas Limited against any type of tender nor their offer will be considered by MNGL against any ongoing tender (s) where contract between MNGL and that particular CONTRACTOR (as a bidder) has not been finalized] for three years from the date of termination by Maharashtra Natural Gas Limited to such CONTRACTOR.

42.0 ADDITIONS TO GCC:


- i) In case of range of variation up to inclusive of range of +50% & -50% no increase and' or decrease shall be applicable in Schedule of Rates.
- ii) Abnormally High Rated Item (AHR):
In items rate contract where the quoted rates for the item, exceed 50% of the owners' estimated rates, such items will be considered as Abnormally High Rates Items (AHR) and payment of AHR items beyond the BOQ stipulated quantities shall be made at the least of the following rates:
 1. Rates as per BOQ, quoted by the Contractor.
 2. Rate of the item, which shall be delivered as follows:
 - a) Based on rate of machine and labor as available from the contract (which is including 15% cover towards contractor's profit overhead and other expenses).
 - b) Based on prevailing market rate of machine materials and labor plus 15% to cover contractors' profit, overhead and other expenses, when the rates are not available in the contracts.
- iii) Notwithstanding the provisions contained in Clause (ii) above, MNGL would have the right to negotiate all such AHR items before the award of the work.

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SECTION-I

Scope of Work for Call Centre Operations

I.Introduction

Maharashtra Natural Gas Ltd.(MNGL) supplies natural gas to the cities of Pune, Nashik, Sindhudurg and Ramanagara (Karnataka).Further, MNGL has also been recently authorized to supply gas in Nizamabad and Nanded GA.

MNGL has built upon a strong CRM (Customer Relationship Management) department, which is proactive in providing customer convenience (continuously takes various proactive measures to enhance its services at every available opportunity). The CRM department plays a significant role in building consumer confidence by attending to the customer's concerns to his/her utmost satisfaction by:

- (a)Giving due diligence towards resolution of customer complaints within the committed timeframe.
- (b)Conveying the resolution status to the consumers.
- (c)Maintaining the exhaustive database of all consumer interactions.

As of June 2025; MNGL has Four Lakh forty thousand registered domestic PNG customers.


Considering the ever-increasing customer expectations and to maintain a competitive edge in the market improving the standard of service and grievance resolution is of paramount importance. We need to strive from "Customer Satisfaction" to "Customer Delight".

II. Information on CRM Operations:

The key areas of CRM operations at Maharashtra Natural Gas Limited are as follows:

a) Call Center Operations

- i. Inbound Process
- ii. Outbound Process

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b) Front Office Operations

- i. Attending customers at Shivaji Nagar (Pune), Chinchwad (Pune) and General Arun Kumar Vaidya Nagar, Nashik

c) Back Office Operations

- i. Cases received by letters, fax, web, e-mails & My MNGL App
- ii. Escalated Cases (letters received from MD / DC / RTI / Ministry/Consumer forum)
- iii. Acknowledgment & Final Response letters/e-mails sent to the customers.

III. Manpower Requirement for Call Center Operations:

The projected monthly manpower requirement for 2 years (i.e. From March 2026 – March 2028).

S.No	Particulars	Existing requirement	Projected manpower (Increase expected phase wise upto Mar '2028)
1	CSE (8am to 8pm)	16	20
		16	20


Table - 1

* CSE – Customer Service Executive. Apart from the CSE's, MNGL shall also avail the services of one Team leader, Trainer and Quality Manager on a sharing basis.

The above numbers are indicative for a calendar year, however actual number shall be informed intermittently.

Note:

- a. The CSE should be fully dedicated for MNGL
- b. The services of others (Team leader/Trainer/ Quality Manager) can be derived on shared mode.
- c. The average attendance for each call center agent in a month shall be 26 days and if the same is found to be below the above specified days, deductions shall be made by MNGL while processing the monthly invoice.
- d. In case the appointed bidder is based in Pune and has an existing operational setup, the call centre shall be made fully operational within a period

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of 10 days from the date of award of contract SO and incase based outside Pune, the bidder shall establish and make the call centre fully operational at Pune within a period of 20 days from the date of award of contract SO.

Recruitment & Qualifications

All pre- requisites for recruitment such as advertisement, interview etc. would have to be carried out by the Service Provider. The Service Provider must ensure that the workforce recruited fulfils all the criteria specified and possess bonafide certificate for the same. No compensation would be paid by MNGL for this process.

The minimum qualifications of a Call Center Agent (CSE) should be as follows:


a)CSEs must be proficient in both spoken and written English. To qualify for the post, candidates must pass the language proficiency test (both written and spoken) conducted by the vendor.

b)The Service Provider must adhere to the following selection process for CSEs:

Criteria I	Educational Qualification	Graduate(preferably Commerce) (in case of HSC (preferably Commerce/IT; experience should be more than 18 months).
Criteria II	Work Experience	Minimum 12 months in an inbound / outbound Process or public dealing activity.
Criteria III	Language Proficiency	Written & Spoken – English Spoken – Hindi, Marathi, Kannada and Telugu (as per requirement)
Criteria IV	Computer Typing Test	All CSEs must have a minimum typing speed of 28 wpm in English language. Only 3 attempts to be given to agents to give the test and average score to be calculated.
Criteria V	Final Interview	MNGL reserves the right to conduct a Final Interview of all / any candidate selected / short listed by the vendor, prior to he /she is joining the process.

c)The Service Provider must adhere to the following selection process for all Supervisory positions:

Team leader should have a minimum 2 years of work experience in the same profile. Moreover, minimum 1 year of the 2 years' work experience must be with

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the Service Provider in the same profile. This condition is applicable during the transition and Go-Live period.

However, if the candidate is already working for MNGL process (in similar capacity) with another Service Provider, then the above clause may not be applicable.

Criteria III to V are common for CSE's and Supervisors.

d)The Service Provider will have to conduct verification/ validation of authenticity of all documents (education + experience) submitted by candidates at time of recruitment, using specific tools, software, etc. If in case any fraudulent activity is found the said employees is liable to be terminated immediately.

e)None of the employees working for the MNGL process shall be transferred to another process / location without prior written approval of the contract coordinator or his representative.

IV. Call Center – Inbound Process (operational at Pune):


- a)Call Centre Operational hours: from 08 am to 08 pm.
- b)Monitoring Average talk time of CSE (benchmark to be set at less than 5½ minutes).
- c)Reports generated are as per MNGL's requirement and are subject to change from time to time.
- d)Team Leaders along with Assistant Manager to review unresolved cases in coordination with the CRM / other MNGL officials.

V. Call Center – Outbound Process (operational at Pune):

- a) Outbound calls needs to be managed between 9.30 am to 8.00 pm (preferably)
- b) Monitoring Average talk time of CSE (benchmark to be set at less than 6 minutes).
- c) Outbound calling shall normally be done for the following cases:
 - i. Customer had to drop out because of long wait time.
 - ii. Any other activity as decided by management from time to time

VI. Documentation:

- a) The Service Provider is required to maintain all documents for the call center process. It is also expected to document and maintain the following:

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- i. Plan & Process for recruitment
- ii. CSE Induction Manual
- iii. File / record of each CSE & supervisor from the day of joining till separation with noting of warning/ appreciation and updates.
- iv. Briefing / Debriefing register
- v. Training: Schedule / Manual / Speech script / FAQ document for CSE's.
- vi. Bi-monthly Training Schedule on process, soft skills, documentation, etc.
- vii. Monitoring of Training effectiveness of new CSEs at the end of the first quarter
- viii. Half Yearly Performance Evaluation of CSE's
- ix. After reviewing the expected call traffic, vendor must indicate minimum seat allocation for the inbound as well as outbound process on daily basis.
- x. Details of key contact points & project management team
- xi. Escalation Procedure available at vendor organization
- xii. Filing of all reports as per desired frequency (shall be provided after issue of PO)
- xiii. Work related targets for CSEs
- xiv. Duty Roster / Attendance Muster
- xv. System shutdown log book
- xvi. Any other document as per client's requirements.

Documents for the above to be prepared and submitted within 60 days of receipt of work order.

VII. Roles and Responsibilities:

(A) Customer Service Executive (CSE):


- a) To provide best services on the desired information to customers / prospects approaching the company through the call center.
- b) To address consumer Complaint/Queries/Service request (CQS) in a professional manner and to reply / revert to them in a courteous and time bound manner as per the set SOP & ISO process
- c) To build a lasting Company / Customer relationship.
- d) To follow all the processes, procedures, and protocols in lieu of the duties handled, as decided and amended by the company from time to time.
- e) Proper use of SAP credentials

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- f) Entering / updating all customer interactions in the system correctly.
- g) If required coordinate with concerned depts. / responsible persons for follow up and feedback.
- h) Filing of all reports daily.
- i) Reporting to shift Supervisor /Asst. Team Leader / Team Leaders.

(B) Team Leader:

- a) Preparation of following reports as per given schedule:
 - i. Agent Test Report (Daily)
 - ii. Summary Interval – Half Hourly Report (Daily)
 - iii. Agent Log-in / Log-out Report (Daily)
 - iv. Daily Auxiliary Report (Daily)
 - v. Call Records – Detail Reports (Daily)
 - vi. Customer Request Report on IVRS (Daily)
 - vii. Call Summary Report (Daily)
 - viii. Outbound Detailed Report – manually maintained (Daily)
 - ix. Telephone Line Status (Daily)
 - x. Daily Progress Report (Daily)
 - xi. Call Profile of ACD & Abandoned Calls (Daily & Monthly)
 - xii. Agent Test Report (Monthly)
- b)Preparation of Duty Roster on a fortnightly for the team.
- c) Conducting one to one briefing, counseling sessions with CSE from time to time
- c)Process Change management.
- d)Supervise daily briefings and de-briefings sessions of CSE
- e)Call barging and monitoring of CSE
- f)Attending to first level escalations after CSE
- g)Maintaining of the Shift Log Register
- h)Maintain all documents & records.
- i)Forwarding attendance for CSE and maintaining the muster

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j) Team Leaders are also responsible for maintaining decorum in the call center & general office area, team bonding, interacting with CSE on weekly basis or as and when required

k) Communication with MNGL Staff and reporting to CRM in-charge.

l) Monitoring and providing relevant data for outbound calls.

m) Assist in managing the Shrinkage (Attrition and Absenteeism)

n) Responsible for maintaining daily performance as per the set Service Level Agreement (SLA)

o) Registering technical faults pertaining to hardware, software, workstations etc.

p) Overall monitoring of the day to day administrative & operational activities of the process

q) Coordinating with concerned contractors / officials for all the escalated issues.

r) Attending to irate calls and offering satisfactory resolution.

s) Monitoring the call trends, analyzing the reports generated and brief CRM in-charge or designated officer daily on the same.

t) Evaluating the performance of Team, counseling & appraising the same to MNGL.

u) Monitoring & tracking of escalated complaints till the final resolution & subsequently updating the customer on the same.


v) Improving the query resolution system.

w) Analysis Turn-around-time (TAT) of various categories and put up suggestions if any.

x) Monthly review & presentation to CRM head.

y) Ensure that the schedule of procedure for shutdown & the entry of the details of shutdown are entered in the Log book.

z) First level escalation for technical faults in the call center in co-ordination with the IT staff

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- aa) Suggest & implement changes in processes to enhance daily efficiency
- bb) Ensure CSE performance registers are updated and maintained regularly.
- cc) Regular monitoring of the Shift Log Register
- dd) Managing the Shrinkage (Attrition and Absenteeism)
- ee) Responsible for maintaining all the Service level Agreement (SLA) parameters on a daily basis on which the monthly calculation shall be derived

(C) Trainer:

- a) Shall be responsible for conducting product, process and system training for all the CSE's at the time of joining.
- b) Shall be responsible for conducting training for soft skills, for all the CSE's in close co-ordination with the training team of the vendor at time of joining.
- c) Arrange / coordinate Soft Skill Training sessions for all CSEs on a bi-monthly basis, by trainers from the vendor location.
- d) Updating the entire team as & when new services / processes are launched, or existing services / processes are updated.
- e) Preparation & regular updating the Training Manual, schedule and all requisite material.
- f) Maintaining training & performance records of each CSE
- g) Conducting periodic collective & individual refresher training programs on soft skills and product.
- h) Contributing inputs for CSE annual appraisal.
- i) Updating findings to concerned CSE along with Asst. Team Leader / Team Leader.
- j) Reporting to Asst. Manager

(D) Quality Manager:


- a) Maintaining quality standards & records at the call center.
- b) Call barging, visual inspection and monitoring performance of all the CSE's in accordance to the SLA.
- c) Check the contact logged by CSE in SAP
- d) Conducting periodic tests (verbal & written) across all levels

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- e) Maintaining all records / logs as per process / ISO requirements
- f) Contributing inputs for CSE annual appraisal.
- g) Auditing the Call Centre performance as per the set target.
- h) Updating findings to concerned CSE along with Asst. Team Leader / Team Leader.
- i) Reporting to Asst. Manager

Other Mandatory Requirements

1. MNGL process must be housed in a separate room / partitioned area and should have no disturbance from other processes or work areas etc. The said area needs to be approved by the contract coordinator or his authorized representative prior to commencement of the process.
2. MNGL official should have access to CCTVs (live footage and recording facility) installed on the work bay on 24 x 7 basis
3. IVRS flow / recordings can be revised by MNGL at any given point of time during the period of contract.
4. Since there are multiple geographies the customers dialing should be prompted to choose their geography. To begin with 2 of the CSE can be allotted for Nashik and all others for Pune.
5. Allotment of noise attenuating headsets with respect to noise rejection, receiving sensitivity and microphone output to all the CSEs.
6. To ensure that all latest updates / information / circulars are available to the entire team and the same to be used as Ready Reckoner.
7. Bidder to always ensure that valid OSP license for operating of call center services is available with the bidder. The bidder should renew the license from time to time and submit the attested copy of OSP license to MNGL. MNGL will not be liable for any charges accruing as a result of non-renewal of OSP license and for renewal of license.
8. MNGL shall provide network connectivity for SAP and other modules after award of contract up to the premise where the Call Centre activity will be carried out. The same will not change during the contract period. In case of any change in location, cost involved in connecting new premises will be borne entirely by the service provider

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9. MNGL has the right to audit the entire process or CSE performance directly or by a third party. The Service Provider shall produce all records / reports pertaining to the process as and when demanded for inspection / audit by MNGL.

10. The Service Provider shall ensure that resources inducted and deployed for the MNGL process are not used for any other process being run by the vendor. Such activity once observed will be detrimental to the continuity of the contract.

11. The Service Provider shall have to give an undertaking towards data / information security management.

1. The Service Provider is required to have an effective Disaster Recovery system in place. In case of any breakdown of service due to Bidder's deliverables and IT infrastructure failure, the functions carried out from the affected location must be made operational at the same location or at the other location in the degraded mode as per the following matrix.


Time Frame	Level of Service
Within 8 hours	25% of incoming calls
Within 24 hours	50% of incoming calls
Within 48 hours	100% (normal operations)

Computers & Printer:

All MNGL work stations to have the following computer specifications:

a)	Processor	Core i3 (or higher version)
b)	RAM	1x8 GB DDR4
c)	HDD	500 GB SATA 7200 RPM HDD/No ODD
d)	OS	Windows 11 / 10 professional 64 bit – Licensed version
e)	Monitor	18.5" LED
f)	Others	USB Keyboard & Mouse
g)	Others	Office 2010/2016 licensed version on PCs using outlook/excel and headsets with microphone, of suitable quality, for receiving and making calls.

One Inkjet Printer (Black & White) to print at least 25 to 30 pages per day.

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Note:

- All PCs to have facility to use MS excel
- At least three PCs to have MS office
- Team Leader & Asst. Manager PCs to have MS Office

2. Handover from Existing Vendor:

As a response to the bid bidder must detail out their methodology to take appropriate hand over from the existing vendor.


(A) Statutory Compliances:

It would be mandatory for the Service Provider to fulfill all statutory requirements as per the prevailing labor law and attach photocopies of the compliances along with the invoices submitted for payment.

Sr. No.	Standard Compliance	Condition
1	The Minimum Wage Act as recommended by Maharashtra Govt.	Mandatory
2	Payment of Bonus Act 1965 & Payment of Bonus Rules 1975	Mandatory
4	Maternity Benefit Act 1961	Mandatory
5	The Workman Compensation Act 1923	Mandatory
6	Contract Labor Regulations and Abolition Act	Mandatory
7	Provident Fund	Mandatory
8	ESIC	Mandatory
9	Labor Welfare Fund	Mandatory
10	Profession Tax	Mandatory

The Service Provider undertakes that they shall pay all the taxes in accordance with the applicable laws as and when it becomes due and within 30 (thirty) days of making such payment shall deliver to MNGL a duly certified copy of relevant document evidencing that the payment has been duly remitted to the appropriate authority. In case the Contractor fails to provide the Certificate, MNGL reserves the right to retain/hold equivalent amount from any pending or subsequent bills/payments to the Contractor, till the Contractor provides a copy of such Certificate to MNGL. In case any demand is made to MNGL by any statutory authority on account of such default of the Contractor, MNGL shall make the payment directly to the Statutory Authority concerned. The Contractor waives any right to claim any amount from MNGL in this regard.

The Service Provider shall issue an appointment letter with proper terms and condition of employment to persons engaged by them for MNGL's process.

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The Service Provider shall provide Identity Card and ensure issuance of ESIC card (if applicable) from the ESIC Authority to persons engaged by them.

The service provider may also undertake to verify the back ground of personnel employed by them for MNGL process with the local law enforcement authority.

The Service Provider shall provide all common amenities, cafeteria facilities to personnel working on the MNGL process at their premises.

The Service Provider shall engage necessary persons as required by MNGL from time to time. The said persons engaged by the vendor shall be the employee of the vendor and it shall be the duty of the vendor to pay their salary/wages in time i.e. before 7th day of every month. There is no master & servant relationship between the employees of the vendor & MNGL and further the engaged person of the vendor shall not claim any absorption.

Service Provider shall remit all statutory dues and returns as per the relevant Acts / Rules and submit a monthly certificate / confirmation for having fulfilled all statutory obligations under various Acts / Rules along with the monthly bills.


The Service Provider shall be solely liable for all payments / dues of the workers employed and deployed by him with reliable evidence provided to MNGL. In the event, MNGL makes any payment or incurs any liability; the contractor shall indemnify the MNGL completely.

MNGL reserves its rights to withhold bills, if the contractor fails to produce proof for having remitted the statutory dues (like PF, ESIC, etc.) for staff for MNGL process.


The Service Provider should maintain all the records and documents under various labour laws applicable to contract labour / personnel and also Shops & Establishment Act

/Rules applicable to his/her establishment and make them available to MNGL/ concerned authorities at all times. Indicative list of such records is given below:

- a) Register for Workmen,
- b) Employment card
- c) Muster Roll,
- d) Register for wages
- e) Wage Slip
- f) OT registers etc.

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The Service Provider will have to submit an affidavit / indemnity bond to keep MNGL and its officials indemnified and harmless against any loss, cost, damage, suits, claims, challenges, actions and liabilities that may occur due to the violation of any statutory non-compliance / requirement

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SECTION-II

SPECIAL CONDITIONS OF CONTRACT ARTICLE -

1: DEFINITIONS:

In this document, Conditions of Contract, the following terms shall have the following respective meanings:

1.1 OWNER shall mean M/s Maharashtra Natural Gas Limited (MNGL), having its registered office at Plot No. 27, A-Block, 1st Floor, Narveer Tanajiwadi PMPML Bus Depot Commercial Building, Shivajinagar, Pune – 411005. The term Owner includes successors, assigns of MNGL.

1.2 CONTRACT shall mean Contract and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications thereto.

1.3 CO-ORDINATOR shall mean the Executive/Engineer-in-Charge of the Project nominated by OWNER.

1.4 FINAL ACCEPTANCE shall mean the OWNER's written acceptance of the work performed under the Contract


1.5 CONSULTANT shall mean the person, firm or company with whom CONTRACT is placed / entered into by OWNER for conducting the study defined in the tender document. The term Consultant includes its successors and assigns. The term PMC consultant & consultant have been used interchangeably & mean consultant.

1.6 MATERIALS shall mean articles, supplies, drawings, data etc. and other property and services required to complete scope of work defined in the tender documents.

1.7 SERVICES means the duties to be performed and the services to be rendered by the Consultant according to the items and conditions of the Contract.

1.8 FINAL DOCUMENTATION means the last revision of any and all documents to be delivered by the Consultant to MNGL under the contract.

1.9 The terms Bid and Tender have been used interchangeably and refer to the same document.

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1.10 All material/services to be provided and work to be carried out under the CONTRACT by the Consultant shall conform to and comply with the provisions of relevant regulations/Acts (State Government or Central Government) as may be applicable to the type of work carried out.

ARTICLE - 2: SCOPE OF WORK Consultant's Scope of work is defined in tender document.

ARTICLE - 3: CONTRACT PRICE The contract price for the duties and service to be performed and rendered by the Consultant under this agreement comprises price for carrying out the scope of work given in this and other sections of the bid document. The contract price agreed above between MNGL and the Consultant, is inclusive of the costs to be incurred by the Consultant such as, but not limited to, expenses involved in travel, boarding, lodging, transportation of the Consultant's personnel, incidental expenses, computer time, software and hardware used, fees paid to any agency, company, organization, consultant/specialist, Income Tax, any other taxes payable and these shall be borne by the Consultant. The fee for additional activities behind the defined scope of work if required by MNGL shall be agreed upon by both parties and be paid for by MNGL. The basis for such additional fee shall be furnished by the Consultant.

ARTICLE - 4: PAYMENT TERMS AND CONTRACT PERIOD

4.1 Terms of payment in respect of Schedule of prices shall be as follows:

Invoice to be generated on the conclusion of each month and will be submitted for approval of Officer-in-charge. Payment will be done within 45 days of the receipt of invoice.


For any deviation to payment terms, the bid will be rejected.

4.2 Contract Period:

Contract period is two years from the date of Service order.

ARTICLE - 5: INFRINGEMENT OF PATENTS, ETC

Consultant shall warrant that the sale or use of report prepared under this contract : whether designed and developed so as to comply with OWNER'S specifications or otherwise of any person, by way of infringement or any patent

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copyright, trademark or industrial design, or the like and shall hold of infringement or any patent copyright, trademark or industrial design, or the like and shall hold OWNER harmless and indemnify OWNER and his authorized representative at its own cost from any and all such claims and legal proceedings.

ARTICLE - 6: COMPLIANCE OF REGULATIONS

Consultant shall warrant that all material and services covered by these conditions shall have been produced, sold, supplied, dispatched, delivered and furnished in strict compliance with all applicable laws, regulations, labor agreements, working conditions and technical codes and requirements as applicable from time to time. Consultant shall execute and deliver such documents as may be required to effect or to evidence such compliance. All law and regulations required to be incorporated in contracts of this character are hereby deemed to be incorporated by this reference. OWNER and his authorized representatives will not own any responsibility for any irregularity, contravention of infringement of any statutory regulations on the services or supply of materials covered by this order.

ARTICLE - 7: PERMITS & CERTIFICATES

Consultant shall procure, at his expense, all necessary permits, certificates and licenses required by virtue of all applicable laws, regulations, ordinances and other rules in effect at the place where any of the work is to be performed, and Consultant further agrees to hold OWNER harmless from liability or penalty which might be imposed by reason of any asserted or established violation of such laws, regulations, ordinances or other rules. OWNER will provide necessary permits for Consultant's personnel to undertake any work in India in connection with Contract.

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SECTION – III SCHEDULE OF RATES (SOR)

“Schedule of Rates (SOR) / BOQ is enclosed on e-tendering portal <https://etenders.gov.in> “

Note:

- a. Evaluation shall be done on overall basis least cost to MNGL & order will be placed on the lowest bidder(s) only.
 - b. Quoted unit rates shall be inclusive of all other charges except GST.
 - c. Allowed decimal points in unit rate shall be up to 2 (two) decimal points. Unit rate quoted in negative shall lead to rejection of the bid.
 - d. Taxes & Duties if any shall be indicated clearly in your quotation and total amount should be inclusive of all taxes etc.
 - e. Bidder shall indicate the following rates considered in the prices indicated in the Price Schedule above. Bidder shall note that any error in estimating these taxes & Duties will be to Bidder's Account.
- a. Goods & Service Tax @-----

Please indicate the break up of above GST as under:

CGST @ _____
 SGST @ _____
 IGST @ _____
 UGST @ _____

Seal & Signature of Bidder stamp