

 <b>MAHARASHTRA NATURAL GAS LIMITED</b>	<b>Tender for Rate Contract for the period of 2 years for appointing Vendor for carrying out Call Center Centralized Operations for Pune, Nashik, Sindhudurg &amp; Ramanagara GA of MNGL</b> <b>Bid No.: MNGL/CP/2025-26/126</b>
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### **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: <a href="https://meet.google.com/tka-obev-dif">https://meet.google.com/tka-obev-dif</a>
Bid submission due date and time	27.01.2026, 15:00 Hrs.
Bid Submission at	<a href="https://etenders.gov.in">https://etenders.gov.in</a>
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 <sup>nd</sup> Floor, Baner Road, Baner, Pune – 411045
Contact details	Telephone: +91 (20) 25611000/1190/1156 Email: <a href="mailto:gasaid@mngl.in">gasaid@mngl.in</a> / <a href="mailto:kavita.sadaphule@mngl.in">kavita.sadaphule@mngl.in</a>
BIDDER ELIGIBILITY CRITERIA & BID EVALUATION CRITERIA	As per Annexure – I to IFB

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.