



MAHARASHTRA NATURAL GAS LIMITED


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

**CNG & CITY GAS DISTRIBUTION PROJECT
FOR PUNE GA**

**Bid document for
Rate Contract for the period of two years for procuring
services to perform various activities in CRM department
for Pune, Nashik, Sindhudurg and Ramanagara
Geographical Area (GA)**

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

Bid Document No.: MNGL/CP/2026-27/39 Dt: 15.05.2026

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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PART - A

1.0 INVITATION FOR BIDS (IFB)

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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**SECTION-I
INVITATION FOR BIDS (IFB)**


BID DOCUMENT NO.: MNGL/CP/2026-27/39

Date: 15.05.2026

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

1.0 TENDER INFORMATION

Tender document number	MNGL/CP/2026-27/39 dated 15.05.2026
ITEM(S)	Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA).
TYPE OF BID	Open Domestic Competitive Bidding
TIME SCHEDULE	As per Scope of Work of Vol II of II of tender document
EARNEST MONEY/ BIDSECURITY	Rs. 2,00,000/- in the form of Demand Draft / BG / Online through e-portal to be in favour 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	Not applicable
Bid submission due date and time	22.05.2026 till 15:00 Hrs. IST
Bid Submission at	https://etenders.gov.in
Techno-commercial bid opening date and time	25.05.2026 at 10:00 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
BIDDER ELIGIBILITY CRITERIA & BID EVALUATION CRITERIA	As per Annexure – I to IFB

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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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 has to register itself on CPPP's website <https://etenders.gov.in/eprocure/app>. Please also note that the bidder has to 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 have to 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 letter-head 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.

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-

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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 subsequent to 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.

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.

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- 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), 10% 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.
- 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
General Manager (C&P)

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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.

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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 & Sindhudurg Geographical Area in Maharashtra & Nizamabad in Telangana.

2.0 SCOPE OF WORK

This tender deals with the **Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)**


3.0 BIDDER'S ELIGIBILITY CRITERIA:

- A.1 Bidder must have executed a single order of value as mentioned under for providing Staffing / Manpower Services in the last 5 years prior to the final bid due date for qualification for the requisite number of Geographical Area(s):

BOQ No.	Geographical Area (GA)	Eligibility Criteria
1	Pune	Minimum Rs. 49.80 Lakhs
2	Nashik	Minimum Rs. 13.30 Lakhs
3	Sindhudurg	Minimum Rs. 1.90 Lakhs
4	Ramanagara	Minimum Rs. 3.35 Lakhs

NOTE:

- In case bidder quotes for more than one Geographical Area, the requirement of eligibility criteria shall be on cumulative basis for the quoted Geographical Area(s).
- A Job executed by a Bidder for its own plant/ project cannot be considered as experience for the purpose of meeting BEC of the tender. However, jobs executed for Subsidiary/Fellow subsidiary / Holding company will be considered as experience for the purpose of meeting BEC subject to submission of tax paid

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invoice(s) duly certified by Statutory Auditor of the Bidder towards payments of statutory tax in support of the job executed for Subsidiary/Fellow subsidiary/Holding company. Such Bidders to submit these documents in addition to the documents specified to meet BEC.

Documents required for Technical Criteria of BEC:

In support of this, bidder has to submit a copy of Work Order / Letter of Award / Letter of Acceptance along with completion / execution certificate issued by Client. The work completion letter should show the total executed value of the contract.

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

B. BEC – Financial:

B.1 Turnover:

The bidder should have achieved a minimum annual turnover as under in any one of the last 3 (Three) audited financial years i.e. 2023-24, 2024-25 and 2025-26.


BOQ No.	Geographical Area (GA)	Minimum Annual Turnover Requirement
1	Pune	Minimum Rs.49.80 Lakhs
2	Nashik	Minimum Rs.13.30 Lakhs
3	Sindhudurg	Not applicable
4	Ramanagara	Not applicable

NOTE:

In case bidder quotes for more than one Geographical Area, the requirement of Annual Turnover shall be on cumulative basis for the quoted Geographical Area(s).

B.2 Net worth:

Net worth must be positive as per the last audited financial statement i.e. for the year 2025-26.

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B.3 Working Capital:

The bidder should have a minimum working capital as under as per the latest audited balance sheet i.e. for the year 2025-26:

BOQ No.	Geographical Area (GA)	Minimum Working Capital Requirement
1	Pune	Minimum Rs. 10.00 Lakhs
2	Nashik	Minimum Rs. 2.70 Lakhs
3	Sindhudurg	Not applicable
4	Ramanagara	Not applicable

NOTE:


In case bidder quotes for more than one Geographical Area, the requirement of Working Capital shall be on cumulative basis for the quoted Geographical Area(s).

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

Bidder must submit documentary evidence such as balance sheet & Profit & Loss A/c Statement for the last three audited financial years i.e. 2023-24, 2024-25 and 2025-26 in support of the above.

If the audited financial results of the immediately preceding financial year i.e. 2025-26 are not available, then the audited financial results of the year immediately prior to 2025-26 i.e. 2024-25 shall be considered for calculation of Net Worth and Working Capital and Audited Financial Results of the year 2022-23, 2023-24 & 2024-25 shall be considered for calculation of Annual Turnover as specified at Cl. B of BEC-Financial Criteria.


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

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2.3 EVALUATION AND AWARD OF WORK:

Evaluation shall be done **on BOQ wise L-1 rate basis to the purchaser for each GA separately** and order shall be placed on L-1 bidder(s) accordingly.

In case of tie for L-1 bidder, the order shall be placed on the bidder having highest turnover during the preceding 3 Financial Years i.e. 2023-24, 2024-25 and 2025-26.

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**Annexure- I 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

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**Annexure- I 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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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: Shri 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 : _____

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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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNG/CP/2026-27/39</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 of **Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)** 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.

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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.

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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 also the Income- Tax Clearance Certificates.

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).

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PART – B

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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1.0 INSTRUCTION TO BIDDERS (ITB)



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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.

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SEARCHING FOR TENDER DOCUMENTS


- 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 take into account corrigendum if any published before submitting their bids.

After selecting the tender document same shall be moved to the 'My favourite' 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.**


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- (v) Bidders can update well in advance, the documents such as experience 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.**

Bidders shall download the Schedule of Quantities & Prices i.e. Schedule of

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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.
- (ii) 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


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

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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 through e-tendering mode 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.
 - 2.4 The bid should be from actual manufacturers.
 - 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 the Global notice of 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).

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3. Bid Eligibility Criteria and Bid Evaluation Criteria: -

3.1 Technical Criteria - As per Annexure – I of IFB

3.1.1 Equipment Deployment Criteria

The bidder shall meet the requirement regarding deployment and ownership of minimum critical construction equipment as specified in SCC Technical of the bidding document.

3.2 Financial Criteria - As per Annexure – I of IFB

3.2.1 Bidder shall not be affiliated with a firm or entity, (i) that has provided consulting services related to Works to Employer during preparatory stages of Works or of the Project of which the Works form a part, or (ii) that has been hired (or is proposed to be hired) by Employer as Engineer/ Consultant for the contract.

3.2.2 Bidder shall meet the technical, as well as commercial qualification criteria as stated above. Bidder shall furnish necessary documentary evidence such as LOA Copy/ Audited Financial Statement (**UDIN from CA is compulsory on financial document**) along with the bid, to justify meeting the stipulated qualification criteria. In absence of requisite documents as stated above, MNGL reserve the right to reject the bid without making any reference to the bidder

3.3 Evaluation Criteria - As per Annexure – I of IFB

4. Bids from Consortium – Not applicable

5. One Bid per Bidder:


5.1 A firm shall submit only one bid in the same bidding process. 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.

5.2 More than one bid means bid(s) by bidder(s) having same Proprietor / Partners / Limited Liability Partner in any other bidder(s). Further, more than one bids shall also include two or more bidders having common power of attorney holder.

Failure to comply this clause during tendering process will disqualify all such bidders from process of evaluation of bids.

5.3 Alternative Bids shall not be considered.

5.4 The provisions mentioned at Sl. No. 5.1 and 5.2 shall not be applicable wherein bidders are quoting for different Items / Sections / Parts / Groups / SOR items of the same tender which specifies evaluation on Items / Sections / Parts / Groups / SOR items basis.

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6. Cost of Bidding

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

7. Site Visit

- 7.1 The bidder is advised to visit and examine the Site of Works and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into a contract for construction of the Works. The costs of visiting the Site shall be at the bidder's own expense.
- 7.2 The bidder and any of its personnel or agents will be granted permission by the Employer to enter upon its premises and lands for the purpose of such visit, but only upon the express condition that the bidder, its personnel, and agents will release and indemnify the Employer and its personnel and agents from and against all liability in respect thereof and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of the inspection.
- 7.3 The Employer may conduct a Site Visit concurrently with the pre-bid meeting.

B. BIDDING DOCUMENTS

8. Content of Bidding Document


- 8.1 The Bidding Documents/ Tender Documents are those stated below and should be read in conjunction with any addenda issued in accordance with ITB Clause 10.

Volume I of II
Volume II of II

- 8.2 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 submission of a bid not substantially responsive to the bidding documents in every respect will be at bidder's risk and may result in the rejection of his 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

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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.mnpl.in and CPPP's e-tendering website before bid due 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.mnpl.in and CPPP's e-tendering website from time to time to get updated information / documents.

9. Clarification of Bidding Documents

9.1 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 email at the address indicated in the tender/RFQ. The Owner 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 prior to the pre-bid meeting date. Written copies of the Owner's response (including an explanation of the query but not necessarily identifying the source of inquiry) will be hosted on CPPP's e-tendering website <https://etenders.gov.in/e procure/app> and official MNGL website www.mnpl.in 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.

Any Clarification or information required-by the bidder but same not received by the Employer, one (01) working day prior to the pre-bid meeting date, the same is liable to be considered as no clarification/information required.

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10. **Amendment of Bidding Documents**

- 10.1 At any time prior to the bid due date, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document, by issuing corrigendum.
- 10.2 Any addendum /corrigendum/ clarifications to bidders query thus issued shall be part of the bidding documents pursuant to ITB Clause-8.0 and shall be hosted on the MNGL's official website before bid due date. All the prospective bidders who have attended the Pre-Bid meeting till date 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.
- 10.3 Bidders are advised to visit MNGL's websites and CPPP's e-tendering website from time to time to get updated information / documents.
- 10.4 In case of any inconsistency between an addendum and this tender document, the addendum shall prevail and in similar case between two or more addenda, the last issued addendum shall prevail.
- 10.5 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 addenda / corrigenda issued.

C. PREPARATION OF BIDS

11. **Language of Bid**

- 11.1 The bid prepared by the bidder and all-correspondence/drawings and documents relating to the bid exchanged by bidder and MNGL shall be written in English language. Any printed literature furnished by the bidder may be written in another language so long as accompanied by an ENGLISH translation duly authenticated by the chamber of commerce of Bidders country, in which case, for the purpose of interpretation of the bid, the ENGLISH translation shall govern. Metric measurement system shall be applied.


12. **Documents Comprising the Bid**

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


12.1.1 **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 favour 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 favour 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, Labour welfare registration under Maharashtra Labour 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.
- 12.1.2 Financial cover:**
Price bid SOR as per prescribed format on the e-tender portal.
- 12.2** All the documents submitted shall be duly signed and stamped on each page by the bidder or an authorized signatory of the bidder.
- 12.3** 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.
- 12.4** 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.
- 12.5** 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.

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- 12.6 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.
- 12.7 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.


13. Bid Prices

- 13.1 The Prices should be quoted in INR only.
- 13.2 The Bidder shall indicate in the appropriate Price Schedule, the unit prices (where applicable) and total price of the services / works it proposes to execute under the contract. If quoted in separate sheets and any variation in item description, unit or quantity is noticed, the bid is liable to be rejected.
- 13.3 Prices quoted by the bidder, shall remain firm, fixed and valid until completion of the contract and will not be subjected to any variation, except statutory variation (as specified in tender document) or provision for price variation in the tender document.
- 13.4 All corrections and alterations in the entries shall be signed in full by the bidder with date. No erasures or over-writings are permissible in the submitted documents.
- 13.5 Bidder shall quote the all-inclusive prices as per scope of work and SOR, taking into consideration applicable GST, overheads and if applicable, all provision of safety gadgets to their personnel, cost of material as per scope of work, transportation, conveyance, trainings, recruitments, communication charges, cost for providing tools & tackles, equipment, machineries, minimum spares, etc. and nothing extra shall be payable by the Purchaser.
- 13.6 Bid prices must be arrived at without agreement with any other Bidder of this tender for the purpose of restricting competition. Prices quoted by the Bidder must not be disclosed to any other Bidder of this tender. Bidder must not attempt to induce any other Bidder to submit or not submit a bid for restricting competition.
- 13.7 Alternative bids shall not be considered.
- 13.8 Conditional discount, if offered, shall not be considered for evaluation.
- 13.9 The bidder shall have to raise the Cenvatable invoice.

14. VOID

15. Bid Validity

- 15.1 Bids shall be kept valid for 4 (four) month from the final bid due date.
- 15.2 In exceptional circumstances, prior to expiry of the original bid validity period, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing or by fax / e-mail. A bidder

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may refuse the request without forfeiture of his bid security, A bidder agreeing to the request will not be required 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 Clause 16 in all respects.

16. Bid Security

- 16.1 The bidder shall furnish, as part of his bid, bid security in the amount specified in the Invitation for Bids (IFB).
- 16.2 The bid security is required to protect MNGL against the risk of bidder's conduct which would warrant the security's forfeiture, pursuant to Clause-16.7
- 16.3 VOID
- 16.4 Any bid not secured in accordance with Clause-16.1 may be rejected by MNGL as nonresponsive.
- 16.5 Unsuccessful bidder's bid security will be discharged/ returned as promptly as possible after award of contract and signing of agreement.
- 16.6 The successful bidder's bid security will be discharged upon the bidder's accepting the award & signing the Agreement, pursuant to Clause-39 and furnishing the Contract Performance Security pursuant to Clause-40.
- 16.7 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 Notification of Award/Service Order (SO) or
 - ii) to furnish Contract Performance Security in accordance with Clause-40.
 - iii) to accept arithmetical corrections,
- 16.8 Bid Security should be in favour of Maharashtra Natural Gas Limited and addressed to MNGL. In case Bid Security is in the form of Bank Guarantee or Letter of Credit, the same must indicate the Bid Document and the work for which the bidder is quoting. This is essential to have proper co-relation at a later date. The Bid Security shall be in the form provided at F-4 (Bank Guarantee).
- 16.9 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.**

17. Pre-Bid Meeting – As per IFB

- 17.1 The bidder(s) or his designated representative, who have purchased bid document, are invited to attend a pre-bid meeting which will take place as indicated in IFB
- 17.2 The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.

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17.3 Text of the questions raised and the responses given, together with any responses prepared after the meeting, will be transmitted without delay (without identifying the sources of the question) to all purchasers of the bidding documents. Any modification of the bidding documents listed in ITB Sub-Clause 8.1 that may become necessary as a result of the pre-bid meeting shall be made by the MNGL exclusively through the issue of an Addendum pursuant to Clause 10 and not through the minutes of the pre-bid meeting.

17.4 Non-attendance of the pre-bid meeting will not be a cause for disqualification of a bidder.

18. **Format and Signing of Bid**

18.1 The original of the bid shall be typed or written in indelible ink and shall be signed by a 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 for unamended printed literature where entries or amendments have been made shall be initialed by the person or persons signing the bid.


18.2 The bid shall contain no alterations, omissions, or additions, unless such corrections are initialed by the person or persons signing the bid.

19. **Zero Deviation**

19.1 Bidders shall note that if any deviation are taken to the under mentioned provisions of Bid Document 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), 10% 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) The Bidder is not put on Black / holiday list by MNGL/MoP&NG/Oil Public Sector Enterprise(s).
- xiv) Bidder is under liquidation.
- xv) Bids not conforming to technical specification/requirements.
- 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.

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20. Mode of Payment

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 - VOID

D. SUBMISSION OF BIDS

22.0 DEADLINE FOR SUBMISSION OF BID

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

22.2 The Employer 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 Employer and bidders, previously subject to the original deadline will thereafter be subject to deadline as extended.

23.0 LATE BIDS

Any Bid Security / EMD received by Employer 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 Employer.

24.0 MODIFICATION AND WITHDRAWAL OF BIDS

24.1 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.


24.2 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.

E. BID OPENING AND EVALUATION


25. Bid Opening

25.1 The Employer 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 Employer.

25.2 The Bidder's names and the presence or absence of requisite Bid Security (EMD) and such other details as the Employer, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for bids without EMD.

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- 25.3 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 Employer of any documents pertaining to its bid is not being acknowledged and relevant portions read out.
- 25.4 The Employer will prepare a bid opening statement to be signed by all representatives present during bid opening.
26. **Process to be Confidential**
- 26.1 Information relating to the examination, clarification, evaluation and comparison of bids, and recommendations for the award of a contract, shall not be disclosed to bidders or any other persons officially concerned with such process. Any effort by a bidder to influence the Employer's processing of bids or award decisions may result in the rejection of the bidder's bid.
27. **Contacting the Employer**
- 27.1 From the time of bid opening to the time of Contract award, if any bidder wishes to contact the Employer on any matter related to the bid, it should do so in writing.
- 27.2 Any effort by the bidder to influence the Employer in the Employer's bid evaluation, bid comparison, or Contract award decisions may result in the rejection of the bidder's bid.
28. **Examination of bids and Determination of Responsiveness**
- 28.1 Prior to the detailed evaluation of bids, the Employer will determine whether each bid
- meets the Bid Evaluation Criteria;
 - has been properly signed;
 - is accompanied by the required securities;
 - is substantially responsive to the requirements of the bidding documents; and
 - provides any clarification and/ or substantiation that the Employer may require to determine responsiveness pursuant to Sub-Clause 28.2.
- 28.2 A substantially responsive bid is one which conforms to all the terms, conditions and specifications of the bidding documents without material deviations or reservations. A material deviation or reservation is one
- that affects in any substantial way the scope, quality, or performance of the Works;
 - that limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the bidder's obligations under the contract; or
 - whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.
- 28.3 If a bid is not substantially responsive, it will be rejected by the Employer and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

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29.0 OPENING OF PRICE BID

29.1 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.

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

30. Correction of Errors

30.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Errors will be corrected by the Employer as follows:

- a) where there is a discrepancy between the amounts in words and in figures, the amount in words will govern; and
- b) where there is a discrepancy between the unit rate and the total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.

30.2 The amount stated in the bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the bidder, shall be considered as binding upon the bidder. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the bid security shall be forfeited.

31. VOID

32. Evaluation and Comparison of Bids

32.1 The evaluation and comparison of bids will be done as per the provisions of the bid evaluation criteria as per Annexure – I to ITB (to be separately enclosed along with bidding document against individual tenders).

33. Preference for Domestic Bidders - VOID

34. Service Preference - VOID

35. Compensation for extended stay - Not Applicable


F. AWARD OF CONTRACT

36. Award

36.1 Subject to Clause 28, MNGL will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the lowest, is determined to be qualified to satisfactorily perform the contract.

37. Employer's Right to Accept Any Bid and to Reject Any or all Bids

37.1 MNGL 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 thereby incurring any liability to

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the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the ground for MNGL'S decision.

38. Notification of Award

38.1 Prior to the expiration of period of bid validity MNGL will notify the successful bidder in writing by fax, cable or telex to be confirmed in writing, that his bid has been accepted. The notification of award/ Service Order will constitute the formation of the Contract.

38.2 Delivery/ completion period shall be counted from the date of notification of award / Service Order.

The notification of award will constitute the formation of a Contract, until the Contract has been effected pursuant to signing of Contract as per Clause 39 of ITB.

Upon the successful bidder's furnishing of contract performance security, pursuant to Clause 40 of ITB, MNGL will promptly notify each unsuccessful bidder and will discharge his bid security, pursuant to Clause 16 of ITB.

39. Signing of Agreement

39.1 MNGL will award the Contract to the successful bidder, who, within 15 days of receipt of the same, shall sign and return the acceptance copy to MNGL.


39.2 The successful bidder shall be required to execute an AGREEMENT in the proforma given in this standard bidding document on non-judicial paper of appropriate value (the cost of stamp paper shall be borne by the Contractor), within 15 days of the receipt by him of the Notification of Acceptance of Bid. In the event of failure on the part of the successful bidder to sign the AGREEMENT within the above stipulated period, the Bid Security shall be forfeited and the acceptance of the Bid shall be considered as cancelled.

40. Contract Performance Security

40.1 Within 15 days of the receipt of the notification of award/ Service Order from MNGL, the successful bidder shall furnish the contract performance security in accordance with Article 24 of General Conditions of The Contract in the form provided in the bidding documents. The Contract Performance Security shall be in the form of either Banker's Cheque or Demand Draft or Bank Guarantee or Letter of Credit and shall be in the currency of the Contract.

40.2 The contract performance security shall be for an amount equal to 10% of the annualized value of the contract towards faithful performance of the contractual obligations and performance of equipment. This Bank Guarantee/ DD/ 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 shall be valid for a period as stated in Article-24 of General Conditions of The Contract.

NOTE: For service order value less than 2.0 Lakhs, Performance Bank guarantee is not applicable.

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40.3 Failure of the successful bidder to comply with the requirements of this article shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event MNGL may award the order to the next lowest evaluated bidder or call for new bids.

41. Corrupt or Fraudulent Practices

41.1 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 the contract.

42. PROCUREMENT OF SERVICE 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

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

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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 (4) 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.

Explanation—

- a) "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
- b) "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 shareholders 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;

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- 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. 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.
- 43. Failure by the contractor to comply with the provisions of the contract**
- 43.1 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 EMPLOYER at its option by written notice to the CONTRACTOR:
- a) 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 EMPLOYER on that behalf, whereupon the CONTRACTOR shall stop forthwith any of the CONTRACTOR's work then in progress, except such WORK as the EMPLOYER may, in writing, require to be done to safeguard any property or WORK, or installations from damage, and the EMPLOYER, for its part, may take over the work 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 EMPLOYER for any excess cost occasioned by such work having to be so taken over and completed

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by the EMPLOYER over and above the cost at the rates specified in the schedule of quantities and rate/prices.

b) 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 EMPLOYER 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 EMPLOYER.

43.2 In such events of Clause 43.1(a) or (b) above.


a) 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 EMPLOYER to

recover from the CONTRACTOR the excess cost referred to in the sub-clause aforesaid, the EMPLOYER shall also have the right of taking possession and utilizing in completing the works or any part thereof, such as 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.

b) 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 EMPLOYER 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 EMPLOYER under the terms of the CONTRACT authorized or required to be reserved or retained by the EMPLOYER.

43.3 Before determining the CONTRACT as per Clause 42.1(a) or (b) provided in the judgement of the EMPLOYER, 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 EMPLOYER may issue Notice in writing calling the CONTRACTOR to cure the default within such time specified in the Notice.

43.4 The EMPLOYER shall also have the right to proceed or take action as per 42.1(a) or (b) 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 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 EMPLOYER to give any prior notice to the CONTRACTOR.

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43.5 Termination of the CONTRACT as provided for in sub-clause 42.1(a) above shall not prejudice or affect their rights of the EMPLOYER which may have accrued up to the date of such termination.

44. Termination of contract

44(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.

44(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:-

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.

44(C) In case of termination of CONTRACT herein set forth (under clause 42.0) 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.

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44(D) Termination for convenience

MNGL may by written notice sent to contractor, terminate the contract, in whole or part, at any time for its convenience. However, the payment shall be released to the extent to which performance of work executed as determined by MNGL till the date upon which such termination becomes effective.

45. 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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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:


 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 taken into account 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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 10% (ten 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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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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 _____ 2026 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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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Sheet 2 of 2

**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 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.

**NOTE: Bidder to Submit Bank Guarantee along
with SWIFT statement and it is mandatory.**

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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.

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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)

**F-8
DETAILS OF SIMILAR WORK DONE DURING PAST FIVE YEARS**

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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)

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNG/CP/2026-27/39</p>
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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.

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNG/CP/2026-27/39</p>
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Sheet 2 of 2

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.
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.

**NOTE: Bidder to Submit Bank Guarantee along
with SWIFT statement and it is mandatory.**

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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Format for No Claim Certificate
[On the Letter-head of Contractor]

NO CLAIM CERTIFICATE

F-16

We, _____, a company incorporated under the laws of India, having its Registered Office at _____ and carrying on business under the name and style M/s. _____ were awarded the Contract by Maharashtra Natural Gas Ltd. in reference to Tender No. _____ dated _____.

After completion of the above said Work under the contract, we have scrutinized all our claims, contentions, disputes, issues with the project officials and we hereby confirm that after adjusting all payments received by us against our R.A. Bills, our balance entitlement under the contract is to a sum of Rs. _____ (Rupees _____ only) as per our Final Bill dated _____ towards full and final settlement of all our claims, dues, issues and contentions from Maharashtra Natural Gas Ltd.


We confirm and declare that with the receipt of aforesaid monies, all our claims, dues, disputes, differences between M/s. _____ and Maharashtra Natural Gas Ltd. under and with reference to above said contract stands fully and finally settled.

We further absolve Maharashtra Natural Gas Ltd. from all liabilities present or future arising directly or indirectly out of the contract.

We further confirm that the present settlement has been arrived at after mutual negotiations and is freely and fairly entered into between the parties. There is no economic duress or any other compulsion on us in entering into this settlement.

Signature with Seal of Contractor

Dated :

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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/any Govt. Department/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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</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 supercede the stipulation mentioned else where in the Bid.

SI. 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	Contract Performance Security	
ii	Arbitration	
iii	Termination	
iv	Terms of Payment – as per tender document	

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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Sl. No.	MNGL's Query	Bidder's Reply/ Confirmation
v	Price Reduction Schedule – As per SCC & GCC	
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 two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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CHECK LIST

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

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNG/CP/2026-27/39</p>
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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 ☐

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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(B.4) Audited Balance Sheet including
profit and loss account statement
for the last three years

☐

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**

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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(D.1) Technical Details/ Documents specified
in Technical Part


Submitted

☐

Not Applicable


☐

(STAMP & SIGNATURE OF BIDDER)

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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PART C

5. GENERAL CONDITIONS OF CONTRACT (GCC - SERVICES)

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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GENERAL CONDITIONS OF CONTRACT (GCC - SERVICES)

ARTICLE 3.1: DEFINITIONS AND INTERPRETATIONS

In this Document, as hereunder defined, the following terms and expressions shall have the meaning hereby assigned to them except where the context otherwise requires:

AGREEMENT means the agreement concluded on non-judicial stamp paper between Maharashtra Natural Gas Ltd. and Service provider for Services as per this Bid document.

Maharashtra Natural Gas Ltd./OWNER shall mean MNGL.

MNGL REPRESENTATIVE means the person appointed or authorized from time to time by MNGL for execution of the contract.

Service provider **REPRESENTATIVE** means the person appointed from time to time by Service provider for execution of the Contract.

ENGINEER-IN-CHARGE/EXECUTIVE-IN-CHARGE shall mean the person designated from time to time by the MNGL and shall include those who are expressly authorized by him to act for and on his behalf for operation of this CONTRACT.

SIGN OFF means a recorded statement for completion of a milestone/major activity by Service provider as envisaged in this document and accepted by MNGL.

CONTRACT shall mean Letter of Acceptance / Service Order and all attached exhibits and document referred to therein and all terms and conditions thereof together with any subsequent modifications thereto.


SERVICES mean the duties to be performed and the services to be rendered by Service provider according to the terms and conditions of the Contract.

HEADINGS the headings appearing herein are for convenience only and shall not be taken in consideration in the interpretation or construction of the Contract.

SINGULAR AND PLURAL WORDS importing the singular only also include the plural and vice-versa where the context requires.

ARTICLE 3.2: PERFORMANCE OF DUTIES AND SERVICES BY CONSULTNT

- 3.2.1 Service provider shall perform its Services in full accordance with the terms and conditions of the Contract and any applicable local laws and regulations and shall

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exercise all reasonable professional skill, care and diligence in the discharge of said Project work. Service provider shall in all professional matters act as a faithful advisor to MNGL and will provide all the expert commercial/technical advice and skills which are normally required for the class of Services for which it is engaged. Service provider, its staff, employees shall carry out all its responsibilities in accordance with the best professional standards. Service provider shall prepare and submit documents /reports etc. in due time and in accordance with the Tender Conditions.

- 3.2.2 Service provider will maintain for the performance of the Contract, personnel as determined to be responsible for carrying out this job and such persons shall not be replaced or substituted without written approval of MNGL.

ARTICLE 3.3: MNGL REPRESENTATIVE

- 3.3.1 MNGL shall nominate its Representative(s) who shall be entitled to act on behalf of Maharashtra Natural Gas Ltd. with respect to any decision it is empowered to make. The bill / invoice of Service provider will be certified for payment by such representatives.

ARTICLE 3.4: SERVICE PROVIDER REPRESENTATIVE

- 3.4.1 Service provider shall nominate a qualified and experienced person as its Representative who will be the contact person between MNGL and Service provider for the performance of the Contract. This nomination shall be done within ten (10) days after the coming into force of the Contract. Service provider shall notify MNGL in writing prior to the appointment of a new representative. Service provider Representative may be replaced only with MNGL consent after getting approved his CV's from MNGL.


MNGL shall be at liberty to object to any nomination and to require Service provider to remove Service provider representative for good causes. Service provider shall replace immediately such person by competent substitute at no extra cost to MNGL.

- 3.4.2 Service provider Representative shall be entitled to act on behalf of Service provider with respect to any decisions to be made under the Contract.

ARTICLE 3.5: PAYMENT TERMS

- 3.5.1 The terms of payment shall be as follows:

Payment within 45 days after submission of invoice & necessary supporting documents for activities executed during preceding month, certified by EIC on pro rata basis.

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ARTICLE 3.6: PERFORMANCE GUARANTEE


- 3.6.1 Service provider shall submit to MNGL an unconditional, irrevocable and on first demand guarantee 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. However, other than the Nationalized Indian Banks, the banks whose BGs are furnished, must be commercial banks having net worth in excess of Rs. 100 Crores and a declaration to this effect should be made by such commercial bank either in the bank guarantee itself or separately on a letter head. The value of Contract Performance Guarantee shall be 10% of the annualized contract value for the due performance of the Contract. The Contract Performance Guarantee shall be valid for a period of three months beyond the guarantee/warranty period of the contract. The format of performance guarantee is annexed hereto (**Format F-10**). All expenses incurred in obtaining of such guarantee shall be borne by Service provider.
- 3.6.2 In case of extension of completion period, Service provider shall be required to extend the performance guarantee for an appropriate period of time as per contractual requirements.

ARTICLE 3.7: CONFIDENTIALITY

- 3.7.1 Service provider /MNGL shall treat all matters in connection with the Contract as strictly confidential and undertakes not to disclose, in any way, information, documents, technical data, experience and know-how given to him by MNGL/ Service provider without the prior written consent of the latter.
- 3.7.2 Service provider further undertakes to limit the access to confidential information to those of its employees, Implementation Partners who reasonably require the same for the proper performance of the Contract provided however that Service provider shall ensure that each of them has been informed of the confidential nature of the confidentiality and non-disclosure provided for hereof.

ARTICLE 3.8: TAXES AND DUTIES

- 3.8.1 Service provider shall pay any and all taxes including goods & service tax, duties, levies etc. which are payable in relation to the performance of the Contract. The quoted price shall be inclusive of all such taxes and duties.
- 3.8.2 Statutory variation in taxes (Goods & service tax) and duties, if any, within the contractual completion period shall be borne by MNGL. No variation in taxes duties or levies other than statutory taxes & duties shall be payable.
- 3.8.3 Service provider will not claim from MNGL any taxes paid by him.
- 3.8.4 MNGL shall deduct Income tax at source at applicable rates.

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ARTICLE 3.9: RESOLUTION OF DISPUTES / ARBITRATION

3.9.1 MNGL and Service provider shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute arising between them under or in connection with the Contract.

3.9.2 All disputes, controversies, or claims between the parties (except in matters where the decision of the Executive/Engineer-in-Charge is deemed to be final and binding) which cannot be mutually resolved within a reasonable time shall be referred to Arbitration by sole arbitrator.

MNGL shall suggest a panel of three independent and distinguished persons to the other party (Service provider) to select any one among them to act as the sole Arbitrator.

In the event of failure of the other party to select the Sole Arbitrator within 30 days from the receipt of the communication suggesting the panel of arbitrators, the right of selection of sole Arbitrator by the other party shall stand forfeited and MNGL shall have discretion to proceed with the appointment of the sole Arbitrator. The decision of the MNGL on the appointment of Sole Arbitrator shall be final and binding on the parties.

The award of the Sole Arbitrator shall be final and binding on the parties and unless directed/awarded otherwise by the Sole Arbitrator, the cost of arbitration proceedings shall be shared equally by the PARTIES. The arbitration proceeding shall be in English language and the venue shall be at Pune, Maharashtra, India.


Subject to the above, the provisions of (Indian) Arbitration & Conciliation Act, 1996 and the rules framed there-under shall be applicable. All matters relating to this contract are subject to the exclusive jurisdiction of the Courts situated in the Pune in Maharashtra (India).

3.9.3 Service provider may please note that the Arbitration & Conciliation Act 1996 was enacted by the Indian Parliament and is based on United Nations Commission on International Trade Law (UNCITRAL model law), which were prepared after extensive consultation with Arbitral Institutions and centers of International Commercial Arbitration. The United Nations General Assembly vide resolution 31/98 adopted the UNCITRAL Arbitration rules on 15 December 1976.

ARTICLE 3.10: LEGAL CONSTRUCTION

3.10.1 Subject to the provisions of this Article, the Contract shall be, in all respects, constructed and operated as an Indian Contract and in accordance with Indian Laws as in force for the time being and is subject to and referred to the Court of Law situated at Pune.

ARTICLE 3.11: SUSPENSION OF THE PREFORMANCE OF DUTIES AND SERVICES

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- 3.11.1 MNGL may suspend in whole or in part – the performance of services of Service provider s any time upon giving not less than fifteen (15) days notice.
- 3.11.2 Upon notice of suspension, Service provider shall suspend immediately the services and reduce expenditure to a minimum to be agreed upon by both the parties.
- 3.11.3 Upon suspension of the performance of services, Service provider shall be entitled to reimbursement of the costs which shall have been actually incurred prior to the date of such suspension. However, the total reimbursement shall be restricted to contract price.
- 3.11.4 By fifteen days prior notice, MNGL may request Service provider to resume the performance of the services, without any additional cost to MNGL.
- 3.11.5 In case of suspension of work by Service provider on MNGL request for more than 10 days, demobilization and remobilization charges will be paid to Service provider as per Schedule of Rates.
- 3.11.6 If the suspension of the duties and services exceeds six months, either party shall be entitled to terminate contract according to Article 3.16 hereunder.

ARTICLE 3.12: PRICE REDUCTION SCHEDULE (PRS)

- 3.12.1 In case Service provider fails to complete the services within stipulated period then unless such failure is due to force majeure as defined in Article 3.19 hereinafter or due to MNGL's default, there will be a reduction in contract price @ 1/2% for each week of delay or part thereof subject to maximum of 5 % of contract price.
- 3.12.2 MNGL may without prejudice to any methods of recovery, deduct the amount of such PRS from any money due or which may at any time become due to Service provider from its obligations and liabilities under the contract or by recovery against the Performance Bank Guarantee. Both Service provider and MNGL agree that the above percentage of price reduction are genuine pre-estimates of the loss/damage which MNGL would have suffered on account of delay/ breach on the part of Service provider and the said amount will be payable on demand without there being any proof of the actual loss/or damage caused by such breach/delay. A decision of MNGL in the matter of applicability of price reduction shall be final and binding.
- 3.12.3 Please refer penalties in Scope of Work.

ARTICLE 3.13: ASSIGNMENT

Service provider shall not have the right to assign or transfer the benefit and obligations of the contract or any part thereof to the third party without the prior express approval in writing of MNGL which it shall do at its discretion. However, in

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event of that all legal/contractual obligations shall be binding on Service provider only.

ARTICLE 3.14: INDUSTRIAL AND INTELLECTUAL PROPERTY

- 3.14.1 In order to perform the services, Service provider must obtain at its sole account, the necessary assignments, permits and authorizations from the titleholder of the corresponding patents, models, trademarks, names or other protected rights and shall keep MNGL harmless and indemnify MNGL from and against claims, proceedings, damages, costs and expenses (including but not limited to legal costs) for and/or on account of infringements of said patents, models, trademarks names or other protected rights.
- 3.14.2 All documents, report, information, data etc. collected and prepared by Service provider in connection with the scope of work submitted to MNGL will be property of MNGL.
- 3.14.3 Service provider shall not be entitled either directly or indirectly to make use of the documents, reports given by MNGL for carrying out of any services with any third parties.
- 3.14.4 Service provider shall not without the prior written consent of MNGL be entitled to publish studies or descriptive article with or without illustrations or data in respect of or in connection with the performance of services.

ARTICLE 3.15: LIABILITIES


- 3.15.1 Without prejudice to any express provision in the contract, Service provider shall be solely responsible for any delay, lack of performance, breach of agreement and/or any default under this contract.
- 3.15.2 Service provider shall remain liable for any damages due to its gross negligence within the next 12 months after the issuance of the provisional acceptance certificate of the contract.
- 3.15.3 The amount of liability will be limited to 10% of the contract value.

ARTICLE 3.16: TERMINATION OF CONTRACT

3.16.1 Termination for Default:

MNGL reserves its right to terminate / short close the contract, without prejudice to any other remedy for breach of CONTRACT, by giving one month notice if Service provider fails to perform any obligation(s) under the CONTRACT and if Service provider, does not cure his failure within a period of 30 days (or such longer period as MNGL may authorize in writing) after receipt of the default notice from MNGL.

In case of termination of CONTRACT except under conditions of Force Majeure and termination after expiry of contract, the Service provider shall be put under

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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 Service provider (as a bidder) has not been finalized] for three years from the date of termination by Maharashtra Natural Gas Limited to such Service provider.

3.16.2 Termination for Insolvency

MNGL may at any time terminate the CONTRACT by giving written notice without compensation to Service provider, if Service provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to MNGL.

3.16.3 Termination for convenience

MNGL may by written notice sent to Service provider, terminate the contract, in whole or part, at any time for its convenience. However, the payment shall be released to the extent to which performance of work executed as determined by MNGL till the date upon which such termination becomes effective.

ARTICLE 3.17: MODIFICATION

Any modification of or addition to the contract shall not be binding unless made in writing and agreed by both the parties.

ARTICLE 3.18: CONTRACT AGREEMENT


The notification of award along with agreement on non judicial stamp paper of appropriate value as per proforma (**Annexure – I to GCC**) within 10 days from the date of receipt of SO, the cost of stamp paper is to be borne by Service provider, and its enclosures shall constitute the contract between the parties and supersedes all other prior agreements, arrangements and communications, whether oral or written, between the parties relating to the subject matter hereof.

ARTICLE 3.19: FORCE MAJEURE

Shall mean and be limited to the following:

- a) War/hostilities
- b) Riot or Civil commotion
- c) Earthquake, flood, tempest, lightening or other natural physical disaster.
- d) Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the Contract by Service provider.

Service provider shall advise MNGL by a registered letter duly certified by the local Chamber of Commerce or statutory authorities, the beginning and end of the above causes of delay within seven (7) days of the occurrence and cessation of such Force Majeure Conditions. In the event of delay lasting over one month, if arising out of causes of Force Majeure, MNGL reserves the right to cancel the Contract and the provisions governing termination stated under Article 3.16 shall apply.

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For delays arising out of Force Majeure, Service provider shall not claim extension in completion date for a period exceeding the period of delay attributable to the causes of Force Majeure and neither MNGL nor Service provider shall be liable to pay extra costs provided it is mutually established that Force Majeure Conditions did actually exist.

Service provider shall categorically specify the extent of Force Majeure Conditions prevalent in their works at the time of submitting their bid and whether the same have been taken into consideration or not in their quotations. In the event of any force majeure cause, Service provider or the MNGL shall not be liable for delays in performing their obligations under this order and the completion dates will be extended to Service provider without being subject to price reduction for delayed completion, as stated elsewhere.

ARTICLE 3.20: RECTIFICATION PERIOD


All services shall be rendered strictly in accordance with the terms and conditions stated in the Contract.

No deviation from such conditions shall be made without MNGL agreement in writing which must be obtained before any work against the order is commenced. All services rendered by Service provider pursuant to the Contract (irrespective of whether engineering, design data or other information has been furnished, reviewed or approved by MNGL) are guaranteed to be of the best quality of their respective kinds.

Service provider shall rectify at his own cost any mistake in assumption of any data in the study or use of wrong data or faulty study observed within twelve months of the acceptance of his report and will submit the rectified report incorporating the changes wherever applicable within 30 days of observance of mistake.

ARTICLE 3.21: SUB-CONTRACT

Any sub-contract to be made by the Service provider relating to the services shall be made only to such extent and with such duly qualified specialists and entities as shall be approved in writing in advance by MNGL. Upon the request of MNGL, the Service provider shall submit for MNGL prior approval, the terms of reference or any amendment thereof for such sub-contractor's SERVICES. Notwithstanding such approval, the Service provider shall remain fully responsible for the performance of services under the CONTRACT.


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ARTICLE 3.22: NOTICES

- 3.22.1 Any notice given by one party to the other pursuant to the CONTRACT shall be sent in writing or by telegram or fax, telex/cable confirmed in writing.
- 3.22.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

ARTICLE 3.23: ACQUISITION OF DATA

If required, Service provider shall be responsible for carrying out any surveys and acquisition of all data from necessary sources. MNGL, if requested in writing by Service provider, may assist the Service provider in the said acquisition by way of issue of recommendatory letters only. All requisite clearances, co-ordination, fees, charges, etc. and compliance to the local laws required for completion of the job shall be the responsibility of the Service provider.

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ANNEXURE - A

Contract Agreement Form

AGREEMENT for “_____” (hereinafter called the "Job") made on _____ day of _____, 2026 between M/s _____, hereinafter called the “Service Provider” (which term shall unless excluded by or repugnant to the subject or context include its successors and permitted assignees) of the one part and the Maharashtra Natural Gas Ltd hereinafter called “MNGL” (which term shall unless excluded by or repugnant to the subject or context include its successors and assignees) of the other part.

WHEREAS

MNGL being desirous of having provided for execution of certain work mentioned, enumerated or referred to in the Service Order including Completion Schedule of job has called for proposal.


- A. The Service Provider has examined the Job specified in Bid Document of MNGL and has satisfied himself by careful examination before submitting his proposal as to the nature of the Job and local conditions, the nature and magnitude of the Job, the availability of manpower and materials necessary for the execution of Job and has made local and independent enquiries and obtained complete information as to the matters and thing referred to, or implied in LOA or having any connection therewith and has considered the nature and extent of all probable and possible situations, delays, hindrances or interference's to or with the execution and completion of the Job to be carried out under the Agreement, and has examined and considered all other matters, conditions and things and probable and possible contingencies, and generally all matters incidental thereto and auxiliary thereof affecting the completion of the Job and which might have included him in making his proposal.
- B. The Service Order including Completion Schedule of Job and Letter of Acceptance of proposal form part of this Agreement though separately set out herein and are included in the expression Agreement wherever herein used.

AND WHEREAS

MNGL accepted the bid of the Service Provider for the provision and the execution of the said Job at the values stated in bid and finally approved by MNGL upon the terms and subject to the conditions of Agreement.

NOW THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED AND DECLARED AS FOLLOWS:

1. In consideration of the payment to be made to the Service Provider for the Job to be executed by him the Service Provider hereby covenants with MNGL that the Service Provider shall and will duly provide, execute and complete the said Job and shall do and perform all other acts and things in the Agreement mentioned or

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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described or which are to be implied there from or may be reasonably necessary for the completion of the said Job and at the said times and in the manner and subject to the terms and conditions or stipulations mentioned in the Agreement.

2. In consideration of the due provision execution and completion of the said Job, MNGL does hereby agree with the Agreement that MNGL will pay to the Service Provider the respective amounts for the Job actually done by him and approved by MNGL at the amount specified in this Service Order, such payment to be made at such time in such manner as provided for in the Agreement and Service Order.

In witness whereof the parties have executed these presents in the day and the year first above written.

Signed and Delivered for
and on behalf of MNGL
M/s Maharashtra Natural Gas Limited

Signed and Delivered for
and on behalf of
M/s _____

Date : _____

Date : _____


Place: _____

Place: _____

IN PRESENCE OF TWO WITNESSES

1. _____
2. _____


1. _____
2. _____

 <p>MAHARASHTRA NATURAL GAS LIMITED</p>	<p>Tender for Rate Contract for the period of two years for procuring services to perform various activities in CRM department for Pune, Nashik, Sindhudurg and Ramanagara Geographical Area (GA)</p> <p>Bid No.: MNGL/CP/2026-27/39</p>
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Section-I	Scope of Work including Time Schedule
Section-II	Special Condition of Contract (SCC)
Section-III	Schedule of Rates (SOR)

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1.0 SCOPE OF WORK:

- 1.1 MNGL requires manpower for the support service for CRM functions at MNGL. Below given is the basic / minimum qualification & experience requirement for the support service: -

QUALIFICATION & EXPERIENCE FOR CONTRACT EMPLOYEES


QUALIFICATION & EXPERIENCE FOR CONTRACT EMPLOYEES

Sr. No.	Position	Non-Technical		Technical	
		Qualification	Minimum Experience Required	Qualification	Minimum Experience Required
1	Assistant	10th / 12 th	1 yr.	---	
2	Sr. Assistant	Graduate	1 yr.		
		Post Graduate (Arts / Commerce / Science)	Fresher		
3	Jr. Officer	Graduate	5 yrs.	Diploma	7 yrs.
		Post Graduate (Arts / Commerce / Science)	2 yrs.		
		CA/ICWA/CS/MCA/MBA or similar degree	Fresher	BE / B Tech	Fresher
4	Officer	Graduate	10 yrs.	Diploma	10 yrs.
		Post Graduate (Arts / Commerce / Science)	6 yrs.		
		CA/ICWA/CS/MCA/MBA or similar degree	2 yrs.	BE / B Tech	2 yrs.
5	Executive	Graduate	15 yrs.	BE/ B Tech	4 yrs.
		Post Graduate (Arts / Commerce / Science)	10 Yrs.		
		CA/ICWA/CS/MCA/MBA or similar degree	4 Yr.		

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Estimated Qty. Envisaged For Support Services: The estimated service unit required shall be as follows:

GA Location (1)	Manpower Deployed Currently (2)	Proposed Total Manpower for First Year (2026– 27) (3)	Proposed Total Manpower for Second Year (2027–28) (4)	Activities (5)
Pune	06	07	07	Back end related- Registrations/BP creation, Name transfer, KYC Up dation, BP Master & Mobile App Up dation, Refund against PD, Credit note against gas leakage etc.
	07	17 (08 for Customer Shopee & 02 as relievers)	17	Frontline related- Walk-in customer handling, website and My MNGL App complaint handling, SAP CRM email tagging, and operation of Customer Shopee's
Nashik	02	02	02	Back end related – as above
	02	04	05	Frontline related – as above
Sindhudurg	01	01	01	Backend & Frontline related
Ramanagara	01	01	02	Backend & Frontline related
Total	19	32	34	


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1.2 PAYMENT FOR SUPPORT SERVICES:

Fixed consolidated monthly charges shall be payable by MNGL towards the services rendered for each unit and shall be as follows (Amount in Rs.)


PUNE:

	Maharashtra Shop & Establishment category (Basic+SA) PUNE				
	Position	Level 1	Level 2	Level 3	Level 4
	Manmonth	24	432	72	48
	Proposed Quantity	1	18	3	2
1	Basic	10,856	11,632	11,632	11,632
2	DA	3,900	3,900	3,900	3,900
3	Total	14,756	15,532	15,532	15,532
4	City Allowance	-	500	1,900	3,000
5	Conveyance Allowance	-	500	1,900	3,000
6	Sub Total	14,756	16,532	19,332	21,532
7	HRA (40%) on (1)	5,902	6,213	6,213	6,213
8	Bonus 8.33% on(1)	1,229	1,294	1,294	1,294
9	20 days Paid Leaves on (1)	946	996	996	996
10	Gross	22,833	25,034	27,834	30,034
11	Employer Contribution PF 13% on (4) OR on 15000	1,918	2,019	2,019	2,019
12	Employer ESIC 3.25% on (3) Basic + DA	480	505	505	505
13	Labour Welfare Fund	13	13	13	13
14	Total Monthly COST will be Rs.	25,244	27,571	30,371	32,571
15	Employee Deductions:				
16	Employee share EPF @ 12% on (4) OR on 15000	1,771	1,864	1,864	1,864
17	Employee share ESIC @ .75% on (3)	111	116	116	116
18	Total Deductions	1,881	1,980	1,980	1,980
19	NET IN HAND [(8) - (16)]	20,952	23,054	25,854	28,054

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NASHIK:

	Maharashtra Shop & Establishment category (Basic+SA) NASHIK				
	Position	Level 2 For First Year	Level 2 For Second Year	Level 3	Level 4
	Manmonth	96	12	24	24
Sr.No.	Proposed Quantity	4	1	1	1
1	Basic	11,036	11,036	11,036	11,876
2	DA	3,900	3,900	3,900	3,900
3	Total	14,936	14,936	14,936	15,776
4	City Allowance	500	500	1,900	3,000
5	Conveyance Allowance	500	500	1,900	3,000
6	Sub Total	15,936	15,936	18,736	21,776
7	HRA (40%) on (1)	5,974	5,974	5,974	6,310
8	Bonus 8.33% on(1)	1,244	1,244	1,244	1,314
9	20 days Paid Leaves on (1)	957	957	957	1,011
10	Gross	24,112	24,112	26,912	30,412
11	Employer Contribution PF 13% on (4) OR on 15000	1,942	1,942	1,942	2,051
12	Employer ESIC 3.25% on Gross (3)	485	485	485	513
13	Labour Welfare Fund	13	13	13	13
14	Total Monthly COST will be Rs.	26,552	26,552	29,352	32,988
15	Employee Deductions:				
16	Employee share EPF @ 12% on (4) OR on 15000	1,792	1,792	1,792	1,893
17	Employee share ESIC @ .75% on (3)	112	112	112	118
18	Total Deductions	1,904	1,904	1,904	2,011
19	NET IN HAND [(8) - (16)]	22,208	22,208	25,008	28,400

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SINDHUDURG:

	Maharashtra Shop & Establishment category (Basic+SA) SINDHUDURG	
	Position	Level 2
	Manmonth	24
Sr.No.	ACTUAL QTY AS PER PO	1
1	Basic	11,036
2	DA	3,900
3	Total	14,936
4	City Allowance	500
5	Conveyance Allowance	500
6	Sub Total	15,936
7	HRA (40%) on (1)	5,974
8	Bonus 8.33% on(1)	1,244
9	Paid Leaves on 5% on (3)	747
10	Gross	23,901
11	Employer Contribution PF 13% on (4) OR on 15000	1,942
12	Employer ESIC 3.25% on Gross (1)	485
13	Labour Welfare Fund	13
14	Total Monthly COST will be Rs.	26,341
15	Employee Deductions:	
16	Employee share EPF @ 12% on (4) OR on 15000	1,792
17	Employee share ESIC @ .75% on (1)	112
18	Total Deductions	1,904
19	NET IN HAND [(8) - (16)]	21,997

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RAMANAGARA:

	Maharashtra Shop & Establishment category (Basic+SA) RAMANAGARA		
	Position	Level 2 For First Year	Level 2 For Second Year
	Manmonth	24	12
Sr.No.	ACTUAL QTY AS PER PO	1	1
1	Basic	12,140	12,140
2	DA	4,549	4,549
3	Total	16,689	16,689
4	City Allowance	1,175	1,175
5	Conveyance Allowance	1,175	1,175
6	Sub Total	19,039	19,039
7	HRA (40%) on (1)	6,676	6,676
8	Bonus 8.33% on(1)	1,390	1,390
9	Paid Leaves on 5% on (3)	834	834
10	Gross	27,939	27,939
11	Employer Contribution PF 13% on (4) OR on 15000	1,950	1,950
12	Employer ESIC 3.25% on Gross (3)	542	542
13	Labour Welfare Fund	6	6
14	Total Monthly COST will be Rs.	30,438	30,438
15	Employee Deductions:		
16	Employee share EPF @ 12% on (4) OR on 15000	2,003	2,003
17	Employee share ESIC @ .75% on (3)	125	125
18	Total Deductions	2,128	2,128
19	NET IN HAND [(8) - (16)]	25,811	25,811

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* Bonus can be payable annually/quarterly, subject to written permission and approval to that effect from OIC

* In case where ESIC is not applicable under such circumstances Employee Compensation Act 1923 will be applicable and contractor should subscribe such policy in the said Act. MNGL will reimburse such expenses on production and submission of policy with other relevant documents.

1.3.1 SERVICE CHARGE:

Service charges shall be paid **@ as quoted in Schedule Of Rates** on gross Payment (i.e. Monthly consolidated fixed Pay rate + Relief duty charge) excluding GST.

1.3.2 In case the services are required on Sundays / Holidays, relief duty charge shall be paid on pro-rata basis by MNGL for each additional shift over and above 26 shifts per month.

1.3.3 GST at prevailing rate shall be reimbursed at actual against documentary evidence.

1.3.4 After award of Service Contract, contractor shall submit a list of proposed unit (s) to be deployed along with their resume. This exercise shall be completed within 10 days and accordingly, contractor will submit the details of proposed unit by 5th day from the date of award of contract/ Service Order.


1.3.5 Replacement / Removal of personnel: The Company shall always have the right to ask the contractor to remove immediately at short notice or replace any or all the support service personnel deployed by him if the performance of such service unit is found to be unsatisfactory.

1.3.6 Contractor is solely responsible for any kind of replacement of manpower or fulfill new manpower requirement of company within 15 days.

2.0 TIME PERIOD OF CONTRACT:

(i) Contract mobilization period:

Contractor shall mobilize the services within 15 days from the date of Service Order or date of receipt of intimation for engagement of services from OIC whichever is later failing which as per the provisions

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of contract as prescribed elsewhere in the bidding documents / contract will be invoked which may include any or all of the following: -


- * Forfeiture of Security Deposit
- * Termination of Contract

(ii) Contract period:

Period of contract shall be for 02 **(Two) years** from the date of Service Order and shall be extended for further one-year period at the sole discretion of MNGL and the same shall be binding on the contractor.

3.0 TERMS OF PAYMENT:

- i. The contractor shall submit the monthly bill (Cenvatable Invoice) for the period starting from 1st to 30th or 31st of the current month latest by 3rd day of the next month. Payment shall be made to the contractor within 45 days from the date of submission of the bill to Officer-in-charge (OIC) subject to the provision of adjustment of dues and statutory deductions as applicable and upon submission of relevant compliances. Contractor has to submit the attendance / absentee statement / travel statement in the prescribed format to OIC for his certification, latest by 1st day of next month.
- ii. Monthly Bill (s) in prescribed Format along with supporting documents i.e. attendance register/ absentee statement/travel statement in the prescribed format, duly certified by the Competent Authority, shall be submitted by the contractor.
- iii. Monthly Wage payment before 7th of every month & Copy duly certified by OIC as a proof that all due payment has been made in presence of OIC by the contractor to the person's engaged for execution of the jobs for an adherence to the existing labour laws related to wages.
- iv) During validity of contract, contractor shall adhere to the following:
 - a. Valid Workman Compensation Insurance Policy and ESIC, if applicable.
 - b. PF remittance Challan & Payment receipt copy with statement of that particular month for the persons engaged.
 - c. ESIC remittance Challan & Payment receipt copy with statement of that particular month for the persons engaged.
 - d. Professional TAX Challan copy with Statement of particular month.

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- e. Wage register, Muster Roll and other compliance if any.
- f. Any other compliances as per Govt. of Maharashtra.
- v) Payment shall be made to the contractor by MNGL within 20 days from the date of certification of bill from OIC.
- vi) **PAYING AUTHORITY AND INVOICING DETAIL:**

Paying authority for this contract shall be :

CGM (F&A)
Pride Purple Coronet,
301-302, Second Floor,
Baner Rd, Above Bata Showroom,
Baner Pune – 411005.

Bidders are requested to raise **CENVATABLE Invoice** in name of following


For Maharashtra State
Officer-in-Charge
Maharashtra Natural Gas Ltd
Plot No. 27, 1st Floor, Narveer Tanajiwadi,
PMPML Bus Depot Commercial Building,
Shivajinagar, Pune – 411005

before submitting the same to Officer In charge of this contract. Any change in Paying Authority / Invoicing details shall be intimated later by MNGL

vii) TAXES AND DUTIES:

The contract price shall be inclusive of all taxes & duties applicable from time to time. However, GST will be reimbursed extra at the rates as admissible from time to time. The contractor shall issue Cenvatable Invoice which should COMPULSORILY be serially numbered and specify the following :

- i. the name, address and GST registration number of the Contractor,
- ii. the name and address of the recipient of the taxable service,

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- iii. description, classification and value of taxable service provided,
and
iv. the rate and amount of GST.

In case of non-compliance to the above, MNGL is not liable to reimburse any claim of contractor in respect of GST mentioned in bill.

Variation only on account of statutory variation, during the currency of contract, shall be compensated. However, if bidder / contractor opts to change scheme and it results in variation in GST, any increase resulting from above shall not be payable.

4.0 **RECOVERY :**

The contractor shall ensure proper performance of services rendered by the personnel deployed by him. In case any of personnel deployed is found not properly dressed, missing from the place of work, slumbering on duty point or involved in activities not related to his duty, etc. the same would be brought to the notice of the contractor and his authorized representative immediately, who would take appropriate action. MNGL, however, will impose penalty of an amount equal to two days' salary on the contractor and the amount shall be deducted from the bills/payments that may be payable to the contractor. On repetition of similar fault / lapse penalty of amount equal to three days' salary will be imposed. In case such incidents continue unabated, the Company shall be at liberty to review continuance of this contract.


5.0 **SECURITY DEPOSIT :**

Shall be as per GCC Clause No. 29

6.0 **TERMINATION OF CONTRACT:**

The contract shall be terminated under the following circumstances:
If the services rendered/ provided to MNGL employees / guest(s) are not found to be satisfactory during this period, the contract shall be terminated by giving 15 days notice in writing. MNGL may at any time during the currency of the contract and solely at its discretion terminate the contract by giving 15 days notice before expiry of full term or extended term of contract.

The rate contract will be for a period of 02 Years & MNGL reserves the right to terminate the contract either in part or in full without assigning any reason there of. Officer-In-Charge shall in such an event give 15 (Fifteen) days notice in writing to the Contractor of his decision to do so.

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Contractor upon receipt of such notice discontinue the work. In the event of such termination, Contractor shall be paid for the actual time performed and service provided till the date specified in the notice.


7.0 **CONTRACTOR RESPONSIBILITY:**

- (i) Contractor shall execute an agreement in prescribed Performa on non-judicial stamp paper of appropriate value provided by the government, within 15 days on receipt of work order. The cost of stamp paper shall be borne by the Contractor.
- (ii) No other person except Contractor's authorized representative shall be allowed to enter MNGL's following offices and associated premises.

**Maharashtra Natural Gas Ltd.
Plot No. 27, 1st Floor, Narveer Tanajiwadi,
PMPML Bus Depot Commercial Building,
Shivajinagar, Pune – 411005.**

Within the MNGL's premises, the Contractor's personnel shall not do any private work other than their normal duties.

- (iii) Contractor shall be directly responsible for any/all disputes arising between him and his personal and keep respective MNGL offices at Pune, Nashik & Sindhudurg & associated premises/working sites indemnified against all losses, damages and claims arising thereof.
- (iv) The personnel engaged by Contractor shall be subject to security check by the MNGL's security staff while entering/leaving the premises.
- (v) Contractor shall be solely responsible for the payment of wages/remuneration including allowance to his/its personnel that might become applicable under any new act or order of Government. MNGL shall have no liability whatsoever in this regard.
- (vi) Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his/its staff.
- (vii) List of persons employed by Contractor for the subject work mentioning qualifications, experience and residential address shall be


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submitted to MNGL. In case of any change, the same shall be informed to MNGL from time to time.


- (viii) Losses & Damages to Company: The Contractor shall be liable to pay for losses or damages, which the Company may incur or sustain by reason of or in connection with any act of commission and/or omission by the contractor or his personnel.
- (ix) It is the total responsibility of the contractor to provide the manpower, in case new placement or replacement of the left person.
- (x) Contractor shall issue appointment letter & ID card to the selected candidates before deploying any person at his/her workplace and assigned copy of appointment letter will submit to OIC.
- (xi) On resignation of contract employee Contractor should submit his/her Full & Final Settlement with copy of resignation & NOC of no dues from particular employee.
- (xii) Police verification of selected candidates to be submitted within 30 days of appointment. Any payment towards police verification shall be in Contractor's scope.
- (xiii) Contractor will make the payment of Bonus on Diwali and while doing F&F will initiate bill of bonus with submission of payment proof and form -C. Also, leave encashment will be paid to the contractor on submission of leave payment proof by Contractor on year ending and F&F.
- (xiv) While paying F&F of resigned employees, contractor will provide resignation acceptance letter, Bonus & F&F Statement along with payment proof to MNGL. Also contractor is to submit a No Dues letter duly signed by the resigned employee to MNGL along with above mentioned documents.

8.0 COMPLIANCE WITH STATUTORY REGULATIONS:

- (i) The Contractor/Agency shall have its own staff for the contractual jobs. The Contractor/Agency shall be responsible for strict compliances of all statutory

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- provisions of the relevant labour laws applicable from time to time and particularly of the state of Maharashtra for carrying out the above job. If due to any reason whatsoever MNGL is made liable to meet any obligation under any of the said laws and enactments etc, for any reason whatsoever, the same shall be recovered from the Security Deposit of the Contractor with MNGL, or from the bills payable to him or failing which, it shall be recovered as per law.
- (ii) The Contractor shall have a separate PF-Account Code No. allotted by the PF authority and ensure the extension of PF EDLI & EPS-95 benefits to its workers engaged by him for execution of this contract, as provided under Employees Provident Fund & Miscellaneous Provision Act-1952, and the schemes framed there under. The contractor shall have an independent ESI code and ensure coverage of all its workmen or in case the provision of ESIC is not applicable then in that case contractor shall ensure coverage of all its workmen under the provision of the Workmen Compensation Act.
 - (iii) The Contractor shall comply with provision of the Payment of Wages Act-1936, the Minimum Wages Act 1948, the Employees Provident Fund & Misc. Provision Act-1952, the Employees State Insurance (ESI) Act-1948, the Employees Liability Act-1938, the Workmen's Compensation Act-1923, the ID Act-1947, the Maternity Benefit Act 1961, the Contract labour (Regulation & Abolition) Act 1970 and other relevant acts, rules and regulations enforced from time to time or any modification thereof or any other statutory requirements as applicable in the State, or any other law relating to rules made there under from time to time.
 - (iv) The Contractor shall make payments of wages to his employees on or before the specified dates as per in the relevant law, in presence of an authorized representative of MNGL. The Contractor will be required to comply with all statutory provisions contained in Labour Legislations in general and Contract Labour (R&A) Act, 1970, Minimum Wages Act and Payment of Wages Act in particular.
 - (v) The Contractor will employ only adult labour for the works as per the requirement.
 - (vi) The Contractor will ensure that every person will get his payment **on or before 7th of every month**, irrespective of company will made the payment for that particular month.

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- (vii) Any compliances required as per Govt. of Maharashtra regulations shall be adhered by Contractor.


9.0 OTHER COMMERCIAL TERMS & CONDITION :

- (i) Competent Authority wherever mentioned in tender document, shall mean Managing Director / Director (Commercial) of MNGL.
- (ii) User Department wherever mentioned in tender document, shall mean MNGL's various Functional Departments for whom the support services are required.

10.0 GENERAL STATUTORY REQUIREMENTS

In addition to provisions stated in the General Contract Conditions of MNGL following provisions For execution of contracts within MNGL Premises are also required to be complied as per relevant Labour Laws/Act/Factories Act.:-

01. The payments/wages paid to contract workers shall be verified by the departmental supervisor with his name and designation with the following certificate on the payment sheet: "Certified that the amount shown in Column No._____ has been paid to the workmen concerned in my presence on _____.
02. The following Documents/forms will be maintained by the concerned contractor & furnished to MNGL (if required) for employing contract labour as per provisions of the Factories Act, 1948.
 - Register of Adult Workers : Form No. 14 (Rule 96)
 - Leave with wages Register :Form No. 18(Rule 103)
 - Leave Register :Form No. 15 (Rule 103)
 - Nomination Form :Form No. 20 (Rule 104)
 - Leave Record :Form 19 (Rule 103)
03. The following documents/Forms under the Contract Labour (Regulation and Abolition) Act 1970 and Rules there under shall be maintained by the Contractor.
 - A notice showing the wage period and the place and time of reimbursement of wage is to be displayed at the place of work and a copy is to be sent by the Contractor to the MNGL under acknowledgment (Rule 71).


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- Register of persons employed by Contractor Form – XIII (Rule 75).
 - Employment Card- Form XIV (Rule 76).
 - Service Certificate – Form XV (Rule 77)
 - Muster Roll, Wage Register (Rule 78)
 - Display of abstracts of Contract Labour (Regulations & Abolition) Act and Rules in English and Hindi (Rule 79).
 - Half – Yearly Return to be sent by the Contractor to Licensing Officer in Form XXIV (in duplicating) (Rule 82-1).
04. All the registers, records and notices maintained under the Act and Rules shall be produced on demand before the inspector of factories or any other authority under the Act.
05. The contractor (Licenses or unlicensed) will get the contract labour engaged by him insured under the Workmen's Compensation Policy from General Insurance Corporation of India before actually starting the work of contract. The insurance coverage should be for the entire period of contract. The contractor shall comply with the provisions of the Workmen's Compensation Act 1923.
06. The contractor will also give paid National Holidays to his workers as per company approved paid holidays.

11.0 STATUTORY REQUIREMENT OF PROVIDENT FUNDS

Contractor must ensure the compliance of the Employee Provident Funds and miscellaneous Provisions Act 1952. Accordingly, the following procedures should be strictly followed:-


- 01.** It should be ensured that the certified copy of challan of the payment made by the Contractor towards contribution to the Provident Fund in respect of Contract Labour engaged for the works of MNGL, is enclosed with the bill for month immediately preceding to the month on which the bill is being raised before forwarding the same to the Finance Deptt. For payment.
- 02.** The Contractor should also enclose a copy of Form V/V-A with the bill so as to indicate the coverage of the workmen employee on his rolls as working for MNGL/other companies and it should be ensured that the PF Contribution covers all workers engaged for MNGL's work.

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- 03.** Each bill of the contractor should also be supported with the Payment certificate to be supplied, which should be issued by the concerned Head of the department and also counter signed by the work supervisor / Representative/Officer-In-Charge of MNGL, under whose functional control the contractor is performing the entrusted work. Through such certificate, it is also ensure that:-
- (a) The payments made to the Contract labour should not be less than the Minimum Wages prescribed and are paid before the expiry of seventh day of following month.
 - (b) That the payments have been made to al the contract labour employed by the Contractor in the presence of authorized representative.
 - (c) That the necessary payments records/Form-12 / Leave Register/Books as applicable under Labour and Industrial Law and other necessary records have been maintained by the contractor.
 - (d) That there are no outstanding dues of the Contractor towards any of the Contract labour employed by him for the works of MNGL.
- 04.** The Finance dept. would entertain only of those bills which are supported by the enclosures as indicated above.

SPECIAL CONDITION OF CONTRACT (SCC)

1. The CONTRACTOR will be paid service charges as applicable. The CONTRACTOR will submit his monthly bills in the following month. The MNGL will endeavor to settle the monthly bills after due verification within 15 working days of receipt of the bill. The MNGL reserves the right to withhold / deduct such amounts from the monthly bill at its sole discretion equivalent to or covering the wage payment not paid / short paid / not properly calculated and paid to their workmen by the CONTRACTOR. Settlement of monthly bill shall not be construed by the CONTRACTOR as a pre-condition for settling the wage payment to their workmen/ employees.
2. **Salary/ wages must be paid to all the employees deployed at MNGL on or before 07th day of every month. Salary/ wage payment should be paid only by RTGS/NEFT transfer. No cash payment will be accepted. The**


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proof of such payment must be attached to each monthly bill along with labour compliance. Salary payment to the employees deployed in no way should be connected to the bill submission and bill payment.

3. Overtime (OT):


In case of Festival Holidays defined under the Bombay/Concerned States Shop & Establishment Act, OT shall be payable as per the applicable labour laws and records to that effect shall be maintained and submitted by the CONTRACTOR to MNGL along with the monthly bill for the reimbursement.

4. In case of daily required manpower is not available on any day due to the reason of absent or leave or where replacement required and CONTRACTOR fail to provide the same or non-availability of the relieving person, in such exigencies, OT if any must be paid by the CONTRACTOR **only** and a record of such OT must be maintained separately as per the applicable labour laws.
5. Except OT on the above mentioned National Holidays, all other OT shall be paid by the **CONTRACTOR only** and the same must be intimated to the OIC in writing immediately.
6. **No reliever charges shall be payable by MNGL.** It is the responsibility of the CONTRACTOR to manage the scope of the contract / work and to provide replacement immediately without delay under intimation to OIC.
7. The CONTRACTOR hereby confirms that he has already inspected the work site/office has clearly assessed the nature and extent of work and the conditions under which it will be carried out.
8. CONTRACTOR shall ensure experience and qualification of the candidate as per tender documents and scope of work. In case of audit by MNGL such document found inconsistent / discrepancy, in such circumstances contract may be cancel by the MNGL with due notice.
9. The rates agreed herein shall remain firm till the expiry of the contract and extended period. The CONTRACTOR shall not be entitled to any increase or revision (except Statutory).
10. The working hours of manpower deployed under the contract shall be as per operational requirements of MNGL, as detailed below:

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- a) Manpower deployed at the Shivajinagar office shall work from 09:15 hrs to 17:45 hrs from Monday to Saturday, with Sunday as weekly off.
 - b) Manpower deployed at the upcoming MNGL Customer Shopees shall work from 10:00 hrs to 18:00 hrs from Tuesday to Sunday, with Monday as weekly off.
 - c) Manpower engaged as relievers for Customer Shopees shall, when not required for reliever duties, be deployed at the Shivajinagar office and shall follow the working hours applicable thereto. However, they may be deputed to Customer Shopees as and when required.
- 11. The additional manpower under this contract shall be engaged in a phased manner, as and when required.**
- 12. On receipt of any complaint /non-compliance of the provisions of above mentioned SCC, penalty of Rs. 500/- per day/ per occasion /per person shall be imposed by OIC in writing to CONTRACTOR.**
- 13. Contractor shall submit below given labour laws compliance on monthly basis along with the invoice, changes if any in this regard will be informed by MNGL.**
- *Compliance Forms under the Ease of Compliance to Maintain Registers under various Labour Law Rules, 2017. Following is combined registers are required to be maintained in pursuant of the Rules : -
- a) FORM A- Format of Employee Register
 - b) FORM B- Format of Wage Register
 - c) FORM C- Format of Register of Loans/Recoveries
 - d) FORM D- Format of Attendance Register
- And other are,
- e) EPF compliance
 - f) ESIC compliance
 - g) Employee compensation policy
 - h) Labour license
 - i) Bonus Act Form – C & D
 - j) Maharashtra Labour Welfare Fund Return

14. METHODOLOGY TO ASCERTAIN LOWEST BIDDER:

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Evaluation of bid shall be done on lowest quote basis i.e. %(Percentage) Service charge quoted by the bidder IN SOR. In case if more than 1 bidder quote same/equal service charges, then order shall be on the basis of highest turn-over in any one of the preceding 03 Financial years i.e. 2023-24, 2024-25 and 2025-26 amongst the bidders.

15. PRICE REDUCTION SCHEDULE :

In the event of failure of the Contractor to mobilize the services within mobilization period at the disposal of Maharashtra Natural Gas Limited or if the services is not acceptable as per the provisions of the Contract, Maharashtra Natural Gas Limited without prejudice to other remedies available under the Contract, shall have the right to exercise any of the following :-

- (i) to recover from the bidder price reduction / liquidated damages @0.5% of the estimated contract value per week of delay or part thereof in providing such services subject to a maximum of 5% of the total estimated value of contract. Both bidder and MNGL agree that the above percentage of price reduction are genuine pre-estimates of the loss / damage which MNGL would have suffered on account of delay / breach on the part of the bidder and the said amount will be payable on demand without there being any proof of the actual loss / or damage caused by such breach / delay. A decision of Maharashtra Natural Gas Limited in the matter of applicability of price reduction / liquidated damages shall be final and binding.
- (ii) In addition to above fixed charges on pro-rata basis shall not be payable for the period for which the services was not provided to make alternative arrangement of such services at the sole risk and cost of the bidder and recover such extra costs and expenses from bidder's or from any other amount due to the bidder.
- (iii) to terminate the contract in whole or in part thereof by forfeiting the Security Deposit (SD) as per provisions of the Contract.


Note: These terms and conditions are part of the Contract/Agreement as indicated in the Agreement between MNGL and the Agency and any non-compliance shall be deemed as breach of the Contract/Agreement.

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SCHEDULE OF RATES (SOR)

PREAMBLE TO PRICE SCHEDULE / SCHEDULE OF RATES (SOR)

1. The schedule of rates shall be read in conjunction with other sections with this Bidding document.
2. The contractor is deemed to have studied the drawings/specifications and details of works to be done within the time schedule and should have acquainted himself of the conditions prevailing in the region(s).
3. The quantities given in the schedule of rates are indicative, tentative and approximate. 15 days advance intimation shall be given for deployment of manpower.
4. The quoted prices to include all taxes & duties including WCT. The applicable rate of Goods & Service Tax (GST) and its amount shall be indicated separately by the bidders in the column provided in the SOR.
5. Bidder shall submit Cenvatable invoices to enable owner to obtain Cenvat benefits for GST and WCT paid to the contractor.

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SECTION – III UNPRICED SCHEDULE OF RATES (SOR)

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

BOQ	Geographical Area	Quoted / Not Quoted
BOQ-1	Pune GA	
BOQ-2	Nashik GA	
BOQ-3	Sindhudurg GA	
BOQ-4	Ramanagara GA	

Note:

- a. Evaluation shall be done on overall least cost basis to the 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. **"Prices quoted shall be inclusive of all taxes / duties and nothing extra shall be payable by the owner except for statutory variation in Goods & service tax rate during the contractual period. Bidder shall note that any error in estimating these taxes & Duties (GST) will be to Bidder's Account."**

Seal & Signature of Bidder