



MAHARASHTRA NATURAL GAS LTD., PUNE

(A JV of GAIL (India) Ltd. & BPCL)

BID DOCUMENT FOR

Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers

UNDER OPEN DOMESTIC COMPETITIVE BIDDING

Bid Doc. No.: MNG/CP/2026-27/111 dated 18.09.2026

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	---

SECTION – I

INVITATION FOR BIDS (IFB)

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

1.0 TENDER INFORMATION

Tender Document Number	MNGL/CP/2026-27/111 dated 18.09.2026
ITEM(S)	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers.
TYPE OF BID	Open Domestic Competitive Bidding
EARNEST MONEY/ BIDSECURITY	Rs. 28,000/- (Rupees Eighty Five Thousand Only) in the form of Demand Draft/BG/eBG 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
Bid Submission at	https://etenders.gov.in
Pre-bid meeting	Not applicable
Bid submission due date and time	28.09.2026 till 15:00 Hrs. IST
Techno-commercial bid opening date and time	29.09.2026 at 16:00 Hrs. IST
Price bid opening date and time	Date and time shall be intimated later
Address for submission of EMD/Bid Security and venue for pre-bid meeting and opening of bids	General Manager, 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

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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

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 & nonregistration.

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

3.0 DOWNLOADING OF TENDER DOCUMENT

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

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

4.0 PRE-BID MEETING:

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

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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

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 must 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.

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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

- 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 Annualize Contract 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 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.

“THIS IS NOT AN ORDER”

Yours faithfully,
For, Maharashtra Natural Gas Ltd., Pune

Kavita Sadaphule
Manager (C&P)

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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

ANNEXURE-I to IFB

BIDDER'S ELIGIBILITY CRITERIA (BEC)

1.0 Name of the Work:

This tender deals with **rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers.**

2.0 BIDDER'S ELIGIBILITY CRITERIA (BEC):

A) TECHNICAL:

- A.1** The Bidder should be valid Business Solution Provider (BSP) authorization/licence, in accordance with TRAI regulations, for providing outbound dialer facilities.

To meet the technical qualification criteria, as stated above, the bidder shall provide Verified licence in accordance with TRAI regulations, for providing outbound dialer facilities.

- A.2** Bidder must have successfully completed 01 project of Rs.3.40 lacs for Outbound dialer facility Business API Solution in any Govt./ Semi Govt./ PSU/ other govt. utility during the preceding 5 years reckoned from the bid due date.

To meet the technical qualification criteria, as stated above, the bidder shall provide detailed Service Order copies alongwith Execution / completion certificate in support of his claim.

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

2.1 EVALUATION AND AWARD OF WORK:

Evaluation shall be done as per complete SOR (i.e. on total evaluated price including all taxes & duties).

Note: In case of tie between L1 bidder, the order shall be placed on the bidder having highest turnover during the preceding 3 Financial Years i.e. 2022-23, 2023-24 and 2024-25.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

SECTION – II

INSTRUCTIONS TO BIDDERS

A) 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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

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.**
- (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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNG/CP/2026-27/111
--	---

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 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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

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

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

ASSISTANCE TO BIDDERS:

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

Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24X7 CPP Portal Helpdesk. The 24 x 7 Help Desk Number 0120-4001002, 0120-6277787 and 0120-4001005. The helpdesk email id is support-eproc@nic.in

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	---

A. GENERAL:

1. Scope of Bid:

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

2. Eligible Bidder:

- 2.1 Bidders shall, as part of their bid, submit a written power of attorney, authorizing the signatory of the bid to bind the bidder.
- 2.2 This Invitation for Bids is open to any bidder and to pre-qualified bidders in case of limited tender.
- 2.3 Bidders should not be associated or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications and other documents to be used for the procurement of the goods to be purchased under this Invitation for Bids.
- 2.4 The bid should be from actual manufacturers. The bids from sole selling agents / authorized distributors/ authorized dealers /authorized supply houses can also be considered, provided such bids are accompanied with back-up authority letter from the concerned manufacturers who authorize them to market their product, provided further such an authority letter is valid at the time of bidding. Offers without back-up authority from manufacturer will not be considered. Required warranty cover of the manufacturers for the product will be provided by such supplier.
- 2.5 The bidder shall not be under a declaration of ineligibility by Purchaser for corrupt or fraudulent practices as defined in ITB.
- 2.6 While evaluating the bids, pursuant to Bid Evaluation Criteria as specified in IFB, bidders past performance shall also be assessed *for* ascertaining the responsiveness of the bid. In such a case. the decision of Purchaser shall be final and binding on the bidder.
- 2.7 The bidder is not put on Black / Holiday list by MNGL / MoP&NG / Oil Public Sector Enterprise(s).

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

3. One Bid per Bidder:

- 3.1 Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will cause all the proposals in which the bidder has participated to be disqualified. If bid of companies which is managed & controlled by same group of individuals (common owners/ proprietor, common partner/ common directors), the participation in a particular tender by more than one such bidder will not be allowed, and bids will be disqualified.
- 3.2 Also, if this fact is known at a later stage during bid evaluation or even after finalization of contract, the award will be made null and void and appropriate action including forfeiting of security deposit in any form and putting the firms on holiday list will be taken.
- 3.3 Alternative bids are not acceptable.

4. Bidder Eligibility:

- 4.1 Experience Criteria as per Invitation for Bid (IFB) (Section – I of this Bid Document)

5. Cost of Bidding:

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

B. BIDDING DOCUMENT:

6. Content of Bidding:

- 6.1 The bidding documents are those stated below Documents and should be read in conjunction with any addenda issued in accordance with ITB Clause
- IFB, ITB, GCC, ATC
 - SCC, MR & TS, SOR, etc.
- 6.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. The Invitation for Bids (IFB) together with all its attachments thereto, shall be read, understood and accepted by the bidders. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

7. Clarification of Bidding Documents:

- 7.1 A prospective Bidder requiring any clarification of the bid documents may notify the Owner and / or the Consultant as the case may be, in writing or by cable (hereinafter, the term 'cable' is deemed to include electronic mail and facsimile) at the address indicated in the tender. The Owner / Consultant will respond in writing to any request for clarification of the bid documents which it receives after issue of the bid documents but prior to at least one (01) working day before the pre-bid meeting date.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

Owner will not entertain any queries received after 1800 HRS post one (1) day of pre-bid meeting. Written copies of the Owner's/ Consultant's response (including an explanation of the query but without identifying the source of inquiry) will be hosted on CPPP's e-procurement website <https://etenders.gov.in> and MNGL website along with the corrigendum before the bid due date. All such clarifications issued shall deem to form a part and parcel of the Bid documents.

8. Amendment of Bidding Documents:

- 8.1 At any time prior to the bid due date, the PURCHASER may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents, by issuing addenda.
- 8.2 Any addendum /corrigendum/ clarifications to bidders query thus issued shall be part of the bidding documents pursuant to ITB Clause- 7.0 and shall be hosted on the on website www.mngl.in and CPPP's e-tendering website before bidding due date. All the prospective bidders who have attended the Pre-Bid meeting/ submitted bid document fee, shall be informed by email/ post about the addendum/ corrigendum/ clarifications to bidders' query for their reference. Bidders desirous to submit its bid have to take into consideration of all the addendum(s)/ corrigendum (s)/ clarifications to bidders' query hosted on the above websites before submitting the bid.
- 8.3 The PURCHASER may, at its discretion, extend the bid due date in order to allow prospective bidders, a reasonable time to furnish their most competitive bid taking into account the amendments issue.
- 8.4 Bidders are advised to visit www.mngl.in and CPPP's e-tendering website from time to time to get updated information / documents.

C. PREPARATION OF BIDS:

9. Language of Bid:

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

10 Documents Comprising the Bids:

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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

10.1.1 Technical cover:

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

- i) Covering Letter as per format "Submission of Tender" / "Submission of Bid" enclosed with Part- A of Vol-I of II.
- ii) Bidder's general/ details information as per format F-1.
- iii) Power of Attorney in favor of person(s) signing the bid that such person (s) is/are authorized to sign the bid on behalf of the bidder and any consequence resulting due to such signing shall be binding on the bidder.
- iv) Specific experience, annual turnover and equipment deployment details as called for in qualifying requirements.
- v) A Bid Form as per format F-2.
- vi) Copies of documents as required in list of enclosure.
- vii) Documents establishing the eligibility and conformity to the Bid Documents of all Goods and services, which the bidder proposes to supply under the award. Such document may be, literature, drawing or data and shall also include (a) the detailed description of the Good's essential technical and performance characteristics; (b) a clause-by-clause commentary on Employer's technical specification and demonstrating supplies substantial responsiveness to the specifications.
- ix) Copy of Bid security in accordance with IFB & Clause 16 of ITB to be furnished either in the form of Cashier's / Banker's cheque / Bank Draft payable to MNGL at Pune/ Bank Guarantee as per format F-4.
- x) Letter of authority in favor of any one or two of bidder's executives having authority to attend the un-priced and price bid opening on specified dates and venue as per format F-5.
- xi) Confirmation of no deviation as per Format F-6.
- xii) Present commitments strictly as per form F-9.
- xiii) Indian Bidders are required to submit Employees Provident Fund registration certificate, ESIC registration certificate, Professional Tax Registration certificate, Labor welfare registration under Maharashtra Labor Welfare Fund Act and Shop Act Registration certificate.
- xiv) Bidder's declaration that they are not under liquidation, court receivership or similar proceedings.
- xv) Any other information/details required as per bid document.

10.1.2 Financial cover:

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

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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

deviations having financial implications after adding the cost for such deviations as determined by Owner.

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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

- maximum of such duty payable on quoted CIF value, under Cl. 12.1 (A) shall also be to MNGL's account. In case of delay in delivery, any increase in the rate of customs duty beyond the contractual completion period shall be to bidder's account and any decrease in rate shall be passed on to MNGL.
- E) The total amount which can be claimed / set off by MNGL for CENVAT (for Goods & Service tax) separately.
- 12.3 Inland transportation, other local costs incidental to delivery of the goods to its destination (FOT-site) shall be quoted by the Bidder.
- 12.4 The bidder's break-up of price components in accordance with above sub-clauses will be solely for the purpose of facilitating the comparison of bids and will not in any way, limit the Purchaser's right to contract on different terms.
- 12.5 Fixed Price: Prices quoted by the bidder shall be firm and fixed during the bidder's performance of the contract and not subject to variation on any account except for variations permitted under 12.1 D for domestic bidders. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- 12.6 The delivery terms shall be interpreted as per INCOTERMS 2010.
- 13 Bid Currencies:
- 13.1 Bidders shall submit their bids in Indian Rupees only.
- 14 Documents Establishing Bidder's Eligibility and Qualification
- 14.1 Bid Evaluation Criteria:
- 14.1.1 Pursuant to evaluation Criteria specified in Invitation for Bids (IFB) the bidder shall furnish all necessary supporting documentary evidence to establish the bidder's claim of meeting Bid evaluation criteria.
- 14.2 Bidders Eligibility Criteria:
- 14.2.1 The bidder shall furnish, as part of his bid, documents establishing the bidder's eligibility to bid and its qualification to perform the contract if its bid is accepted.
- 14.2.2 The documentary evidence of the bidder's qualifications to perform the contract if his bid is accepted, shall establish to the PURCHASER'S satisfaction:
- that, in the case of a Bidder offering to supply goods under the contract which the Bidder did not manufacture (or otherwise, produce, the, Bidder has been duly authorized by the goods Manufacturer or producer to supply the goods in the Purchaser's country.
 - that the Bidder has the financial, technical and production capacity necessary to perform the contract.
 - that, in case of a Bidder not doing business within the Purchaser's country, the Bidder is or will be (if awarded the contract) represented by an Agent in that country equipped and able to carry out the Supplier's maintenance, repair and

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	---

spare parts stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications.

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

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

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

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

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

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

16 Period of Validity of Bids:

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

16.2 In exceptional circumstances, prior to expiry of the original bid validity period, the PURCHASER may request that the bidder extend the period of bid validity for a specified additional period. The requests and the responses thereto shall be made in writing (by fax / post-e-mail). A bidder may refuse the request without forfeiture of his bid security. A bidder agreeing to the request will not be required or permitted to modify his bid but will be required to extend the validity of its bid security for the period of the extension and in accordance with ITB Clause 17.0 in all respects.

17 Bid Security:

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

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

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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

international bank) or in the form of Bank Guarantee as per format enclosed in the Bidding Document.

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

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

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

- 17.4 Any bid not secured in accordance with ITB Clause 17.1 and 17.3 may be rejected by the PURCHASER as non-responsive.
- 17.5 Unsuccessful bidder's bid security will be discharged/returned as promptly as possible after award of contract and signing of agreement.
- 17.6 The successful bidder's bid security will be discharged upon the bidder's accepting the order, pursuant to ITB Clause-41 and furnishing the Contract Performance Guarantee pursuant to ITB Clause-42.
- 17.7 The bid security may be forfeited:
 - a) If a bidder withdraws his bid during the period of bid validity.
 - b) in the case of a successful bidder, if the bidder fails:
 - i) to accept the Purchase Order in accordance with ITB Clause-41 or
 - ii) to furnish Performance Guarantee in accordance with ITB Clause-42
 - iii) to accept correction of errors pursuant to ITB Clause 32.0
 - c) If the Bidder changes the proposed manufacturer after submission of his bid.
- 17.8 Bid Security should be in favor of Maharashtra Natural Gas Limited and addressed to MNGL. Bid Security must indicate the Bid Document number and the item for which the bidder is quoting. This is essential to have proper co-relation at a later date. The Bid Security in the form of Bank Guarantee shall be in the form provided in the Bidding Document.
- 17.9 **The Indian / Domestic firms registered with NSIC/MSME, under its single point registration scheme are exempted from furnishing Bid Security, provided they are registered for the items / work they intend to quote and subject to their enclosing with their bid a copy of latest and current registration certificate.**
- 18 Format and Signing of Bid
 - 18.1 The bidder shall prepare one original of the document comprising the bid as per clause 10.0 of ITB marked "original".

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	---

18.2 The original of the bid shall be typed or written in indelible ink and shall be signed by the person or persons duly authorized to sign on behalf of the bidder. The name and position held by each person signing, must be typed or printed below the signature. All pages of the bid, except any catalogues/ literatures shall be signed and sealed by the person or persons signing the bid.

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

19 Zero Deviation

19.1 Bidders to note that, MNGL will appreciate submission of offer based on the terms and conditions in the enclosed General Conditions of Contract, Special Conditions of Contract (SCC), Instructions to Bidders (ITB), Scope of supply, technical specifications etc., to avoid wastage of time and money in seeking clarifications on technical/ commercial aspects of the offer.

19.2 If any deviations are taken to the under mentioned provisions of Bid Documents by the Bidder the bid is liable to be rejected:

- i) Do not meet BEC Criteria
- ii) Bid Security
- iii) Performance Security (Contract Performance Bank Guarantee), 10% of Annualize Contract 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 put on Black / Holiday list by MNGL / MoP&NG / Oil Public Sector Enterprise(s).
- xiv) Bidders is under liquidation.
- xv) Bidder is under litigation which owners considers a disqualification.
- xvi) Bids not conforming to technical specification/requirements.
- xvii) Any other such provisions if specifically stipulated elsewhere in the Bid Document.
- xviii) Price Reduction Schedule.

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

20 Mode of Payment:

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

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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNG/CP/2026-27/111
--	--

D. SUBMISSION OF BIDS:

22.0 PREPARATION OF BIDS:

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

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

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

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

23.0 DEADLINE FOR SUBMISSION OF BID:

- 23.1 The bid must be submitted on the specified e-tendering portal as specified in IFB not later than the time and date as specified in IFB. The online e-tendering portal will not allow any bid or part thereof whatsoever to be submitted after the due time on the due date.
- 23.2 The Purchaser may, in exceptional circumstances and at its discretion, on giving reasonable notice by email or any written communication to all prospective bidders who have been issued the bid document to extend the deadline for the submission of bids in which case all rights and obligations of the Purchaser and bidders, previously subject to the original deadline will thereafter be subject to deadline as extended.

24.0 LATE BIDS:

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

25.0 MODIFICATION AND WITHDRAWAL OF BIDS:

- 25.1 The bidder may modify or withdraw its bid after the bid submission, but, before the due date of submission as per provisions provided on the e-tendering portal. After the bid due date & time however, no modifications whatsoever are allowed in the bid.
- 25.2 No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid form. In case of request in written by the authorized signatory for withdrawal of a bid during this interval, the Bidder's bid security shall be forfeited.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

- 25.3 Upon selecting “withdraw” option on the e-tender portal and providing the reason for withdrawal, the portal will not allow the bidder to re-submit his bid. MNGL shall not be responsible if the bidder is not able to re-submit his bid after withdrawal.

E. OPENING AND EVALUATION OF BIDS:

26. Bid Opening:

- 26.1 The Purchaser will open all bids on the e-tendering portal in the presence of bidder(s) representatives who choose to attend, at the time, on the date and place (as specified in IFB). The bidder(s) representatives, who are present, shall sign an attendance sheet evidencing their attendance, if so, required by the Purchaser.
- 26.2 The Bidder’s names and the presence or absence of requisite Bid Security (EMD) and such other details as the Purchaser, at its discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for bids without EMD.
- 26.3 Bids that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Bidder’s specific attention is drawn to this stipulation to enable the representative of the Bidder at the bid opening time to bring out to the attention for the Purchaser any documents pertaining to its bid is not being acknowledged and relevant portions read out.
- 26.4 The Purchaser will prepare a bid opening statement to be signed by all representatives present during bid opening.

27 Process to be Confidential:

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

28 Contacting the Purchaser:

- 28.1 From the time of the bid opening to the time of the release of order, if any bidder wishes to contact the Purchaser for any matter relating to the bid, it should do so in writing.
- 28.2 Any effort by a bidder to influence the Purchaser in any manner in respect of bid evaluation or award will result in the rejection of that bid.

29 Preliminary Examination of Bids:

29.1 Technical-Commercial Bid Evaluation

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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

- 29.1.2 Prior to the detailed evaluation, the PURCHASER will determine whether each bid is of acceptable quality, is generally complete and is responsive to the Bidding Documents. For purposes of this determination a responsive bid is one which conforms to all the terms, conditions and specification of the bidding document, without deviations, objections, conditionally or reservations.
- 29.1.3 No deviation whatsoever, is permitted in the Bidding Documents and the Priced bids of those bidders whose Un-Priced bids contain any exception to the conditions and stipulations of the Bidding Documents shall not be opened and returned un-opened to such bidder(s).
- 29.1.4 The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. If a bid is non-responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the bidder by correction of the nonconformity.
- 29.1.5 The Purchaser will carry out a detailed evaluation of the bids previously determined to be responsive in order to determine whether the technical aspects are in accordance with the requirements set forth in the Bidding Documents. In order to reach such a determination, the Purchaser will examine and compare the technical aspects of the bids on the basis of the information supplied by the bidders, taking into account the following factors:
- (a) Overall completeness and compliance with the Technical Specifications; quality function and operation of the process control concept included in the bid. The bid that does not meet minimum acceptable standard of completeness, consistency and detail will be rejected as non-responsive.
 - (b) Any other relevant factor, if any that the Purchaser deems necessary or prudent to be taken into consideration.
- 29.2 Requisite forms contain all necessary information including those, required for meeting qualifying criteria stipulated in the Bidding Document.
- 30.0 OPENING OF PRICE BID:**
- 30.1 In case of two-part bidding, the Bidders whose bids are found substantially responsive shall be invited to attend the opening of price bid. Such bidders may be required to attend the price bid opening at a short notice. The place, date and time of price bid opening will be informed to all such Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance.
- 30.2 The bid prices stated in the price schedules will be announced during price bid opening.
- 31 Arithmetic Corrections:**
- 31.1 The bids will be checked for any arithmetical errors as follows:

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

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

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

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

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

33 Evaluation and Comparison of Bids:

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

33.2 Bid Evaluation and Comparison Criteria:

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

(A) **Domestic Bidders:**

The evaluated price of domestic bidders shall include the following:

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

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

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

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

34 Domestic Preference:

34.1 VOID

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNG/CP/2026-27/111
--	---

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

- I. Order (Public Procurement No. 1) dated 23.07.2020, Order (Public Procurement No. 2) dated 23.07.2020 and Order (Public Procurement No. 3) dated 24.07.2020, Department of Expenditure, Ministry of Finance, Govt. of India refers. The same are available at website <https://doe.gov.in/procurement-policy-divisions>.
- II. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. For details of competent authority refer to Annexure I of Order (Public Procurement No. 1) dated 23.07.2020. Further the above will not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs, Govt. of India
- III. "Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) for purpose of this provision means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.
- IV. "Bidder from a country which shares a land border with India" for the purpose of this:
 - a. An entity incorporated, established or registered in such a country; or
 - b. A subsidiary of an entity incorporated, established or registered in such a country; or
 - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - d. An entity whose beneficial owner is situated in such a country; or
 - e. An Indian (or other) agent of such an entity; or
 - f. A natural person who is a citizen of such a country; or
 - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- V. "Beneficial owner" for the purpose of above (IV) will be as under:
 - i. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

Explanation:

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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNG/CP/2026-27/111
--	---

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 an order, registration shall not be a relevant consideration during contract execution.

F. AWARD OF CONTRACT:

35 Post Qualification:

35.1 In the absence of pre-qualification, the PURCHASER will determine to its satisfaction whether the bidder selected as having submitted the lowest evaluated, responsive bid is qualified to satisfactorily perform the contract.

35.2 The determination will take into account the bidder's financial, technical and production capabilities. It will be based upon an examination of the documentary evidence of the bidder's qualifications submitted by the Bidder, pursuant to ITB Clause-10, as well as such other information as the PURCHASER deems necessary and appropriate.

35.3 An affirmative determination will be a prerequisite for award of the contract to the bidder. A negative determination will result in rejection of the bidder's bid.

36 Award Criteria:

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

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

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

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

38.1 PURCHASER reserves the right to accept or reject any bid and to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the ground for the PURCHASER'S ACTION.

39 Notification of Award/ Fax of Intent / Purchase Order:

39.1 Prior to the expiration of period of bid validity, the PURCHASER will notify the successful bidder in writing, by fax or email to be confirmed in writing that his bid has been accepted. The notification of award/ Fax of Intent / Purchase Order will constitute the formation of the Contract.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

- 39.2 Delivery shall be counted from the date of Delivery Order.
- 39.3 Upon the successful bidder's furnishing of contract performance bank guarantee. Pursuant to ITB Clause-42, the PURCHASER will promptly notify each unsuccessful bidder and will discharge his bid security pursuant of ITB Clause 17.
- 40 Acceptance of Purchase Order:
- 40.1 PURCHASER will issue the Purchase Order to the successful bidder, who, within 07 days of receipt of the same, shall sign all pages and return the acceptance copy to the PURCHASER.
- 41 Performance Guarantee:
- 41.1 Unless mentioned in notification of award /Fax of Intent / Purchase Order within 15 days of the receipt of the Delivery Order from the PURCHASER, the successful bidder shall furnish the performance guarantee in accordance with Clause 12 of General Conditions of Contract in the form provided in the bidding documents. The Bank Guarantee/Letter of Credit towards performance guarantee shall be in the currency of the Contract.
- 41.2 The performance guarantee shall be for an amount equal to 10% of the annualize contract value towards faithful performance of the contractual obligations and performance of equipment. This Bank Guarantee/Letter of Credit shall be from any Indian scheduled bank or a branch of an international bank situated in India and registered with Reserve bank of India as scheduled foreign bank. This bank guarantee/letter of Credit shall be valid for a period as-stated in Clause-12 of General Conditions of Contract.
- Account details for SWIFT Statement of PBG:
Name of the Beneficiary: M/s. Maharashtra Natural Gas Limited
Name of the Bank & Address: State Bank of India
Branch: Industrial Finance Branch, "Tara Chambers", Pune-Mumbai Road, Wakadewadi, Pune-411003
A/c No.: 35310073625
IFSC Code: SBIN0008966
- 41.3 Failure of the successful bidder to comply with the requirements of this clause shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security.
- 42 Income Tax Liability:
- 42.1 The bidder will have to bear all income tax liability, both Corporate as well as for his personnel.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	---

43 Corrupt or Fraudulent Practices:

43.1 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 a contract.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	---

B) ANNEXURE TO INSTRUCTIONS TO BIDDERS (ITB)

LIST OF FORMATS

CONTENT

Sl. No.	Description	
1)	F-1	: Bidder's General Information
2)	F-1A	: Detail information about bidder (in case of open Tender)
3)	F-2	: Bid Form
4)	F-3	: List of Enclosures
5)	F-3A	: Financial Detail
6)	F-4	: Proforma for Bank Guarantee for EMD/ Bid Security Instruction for Furnishing Bid Guarantee/ Bank Guarantee
7)	F-5	: Letter of Authority
8)	F-6	: No Deviation Confirmation
9)	F-7	: Certificate
10)	F-8	: Details of Similar Work done during past five years
11)	F-9	: Present commitments of the Bidder
12)	F-10	: Proforma of Bank Guarantee for Contract Performance Security
13)	F-16	: Format for No Claim Certificate

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	---

**F-1
BIDDER'S GENERAL INFORMATION**

To,
M/s. Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Raod, 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}
- 1.9 GSTN No (Attach Certificate Copy)

(SIGNATURE OF BIDDER WITH SEAL)

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdue from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

F-1A
DETAILED INFORMATION ABOUT BIDDERS
(In case of open Tender)

1. IN CASE OF INDIVIDUAL

- 1.1 Name of Business
- 1.2 Whether his business is registered
- 1.3 Date of commencement of business
- 1.4 Whether he pays Income Tax over Rs.10,000/- per year

2. IN CASE OF PARTNERSHIP

- 2.1 Name of Partners
- 2.2 Whether the partnership is registered
- 2.3 Date of establishment of firm
- 2.4 If each of partners of the firm pays Income Tax over Rs. 10,000/- per year and if so, which of them pays the same.

3. IN CASE OF LIMITED LIABILITY COMPANY OR COMPANY LIMITED BY GUARANTEE

- 3.1 Amount of paid-up capital
- 3.2 Name of Directors
- 3.3 Date of Registration of Company
- 3.4 Copies of the balance sheet of the company of the last three years.

(SEAL AND SIGNATURE OF BIDDER)

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

**F-2
BID FORM**

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

Date:

Dear Sir,

Having examined the Conditions of Contract and Specifications including Addenda Nos. (Insert Numbers) the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply and deliver (Description of Goods and Services) in conformity with the said Drawings, Conditions of Contract and specifications for the same for (as quoted in price bid) or such other sums as may be ascertained in accordance with the Schedule of Prices.

We undertake, if our bid is accepted, complete delivery of as agreed and specified in the IFB document. If our bid is accepted, we will obtain the guarantee of a Bank in a sum not exceeding (10%) of the Annualize Contract Value for the due performance of the Contract.

We agree to abide by this bid for a period of 4(four) months from the date fixed for bid opening under Instructions to Bidders and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We have enclosed Bid Security in the form of Demand Draft/ Bank Guarantee in line with Cl. 17 of ITB for _____ (amount in figure & words) valid for 6(six) months' period as per the requirement of bid document.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof in your notification of award (Fax of Intent) shall constitute a binding Contract between us.

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

Dated this Day of 2026

SEAL AND SIGNATURE

In the capacity of Duly authorized to sign bid for and on behalf of

(SIGNATURE OF WITNESS)
WITNESS NAME:
ADDRESS:

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	---

**F-3
LIST OF ENCLOSURES**

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

Date:

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. QA/OC Manuals.
3. Health Safety and Environment (HSE) Policy and HSE Manual.
4. 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.
5. Methodology of execution of work.
6. Execution schedule with interlinking of various activities.
7. 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)

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNG/CP/2026-27/111
--	--

**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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	---

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,
M/s. Maharashtra Natural Gas Limited
Pride Purple Coronet, 2nd Floor,
Baner Raod, 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: _____

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	--

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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	---

**F-5
LETTER OF AUTHORITY
PROFORMA FOR LETTER OF AUTHORITY FOR ATTENDING AND SUBSEQUENT
NEGOTIATIONS/CONFERENCES**

No.:

Date:

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

Dear Sir,

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

1) Name & Designation _____ Signature _____

2) Name & Designation _____ Signature _____

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

Yours faithfully,

Signature

Name & Designation

For and on behalf of

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

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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	---

**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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdue from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	--

**F-7
CERTIFICATE**

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

Dear Sir,

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

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

(SEAL AND SIGNATURE OF BIDDER)

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	---

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

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

Note: 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)

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	---

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

(SEAL AND SIGNATURE OF BIDDER)



**MAHARASHTRA NATURAL
GAS LTD**

**Tender for rate contract for the period of 2 years for
hiring of agency for availing outbound Auto Dialer
facility for recovery of overdues from default DPNG
customers**

BID NO.: MNGL/CP/2026-27/111

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 Raod, Baner,
Pune – 411045

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

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

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

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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	--

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 favor 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: Any Bank Guarantee related to this tender must be submitted along with SWIFT Statement.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

F-16

Format for No Claim Certificate
[On the Letterhead of Contractor]

NO CLAIM CERTIFICATE

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:

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	---

(To be given on Company Letter Head)

FORMAT FOR TENDER ACCEPTANCE LETTER

Date:

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

Sub.: Acceptance of Terms & Conditions of Tender without any deviation.

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 put on Black / Holiday list by MNGL / MoP&NG / Oil Public Sector Enterprise(s).
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)

(To be given on Company Letter Head)

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	---

UNDERTAKING OF LAND-BORDER ON LETTERHEAD

To,
M/s. Maharashtra Natural Gas Ltd.,
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:
Designation:
Seal:

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	---

SECTION – III

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 elsewhere in the Bid.

Sl. No.	MNGL's Query	Bidder's Reply/ Confirmation
1.	Confirm that your Bid is valid for 4 (Four) months from the last date of submission of Bid.	
2.	Confirm that all details in unpriced part have been submitted in 1 Original. Bidding Document and drawings, signed and stamped on each page shall be submitted in original.	
3.	Confirm that the following documents are submitted with Part-I:	
i)	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.	
ii)	Addendum duly signed and stamped on each page as a token of acceptance (applicable if issued).	
4.	Confirm that Price Schedule / SOR must be filled online through web portal https://etenders.gov.in	
6.	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.	
7.	Confirm that correction fluid is not used in the price part. (In case of any correction, the same shall be signed and stamped by authorized signatory).	
8.	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.	
9.	Confirm your compliance and acceptance to total Scope of Work mentioned in the Bidding Document.	
10.	Confirm your compliance to critical stipulations of tender document as mentioned below:	
i	Contract Performance Security	
ii	Schedule of Rates	
iii	Arbitration	
iv	Termination	
v	Terms of Payment	
vi	Price Reduction Schedule	
11.	Confirm your acceptance for 'Time Schedule' as mentioned in Bidding Document.	
12.	Confirm that your quoted price includes following taxes/ duties,	



**MAHARASHTRA NATURAL
GAS LTD**

**Tender for rate contract for the period of 2 years for
hiring of agency for availing outbound Auto Dialer
facility for recovery of overdues from default DPNG
customers**

BID NO.: MNGL/CP/2026-27/111

	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.	
13.	Confirm that you have proposed adequate project/ site organization with qualified supervisory personnel having requisite experience including personnel responsible for safety, QA/ QC etc.	
14.	Confirm that all costs resulting from safe execution of services, 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.	
15.	Confirm the following:	
i)	The planning schedule, manpower estimates, construction equipment deployment schedule etc., submitted by the bidder with his Bid, are indicative and shall not be basis for extra compensation in case actual needs are higher.	
ii)	Detailed planning schedule developed by CONTRACTOR after contract award may be subject to fluctuations depending upon actual progress of the project and available work front.	
iii)	Co-ordination and making available by Contractor of all staff, manpower, construction equipment, tools, cranes, etc. and materials are required for a timely completion of all WORK as per Owner's construction and priority schedule and in accordance with the available work front are included in the quoted rates.	
16.	Please confirm that the deployment schedule of supervisory personnel(s) & deployment schedule of construction equipment shall be reviewed and firmed up after award of work	
	Note: Please note that Schedule of Rates / Prices embodied in the Bidding Document is deemed to include all activities of work specified under Scope of Work, Conditions of Contract or any other document forming part of Bidding Document, irrespective of whether such activities of work are specified in the Schedule of Rates/ Prices or not.	

(STAMP & SIGNATURE OF BIDDER)

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

SECTION – IV

GENERAL CONDITIONS OF CONTRACT

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 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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

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

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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

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 (**Annexure-C**). 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.

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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

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 PERFORMANCE OF DUTIES AND SERVICES

- 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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

- 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 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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

- 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 Annualize 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 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

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

The notification of award along with agreement on non judicial stamp paper of appropriate value as per proforma (**Annexure – B**) 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.

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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

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.

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.

ARTICLE – 3.23: 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.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

Annexure-I to GCC

PROFORMA OF INDEMNITY BOND FOR SUPPLY OF MATERIALS BY EMPLOYER

(To be executed on non-judicial stamped paper of appropriate value)

WHEREAS MAHARASHTRA NATURAL GAS LIMITED (hereinafter referred to as MNGL) which expression shall unless repugnant to the context includes their legal representatives, successors and assigns having their registered office at Pune has entered into a CONTRACT with _____ (hereinafter referred to as the CONTRACTOR which expression shall unless repugnant to the context include their legal representatives, successors and assigns) for _____ on the terms and conditions as set out, inter-alia, in the CONTRACT No..... Dated..... and various documents forming part thereof hereinafter collectively referred to as the "CONTRACT" which expression shall include all amendments, modifications and/or variations thereto.

AND WHEREAS

- i) MNGL has agreed to supply to the CONTRACTOR, equipment, plants and materials (finished, semi-finished and raw) for the purpose of EXECUTION of the said CONTRACT by the CONTRACTOR (the equipment, plants and materials to be supplied by MNGL to the CONTRACTOR, hereinafter for the sake of brevity referred to as the "said materials") and pending execution by the CONTRACTOR of the CONTRACT incorporating the said materials, the said materials shall be under the custody and charge of the CONTRACTOR and shall be kept, stored, altered, worked upon and/or fabricated at the sole risk and expense of the CONTRACTOR.
- ii) As a pre-condition to the supply of the said materials by MNGL to the CONTRACTOR, MNGL has required the CONTRACTOR to furnish to MNGL an Indemnity Bond in the manner and upon terms and conditions hereinafter indicated.

NOW, THEREFORE, in consideration of the premises aforesaid the CONTRACTOR hereby irrevocably and unconditionally undertakes to indemnify and keep indemnified MNGL from and against all loss, damage and destruction (inclusive but not limited to any or all loss or damage or destruction to or of the said materials or any item or part thereof by theft, pilferage, fire, flood, storm, tempest, lightning, explosion, storage, chemical or physical action or reaction, binding, warping, exposure, rusting, faulty workmanship, faulty fabrication, or faulty method or technique of fabrication, strike, riot, civil commotion, or other act or omission or commission whatsoever within or beyond the control of the CONTRACTOR, misuse and misappropriation (inclusive but not limited to the misuse or misappropriation by the CONTRACTOR and the Contractor's servants and/or agents) whatsoever to, or of in the said materials or any part of them thereof from the date that the same or relative part of item thereof was supplied to the CONTRACTOR up to and until the date of return to MNGL of the said materials or relative part of item thereof or completed fabricated works(s) incorporating the said material and undertake to pay to MNGL forthwith on demand in writing without protest or demur the value as specified by MNGL of the said material or item or part thereof, lost, damaged, destroyed, misused and/or misappropriated, as the case may be or, together with MNGL 'S costs and expenses (inclusive of but not limited to handling, transportation, cartage, insurance, freight, packing and inspection costs/or expenses up to) and

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

aggregate limit of Rs. _____
(Rupees _____).

AND THE CONTRACTOR hereby agrees with MNGL that:

- i) This Indemnity/Undertaking shall be a continuing Indemnity/ Undertaking and shall remain valid and irrevocable for all claims of MNGL arising hereunder up to and until the midnight of _____. However, if the CONTRACT for which this Indemnity/Undertaking is given is not completed by this date, the CONTRACTOR hereby agrees to extend the Indemnity/Undertaking till such time as is required to fulfill the CONTRACT.
- ii) This Indemnity/Undertaking shall not be determined by any change in constitution or upon insolvency of the CONTRACTOR but shall be in all respects and for all purposes be binding and operative until payment of all moneys payable to MNGL in terms of hereof.
- iii) The mere statement of allegation made by or on behalf of MNGL in any notice or demand or other writing addressed to the CONTRACTOR as to any of the said material or item or part thereof having been lost , damaged, destroyed, misused or misappropriated while in the custody of the CONTRACTOR and/or prior to completion of the completed fabricated work(s) and delivery to job site thereof incorporating the said materials shall be conclusive of the factum of the said material or item or part thereof having been supplied to the CONTRACTOR and/or the loss, damage, destruction, misuse or misappropriation thereof, as the case may be, while in the custody of the CONTRACTOR and/or prior to the completion of the completed fabricated work(s) and delivery to job site thereof incorporating the said materials without necessity on the part of MNGL to produce any documentary proof or other evidence whatsoever in support of this.
- iv) The amount stated in any notice of demand addressed by MNGL to the CONTRACTOR as to the value of such said materials lost, damaged, destroyed, misused or misappropriated, inclusive relative to the costs and expenses incurred by MNGL in connection therewith shall be conclusive of the value of such said materials and the said cost and expenses as also of the amount liable to be paid to MNGL to produce any voucher, bill or other documentation or evidence whatsoever in support thereof and such amount shall be paid without any demur and on demand and no dispute shall be raised concerning the same.

The undersigned has full power to execute this Indemnity Bond on behalf of the CONTRACTOR.

(SIGNED BY COMPETENT AUTHORITY)

Place:

Dated:

Official seal of the CONTRACTOR

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

Annexure-II to GCC

PROFORMA FOR CONTRACT AGREEMENT

Service Order No. _____ dated _____

Contract Agreement for the work of ----- of Maharashtra Natural Gas Limited made on ----- between (Name and Address)-----, hereinafter called the “CONTRACTOR” (which term shall unless excluded by or repugnant to the subject or context include its successors and permitted assignees) of the one part and MAHARASHTRA NATURAL GAS LIMITED hereinafter called the “EMPLOYER” (which term shall, unless excluded by or repugnant to the subject or context include its successors and assignees) of the other part.

WHEREAS

- A. The EMPLOYER being desirous of having provided and executed certain work mentioned, enumerated or referred to in the Tender Documents including Letter Inviting Tender, General Tender Notice, General Conditions of Contract, Special Conditions of Contract, Specifications, Drawings, Plans, Time Schedule of completion of jobs, Schedule of Rates, Agreed Variations, other documents has called for Tender.
- B. The CONTRACTOR has inspected the SITE and surroundings of WORK specified in the Tender Documents and has satisfied himself by careful examination before submitting his tender as to the nature of the surface, strata, soil, sub-soil and ground, the form and nature of site and local conditions, the quantities, nature and magnitude of the work, the availability of labour and materials necessary for the execution of work, the means of access to SITE, the supply of power and water thereto and the accommodation he may require and has made local and independent enquiries and obtained complete information as to the matters and thing referred to, or implied in the tender documents or having any connection therewith and has considered the nature and extent of all probable and possible situations, delays, hindrances or interferences to or with the execution and completion of the work to be carried out under the CONTRACT, and has examined and considered all other matters, conditions and things and probable and possible contingencies, and generally all matters incidental thereto and ancillary thereof affecting the execution and completion of the WORK and which might have influenced him in making his tender.
- C. The Tender Documents including the Notice Letter Inviting Tender, General Conditions of Contract, Special Conditions of Contract, Schedule of Rates, General Obligations, SPECIFICATIONS, DRAWINGS, PLANS, Time Schedule for completion of Jobs, Letter of Acceptance of Tender and any statement of agreed variations with its enclosures copies of which are hereto annexed form part of this CONTRACT though separately set out herein and are included in the expression “CONTRACT” wherever herein used.

AND WHEREAS

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

The EMPLOYER accepted the Tender of the CONTRACTOR for the provision and the execution of the said WORK at the rates stated in the schedule of quantities of the work and finally approved by EMPLOYER (hereinafter called the "Schedule of Rates") upon the terms and subject to the conditions of CONTRACT.

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

1. In consideration of the payment to be made to the CONTRACTOR for the WORK to be executed by him, the CONTRACTOR hereby covenants with EMPLOYER that the CONTRACTOR shall and will duly provide, execute and complete the said work and shall do and perform all other acts and things in the CONTRACT mentioned or described or which are to be implied there from or may be reasonably necessary for the completion of the said WORK and at the said times and in the manner and subject to the terms and conditions or stipulations mentioned in the contract.
2. In consideration of the due provision execution and completion of the said WORK, EMPLOYER does hereby agree with the CONTRACTOR that the EMPLOYER will pay to the CONTRACTOR the respective amounts for the WORK actually done by him and approved by the EMPLOYER at the Schedule of Rates and such other sum payable to the CONTRACTOR under provision of CONTRACT, such payment to be made at such time in such manner as provided for in the CONTRACT.

A N D

3. In consideration of the due provision, execution and completion of the said WORK the CONTRACTOR does hereby agree to pay such sums as may be due to the EMPLOYER for the services rendered by the EMPLOYER to the CONTRACTOR, such as power supply, water supply and others as set for in the said CONTRACT and such other sums as may become payable to the EMPLOYER towards the controlled items of consumable materials or towards loss, damage to the EMPLOYER'S equipment, materials construction plant and machinery, such payments to be made at such time and in such manner as is provided in the CONTRACT.

It is specifically and distinctly understood and agreed between the EMPLOYER and the CONTRACTOR that the CONTRACTOR shall have no right, title or interest in the SITE made available by the EMPLOYER for execution of the works or in the building, structures or work executed on the said SITE by the CONTRACTOR or in the goods, articles, materials etc., brought on the said SITE (unless the same specifically belongs to the CONTRACTOR) and the CONTRACTOR shall not have or deemed to have any lien whatsoever charge for unpaid bills will not be entitled to assume or retain possession or control of the SITE or structures and the EMPLOYER shall have an absolute and unfettered right to take full possession of SITE and to remove the CONTRACTOR, their servants, agents and materials belonging to the CONTRACTOR and lying on the SITE.

The CONTRACTOR shall be allowed to enter upon the SITE for execution of the WORK only as a licensee simpliciter and shall not have any claim, right, title or

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

interest in the SITE or the structures erected thereon, and the EMPLOYER shall be entitled to terminate such license at any time without assigning any reason.

The materials including sand, gravel, stone, loose, earth, rock etc., dug up or excavated from the said SITE shall, unless otherwise expressly agreed under this CONTRACT, exclusively belong to the EMPLOYER and the CONTRACTOR shall have no right to claim over the same and such excavation and materials should be disposed off on account of the EMPLOYER according to the instruction in writing issued from time to time by the ENGINEER-IN-CHARGE.

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

Signed and delivered for and on
on behalf of EMPLOYER.

Signed and delivered for and
on behalf of the CONTRACTOR.

M/s. MAHARASHTRA NATURAL GAS LTD.

(NAME OF THE CONTRACTOR)

Date: _____

Date: _____

Place: _____

Place: _____

IN PRESENCE OF TWO WITNESSES

1. _____

1. _____

2. _____

2. _____

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

SECTION-V

SPECIAL CONDITIONS OF CONTRACT

(COMMERCIAL)

1.0 **LABOUR, LABOUR LAWS AND SITE REQUIREMENTS**

1.1 **Labor**

- 1.1.1 The Contractor shall make his own arrangements for the engagement of all labor for doing the work at site or in respect of or in connection with the execution of work as also for the transport, housing, feeding and payment thereof.
- 1.1.2 The Contractor shall provide on the site, an adequate supply of drinking and other water for the use of the Contractor's staff and labors.
- 1.1.3 The Contractor shall not import, sell, give, barter or otherwise dispose of any alcoholic liquor, or drugs, or permit or suffer any such importation, sale, gift, barter or disposal by his subcontractor/ s, his/their servants, agents or employees.
- 1.1.4 The Contractor shall not give, barter or otherwise dispose of to any person or persons, any arms or ammunition of any kind or permit or suffer the same as aforesaid by his sub-contractor/s, his/their servants, agents or employees.
- 1.1.5 The Contractor shall in all dealings with labour in his employment have due regard to all recognized festivals, days of rest and religious or other customs.
- 1.1.6 In the event of any outbreak of illness of an epidemic nature, the Contractor shall comply with any carry out such regulations, orders and requirements as may be made by the Government, or the local medical or sanitary
- 1.1.7 The Contractor shall at all times take all reasonable precautions to prevent any unlawful, riots or disorderly conduct by or amongst his employees/labour and for the preservation of peace and protection of persons and property in the neighborhood of the works against the same.
- 1.1.8 The Contractor shall at all times during the continuance of the contract comply fully with all existing Acts, Regulations and by laws including all statutory amendments and re-enactment of State or Central Government and other local authorities and the Central Government or local authority, including Indian Workmen's Compensation Act., Contract labor (Regulation and Abolition) Act., 1970 and Equal Remuneration Act, 1976, Factories Act, Minimum wages Act, provident Fund act, etc., and sanitary arrangement for the said Act. Health and sanitary Arrangements for workmen, Insurance and other benefits etc., and shall indemnify and keep the Owner/Engineer-in-charge indemnified in case any proceedings are taken or commenced by any authority against the Owner/Engineer-in-Charge for any contravention of any of the laws, by laws or scheme by the Contractor. If as a result of Contractor's failure, negligence, omission, default or non-observance of any provisions of any laws, the Owner/ Engineer-in-Charge is called upon by any authority to pay or reimburse or

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

required to pay or reimburse any amount, the Owner/Engineer-in-Charge shall be entitled to deduct the same from any money due or that may become due to the Contractor under this contract or any other contract or otherwise recover from the Contractor any sums which the Owner/Engineer-in-Charge is required or called upon to pay or reimburse on behalf of the Contractor. All registration and statutory inspection fees in respect of his work pursuant to the contract shall be paid by the Contractor.

- 1.1.9 The Contractor shall pay the labourers engaged by him on the work not less than a fair wage, which expression shall mean, whether for time or piece work, rates of wages as may be fixed by the Public Work Department as fair wages for New Delhi Region payable to the different categories of labours or those notified under the Minimum Wages Act for corresponding employees of the Owner/Engineer-in-Charge whichever may be higher.
- 1.1.10 The Contractor shall notwithstanding the provisions of any contract to the contrary, cause to be paid a fair wage to the labours indirectly engaged by Sub-Contractors in connection with the said works as if the labour had been directly employed by him.
- 1.1.11 The contractor shall, before he commences the work, display and correctly maintain in a clean and legible condition at a conspicuous place on the site notices in English and in a local language spoken by the majority of the workers, stating therein the rate of wages which have been fixed as fair wages and the hours of work for which such wages are earned and send a copy of such notices to the Owner/Engineer-in-Charge.
- 1.1.12 The Contractor shall maintain records of wages and other remuneration paid to his employees in such form as may be convenient and to the satisfaction of the Owner/Engineer-in-Charge and the Conciliation Officer (Central), Ministry of Labour, Government of India, or such other authorized person appointed by Central or State Government.
- 1.1.13 The Contractor shall provide a wage slip for each worker employed on the works.
- 1.1.14 The wage records and wage slips shall be preserved by the Contractor for minimum period of 12 months after the last entry or such time as the Owner/Engineer-in-Charge may fix in that behalf.
- 1.1.15 The Contractor shall allow inspection of the aforesaid wage records and wage slip to the Owner/Engineer-in-Charge at a convenient time and place after notice is received by him from the Owner/Engineer-in-Charge demanding such inspection.
- 1.1.16 The Owner/Engineer-in-Charge or any other person authorized by him on his behalf shall have power to make enquiries with a view to ascertaining and enforcing due and proper observance of the Fair wages Clauses. The Owner/Engineer-in-Charge shall also have the power to investigate into any complaint regarding any default made by the Contractor or his sub-Contractor in regard to such provision.
- 1.1.17 The Owner/Engineer-in-Charge shall have the right to deduct from the moneys due to the Contractor any sum required or estimated to be required for making good the loss

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

suffered by a worker or workers by reason of nonpayment of fair wage, except any deductions that may be permissible under any law for the time being in force.

1.2 Labor Law

- 1.2.1 Under the provisions of Employees Provident Funds and Misc. Provision Act-1952, every employee is entitled to and required to become a member of the PF from the beginning of the month following that in which he completes three months continuous service or has actually worked for not less than 80 days during the period of three months or less whichever is earlier.

The Contractor is to fulfill statutory obligations regarding Employees Provident Fund

1.3 Labor License

- 1.3.1 Before starting of work at site, Contractor shall obtain a license from concerned authorities under the Contract Labor (Abolition and Regulation) Act 1970 and furnish copy of the same to Owner.

1.4 Labor Relations

- 1.4.1 In case of labor unrest/labor dispute arising out of non-implementation of any law, the responsibility shall solely lie with the Contractor and he shall remove/resolve the same satisfactorily at his cost and risk.
- 1.4.2 The Contractor shall at all times take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by or amongst his staff and labor and to preserve peace and protection of persons and property in the neighborhood of the Works against such conduct.

1.5 Employment of Local Labor

- 1.5.1 The Contractor shall ensure that local labor, skilled and/or unskilled, to the extent available shall be employed in this work.
- 1.5.2 The Contractor shall not recruit personnel of any category from among those who are already employed by the other agencies working at site but shall make maximum use of local labor available.

1.6 Access to Site

The Contractor shall obtain prior permission of the Owner/Engineer-in-Charge before any person not directly connected with the works visits the site. Contractor shall obtain prior permission for his workers gate pass/for materials etc., as may be required to carry out the works at site from the Owner/Engineer-in-Charge and shall follow the rules and regulations of CISF/Owner/Engineer-in-Charge which may be enforced from time to time for entry or exit.

1.7 Contractor's Labour's to Leave Site on Completion of the Work

The Contractor's laborers must leave the location of the project site after the work is tapered/ completed to avoid creation of a slum in the areas adjoining the project.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

1.8 Site Cleaning

- 1.8.1 The Contractor shall clean and keep clean the work site from time to time to the satisfaction of the Engineer-in-Charge for easy access to work site and to ensure safe passage, movement and working.
- 1.8.2 If the work involves dismantling any existing structure in whole or part, care shall be taken to limit the dismantling up to the exact point and/or lines as directed by the Engineer-in-Charge and any damage caused to the existing structure beyond the said line or point shall be repaired and restored to the original at the Contractors cost and risk to the satisfaction of the Engineer-in-Charge, whose decision shall be final and binding upon the Contractor.
- 1.8.3 The Contractor shall be custodian of the dismantled materials till the Engineer-in-Charge takes charge thereof.
- 1.8.4 The Contractor shall dispose off the unserviceable materials, debris etc. to any area within the site premises as decided by the Engineer-in-Charge.
- 1.8.5 The Contractor shall sort out, clear and stack the serviceable material obtained from dismantling at places as directed by the Engineer-in-Charge.
- 1.8.6 No extra payment shall be paid on this account.

1.9 Fuel Requirement of Workers

- 1.9.1 Contractor shall be responsible to arrange at his own cost for the fuel requirement of his workers and staff. Cutting of trees etc. shall not be permitted for this purpose.

1.10 Protection of Existing Facilities

- 1.10.1 Contractor shall obtain plans and full details of all existing and planned underground services from the relevant Department of Owner and shall follow these plans closely at all times during the performance of work. Contractor shall be responsible for location and protection of all underground lines and structures at his own cost.
- 1.10.2 Despite all precautions, should any damage to any structure/ utility etc. occur, the Owner/Authority concerned shall be contacted by the Contractor and repair shall forthwith be carried out by Contractor at his expenses under the direction and to the satisfaction of Engineer-in-charge and the concerned Owner/ authority.
- 1.10.3 The Contractor shall not store any materials or otherwise occupy any part of the site in a manner likely to hinder the operation of such services.
- 1.10.4 Contractor shall obtain all safety clearance (viz. Excavation, Hot/ Cold work permit) from the Owner prior to start of work. Work without safety permit shall not be carried out.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

1.10.5 Contractor shall in consultation with Owner and the concerned authorities, take adequate measures for strengthening the existing electric poles, telephone poles etc. in the proximity of the pipeline alignment. Contractor shall take adequate protective measures to prevent damage to these facilities during construction. Contractor shall have to adopt such method of construction as will be suitable for working in these areas using the limited space available and without causing any damage to these facilities. Contractor shall be deemed to have taken cognizance of all such constraints, etc. while working in this area and Contractor shall not be entitled to claim any extra at a later stage.

1.11 Fronts for Work, Where Other Agencies are involved

The work involved under this Contract may include such works as have to be taken up and completed after other agencies have completed their jobs. The Contractor will be required and bound to take up and complete such works as and when the fronts are available for the same and no claim of any sort whatsoever shall be admissible to the Contractor on this account. Only extension of time limit shall be admissible, if the availabilities of work fronts to the Contractor are delayed due to any reason not attributable to the Contractor.

It is to be noted that other contractors will be working during the currency of this Contract. The Contractor shall co-ordinate with such other contractor(s) and ensures that the work of other contractor(s) is not affected, The Engineer-in-Charge will decide the priority and the same shall be binding without any cost and time effect.

1.12 Payment of Wages

1.12.1 The Contractor shall ensure payment of wages to all workmen employed, by him or sub-contractor or by any other agency on his behalf in connection with the work before the expiry of the 7th day after the last day of wage period in respect of which the wages are paid and shall ensure wages standards, period and provisions (including the provision of wages, privilege and facilities) for all workmen in this behalf, prescribed under the payment of wages Act, the Contract Labor (Regulation & Abolition) Act-1970 and rules framed there under, the Minimum Wages Act and any other applicable law, rule or regulation in this behalf including but not limited to the following:

1.12.1.1 Weekly off with Wages

The labor must be given weekly off with wages as admissible.

1.12.1.2 Payment of Overtime Wages

Labor governed under the provision of Factories Act- 1948 (working inside the battery areas) shall be paid overtime wages at double the normal rate of wages for working beyond 08 (Eight) hours in a day and 48 hours in a week.

Labor in general should not be engaged for duty for more than 08 hours in a day except in case of exigencies of work. If they are engaged for performing duty for more than 08 hours, they should be paid overtime wages at the rates applicable.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

1.13 Site Facilities

1.13.1 The Contractor shall arrange for the following facilities at site, for workmen deployed/engaged by him/his sub-contractor, at its own cost.

- (i) Arrangement for First Aid.
- (ii) Arrangement for clean & potable drinking water.
- (iii) Toilet
- (iv) Canteen where tea & snacks are available
- (v) A creche where 10 or more women workers are having children below the age of 6 years
- (vi) Any other facility/utility as may be required under the Contract.

2.0 Rounding off

All payments to and recoveries from the Contractor shall be rounded off to the nearest rupee. Wherever the amount to be paid/recovered consists of a fraction of rupee (paise), the amount shall be rounded off to the next higher rupee if the fraction consists of 50 (fifty) paise or more and if the fraction of a rupee is less than 50 (fifty) paise, the same shall be ignored.

3.0 Computerized Contractors Billing System

Without prejudice to stipulation in General Condition of Contract, Contractor should follow following billing system.

The bills will be prepared by the Contractor on their own PCs as per the standard formats and codification scheme proposed by MNGL. The Contractor will be provided with data entry software to capture the relevant billing data for subsequent processing. Contractor will submit these data to MNGL in an electronic media along with the hard cop of the bill, necessary enclosures and documents. The Contractor will also ensure the correctness and consistency of data so entered with the hard copy of the bill submitted for payment.

Owner will utilize these data for processing and verification of the Contractor's Bills".

4.0 Leads

For the various works, in case of contradiction, leads mentioned in the Schedule of Rates shall prevail over those indicated in the Technical Specifications.

5.0 Insurance for Personal injuries

The Contractor shall at his own costs and expenses obtain and shall cause any sub-Contractor to obtain such insurances as may be necessary' to cover the liability of the Contractor or as the case may be of such subcontractor in respect of personal injuries and death arising out of or in the course of or caused during the execution of the works and shall produce or cause any such subcontractor to produce for inspection the relevant policy or policies together with receipt for the premium paid under such policy/policies as and when required by the Owner/Engineer-in-Charge.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

6.0 Strike/Lock out by Contractor's Employees

Nonavailability of labor or strike by the Contractor's employees or lock out shall not be a ground or any excuse for not completing the works within the stipulated time nor shall be a ground or any excuse, for extension of period of completion of works.

7.0 Make of Materials

7.1 All equipment and materials to be supplied under this contract shall be from approved vendors as indicated in enclosed Appendix-I to Particular Job Specification.

7.2 Where the makes of materials are not indicated in the Bidding Document, Contractor shall furnish details of proposed makes and supply the same after written approval of Owner. Proposed makes will be considered, provided sufficient information are furnished to the Owner to assess the makes proposed by the Contractor as equivalent and acceptable.

8.0 Preamble to Schedule of Rates

Preamble to schedule of rates attached with SOR is only indicative & shall not be the basis for any extra item at a later date.

9.0 SETTLEMENT OF DISPUTE BETWEEN GOVERNMENT DEPARTMENT/ PUBLIC SECTOR UNDERTAKINGS AND PUBLIC SECTOR UNDERTAKINGS

In the event of any disputes or differences between the Contractor and the Owner, if the Contractor is a Government department, a Government company or an undertaking in the public sector, then such disputes or differences shall be resolved amicably by mutual consultation or through the good offices or empowered agencies of the Government, If such resolution is not possible, then the unresolved disputes or differences shall be referred to arbitration of an arbitrator to be nominated by the Secretary, Department of legal affairs (Law Secretary) in terms of the Office Memorandum No.55/3/1/75-CF dated 19th December, 1975 issued by the Cabinet Secretariat (Deptt. of Cabinet Affairs) as modified from time to time. The Arbitration Conciliation Act 1996 shall not be applicable to the arbitrator under this clause. The award of the arbitrator shall be binding upon parties to the dispute, provided, however any party aggrieved by such award may make a further reference for setting aside or revision of the award to Law Secretary whose decision shall bind the parties finally and conclusively.

10.0 CONTRACT DOCUMENT

The Contractor is required to execute a formal Agreement as per the Form of Contract, with the Owner. For execution of the Agreement, Stamp Paper of appropriate value shall be provided by the Contractor after ascertaining its value.

Till the time, the Contract is executed between Owner & Contractor, the following documents shall be deemed to constitute the Contract:

- i) Letter/Fax of Acceptance / Service Order.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

- ii) Bidding Document along with set of drawings.
- iii) Addendum to Bidding Document, if any.

11.0 DEFINITIONS

- 11.1 “Bid” means the offer (unpriced as well as priced) submitted by a Bidder in response to the Invitation to Bid.
- 11.2 “Bidding Document” also referred to as Tender Document means the document issued to a prospective bidder to enable him to submit his Bid. This shall include all documents as per the Master Index.
- 11.3 “Addendum/Amendment” means a document issued to Bidders which incorporates changes/corrections/additions to the Bidding Document. This shall form part of Bidding Document.
- 11.4 “OWNER”, “Client”, ‘Company’ or “MNGL” appearing anywhere in this Bidding Document shall mean the Maharashtra Natural Gas Limited, having its registered office at A-Block, Plot No. 27, A-Block, Narveer Tanajiwadi P. M. P. M. L. Bus Depot Commercial Bldg. 1st Floor, Shivaji Nagar, Pune – 411005 (Ph # 020-25611000, Fax No. 020-25511522) and includes its successors and assigns.
- 11.5 “Bidder / Tenderer” shall mean any company, firm or body who submit the bid consequent upon issue of Bidding Document.

12.0 CONSTRUCTION WATER & POWER SUPPLY

12.1 Construction Power

Clause No. 2.4 of GCC stand modified to the following extent only:

Construction power shall not be provided by Owner. Contractor shall make his own arrangement at his cost for Construction Power and quoted prices shall be deemed to have been included the same.

Contractor shall arrange power required for construction for the Project on behalf of the Owner. All associated activities for obtaining necessary approvals and sanctions from local authorities for construction power shall be coordinated by the Contractor, the cost of which shall be deemed to be included in the quoted rates under various items of work of the “Schedule of Rates” and nothing extra shall be paid on this account. The renewal of the construction power connection at regular intervals shall also be the responsibility of the Contractor. All installations/ fixtures and fittings/fittings/cabling for construction power shall be the responsibility of the Contractor without any additional cost to the Owner.

12.2 Construction Water

Clause No. 2.3 of GCC stand modified to the following extent only:

Construction water will not be supplied by Owner, Contractor shall make his own arrangement at his own cost for water required for construction work as well as

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

drinking purposes required by labour force at site and the quoted prices shall be deemed to have been included the same. The Contractor shall get approval from the Owner/Engineer-in-Charge regarding suitability of water for construction purposes.

13.0 LAND FOR SITE OFFICE

13.1 Clause No. 2.5 of General Conditions of Contract is modified to the following extent:

Land for Contractor's site office, godown, workshop, fabrication yard or labour colony etc. shall not be provided by owner. Contractor shall make his own arrangement for any and all land required by him for the execution of the works and the quoted prices shall be deemed to have been included the same.

14.0 ADDITION TO GCC:

i) GCC has been extended to the following extent:

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 contractor's 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.

15.0 **THIS BEING "NO DEVIATION" TENDER, NO DEVIATIONS/ STIPULATIONS SHALL BE ENTERTAINED. OFFERS CONTAINING ANY DEVIATIONS SHALL BE LIABLE FOR REJECTION.**

16.0 Octroi / LBT for all free issue materials as applicable shall be in the scope of MNGL only.

17.0 CONTRACT PERIOD:

Contract shall be for the period of 1 year from the date of SO which is further extendable for another 6 (Six) Months on same terms and conditions of tender

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

document at the sole discretion of MNGL depending on the performance of the Contractor.

The contractor is required to deploy the manpower within 15 days from the date of Service Order (SO) for carrying out the job as specified in the scope of work of tender document.

If the contractor fails to mobilize, the owner at its option may terminate the contract as contractor's default.

18.0 INCOME TAX AND COPORATE TAX

18.1 Income Tax deductions shall be made from all payments made to the Contractor as per the rules and regulations in force in accordance with the Income Tax Act prevailing from time to time.

18.2 Corporate tax liability if any shall be on contractor's account.

19.0 STATUTORY VARIATION IN TAXES AND DUTIES

19.1 All duties, taxes, fees, charges, expenses etc. except where otherwise expressly provided in the contract, as may be levied / imposed in consequence of execution of the work or in relation there to or in connection there with as per Acts, Laws, Rules, Regulations in force shall be in the Contractor's account.

19.2 The base date for the purpose of statutory variation shall be the due date of submission of last price bid.

19.3 Regarding Goods & Service Tax and other CENVATABLE taxes if any, contractor shall submit CENVATABLE bills giving break up of tax amount, so that owner can avail the Cenvat benefits as per rule.

20.0 PROVIDENT FUND AND ESIC

20.1 The Contractor shall strictly comply with the provisions of the Employees Provident Fund Act.

20.2 It is to be noted that the subject contract would be awarded only to those agencies that have valid P. F. Registration Number allotted to them by RPFC.

20.3 The contractor shall deposit employees and employer's contribution to RPFC every month.

20.4 The contractor shall furnish along with each running bill, challan /receipts for the payment made to RPFC & ESIC for the preceding months.

21.0 TERMS OF PAYMENT:

AS PER Scope of work

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	--

22.0 MOBILISATION PERIOD:

The deployment for the services shall be within 15 days from the date of Service Order. In case of failure, MNGL reserves the right to cancel the contract.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	---

SECTION-VI

SCOPE OF WORK

1. SCOPE OF WORK

Scope of Work for Outbound Dialler Facility –

1. Service Provider shall have Compatible and latest API and free updates from time to time.
2. Service provider shall have facility to send Customized Message, Multi language functionality, Multiple Account Supported, Delay control feature and Delivery report of each message/call.
3. Content shall be approved and whitelisted by service provider.
4. Service provider shall provide website (Portal) option to download the reports and MIS in required format.
5. The Service Provider shall maintain detailed IVR call delivery status reports and logs on the web-based portal, with facility to monitor and download the required data.

6. Payment shall be made only for successfully connected IVR calls.

Missed calls shall not be considered for billing/payment purposes.

7. Service provider must provide software manual / specifications for company team.
8. Service provider shall share/provide APIs or business account for the respective service to utilize the same in MNGL software/application.
9. The information needs to be stored in secured place and only accessible to authorized personnel from company. Data shall not be shared with any other parties by service provider.
10. Service provider shall maintain sent/receipt confirmation and ensure authentication of the respective service.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
---	--

11. Service provider must provide onsite training to Company users, as and when required.
12. Service provider shall comply with standards of TRAI and other statutory requirements / laws.
13. List of customers and details on respective service being sent / received by service provider on website (Portal) on daily basis.
14. Agreement & sign-off from service provider on service level agreement & information non-disclosure agreement (as a part of order or separate document).
15. The activity of sending the message / outbound dialler facility will be handled by vendor and not by MNGL person.
16. Daily report on the number of cases dialled on IVR.
17. Summary of dispositions on connectivity.
18. Summary of calls connected along with period for which customer were active on call. (Call duration in seconds, minutes for every connected call).
19. Outbound number will be property of MNGL.
20. Summary of reasons for non-connected calls.
21. Not Connected calls shall be re attempted for next day at different time.
22. Dialling numbers shall be changed frequently to avoid spamming.
23. Daily allocation of cases shall be completed in same day or max same day +1.
Vendor shall provide call recordings as and when asked by MNGL on random basis.
24. Dedicated Resource Support – Service Provider shall deploy a dedicated resource/person responsible for:

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	--

- a) Managing outbound dialler facility sending activities
- b) Monitoring delivery and failures
- c) Coordinating scheduled and event-based outbound dialler facility campaigns.

1. Geographical area:

The geographical area will cover the existing gasified area of MNGL as well as future new areas. The area / quantum of work may be increased or decreased at any point of time, at the sole discretion of MNGL.

2. Contract Period:

The contract shall be valid for a period of 2 year from the date of issue of Service Order (SO). Further extendable up to period of six months on same terms and conditions at the sole discretion of MNGL. Agency shall be given a period of maximum 15 days from the date of Service Order for mobilization of resources and infrastructure required to start the work as per the scope defined in the Tender document. In case of failure, MNGL reserves the right to cancel the contract.

3. Terms of Payment:

The Service Provider shall raise the Cen vatable Invoice(s) to the Owner for payment of Bills and billing cycle shall be of 30 days. Payment will be released on monthly basis within 45 days from the date of submission of invoice along with the declaration towards compliance and submission of the following documents, duly certified by EIC as a proof of statutory compliance, along with other related requirements.

- a) Compliance of submission of monthly PF
- b) Compliance of submission of ESI
- c) Work Permit copy
- d) Excel sheet containing BP NO. wise payment recovered

4. Non-Disclosure Agreement:

The data of customers is sensitive and critical, various kind of information collected by the vendor during transactions is the property of MNGL and the vendor to ensure that they maintain utmost care in proper storage, access controls, backup, and safety. The vendor should not share or provide access to this data for anyone other than the authorized representative of MNGL without the written consent of MNGL.

The successful vendor must provide NDA (Non-Disclosure Agreement) to MNGL within 7 days of placing the service order.

 MAHARASHTRA NATURAL GAS LTD	Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers BID NO.: MNGL/CP/2026-27/111
--	---

UNPRICED SCHEDULE OF RATES (U - SOR)

SCHEDULE OF RATES (SOR)

Item: Tender for rate contract for the period of 2 years for hiring of agency for availing outbound Auto Dialer facility for recovery of overdues from default DPNG customers.

Bid Document No.: MNGL/CP/2026-27/111 dated 18.09.2026 - SOR Sheet is to be filled online through web portal <https://etenders.gov.in>

1.0 Preamble to Schedule of Rates

- 1.1 The schedule of rate shall be read with all other sections with this bidding document.
- 1.2 The contractor is deemed to have studied in drawings/specifications and details of works to be done within the time schedule and should have acquainted himself of the condition prevailing at site.
- 1.3 The quantities given in the Schedule of Rates are indicative, tentative and approximate. Actual quantities may vary during execution of works against various items, as per final approval of the Engineer in-charge.
- 1.4 All costs and expenses for mobilization, equipment, transport and personnel to start the work within the stipulated time schedule shall be included in the item rate.
- 1.5 The quoted price to include all taxes excluding Goods & Service Tax.
- 1.6 No claims whatsoever except other than quantities actually executed shall be admissible due to any changes in the extent/ Scope of work.
- 1.7 The payments of works shall be made against quantities actually executed. Contractor shall get all quantities executed duly certified by the Engineer-in-charge during the course of execution of works. Certified copies of measurements shall form the part of the invoice.
- 1.8 Bidders are required to quote for all items of Schedule of Rates otherwise bid shall be rejected.
- 1.9.1 Bidder shall note that any error in estimating these taxes & duties will be to Bidder's Account.

Seal & Signature of the bidder