

 MAHARASHTRA NATURAL GAS LIMITED	Notice Inviting Tender for Rate Contract for the period of 2 years for appointing an agency for carrying out Call Center Centralized Operations for Pune for MNGL Customers in Pune, Nashik, Sindhudurg & Ramanagara GA Bid No.: MNGL/CP/2026-27/115
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NOTICE INVITING TENDER (NIT)

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

Tender document number	MNGL/CP/2026-27/115 dated 24.09.2026
ITEM(S)	Tender for Rate Contract for the period of 2 years for appointing an agency for carrying out Call Center Centralized Operations for Pune for MNGL Customers in Pune, Nashik, Sindhudurg & Ramanagara GA.
TYPE OF BID	Open Domestic Competitive Bidding
EARNEST MONEY/ BIDSECURITY	Rs. 2,00,000/- in the form of Demand Draft / BG / Online/eBG through e-portal to be in favour of "Maharashtra Natural Gas Ltd." payable at Pune.
TENDER FEE ((Non-refundable)	Not applicable
Pre-bid meeting date and time	Not applicable
Bid submission due date and time	05.10.2026 till 15:00 Hrs. IST
Bid Submission at	https://etenders.gov.in
Techno-commercial bid opening date and time	06.10.2026 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	Manager (C&P) C&P Department, Maharashtra Natural Gas Limited, Pride Purple Coronet, 2 nd Floor, Baner Road, Baner, Pune – 411045
Contact details	Telephone: +91 (20) 25611000/1156 Email: kavita.sadaphule@mngl.in / gasaid@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.

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

Digitally signed by KAVITA SACHIN
SADAPHULE
Date: 2026.09.24 13:19:03 IST
Location: eProcurement System for