

**BRIHANMUMBAI MUNICIPAL CORPORATION**  
OFFICE OF THE CHIEF ACCOUNTANT (FINANCE),  
MUNICIPAL HEAD OFFICE, ROOM NO.411, 4<sup>TH</sup> FLOOR, ANNEX  
BUILDING, MAHAPALIKA MARG, MUMBAI-400001.

**NO. CA/F/FAR/FI/12/2026-27 DTD 04.05.2026**  
**BID NO. – 2026\_MCGM\_1299945\_1**

**1. e- Bid NOTICE**

- The Municipal Commissioner of Brihanmumbai Municipal Corporation invites online tenders e-Bid in two folder system on “Quality Cum Cost Base Selection (QCBS)” for for Operating Citizen Facilitation Centres / Collection Centres at various Locations of BMC.** The Bid copy can be downloaded from Mahatender portal (<https://mahatenders.gov.in/nicgep/app>) -> “Tenders by Organisation” tab -> Municipal Corporation of Greater Mumbai.
- All interested Bidders, whether already registered or not registered in BMC, are mandated to get registered with Mahatender for e-tendering process and obtain Login Credentials to participate in the Online bidding process. The details of the same are available on the above-mentioned Mahatender portal under 'Help For Bidders'.
- The Bidders can get digital signatures from any one of the certifying Authorities (CA's) licensed by the Controller of Certifying Authorities namely Safescrypt, IDRBT, National Informatics Centre, TCS, Customs, MTNL GNFC and e-Mudhra. A list of CAs is available on [https://cca.gov.in/licensed\\_ca.html](https://cca.gov.in/licensed_ca.html).
- The technical and commercial bids shall be submitted online up to the end date & time mentioned below.

	<b>Description</b>	<b>Contract Period</b>	<b>BID Fee</b>	<b>Bid Security (EMD)</b>	<b>Start date &amp; Time for online Bid Downloading</b>	<b>End date &amp; Time for online Bid Submission</b>
1	Operating Citizen Facilitation Centres / Collection Centres at various Locations of BMC for 5 years on Transaction basis	5 years 2026-2031	Rs. 33,275/- + 9% CGST 9% SGST	Rs.45,04,800/- 1% of Estimated cost	<b>05.05.2026</b> at 11.00 hrs	<b>12.05.2026</b> at 16.00 hrs

- The pre-bid meeting will be held on 08.05.2026 at 11.00 hours, at venue – Office of CA (F), Municipal Head Office , Room No. 411, 4th Floor Annex Building, Mahapalika Marg, Mumbai 400001. If there are any changes in the dates, time and venue for pre-bid meeting the same will be displayed on Mahatender portal
- The prospective Bidder(s) should submit their suggestions/observations, if any, by email to [ca.finance@mcmgm.gov.in](mailto:ca.finance@mcmgm.gov.in) with a copy to [ao.far@mcmgm.gov.in](mailto:ao.far@mcmgm.gov.in) before 2 days of Pre-bid meeting. Only suggestions / observations received by email will be discussed and clarified in pre-bid meeting and any modification of the bidding documents, which may become necessary as a result of pre-bid meeting, shall be

made by BMC exclusively through the issue of an addendum/corrigendum and shall be published on <https://Mahatenders.gov.in/nicgep/app>.

7. Bidders shall note that any corrigendum issued regarding this e-Bid notice will be published on the <https://Mahatenders.gov.in/nicgep/app> portal only. No corrigendum will be published in the local newspapers.
8. The Bid document uploaded shall be read in conjunction with any addendum / corrigendum. A maximum of two authorized representatives of prospective Bidder(s), who have an authorization letter to attend the pre-bid meeting, can attend the pre-bid meeting and obtain clarification regarding specifications, works & Bid conditions.
9. Bidders are advised to study this bid document carefully before submitting their bids in response to the Bid Notice. Submission of a bid in response to this notice shall be deemed to have been made after careful study and examination of this document with full understanding of its terms, conditions and implications as well as the prevailing practices followed in operating day to day ward BMC CFCs.
10. This bid document is non-transferable.
11. A three-packet (prequalification, technical qualification and commercial offer) selection procedure shall be adopted.
12. Bidder (authorized signatory) shall submit their offer online in electronic formats of technical (including prequalification documents) and financial proposal.
13. BMC will not be responsible for delays in online submission due to any reason. For this, bidders are advised to upload the complete bid proposal well in advance before the due date and time so as to avoid issues like slow speed, choking of web site due to heavy load or any other unforeseen problems.
14. Bidders are also advised to refer to “Bidders Manual Kit” and Help for Bidders available at <https://Mahatenders.gov.in/nicgep/app> for further details about the e-Bidding process.
15. For any assistance on use of e-Bidding system, kindly contact helpdesk number 022-24811275, Email: [etendering.it@mcgm.gov.in](mailto:etendering.it@mcgm.gov.in).
16. The Authority (BMC) shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the Bid or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority.
17. The Municipal Commissioner reserves the right to reject all or any of the e-Bid(s) without assigning any reason at any stage.
18. E-Bidders are requested to note Scope of Works and the various terms and conditions stated in BID documents before quoting for the bid. Before purchasing/downloading the BID copy, Bidders may refer to Technical qualification criteria and technical requirement for Manpower in BID copy on Mahatender portal (<https://mahatenders.gov.in/nicgep/app>) in order to check their eligibility for qualification.

19. Before the last date of submission of bids, the Brihanmumbai Municipal Corporation may modify the BID documents by issuing addendum/ corrigendum which will be published / uploaded on the Mahatender portal. Any addendum / corrigendum thus issued shall be part of the BID documents and shall be binding on all the prospective bidders. If there are any changes in the dates the same will be displayed on the Mahatender portal as a corrigendum. Technical Bid and Financial bid of the BIDs will be opened as per the time-table shown in the Header Data in the Office of The Chief Accountant (Finance), Municipal Head Office, Room No.411, 4TH Floor, Annex Building, Mahapalika Marg, Mumbai-400 001. If there are any changes in the dates the same will be displayed on the Mahatender portal.

20. The bidders are requested to note the following.

- a) The bidder shall have to pay the “Bid Fee” as mentioned in the above table through online payment gateway..
- b) The Contract period is of five years.
- c) The Bidders shall pay the EMD online as mentioned in Mahatender portal.
- d) The bidder should be a reputed, registered organisation, autonomous body, institution or a company incorporated in India and should have been in operation for a period of at least 3 (Three ) years in India as on bid submission date.
- e) The bidder alone should have turnover of at least Rs. 10 **crores** for any one out of five preceding financial years including financial year **2024-2025**. The CA certificate stating the turnover should be attached in the technical bid.
- f) The bidder should have a registered office in India and should have branch office in Mumbai or in the Mumbai Metropolitan Region.
- g) The bidder must have a minimum of 3 years experience in at least two of the the following assignments/works in respect of Central Government / any state Government / Urban Local Bodies / Banks / reputed Public Sector Companies or Private sector Companies.
  - i) Operating Citizen Facilitation / Collection Centres.
  - ii) Customer handling for various operations related to customer queries by deputing computer literate staff at the front desk.
  - iii) Deputing Computer literate employees for handling computerised operations involving data entry and printing of receipt etc.

iv) The bidder should have experience of handling 100 and above counters in similar operations in any one of the three preceding financial years . The proof of any such activity should be attached with the technical bid.

h) Number of counters operated for performing the work similar CFCs/Collection centers should be at least 100 counters in any one of the three preceding financial years. The bidder should be working either on direct or contractual basis for any government /urban local bodies or Banks.

i) No joint Ventures and consortium allowed for this bid.

j) The qualification and work experience for required manpower should be as given at “Technical Requirement for Manpower” and it is the sole responsibility of the successful bidder to provide suitable and qualified personnel for smooth functioning of CFCs.

21. The Authority (BMC) shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the e-BID or the Bidding Process, including any error or mistake therein or in any information or data given by the Authority. The Municipal Commissioner reserves the right to cancel the e-BID at any time or amend / withdraw any of the terms and conditions contained in the e-BID Document and to reject all or any of the e-Bid without assigning any reason at any stage, thereof.

The Applicants interested for the above referred works may contact the Chief Accountant (Finance) at the following address on any working day during office hours.

Office of: BRIHANMUMBAI MUNICIPAL CORPORATION  
Chief Accountant (Finance),  
Room no. 411, 4<sup>th</sup> Floor,  
Annex Building, Municipal Head Office,  
Mahapalika Marg, Fort, Mumbai 400 001  
Phone no: 022-22620251, Extn. 4433  
Email id – [ao.far@mcgm.gov.in](mailto:ao.far@mcgm.gov.in)

The BMC reserves the rights to accept any of the application or reject any or all the application received for above works, without assigning any reasons thereof.

sd/-04.05.2026  
**Chief Accountant (WSSD) I/c**

sd/-04.05.2026  
**Chief Accountant (Finance) I/c**

## 2. HEADER DATA

BID Document No.	CA/F/FAR/FI/12/2026-27 DTD 04.05.2026
Bid No.	<b>BID NO. – 2026_MCGM_1299945_1</b>
Name of Organization	Brihanmumbai Municipal Corporation
Subject	Operating Citizen Facilitation Centres/Collection Centres at various Locations for BMC for 5 years on transaction basis (2026-2031)
Cost of BID	Rs.33,275/- Plus GST @ 18% (9% CGST and 9% SGST)
Earnest Money Deposit	Rs. 45,04,800/-
Bid Validity	Bids shall remain valid for a period of not less than 180 (One Hundred and eighty) days from the date of submission of BID
Date of issue & sale of BID Document	05/05/2026 from 11:00Hrs
Last Date & Time for Sale of BID & receipt of Bid Security Deposit (EMD)	12/05/2026 UP TO 12.00 HRS.
Submission of Envelope A/B & C (Online)	12/05/2026 UPTO 16.00 HRS.
Pre Bid Meeting Date, Time and venue	On 08/05/2026 at 11.00 HRS. Office of the Chief Accountant (Finance), Municipal Head Office, Room no.411, 4th floor, Annex Building, Mahapalika Marg, Mumbai-400001.
Opening of Packet A & Packet B	13/05/2026 FROM 16.00 HRS
Opening of Packet C	18/05/2026 FROM 15:00 HRS.
Address for Communication	Office of the Chief Accountant (Finance), Municipal Head Office, Room no.411, 4th floor, Annex Building, Mahapalika Marg, Mumbai-400001.
Venue for opening of bid	Same as Above.
Venue for Pre Bid Meeting & Opening of bid	Same as Above.
Officer's Detail	Account Officer (FAR)
a) Name	Shri Sachin D. Gangan
b) Telephone Number	022-22754433
c) Email Address	<a href="mailto:ao.far@mcbm.gov.in">ao.far@mcbm.gov.in</a>

☆ As communication will be forwarded on e-mail, bidders are required to provide Official e-mail id in Annexure – 1.

This BID document is not transferable.

The BMC reserves the rights to accept any of the application or reject any or all the application received for above subject without assigning any reason thereof.

The Bidder shall have to pay the "Bid Fee" as mentioned in the above table through online payment gateway before downloading the BID documents.

sd/-04.05.2026  
**Chief Accountant (WSSD) i/c**

sd/-04.05.2026  
**Chief Accountant (Finance) i/c**