



खंड I

## निविदा आमंत्रण सूचना (एनआईटी)

**01 अप्रैल 2026 से 31 मार्च 2027 की अवधि के लिए भारतीय रिज़र्व बैंक कोलकाता क्षेत्रीय कार्यालय में एडवांस लाइफ सपोर्ट (एलएस) एम्बुलेंस सेवा प्रदान करने हेतु ई-निविदा**

**ई-निविदा संख्या: RBI/Kolkata Regional Office/HRMD/7/25-26/ET/882 [e-Tender for ALS ambulance]**

भारतीय रिज़र्व बैंक, कोलकाता क्षेत्रीय कार्यालय (इसके बाद "बैंक" के रूप में संदर्भित), पात्र एम्बुलेंस सेवा प्रदाताओं (इसके बाद "वेंडर" के रूप में संदर्भित) से दो-बोली प्रणाली (तकनीकी बोली और वित्तीय बोली) के तहत ई-निविदा आमंत्रित करता है, जो भारतीय रिज़र्व बैंक, 15 एनएस रोड, कोलकाता 700001 में बैंक के कार्यालय को एम्बुलेंस सेवाएं प्रदान करने के लिए है और यह सेवा सोमवार से शुक्रवार तक संविदा के आधार पर प्रतिदिन 08 घंटे (9:30 पूर्वाह्न से शाम 5:30 बजे तक) की अवधि के लिए प्रतिधारण के आधार पर 01 अप्रैल 2026 से 31 मार्च 2027 तक 12 महीने की अवधि के लिए होगा। संविदा को एक बार में एक वर्ष की अवधि के लिए आपसी सहमति के आधार पर वार्षिक रूप से नवीनीकृत किया जा सकता है, जिसे अधिकतम दो वर्ष (31 मार्च 2029 तक) तक, केवल बैंक के विवेकाधिकार पर, समान नियमों और शर्तों पर, बैंक द्वारा समय-समय पर मूल्यांकन किए गए वेंडर के संतोषजनक कार्य-निष्पादन के अधीन, बढ़ाया जा सकता है।

2. ई-निविदा प्रक्रिया एमएसटीसी लिमिटेड (<https://www.mstcecommerce.com/eprocn/>) के ई-निविदा पोर्टल के माध्यम से निष्पादित की जाएगी। इच्छुक वेंडरों को निविदा प्रक्रिया में भाग लेने के लिए उपरोक्त वेबसाइट के माध्यम से स्वयं को एमएसटीसी लिमिटेड के साथ पंजीकृत करना होगा। इसके अलावा, वेंडरों को सूचित किया जाता है कि वे डिजिटल हस्ताक्षर प्रमाणपत्र (डीएससी) के लिए स्वयं अपनी व्यवस्था करें, जो एमएसटीसी पोर्टल को एक्सेस करने के लिए आवश्यक होगा। ई-निविदा दस्तावेज को 27 जनवरी 2026 (मंगलवार) शाम 6 बजे से बैंक की वेबसाइट <https://www.rbi.org.in> और एमएसटीसी वेबसाइट <https://www.mstcecommerce.com/eprocn> पर देखने/डाउनलोड करने के लिए उपलब्ध कराया जाएगा। वेंडर ई-निविदा के संबंध में निर्देशों के अनुसार 2 मार्च 2026 (सोमवार) (सुबह 11 बजे तक) या उससे पहले सभी सहायक दस्तावेजों के साथ अपनी ई-निविदा (भाग I और भाग II अर्थात्, तकनीकी और वित्तीय बोलियां) प्रस्तुत करेंगे। केवल एमएसटीसी पोर्टल के माध्यम से प्रस्तुत किए गए ई-निविदाओं को उल्लिखित प्रक्रिया के लिए स्वीकार किया जाएगा। ई-निविदाएं, यदि उक्त तिथि और समय के बाद (किसी भी मोड में) प्राप्त होती हैं, तो बैंक द्वारा स्वीकार नहीं किया जाएगा। वेंडरों को 2 मार्च 2026 (सोमवार) (सुबह 11 बजे तक) को या उससे पहले ₹48,000 (अड़तालीस हजार मात्र) की वापसी योग्य **बयाना जमा राशि (ईएमडी)** प्रेषित करना होगा।

3. तकनीकी बोली (भाग I) 2 मार्च 2026 (सोमवार) (दोपहर 12 बजे से आगे) से संभावित वेंडर्स की उपस्थिति में इलेक्ट्रॉनिक तरीके से खोली जाएगी। केवल उन वेंडरों की वित्तीय बोली बाद में खोली जाएगी, जिनके दस्तावेजों के मूल्यांकन के बाद उन्हें योग्य पाया जाएगा, और योग्य वेंडर्स को इसकी सूचना दे दी जाएगी।

4. ऊपर बताई गई किसी भी तारीख को अवकाश घोषित किए जाने की स्थिति में, अगला कार्य दिवस यहां उल्लिखित संबंधित उद्देश्य के लिए सक्रिय हो जाएगा।
5. ई-निविदा दस्तावेज को आरबीआई की वेबसाइट '[www.rbi.org.in](http://www.rbi.org.in)' और '[www.mstcecommerce.com](http://www.mstcecommerce.com)' से डाउनलोड किया जा सकता है। इस ई-निविदा के संबंध में कोई भी संशोधन/शुद्धिपत्र/स्पष्टीकरण केवल बैंक की वेबसाइट/एमएसटीसी ई-पोर्टल पर अपलोड किया जाएगा और समाचार पत्र में प्रकाशित नहीं किया जाएगा। वेंडर को किसी भी संशोधन/शुद्धिपत्र/स्पष्टीकरण/परिशिष्ट के लिए नियमित रूप से उपरोक्त वेबसाइट/ई-पोर्टल को देखना होगा और उसके सत्यापन के बाद बोली प्रस्तुत करनी होगी।
6. बैंक, बिना कोई कारण बताए, किसी भी या सभी कोटेशनों को या तो पूर्ण या आंशिक रूप से अस्वीकार करने का अधिकार सुरक्षित रखता है।

**क्षेत्रीय निदेशक**  
**भारतीय रिज़र्व बैंक**  
**कोलकाता**

## खंड II

### अस्वीकरण

बैंक ने ई-निविदा पर इच्छुक पार्टियों को पृष्ठभूमि की जानकारी देने के लिए यह दस्तावेज तैयार किया है।

2. हालांकि बैंक ने इसमें दी गई जानकारी को तैयार करने में पूरी सावधानी बरती है और उसे सही मानता है, फिर भी भारतीय रिज़र्व बैंक या उसका कोई भी प्राधिकारी या एजेंसियां, या उनके कोई भी अधिकारी, कर्मचारी, एजेंट या सलाहकार इस दस्तावेज़ में दी गई जानकारी या इससे जुड़ी किसी भी जानकारी की पूरी होने या सही होने के बारे में कोई गारंटी नहीं देते हैं और न ही कोई वादा करते हैं, चाहे वह साफ़ तौर पर कहा गया हो या इसमें अंतर्निहित हो।

3. यह जानकारी पूरी तरह से संपूर्ण नहीं है। इच्छुक पार्टियों से अनुरोध है कि वे अपने द्वारा स्वयं पूछताछ करें और रेस्पोंडेंट को लिखित में यह कन्फर्म करना होगा कि उन्होंने ऐसा किया है, और वे ई-निविदा प्रस्तुत करते समय सिर्फ़ बैंक द्वारा दी गई जानकारी पर निर्भर नहीं हैं। सूचना इस आधार पर प्रदान की जाती है कि यह भारतीय रिज़र्व बैंक या उसके किसी भी प्राधिकारी या एजेंसी या उनके किसी भी संबंधित अधिकारी, कर्मचारियों, एजेंटों या सलाहकारों के लिए गैर-बाध्यकारी है।

4. बैंक संविदा के साथ आगे न बढ़ने, कार्य के विन्यास को बदलने, इस दस्तावेज़ में परिलक्षित समय सारिणी को बदलने या लागू की जाने वाली प्रक्रिया या कार्यविधि को बदलने का अधिकार सुरक्षित रखता है। यह रुचि व्यक्त करने वाले किसी भी पक्ष के साथ मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की प्रतिपूर्ति का भुगतान नहीं किया जाएगा।

### खंड III

## निविदा की अनुसूची (एसओटी)

ए	ई-निविदा नं.	RBI/Kolkata Regional Office/HRMD/7/25-26/ET/882[e-Tender for ALS ambulance]
बी	ई-निविदा का नाम	01 अप्रैल 2026 से 31 मार्च 2027 की अवधि के लिए भारतीय रिज़र्व बैंक कोलकाता क्षेत्रीय कार्यालय में एडवांस लाइफ सपोर्ट (एएलएस) एम्बुलेंस सेवा प्रदान करने हेतु ई-निविदा
सी	ई-निविदा का तरीका	ई-खरीद प्रणाली  (ऑनलाइन - भाग I - तकनीकी बोली और भाग II - एमएसटीसी ई-कॉमर्स ( <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> ) के माध्यम से मूल्य/वित्तीय बोली
डी	ई-निविदा आमंत्रित करने की सूचना की तिथि आरबीआई की वेबसाइट/एमएसटीसी की वेबसाइट पर देखने/डाउनलोड करने के लिए उपलब्ध है	27 जनवरी 2026 (मंगलवार) (शाम 6 बजे से)
ई	बोली-पूर्व बैठक की तिथि (हाइब्रिड मोड ऑफ़लाइन और ऑनलाइन वेबेक्स मोड दोनों)	20 फरवरी 2026 (शुक्रवार) (दोपहर 3 बजे)
एफ	ऑफलाइन भागीदारी के लिए बोली-पूर्व बैठक का स्थान	आरबीआई मुख्य कार्यालय भवन, 15, नेताजी सुभाष रोड, फेयरली प्लेस, बी.बी.डी. बाग, कोलकाता, पश्चिम बंगाल 700001
जी	बोली-पूर्व बैठक (ऑनलाइन वीबेक्स मोड)	वेंडर जो ऑनलाइन मोड के माध्यम से बोली-पूर्व बैठक में शामिल होना चाहते हैं, वे अपनी ईमेल आईडी, जहां वे चाहते हैं कि वेबेक्स लिंक साझा किया जाए, <a href="mailto:rajarshiadhikari@rbi.org.in">rajarshiadhikari@rbi.org.in</a> ; <a href="mailto:vungtheiching@rbi.org.in">vungtheiching@rbi.org.in</a> ; <a href="mailto:aparya@rbi.org.in">aparya@rbi.org.in</a> ; और <a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a> पर 19 फरवरी 2026 को या उससे पहले प्रेषित कर सकते हैं।
एच	ई-निविदा का अनुमानित मूल्य	₹24,00,000/- (रुपये चौबीस लाख) लगभग
आई	बयाना जमा राशि (ईएमडी)	₹48,000 (रुपये अड़तालीस हजार मात्र) (कुल संविदा मूल्य का 2% प्रत्येक वेंडर द्वारा जमा किया जाएगा) भारतीय रिज़र्व बैंक, कोलकाता के पक्ष में आहरित अनुसूचित बैंक द्वारा जारी एनईएफटी/डिमांड ड्राफ्ट/बैंक गारंटी (अनुलग्नक V में संलग्न प्रारूप के अनुसार तैयार) के रूप में।

		लाभार्थी खाता संख्या:	186003001
		आईएफएससी:	RBIS0KLPA01 (बाएं से 5वें और 10वें स्थान पर संख्या शून्य है)
		लाभार्थी का नाम:	भारतीय रिज़र्व बैंक, कोलकाता
		<p>डिमांड ड्राफ्ट और बैंक गारंटी "क्षेत्रीय निदेशक, आरबीआई, कोलकाता" के पक्ष में होना चाहिए जो कोलकाता में देय है</p> <p><b>नोट:</b> एमएसएमई/उद्यम पंजीकृत वेंडरों को ईएमडी के भुगतान से कोई छूट नहीं है।</p> <p>ईएमडी भेजने का प्रमाण एमएसटीसी पोर्टल पर अपलोड किया जाना है और आवश्यक विवरण के साथ एक पुष्टिकरण मेल <a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a> <a href="mailto:rajarshiadhikari@rbi.org.in">rajarshiadhikari@rbi.org.in</a>; <a href="mailto:vungtheiching@rbi.org.in">vungtheiching@rbi.org.in</a> और <a href="mailto:aparya@rbi.org.in">aparya@rbi.org.in</a>; पर 2 मार्च 2026 (सोमवार) को दिन के अंत से पहले को या उससे पहले मेल किया जाना है।</p>	
<b>जे</b>	ईएमडी जमा करने की अंतिम तिथि और समय	2 मार्च 2026 (सोमवार) (सुबह 11 बजे तक)	
<b>के</b>	लेन-देन शुल्क	<p>एमएसटीसी लिमिटेड के पक्ष में या मेसर्स एमएसटीसी लिमिटेड द्वारा निर्देश के अनुसार एमएसटीसी भुगतान गेटवे/एनईएफटी/आरटीजीएस के माध्यम से एमएसटीसी पोर्टल में उल्लिखित लेनदेन शुल्क का भुगतान।</p> <p><b>कृपया लेनदेन शुल्क को भारतीय रिज़र्व बैंक, कोलकाता को अंतरित न करें।</b></p>	
<b>एल</b>	ई-निविदा (तकनीकी बोली और वित्तीय बोली) ऑनलाइन जमा करने की तिथि <a href="https://www.mstcecommerce.com/eprocn/">(https://www.mstcecommerce.com/eprocn/)</a>	27 जनवरी 2026 (मंगलवार) (शाम 6 बजे से)	
<b>एम</b>	वेबसाइट पर ई-निविदा की उपलब्धता की अंतिम तिथि	2 मार्च 2026 (सोमवार) (सुबह 11 बजे तक)	
<b>एन</b>	ई-निविदा (तकनीकी बोली और वित्तीय बोली) को ऑनलाइन जमा करने की तिथि और समय।	2 मार्च 2026 (सोमवार) (सुबह 11 बजे तक)	
<b>ओ</b>	भाग-I के खुलने की तिथि और समय (तकनीकी बोली)	2 मार्च 2026 (सोमवार) (दोपहर 12 बजे से)	
<b>पी</b>	भाग-II (वित्तीय बोली) के खुलने की तिथि	<p>भाग-II (वित्तीय बोली) केवल उन वेंडर(रों) के लिए इलेक्ट्रॉनिक रूप से खोला जाएगा जिनका भाग-I (तकनीकी बोली) आरबीआई, कोलकाता द्वारा स्वीकार्य पाई गई है।</p> <p>ऐसे वेंडरों को उनके द्वारा प्रदान की गई वैध ई-मेल आईडी के माध्यम से भाग-II (वित्तीय बोली) खोलने की तारीख के बारे में सूचित किया जाएगा।</p>	

<b>क्यू</b>	ईमेल केरी, यदि कोई हो, को भेजा जा सकता है	<a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a>
<b>आर</b>	संचार के लिए पता	क्षेत्रीय निदेशक भारतीय रिज़र्व बैंक 15, नेताजी सुभाष रोड, फेयरली प्लेस, बी.बी.डी. कोलकाता, पश्चिम बंगाल- 700001
<b>नोट:</b> बैंक बिना कोई कारण बताए किसी भी या सभी ई-निविदाओं को पूर्ण या आंशिक रूप से स्वीकार या अस्वीकार करने का अधिकार सुरक्षित रखता है। सभी वेंडर कृपया ध्यान दें कि ई-निविदा में कोई भी संशोधन/शुद्धिपत्र, यदि भविष्य में जारी किया जाता है, तो केवल आरबीआई और एमएसटीसी वेबसाइट पर अधिसूचित किया जाएगा जैसा कि ऊपर दिया गया है और समाचार पत्र में प्रकाशित नहीं किया जाएगा।		



**केन्द्रीय स्थापना अनुभाग  
CENTRAL ESTABLISHMENT SECTION**

**भारतीय रिज़र्व बैंक  
RESERVE BANK OF INDIA**

**कोलकाता  
KOLKATA**

**e-Tender for providing Advance Life Support (ALS)  
Ambulance Services to Bank's Office at Reserve Bank of India  
Kolkata Regional Office**

**e-Tender No.**

**RBI/Kolkata Regional Office/HRMD/7/25-26/ET/882  
[e-Tender for ALS ambulance]**

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## Section I

### Notice Inviting Tender (NIT)

#### **E-tender for Providing Advance Life Support (ALS) Ambulance Service at Reserve Bank of India Kolkata Regional Office for the period April 01, 2026 – March 31, 2027**

**E-Tender No: RBI/Kolkata Regional Office/HRMD/7/25-26/ET/882 [e-Tender for ALS ambulance]**

Reserve Bank of India, Kolkata Regional Office (hereinafter referred to as “the Bank”), invites e-Tender under Two – Bid system (Technical Bid & Financial Bid) from eligible Ambulance Service Providers (hereinafter referred to as “Vendor”) for providing Ambulance Services to Bank’s Office at Reserve Bank of India, 15 N.S. Road, Kolkata 700001, on retention basis for a duration of 08 hours (9:30 AM to 5:30 PM) daily from Monday to Friday on Contract basis for a period of 12 months from April 01, 2026 to March 31, 2027. The contract may be renewed annually based on mutual consent for a period of one year at a time, extendable up to a maximum period of two years (till March 31, 2029), solely at the discretion of the Bank, on same terms and conditions, subject to satisfactory performance of the Vendor as evaluated by the Bank from time to time.

2. The e-Tender process will be executed through the e-Tendering portal of MSTC Ltd. (<https://www.mstcecommerce.com/eprocn/>). Interested Vendors must register themselves with MSTC Ltd. through the aforementioned website to participate in the tendering process. Further, Vendors are advised to make their own arrangement for Digital Signature Certificate (DSC) which may be required to access the MSTC portal. E-Tender document will be made available for viewing / downloading on the Bank’s website at <https://www.rbi.org.in> and MSTC website at <https://www.mstcecommerce.com/eprocn> from January 27, 2026 (Tuesday) 6 PM onwards. The Vendors shall submit their e-Tender (both Part I and Part II i.e., Technical and Financial Bids) as per the instructions regarding e-Tender, along with all supporting documents, complete in all respects, on or before March 02, 2026 (Monday) (Till 11 AM). E-Tenders submitted only through the MSTC portal will be accepted for the captioned process. E-Tenders, if received (in any mode) after the said date and time, will not be accepted by the Bank. The Vendors shall

remit refundable **Earnest Money Deposit (EMD)** of ₹48,000 (Forty-Eight Thousand only) on or before March 02, 2026 (Monday) (Till 11 AM).

3. The Technical Bid (Part I) will be opened electronically on March 02, 2026 (Monday), 12 PM onwards in presence of prospective Vendors. Financial bid of only those Vendors who are found to be eligible on evaluation of their documents shall be opened on a later date, after intimating the qualified Vendors.

4. In the event of any date indicated above being declared a holiday, the next working day shall become operative for the respective purpose mentioned herein.

5. The e-Tender document can be downloaded from the RBI website '[www.rbi.org.in](http://www.rbi.org.in)' and '[www.mstcecommerce.com](http://www.mstcecommerce.com)'. Any amendment / corrigendum / clarification with respect to this e-Tender shall be uploaded on the Bank's website / MSTC e-portal only and will not be published in the newspaper. The Vendor must regularly check the above website / e-portal for any amendment / corrigendum / clarification/addendum and submit the bid after verification of the same.

6. The Bank reserves the right to reject any or all the quotations either in whole or in part without assigning any reason thereof.

**Regional Director**  
**Reserve Bank of India**  
**Kolkata**

## **Section II**

### **Disclaimer**

The Bank has prepared this document to give background information to the interested parties on the e-Tender.

2. While the Bank has taken due care in preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, expressed or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

3. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not solely rely only on the information provided by the Bank in submitting the e-Tender. The information is provided on the basis that it is non – binding on Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents, or advisors.

4. The Bank reserves the right not to proceed with the Contract, to change the configuration of the work, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

**Section III**  
**SCHEDULE OF TENDER (SoT)**

<b>A</b>	E-Tender no.	<b>RBI/Kolkata Regional Office/HRMD/7/25-26/ET/882[e-Tender for ALS ambulance]</b>
<b>B</b>	Name of e-Tender	e-Tender for Providing Advance Life Support (ALS) Ambulance Service at RBI Kolkata Regional Office for the period April 01, 2026 to March 31, 2027
<b>C</b>	Mode of e-Tender	e- Procurement System  (Online – Part I – Technical Bid and Part II – Price/Financial Bid through MSTC E-Commerce <a href="https://www.mstcecommerce.com/eproc/">(https://www.mstcecommerce.com/eproc/)</a> )
<b>D</b>	Date of Notice Inviting E-tender available for viewing/download on RBI website / MSTC website	January 27, 2026 (Tuesday) (6 PM onwards)
<b>E</b>	Date of Pre-Bid meeting (Hybrid mode both offline and online Webex mode)	February 20, 2026 (Friday) (3 PM)
<b>F</b>	Venue of Pre-Bid meeting for Offline participation	RBI Main Office Building, 15, Netaji Subhash Road, Fairley Place, B.B.D. Bagh, Kolkata, West Bengal 700001
<b>G</b>	Pre-Bid meeting (online Webex mode)	Vendors who would like to join pre-bid meeting via online mode may send in their email IDs, where they would like the Webex link to be shared, at <a href="mailto:rajarshiadhikari@rbi.org.in">rajarshiadhikari@rbi.org.in</a> ; <a href="mailto:vungtheiching@rbi.org.in">vungtheiching@rbi.org.in</a> ; <a href="mailto:aparya@rbi.org.in">aparya@rbi.org.in</a> ; and <a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a> on or before February 19, 2026
<b>H</b>	Estimated value of e-Tender	₹24,00,000/- (Twenty-Four Lakh) approximately

<b>I</b>	Earnest Money Deposit (EMD)	₹48,000 (Forty-Eight Thousand only)  (being 2% of the total contract value shall be deposited by each Vendor) in the form of NEFT/Demand Draft/Bank Guarantee (prepared as per enclosed format in <a href="#">Annex V</a> ) issued by a Scheduled Bank drawn in favour of Reserve Bank of India, Kolkata.
		Beneficiary account no: 186003001
		IFSC: RBIS0KLPA01 (Numeric Zero at 5 <sup>th</sup> and 10 <sup>th</sup> place from left)
		Beneficiary name: Reserve Bank of India, Kolkata
		Demand Draft and Bank Guarantee has to be in favour of “THE REGIONAL DIRECTOR, RBI, Kolkata” payable at Kolkata <b>Note:</b> There is no exemption to MSME/UDYAM registered Vendors from the payment of EMD. The proof of having remitted EMD is to be uploaded on MSTC portal and a confirmation mail with necessary details to be mailed at <a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a> ; <a href="mailto:rajarshiadhikari@rbi.org.in">rajarshiadhikari@rbi.org.in</a> ; <a href="mailto:vungtheiching@rbi.org.in">vungtheiching@rbi.org.in</a> ; and <a href="mailto:aparya@rbi.org.in">aparya@rbi.org.in</a> ; on or before EOD of March 02, 2026 (Monday).
<b>J</b>	Last date and time of submission of EMD	March 02, 2026 (Monday) (Upto 11 AM)
<b>K</b>	Transaction fees	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED or as advised by M/s MSTC Ltd. <b>Please do not transfer the transaction fee to the Reserve Bank of India, Kolkata.</b>
<b>L</b>	Date of commencement of online submission of e-Tender (Technical Bid and Financial Bid) at <a href="https://www.mstcecommerce.com/eprocn/">(https://www.mstcecommerce.com/eprocn/)</a> .	January 27, 2026 (Tuesday) (6 PM onwards)
<b>M</b>	Last date of availability of e-Tender on website	March 02, 2026 (Monday) (Till 11 AM)

<b>N</b>	Date & time of closing of online submission of e-Tender (Technical Bid and Financial Bid).	March 02, 2026 (Monday) (Till 11 AM)
<b>O</b>	Date & time of opening of Part-I (Technical Bid)	March 02, 2026 (Monday) (12 PM onwards)
<b>P</b>	Date of opening of Part-II (Financial Bid)	Part-II (Financial Bid) will be opened electronically of only those Vendor(s) whose Part-I (Technical Bid) is found acceptable by RBI, Kolkata. Such Vendor(s) will be informed regarding date of opening of Part- II (Financial Bid) through valid e-mail IDs provided by them.
<b>Q</b>	Email query, if any, may be sent to	<a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a>
<b>R</b>	Address for Communication	The Regional Director Reserve Bank of India 15, Netaji Subhas Rd, Fairley Place, B.B.D. Bagh, Kolkata, West Bengal- 700001
<p><b>Note:</b> The Bank reserves the right to accept or reject any or all the e-Tenders in full or part without assigning any reasons. All the Vendors may please note that any amendments/ corrigendum to the e-Tender, if issued in future, will only be notified on the RBI and MSTC Website as given above and will not be published in the newspaper.</p>		

**Section IV**  
**IMPORTANT INSTRUCTIONS FOR E-TENDERING**

This is an e-Tendering event of Reserve Bank of India, Kolkata Office. The e-Tendering Service Provider / Vendor / Vendor is MSTC Limited. Vendors are requested to read the terms & conditions of this e-Tender and subsequent Corrigendum/addendum, if any, before submitting their online e-Tender. Further, all the Vendors may please note that any amendments/corrigendum to this e-Tender, if issued in future, will be notified on the RBI Website and MSTC portal as given above and will not be published in the newspaper. It shall also be noted that the terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the Vendor/s to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Vendor/s, or to alter, amend, modify or omit the terms and conditions contained herein, including formats and Annexes, as are considered necessary for the due and proper execution of the work to be awarded under this e-Tender.

**Process of e-Tender:**

**1. Registration:** The process involves Vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the Vendor can submit their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a PC connected with Internet. MSTC/RBI is not responsible for making such arrangement. Bids will not be recorded without Digital Signature.

**SPECIAL NOTE:** The technical bid and the commercial bid have to be submitted on-line at [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn)

i). Vendors are required to register themselves online with <https://www.mstcecommerce.com/eprocn/>

## Register as Vendor –

- i) Filling up details and creating own user ID and password and submit. For further details, go to Download Guide / Video / Registration.
- ii) Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.
- iii) In case of any clarification, please contact MSTC/RBI, Kolkata, (before the scheduled time of the e- tender)

### **Contact person (RBI, Kolkata Office):**

- i). Shri. Rajarshi Adhikari, AGM, HRMD-CES  
Mobile: 8114535121, [rajarshiadhikari@rbi.org.in](mailto:rajarshiadhikari@rbi.org.in)
- ii). Ms. Vungtheiching, Manager, HRMD-CES  
Mobile: 8800540624, [vungtheiching@rbi.org.in](mailto:vungtheiching@rbi.org.in)
- iii). Shri. Ansuman Parya, Manager, HRMD-CES  
Mobile: 9007844998, [aparya@rbi.org.in](mailto:aparya@rbi.org.in)

### **Contact person (MSTC Ltd):**

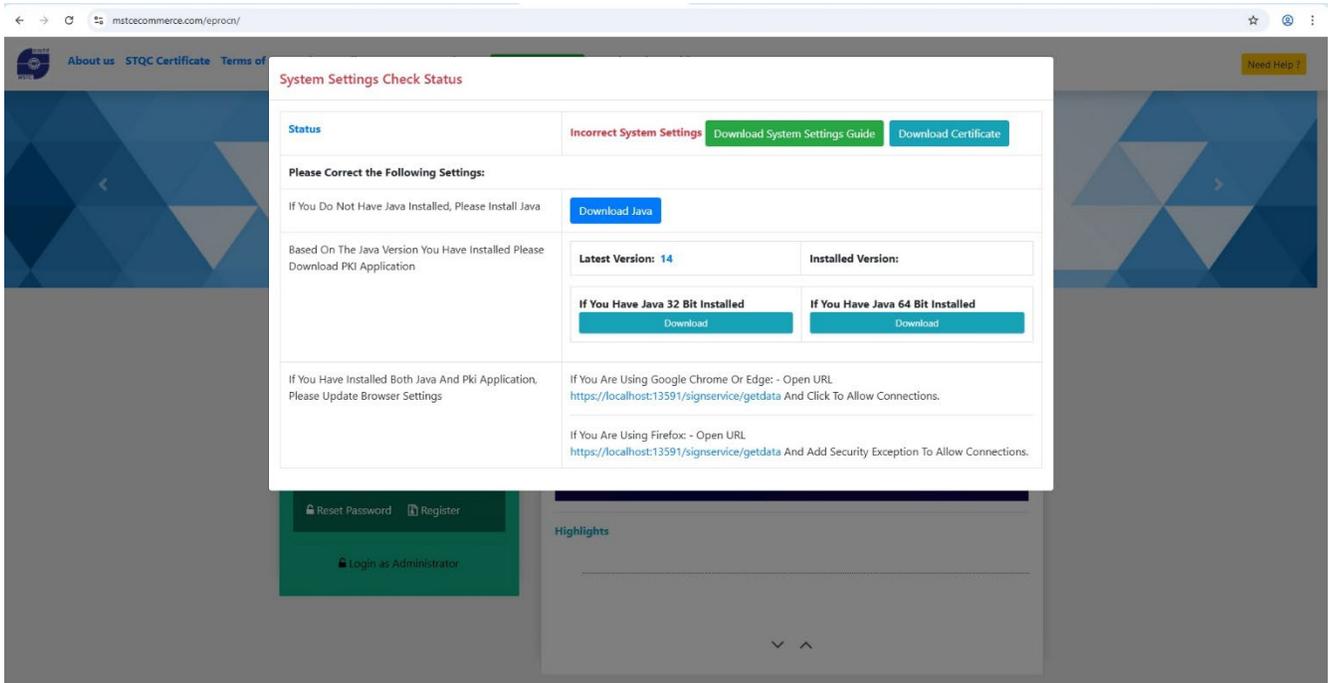
- i) Shri. Sabyasachi Mukherjee; Mobile No.-7278030407  
e-mail ID: [smukherjee@mstcindia.co.in](mailto:smukherjee@mstcindia.co.in)
- ii) Shri. Kranti Kumar; Mobile No: 9174009882  
e-mail ID: [kkkumar@mstcindia.co.in](mailto:kkkumar@mstcindia.co.in)

**The MSTC Helpdesk numbers are: 9499054101/2/3/4**

**The Vendors can also submit their issues vide e-mail at [helpdesk@mstcindia.co.in](mailto:helpdesk@mstcindia.co.in)**

## **2. System Requirements:**

For details, vendor may refer to the DOWNLOAD SYSTEM SETTING GUIDE available <https://www.mstcecommerce.com/eprocn/>



3. The Technical and the Financial / Price Bid shall have to be submitted online at [www.mstcecommerce.com/eprocn/](http://www.mstcecommerce.com/eprocn/). Tenders will be opened electronically on the specified date and time as given in the e-Tender.

4. All entries in the e-Tender must be entered in online Technical & Financial/Price Formats without any ambiguity.

5. Special Note towards Transaction fee:

The Vendors shall pay the transaction fee using “**Transaction Fee Payment**” Link under “My Menu” in the Vendor login. The Vendors must select the particular e-Tender from the event dropdown box. The Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the Vendor shall generate a challan by filling up a form. The Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the Vendor shall have the provision of making payment using his Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto- authorized and the Vendor shall be receiving a system generated mail.

**Transaction fee is non-refundable.** A Vendor will not have the access to online e-Tender without making the payment towards transaction fee.

**NOTE: Vendors are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.**

6. Information about e-Tenders / corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the Vendors are required to ensure that their e-mail ID provided is valid and updated at the time of registration of Vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

7. e-Tender cannot be accessed after the due date and time mentioned in NIT.

#### **8. Bidding in e-Tender:**

a) Vendor(s) need to submit necessary Earnest Money Deposit (EMD) and Transaction fees (if any) to be eligible to bid online in the e-Tender. Vendors are advised to remit EMD well in advance to avoid last minute hassle. Transaction fees is non-refundable. No interest will be paid on EMD. The EMD of the unsuccessful Vendor(s) will be refunded by the e-Tender inviting authority within 15 days of awarding the Contract to a successful Vendor.

b) The process involves Electronic Bidding for submission of Technical and Financial / Price Bid.

c) The Vendor(s) who have submitted the above fees can only submit their Technical Bids and Price Bid through internet in MSTC website [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.

Please Note: The vendor after successful remittance of the transaction fees and EMD details, will get the attach documents and “Common Terms” tab enabled in their login. Post successful completion of this step, the vendors will be allowed to save the lot specific terms and submit their price bid against the lot through the portal or download and upload the excel file for submitting price bids, as the case may be. In case the “Attach Documents” and/or saving “Common Terms” step is unsuccessful, the tabs for saving lot specific terms and submitting

price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

d) The Vendor should allow to run an application namely java applet by accepting the risk and clicking on run. This exercise has to be done twice immediately after reaching the bid floor. If this application is not run, then the Vendor will not be able to save/submit his bid. (for details refer vendor guide & FAQ).

e) First, the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Technical Bid. After filling the Technical Bid, Vendor should click 'save' for recording their Technical Bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then Vendor should click on "save" to record their price bid. Then once both the Technical Bid & price bid has been saved, the Vendor can click on the "Final Submission" button to register their bid. NOTE: - After clicking the final submission "Delete bid" option would be shown. If the vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

f) In all cases, vendor(s) should use their own ID and Password along with Digital Signature at the time of submission of their bid.

g) During the entire e-Tender process, the Vendors will remain completely anonymous to one another and to everybody else.

h) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

i) All electronic bids submitted during the e-Tender process shall be legally binding on the Vendor. Any bid will be considered as the valid bid offered by that Vendor and acceptance of the same by the Bank will form a binding contract between the Bank and Vendor for execution of the work.

j) It is mandatory that all the bids are submitted with digital signature certificate, otherwise the same will not be accepted by the system.

k) The Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part, as the case may be, without assigning any reason thereof.

l) Vendors are requested to read the Vendor guide and see the video in the page [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi) to familiarize themselves with the system before bidding.

9. No deviation from the terms and conditions of the tender document is acceptable. Submission of bid in the e-Tender floor by any Vendor confirms its acceptance of terms & conditions for the tender.

10. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

11. The tender inviting authority has the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.

12. The bids will be evaluated based on the Technical & Financial Bids. Vendors are requested to quote rate in INR as per the format of the Financial Bid contained in this tender document. No change in quoted rates will be accepted.

13. Notice Inviting Tender (NIT) will be available to parties for viewing/downloading from January 27, 2026 (Tuesday) (6 PM onwards).

## Section V

### ELIGIBILITY CRITERIA FOR VENDORS TO PARTICIPATE IN E-TENDER

- (a) The Vendor shall be a registered agency / firm / company with any Government Authority.
- (b) The Vendor shall have valid statutory licenses / sanctions / registrations / permits required to run the business. Necessary proof to establish the same shall be submitted.
- (c) The Vendor / his agent shall be based at Kolkata or having its office in Kolkata duly registered under Establishment of Shops Act. Certificate of Registration issued by competent authority shall be submitted.
- (d) Applicant shall furnish their client list showing the details of work carried out by them during the last 5 years in the format given at [Annex I](#) and Client's Certificate on Client's letter head in the format given in [Annex II](#).
- (e) The Vendor shall have an annual turnover of ₹ 24,00,000 or more during the last three financial years. Copy of Balance Sheets for the last three years shall be submitted.
- (f) The Vendor shall have minimum 3 years of experience of executing similar works during the last 5 years with at least one Government / Semi-Government / Public Sector / reputed Private Sector organization within the last five years.
- (g) Experience of having successfully completed similar works during last 5 years ending last day of month previous to the one in which applications are invited should be one of the following:

Three similar completed works each costing not less than the amount equal to ₹ 9,60,000

or

Two similar completed works each costing not less than the amount equal to ₹12,00,000

or

One similar work costing not less than the amount equal to ₹19,20,000

Applicant shall furnish their client list showing the details of work carried out by them during the last 5 years in the format given at [Annex I](#) and Client's Certificate on Client's letter head in the format given in [Annex II](#).

(h) Vendor should submit the Banker's Certificate from the Scheduled Bank where the vendor has account (certifying solvency amount as specified in [Annex IV](#)). The Bank may at its discretion verify the same during scrutiny of the bid.

(i) The Vendor shall not have been convicted of any offences under any labour laws or any other Statutory Provisions.

(j) The Vendor shall not be under declaration of ineligibility for corrupt or fraudulent practices or for any other reasons whatsoever or have not been blacklisted by any Govt. / Semi-Govt. / Public Sector organization or any of their agencies or private institutes. The Vendor shall furnish the details of disputes, if any, with its clients and the present status thereof, or in the absence of the same, a declaration to that effect shall be submitted at the time of tendering in the format given at [Annex III](#).

(k) The Vendor should have a computerized billing system.

(l) The Vendor should be registered with MSTC portal to participate in the e-Tendering.

**Section VI**  
**GENERAL INSTRUCTIONS REGARDING TECHNICAL AND FINANCIAL**  
**BIDS**

**Technical Bid (Part I)**

1. Vendors who are eligible, as per the eligibility criteria stipulated at in the tender document, are entitled to participate in the Tender. The interested Vendors shall register on the MSTC portal: <https://www.mstcecommerce.com/eprocn/> for participating in e-Tendering. The estimated cost of tender is ₹ 24,00,000.
2. Documents supporting eligibility of tenders to participate in the tender are to be uploaded on MSTC portal in Part I of the tender. The bid of any vendor, who has not complied with one or more of the conditions prescribed in the terms and conditions in the tender document shall be summarily rejected. The decision of the Bank in this regard shall be final and binding on the Vendors.
3. The Vendors should submit their proposal, as per the instructions regarding e-Tender, along with refundable EMD of ₹48,000 (Forty-Eight Thousand) and all supporting documents, complete in all respects, on or before March 02, 2026 (Monday) (upto 11 AM).
4. A pre-bid meeting shall be held on February 20, 2026 (Friday) 3 PM at Main Office Premises of Reserve Bank of India, Kolkata regional Office to discuss/clarify any queries about the tender. All the intending Vendors are advised to attend the meeting. In this regard, the Vendors are requested to send an intimation regarding their participation in the pre-bid meeting to [rajarshiadhikari@rbi.org.in](mailto:rajarshiadhikari@rbi.org.in); [vungtheiching@rbi.org.in](mailto:vungtheiching@rbi.org.in); [aparya@rbi.org.in](mailto:aparya@rbi.org.in); and [ceskolkata@rbi.org.in](mailto:ceskolkata@rbi.org.in)
5. The Part-I (Technical Bid) will be opened electronically on March 02, 2026 (Monday) (12 PM onwards). In the event of any date indicated above being declared a Holiday, the next working day shall become the effective date for the respective purpose mentioned therein.

6. Vendor/ authorized signatory of the Vendor shall sign on each page of the tender before uploading.

7. The Bank may obtain reports on past performance of the Vendor from their clients. The Bank may evaluate the said reports before opening of the Part II of the tender. If any Vendor is not found to possess the required eligibility for participating in the tendering process at any point of time and / or his performance/ service reports received from his clients are found unsatisfactory, the Bank reserves the right to reject his / her offer after the technical evaluation has been completed. The Bank is not bound to assign any reason for doing so.

8. This tender document is neither an offer letter nor a legal contract, but an invitation for the proposal. No contractual obligation on behalf of the Bank whatsoever shall arise from this tender-process unless and until a formal contract is signed and executed by duly authorized Officers of the Bank and the Vendor. Further, the Bank shall not be held liable for any costs incurred by the Vendor in the preparation of the response to this tender. The preparation of Vendor's proposal shall be made without any obligation by the Bank to acquire any of the items included or rejected. All information included by the Vendors in their proposal shall be treated in strict confidence.

### **Financial Bid (Part II)**

1. Part-II of the online e-Tender should only contain the service provider's quoted rates as per the prescribed format. The Financial bids shall be quoted online in Part II on MSTC portal only. The format of the financial bid shall be as follows:

<b>Sl. No.</b>	<b>Particulars</b>	<b>Rate offered in Rupees (A)</b>
1	Basic Hiring Charge / per Ambulance / per month for ALS ambulance for running distance up to 1000 KM. (Excluding GST)	

2	Rate per KM beyond 1000 KM.  (Excluding GST)	
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2. The running distance criterion of 1000 KM shall not include the daily onward and return journey for reporting to and release from duty by the ambulance. The quoted rate shall be inclusive of the same.
3. The rate quoted shall be all inclusive, including wages of the Driver and Paramedic (which should not be less than the minimum wages prescribed by the statutory authorities), statutory expenses like PF, ESI, bonus, leave wages, holiday wages, weekly off wages, uniform expenses etc., and any other incidental charges to meet the requirement of the contract and, tyres, tools, maintenance charges, Road tax, Insurance, depreciations, Mobile Phone charges, Government Taxes and modifications to keep the ambulance fit to meet requirement of the contract.
4. Toll Tax incurred during both on duty and off duty shall be borne by the Vendor.
5. Kilometer done in a particular month in excess/ less than the minimum offered 1000 KM will be carried forward to next month and the same will be set off in the end of that particular quarter by regulating the payment. Fresh accounting will be made for each subsequent quarter for the purpose of payment.
6. GST on the base rate if applicable shall be paid by the Bank provided the invoice should clearly indicate the details of the same.
7. The rates/ quotes in the Financial Bid shall be firm and final. Any variation in Basic Rate or Rate quoted for extra kilometers during the contract period due to any changes in any laws or hike in the rate of the Fuel shall not be allowed. The rate quoted shall remain valid throughout the currency of the contract.

### **Evaluation of Bids**

1. The technical bids (Part 1) shall be opened first and evaluated to determine responsiveness and completeness to the eligibility criteria. Any clarification / rectification in case of deviations, in the technical bids at this stage, will be called for in writing by email or letter.

Failure to submit the same within the specified time limit may result in rejection of the bid. The Vendors who qualify in Technical Evaluation will be shortlisted for Financial (Price Bid) Evaluation. The decision of the Bank in this regard shall be final and binding on the Vendors.

2. The evaluation formula of price bids shall be as follows:

$$L1 = \frac{\text{Basic Hiring Charge/ per ambulance/ per month for ALS ambulance for running distance up to 1000 KM (Excluding GST) X 0.9}}{1000} + \text{Rate per KM beyond 1000 KM X 0.1}$$

3. Opening of Part II shall be intimated to the qualified/ eligible Vendors.

4. The e-Tender shall remain valid for 90 days from the date of opening of Part I of the e-Tender.

### **Earnest Money Deposit (EMD)**

- (i) The Vendor shall submit an Earnest Money Deposit (EMD) of ₹48,000 (Forty-Eight Thousand only) through NEFT/Demand Draft/Bank Guarantee issued by a scheduled Bank drawn in favour of Reserve Bank of India, Kolkata to the account (A/c No. IFSC- ('0' Zero in both places)) of Reserve Bank of India, Kolkata Regional Office. The proforma of Bank Guarantee for EMD is given in [Annex V](#).
- (ii) Proof of remittance with transaction number (scanned copy) shall be uploaded along with Part I documents.
- (iii) EMD shall not be accepted in any other form. Bids without EMD shall not be considered and will be rejected. No interest shall be paid on the EMD.

- (iv) EMD of unsuccessful Vendors shall be returned within 15 days of awarding the Annual Contract to successful Vendor. EMD of successful Vendors shall be released only after submission of Performance Bank Guarantee (PBG).
- (v) EMD of the Vendor shall be forfeited entirely at the discretion of the Regional Director, Reserve Bank of India, Kolkata who is not bound to assign any reasons for his action if they:
  - (a) fail to honour their commitment /quotations.
  - (b) withdraw the bid after opening of the price bid.
  - (c) fail to submit the PBG within the prescribed time.

### **Performance Bank Guarantee**

- (i) On entering-into a contract with the Bank, as a security for due fulfilment of the terms and conditions and obligations of the service contract, the successful Vendor(s) shall submit a PBG of 5% of the annual contract amount (₹1,20,000/-) awarded to them from a scheduled bank in favour of Regional Director, Reserve Bank of India, Kolkata. The format for PBG is given in Form II.
- (ii) The PBG shall be a guarantee to execute all the works referred to in the e-Tender document upon the terms and conditions contained therein.
- (iii) The Performance Bank Guarantee shall remain valid up to six months from the date of completion of contract.
- (iv) No claim shall be made against the Bank in respect of interest if any due on the Performance Bank Guarantee.
- (v) Submission of Performance Bank Guarantee shall be ensured within a period of 15 days from the date of award of the Annual Contract (AC). In case of delay in submission, charges for delay in submission of PBG shall be recovered from the bills of the Vendor at Bank Rate on PBG amount from the date of commencement of the

contract period.

(vi) The EMD submitted along with the bid shall be returned soon after receipt of PBG.

(vii) The amount of PBG shall be liable to be forfeited in case of:

- a) Non-performance of contract obligations and failure to adhere to the terms of the contract.
- b) Non-commencement of work.
- c) Failure to adhere to applicability of best prices as mentioned in the Terms and Conditions of the e-Tender.
- d) In case of delays beyond the prescribed timeline in providing the agreed services under the contract.
- e) Provides sub-standard, spurious medical equipment in connection with the execution of the work defined in the e-Tender
- f) Any other reason deemed fit by the Bank.

**Section VII**  
**SCOPE OF WORK AND TERMS & CONDITIONS**

**1. Scope of work**

- i. The Vendor should provide One (1) fully equipped Air-Conditioned Advance Life Support Ambulance on retention basis for a duration of 08 hours (09:30 AM to 05:30 PM) daily from Monday to Friday on Contract basis to Bank's Office at Reserve Bank of India, Kolkata Regional Office, for utilization as per the Bank's requirement.
- ii. The Vendor shall station the ambulance along with Driver and Trained Paramedic at a designated place as decided by the Bank. Parking slot for the ambulance shall be provided by the Bank.
- iii. The Bank shall enter into a contract with the successful Vendor(s) for a period of 12 months, i.e., from April 01, 2026, to March 31, 2027, as per the contract agreement format provided at Form III. The contract shall be extendable for a further period of two years, one year at a time, at the sole discretion of the Bank, subject to satisfactory performance of the Vendor and mutual consent.
- iv. The Bank reserves the right to increase or decrease the required number of ambulances on actual requirement basis as per the terms and conditions agreed upon under this contract at any time during the currency of the contract. The Vendor shall be able to provide such service within fifteen days from the date of communication of such requirement.
- v. The ambulance deployed shall conform with the specifications such as all requisite factory fitted accessories, tools and accessories including spare wheels in compliance as per Automotive Industry Standards (AIS) -125 of the National Ambulance Code and as per the Motor Vehicles Act/ Rules being in force.
- vi. The ambulance deployed shall have all the necessary permits/ licenses/ clearances

such as, but not limited to fitness certificate, PUC, full comprehensive insurance including third party, property and damage coverage, road permit, registration certificate.

- vii. Offered ambulance shall be registered for commercial purpose and be free from any litigation as regards ownership.
- viii. The ambulance deployed shall have a working air- conditioning system and shall be equipped with an emergency medical first aid kit and a fire extinguisher.
- ix. The Vendor shall ensure the following necessary fittings in the ALS Ambulance:
  - a) Storage Cabinet of sufficient size to store all necessary equipment (Properly fitted and fully braced)
  - b) Auto loading Stretcher
  - c) Scoop Stretcher
  - d) Wheelchair
  - e) Spine Board
  - f) Jumbo Cylinders with flowmeters
  - g) Portable cylinder
  - h) First Aid Box with emergency medicines
  - i) Portable Ventilator
  - j) Cardiac Monitor
  - k) Defibrillator
  - l) Syringe Pumps
  - m) Suction Apparatus
  - n) Laryngoscope
  - o) BP Apparatus
  - p) Stethoscope
  - q) Glucometer
  - r) Thermometer
  - s) Pulse Oximeter
  - t) IV Stand

- u) Ambu Bag
  - v) Nebulizer Machine
  - w) Endotracheal tube
- 
- x. The Bank shall not bear any liabilities for the Vendor's default on any account and default may compel the Bank to take suitable action like stopping the bill payments or forfeiture of security deposit.
  - xi. The ambulance, its Driver, Trained Paramedic, spares, repairs & maintenance, and consumables (petrol/diesel oil, lubricants, gear oil, brake oil etc.) required for the performance of the work under this Contract shall be provided by the Vendor at its own cost and risk. The Bank shall pay only the agreed monthly rental as per the contract agreement.
  - xii. Any legal/ medico-legal cases if any arising out of the performance of the Vendor or involving the ambulance shall be solely handled by the Vendor at its own cost and risks.
  - xiii. The Vendor shall provide at its own cost, safety equipment and Personnel Protection Equipment (PPE) as per the requirement of Job Safety Analysis and minimum PPEs as may be prescribed by the Bank for operating within the Site. The Vendor shall adhere to all the applicable statutory laws pertaining to safety, health and environment.
  - xiv. All front & rear seat belts, brakes, lights, tyres, mirrors, gauges of the ambulance shall be in good working conditions and shall conform to the prescribed safety standards.
  - xv. Vehicle shall be always in excellent working condition at all times and shall be cleaned thoroughly, both internally and externally, boot kept clear of dust, rubbish, oil, bad odour and any personnel belongings of the ambulance crew.
  - xvi. The ambulance proposed to be deployed shall be inspected by the Bank. The Vendor

shall ensure that the ambulance shall be offered for inspection as and when required by the Bank.

- xvii. In the event of breakdown, or if the condition of the ambulance goes below the acceptable standards, a replacement ambulance of similar type or better / later model shall be provided within two hours.
- xviii. The Vendor shall ensure the deployed ambulance have minimum noise of engine and body while running, tyres with proper condition, working headlights, tail lamps, indicators, speedometer, milometer, proper body painting, well-maintained upholstery, washed and ironed white seat covers, etc. It shall also be ensured that the doors can be properly closed and locked and all windows can be opened.
- xix. The ambulance proposed to be deployed shall arrive at designated location on time with full or sufficient tank of fuel and report to the Bank's Medical Officer/ Consultant on duty.
- xx. The ambulance shall be parked at the parking slot provided by the Bank and shall not be taken out without permission of the Bank. Duty period as per the contract agreement shall be ensured.
- xxi. The driver of the ambulance shall possess a valid driving license and shall have a minimum two years of driving experience.
- xxii. The driver shall have a basic knowledge of First Aid and shall be able to deal with medical emergencies.
- xxiii. The Paramedic shall always be available with the ambulance and he / she shall possess a minimum qualification of ANM (Auxiliary Nursing Midwifery) qualified with 5 years of experience or GNM (General Nursing Midwifery) with one year of experience and shall be capable to provide Advance Emergency Medical Support including CPR and care to individuals who are ill or injured and transport them to a medical facility.

- xxiv. The Vendor shall provide at his own cost proper uniform and photo identity cards to the ambulance crew in compliance with relevant Acts.
- xxv. The Vendor shall ensure that all necessary measures are taken by the driver to ensure passenger safety by avoiding negligent driving. It shall also be ensured that no inflammable substances of any nature are carried inside the ambulance.
- xxvi. The ambulance crew shall be well mannered and shall always carry an authorization letter / identity card issued by the Vendor while on duty. The Vendor shall provide the requisite details like name, age, father's name, permanent and temporary address, recent photographs of its employees, driver licenses, etc. as are essential for issuing permit / gate pass.
- xxvii. The duty shall be deemed as commenced from the time of reporting to the Bank to time of relieving from the Bank. The Driver shall maintain a standard log sheet for recording the reporting and release time and the corresponding odometer readings of the ambulance. The start / end point for each trip and start / end odometer reading shall also be recorded in the logbook and the Driver shall take signature of the Bank's Medical Officer / Medical Consultant on daily basis.
- xxviii. Both the Driver and the Paramedic of the ambulances shall always have a working mobile number for easy contact and an active internet connection where google maps can be accessed, to navigate the shortest and/ or fastest route possible avoiding traffic jams. The Driver shall be reachable at all times during the duty hours. The ambulance crew shall inform the mobile number to the Bank's Medical Officer/ Medical Consultant on a daily basis on reporting to duty.
- xxix. The Vendor shall provide police clearance certificate of all drivers and paramedic staff who shall be deployed with the ambulances during the contract period. Further, their Govt. issued photo – ID cards and address proof shall be submitted to the Bank before commencing the job under the contract.

- xxx. Acceptance of ambulance shall be subject to the inspection of the ambulance, ambulance documents and documents of the driver and paramedic by the Bank's Medical Officer / Consultant/ authorized officer.
- xxxi. The Vendor shall carry out the order independently and under his own supervision, costs, and risks. The Vendor will have to follow Bank's security & safety protocol and comply with the requirement.
- xxxii. The Vendor shall provide at its own expense the employee welfare and such other facilities like accommodation, transport, food, medical, conveyance etc. to all its personnel / employees. All medical care, hospital treatment / expenditure thereon in case of any injury whether or not leading to death arising out of or during the course of employment shall also be borne by the Vendor for its personnel/ employees.
- xxxiii. The Vendor shall ensure that efficient and punctual services are provided, at all times. Late arrival for any reason shall not be excused and such incidents shall attract penalty.
- xxxiv. Over speeding / rash driving / talking over mobile phones during driving by the Drivers shall not be permitted and the Bank's instructions, judgment, decision shall be final in this regard. In case of any such misconduct by the Driver including manipulation of the meter reading, the vehicle and/ or Driver may be discontinued with immediate effect.
- xxxv. The ambulance service is exclusively meant for carrying the personnel authorized by the Bank. Transportation of any other person or luggage shall not be permitted.
- xxxvi. It shall be the sole responsibility of the Vendor to promptly inform the Bank about any incident or accident while on duty of the Bank. Any detour from the scheduled route, due to any traffic congestion, major road diversions etc. shall be intimated to the Bank.

- xxxvii. In case of an accident, the Vendor shall ensure compliance of necessary legal formalities such as FIR, Insurance claim etc. and issue necessary authority letters (Certificate of facts) along with the legal documents as may be required for the purpose of insurance formalities.
- xxxviii. Under no circumstances shall the Bank be liable to compensate for any loss or damage that may be caused to the ambulance by accident or complications arising out of such contingencies like theft, fire, riots, strike, terrorism whether inside or outside the Bank's premises while engaged.
- xxxix. The Vendor shall be liable for any accident or injury or loss or damage/ suffering to its personnel on any account, including militant/ terrorist or similar activity that may happen to any of its personnel engaged in connection with performance of this contract, including any consequential damage. The Bank shall not be liable in respect of any damage or compensation payable in respect of, or in consequence of any accident or injury to any personnel in the employment of the Vendor and the Vendor shall indemnify and keep indemnified the Bank against all such claims, damages, compensations and such proceedings which may be sought against the Vendor.
- xl. The Bank shall not be liable for any damages whatsoever to public property and / or any third person due to any accident arising out of and in the course of deployment of the ambulance.
- xli. The Bank shall in no way be responsible for violation of traffic rules and / or infringement of any other law for the time being in force, either by the driver or by the Vendor.
- xlii. During the contract period, if the ambulance is seized or detained or requisitioned by the Police/ Motor Vehicle Authority or any other authorities for whatsoever reasons that shall be at the Vendor's risk.
- xliii. No escalation of rate shall be permitted on any ground during the currency of the

contract.

- xliv. In the event of that the ambulance run more than the agreed number of kilometers, the charges for additional kilometers travelled will be paid at the additional rate quoted by the Vendor.
  
- xlv. The Vendor shall not deploy or shall discontinue deploying the person(s), if desired by the Bank and must ensure prompt replacement of the personnel without any additional cost to the Bank. Person once removed from the duties shall not be deployed again to work. The personnel being deployed shall ordinarily be continued and shall not be changed without communication to the Bank.  

In the event of the Vendor fails to deliver or fails to carry out tasks as required due to non-delivery of ambulance, break-down, servicing and repairs of ambulance, or if the ambulance is seized or detained by Police / Motor Vehicle Authority or any other authorities for whatsoever reasons, the Vendor at his own cost shall make alternate arrangement by providing similar or higher class of ambulance for which agreement is entered into, without any extra charges. Failure to do so will evoke penalty as per provisions of the contract. In addition, the Vendor may be required to face any action taken by any of the authorized agency as per the extant laws.

## **2. Presentation of Bills and Payment terms**

- i. The Vendor shall present the invoice for payment on a monthly basis. The invoice shall clearly indicate the details of the service, date, GSTN of Vendor and the Bank, HSN/ SAC code, applicable tax components etc. and any other information required by the Bank from time to time.
- ii. The bill shall be accompanied by the Ambulance logbook.
- iii. The invoices/bills may be submitted to the RBI, Kolkata every month (by the 10<sup>th</sup> of the following month).
- iv. Incomplete bills shall not be entertained.
- v. The bill placed for settlement should contain only the accepted rate and applicable taxes as per the contract agreement. In case of deviation from the rate, the amount

at higher side will be disallowed without any clarification

- vi. Payments of the bills/invoices subject to statutory deductions shall normally be arranged within 30 days from the date of presentation of the bills/invoices. However, the Vendor shall make no claim from the Bank in respect of interest or damages in case the payment is delayed for any reasons.
- vii. The payment shall be made through NEFT for which the Vendor shall give requisite details bank name, branch name, account number, type of account, name of the account holder, IFSC of the bank branch etc.
- viii. While making payment, the Bank will deduct applicable taxes at source.
- ix. The Vendor shall ensure timely filing of GST return. The data uploaded on the GSTR portal shall invariably tally with the invoices raised on the Bank.

### **3. Applicability of best prices**

If the Vendor with whom the Bank enters into an annual contract offers a lower rate following conditions similar to those of the Bank's contract, to any person or organization during the currency of the rate contract, the rate applicable to the Bank shall be automatically decreased with immediate effect and the contract amended accordingly. Other parallel contract holders, if any, are also to be given opportunity to reduce their price as well, by notifying the reduced price to them and giving them 15 (fifteen) days' time to intimate their revised prices, if they so desire, in sealed cover to be opened in the presence of concerned Vendors on the specified date and time and further action taken as per standard practice.

In case Vendor backs out due to any reason, the next lowest Vendor (L2) may be asked to provide the service at L1 rate. Further, if L2 express its inability to provide the services at L1 rate, the Bank at its discretion may also ask other Vendors who have submitted quotation to provide the service at L1 rate.

### **4. Penalties**

- (a) If the Vendor fails to complete satisfactorily the contract work or any portion thereof or refuses to comply with any direction given in this regard to him, ₹5000/- penalty per incident will be deducted from the monthly bill.

- (b) If the Vendor fails to provide the vehicle as per the terms and conditions ₹5000/- penalty per incident will be deducted from the monthly bill apart from the deduction borne by the Bank for the alternative arrangement.
- (c) Any consequences arising out of non-supply of ambulance are to be borne by the Vendor.
- (d) In case of such multiple incidents the Performance Bank Guarantee shall be forfeited, and the contract shall be terminated at Vendor's risk and cost.
- (e) Misbehavior or any fault during the discharge of the duty made by any ambulance crew shall lead to fine of ₹1000/- per occasion and the same shall be recovered from any pending bill or security deposit.

## **5. Termination for Default**

The Bank may, without prejudice to any other remedy for breach of contract, issue a written notice of default to the Vendor, and terminate the Contract in whole or part:

- (a) If the Vendor fails to complete the contracted work satisfactorily or any portion thereof or refuses to comply with any direction given in this regard to him, the contract shall be terminated at his risk and cost the Security Deposit will be forfeited.
- (b) The Contract is further liable to be terminated in following cases:
  - (i) The Vendor uses/has used sub-standard / spurious / substitute medical equipment
  - (ii) There is delay in rendering of services
  - (iii) The Vendor has resorted to overcharging in the bill/invoice
  - (iv) If the Vendor, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- (c) If any such case indicated in (b) above is noticed during subsequent scrutiny after or before the payment, then the Vendor shall refund the disputed / excess amount already paid by the Bank. The Bank may stop payment due or recover the cost of such supplies from the

amounts due to the Vendor.

- (d) If the services of the Vendor are not found satisfactory or if the Vendor has resorted to any of the action(s) enumerated in (b) above, the Bank can terminate the contract at any time by giving one month notice to the Vendor for which no claim or compensation shall be entertained by the Bank.
- (e) The Vendor is permitted to terminate the contract by giving minimum three months' notice in writing to the Bank enabling the Bank to arrange for new Vendor after due process of Tendering.
- (f) During the period of notice, the party shall continue to discharge all their duties and obligations.
- (g) The Regional Director, Reserve Bank of India, Kolkata Regional Office reserves the right to terminate the Contract at any point of time by giving one month's notice period without assigning any reason and without prejudice to any other remedies available to the Bank.

## **6. Period of Contract**

Based on both Technical evaluation and Financial bid, the contract would be awarded to the successful Vendor for a period from April 01, 2026, to March 31, 2027.

Subsequently, the contract may be renewed/extended annually for a period of one year at a time, extendable up to a maximum period of two years on the same terms and conditions, at the sole discretion of the Bank, subject to satisfactory performance of the supplier/s, as evaluated by the Bank from time to time and mutual consent. The Vendors need to submit the revised Performance Bank Guarantee (PBG) with extended validity and fresh Annual Contract if in case the contract is extended/renewed by the Bank.

## **7. Corrupt, Fraudulent or Unethical Practices:**

The Vendor shall observe the highest standards of ethics during the execution of the contract. In pursuance thereof, the terms are set forth as follows:

- a) The Vendor shall not offer, give, receive, or solicit anything in cash or kind to influence the action of any official of the Bank involved in the process of empanelment or execution of the contract.
- b) The Vendor shall not resort to misrepresentation of facts in order to influence the tendering process or execution of contract to the detriment of the Bank.
- c) The Bank will declare a Vendor ineligible, either indefinitely or for a specified period of time, for award of contract, if at any time, it determines that the Vendor has engaged in corrupt and fraudulent practices in executing the contract.

## **8. Indemnity**

The Vendor shall indemnify the Bank against all actions, suits, claims and demands brought or made against it in respect of anything done or alleged to be done by the Vendor in execution of or in connection with the work of this contract and due to non-adherence to the terms and conditions as stipulated therein in this document or contract and against any loss or damage to the Bank in consequence to any action or suit being brought against the Vendor for anything done or alleged to be done in the execution of this contract. The Vendor shall strictly comply with and adhere to all job safety laws, rules and measures applicable in India. The Vendor shall be solely responsible for any accident, injury, harm or loss of life caused due to the acts, omissions or negligence of its personnel, and shall fully indemnify and keep the Bank harmless from any claims, liabilities, demands, damages, costs or responsibilities arising therefrom. The Vendor shall bear and pay, at its sole expense, all indemnities, compensations and other payments arising out of such incidents, without any financial implication on the Bank. Under no circumstances shall the Bank be held responsible, liable or obligated in this regard. In the event of any dispute of whatsoever nature involving the Vendor's personnel, the Vendor shall be solely and exclusively responsible for contesting or resolving the same. If, for any reason, the Bank is made a party to such dispute or is required to defend any claim, the Vendor shall reimburse the Bank for the actual expenses incurred, including Counsel fees and other legal charges. Such reimbursement shall be paid in advance by the Vendor, on demand, and prior to the Bank contesting or defending any such proceedings. The Vendor shall further ensure that no

financial, legal or any other liability of any nature whatsoever devolves upon the Bank in respect of its personnel and shall keep the Bank indemnified at all times in this regard.

## **9. Debar/Disqualify**

Vendor is liable for debarment/disqualification from bidding on the following grounds:

- (a) If it is determined that the Vendor has committed the following acts or omissions in contravention of the code of integrity:
  - (i) Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
  - (ii) Any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
  - (iii) Any collusion bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
  - (iv) Improper use of information provided by the procuring entity to the Vendor with an intent to gain unfair advantage in the procurement process or for personal gain.
  - (v) Any financial or business transactions between the Vendor and any official of the procuring entity related to e-Tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.
  - (vi) Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
  - (vii) Obstruction of any investigation or auditing of a procurement process.

(viii) Making false declaration or providing false information for participation in a process or to secure a contract.

(ix) Failed to disclose conflict of interest.

(x) Failed to disclose any previous transgressions made in respect of the provisions of sub- clause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.

(xi) If the Vendor has been convicted of an offence – (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

(b) For any actions or omissions by the Vendor other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like providing sub-standard services, not providing services to the satisfaction of the Bank, failure to abide terms of the e-Tender, etc.

(c) The Bank reserves right to debar/disqualify the Vendor from participating in any bidding or from providing any services to the Bank for a period of three years. However, before doing so the Bank may give a show cause notice to the Vendor and consider reply, if any, submitted by the Vendor to such notice. The decision of the Bank / Regional Director shall be final in this regard

#### **10. Reservation of right to accept/ reject.**

Applications received after the due date and time or incomplete in any respect are liable to be rejected. The Bank reserves the right to accept or reject any or all the applications in full or part without assigning any reasons. The Bank's decision in this regard shall be binding and final. The Bank has the right to modify/ alter any requirements in this document at its discretion as deemed appropriate. The decision of Regional Director,

Kolkata Regional Office in this regard shall be final.

## **11. Appointment of Vendors**

Fulfilling the terms & conditions and offering the lowest rate quote does not necessarily mean qualifying for the award of the Contract. Under no circumstance, a request for alteration in the rate shall be accepted/ considered. Any conditional quotations / offers will not be accepted. The quotation shall be uploaded on MSTC website by the due date and time. Quotations shall be opened on the due date and time as specified in this document. The Regional Director, Reserve Bank of India, Kolkata Regional Office reserves the right to enter into annual contracts with any number of Vendors.

## **12. Arbitration**

- (a) In the event of there being any dispute or difference arising between the parties the same shall be referred to the Regional Director, Reserve Bank of India, Kolkata whose decision in writing, shall be final and binding on both the parties. However, if the parties are still not satisfied, the matter shall be referred to the sole arbitrator mutually agreed by the parties. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliations Act, 1996 or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The award of the arbitrator shall be final and binding on the parties.
- (b) The venue of the arbitration shall be Kolkata. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.
- (c) All disputes shall be subject to the legal jurisdiction of the Court at Kolkata only.

Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

- (d) During the arbitration proceedings, the Vendor shall continue to discharge his contractual obligation under this agreement, unless dispensed by the Bank.

### **13. Compliances with the Provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013**

- (a) The Vendor shall be solely responsible for full compliance with the provisions of “The Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act 2013”. In case of any complaint of sexual harassment against its employees or agents or supply personnel or delivery personnel within the premises of the Bank or at the place of delivery, the complaint shall be referred to the appropriate committee constituted under the said Act. The Vendor shall ensure appropriate action under the said act in respect of the complaint.
- (b) Any complaint of sexual harassment from any aggrieved employee of the Vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- (c) The Vendor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees or agents or supply personnel or delivery personnel of the Vendor, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the Vendor is proved.
- (d) The Vendor shall be responsible for educating its employees or agents or supply or delivery men about prevention of sexual harassment at workplace and related issues.
- (e) The Vendor shall provide a complete and updated list of its employees or agents who are deployed for the purposes of the contract.

#### **14. Non – Disclosure Clause**

The Vendor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems / equipment etc., which may come to the possession or knowledge of the Vendor during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in the strictest confidence. The Vendor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Vendor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Vendor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above, shall be treated, as breach of contract on the part of the Vendor and the Bank shall be entitled to claim damages and pursue legal remedies. The Vendor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Vendor's obligations with respect to non- disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

#### **15. Statutory compliance to Labour laws**

The Vendor shall comply with the necessary statutory provisions of Contract Labor (Regulation & Abolition) Act, 1970; Employees state Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund(and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Child Labour (Prohibition and Regulation) Act 1986; Maternity Benefit Act and/or any other rules/regulations and/or statutes that may be applicable to them. The Vendor shall be solely responsible for any violation of provision of the above-mentioned legislative enactments or any other statutory provisions and shall further keep the RBI, Kolkata indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Vendor's failure to fulfil any of the obligations hereunder and / or under the said Acts, rules/ regulations/ or any bye-laws or

rules framed under or any of these, the RBI, Kolkata shall be entitled to cover any of the such loses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the Vendor's monthly payment. The authorized Vendor shall not resort to sub-contracting of any order/purchase order received from the Bank. The authorized Vendor agrees to immediately report to the Bank any change in their ownership structure and/or key management/partners/directors.

**16. Other Instructions and Conditions**

1.	Cost of Tendering	1.1 The Vendor shall bear all costs associated with the preparation and submission of e-Tender documents and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
2.	Submission – Sealing and Marking of e-Tender	<p>2.1 The Vendors submitting e-Tenders electronically shall follow the electronic e-Tendering submission procedures specified in the instructions regarding the e-Tender.</p> <p>2.2 The Vendors may submit their Financial Bid (competitive rates) in online in prescribed format along with copies of necessary documents as indicated in the Technical Bid (Part – I) and Financial bid (Part – II). The e-Tender with all information shall be submitted on or before the prescribed date and time of the e-Tender.</p> <p>2.3 If the desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of e-Tender.</p>
3.	Deadline for submission of e-Tender	<p>3.1 The e-Tender must be filed online through e-Tendering process mentioned in this document, not later than the date and time indicated in this document.</p> <p>3.2 The Bank may, at its discretion, extend the deadline for the submission of e-Tenders by amending the e-Tender Document.</p>
4.	Late Tenders	4.1 No e-Tender shall be allowed on the e-portal after the deadline.

5.	e-Tender opening	5.1 The Bank shall open the e-Tender electronically on the due date and time as notified in this document. Vendors may nominate a representative to be present on the occasion.
6.	Confidentiality	6.1 Information relating to the evaluation of e-Tenders shall not be disclosed to the Vendors or any other persons not officially concerned with such process until information of contract award is communicated to all Vendors.
7.	Clarification of e-Tender	<p>7.1 To assist in the examination, evaluation, comparison of the e-Tenders and qualification of the Vendors, the Bank may, at its discretion, ask any Vendor for a clarification of its e-Tender, allowing a reasonable time for response. Any clarification submitted by a Vendor that is not in response to the request made by the Bank, shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the e-Tender shall be sought, offered or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the e-Tenders.</p> <p>7.2 If a Vendor does not provide clarifications of its e-Tender by the date and time set in the Bank's request for clarification, its e-Tender shall be rejected.</p>
8.	Evaluation of e-Tender	8.1 The Bank shall use the evaluation criteria indicated in Section V of this e-Tender along with network, past records, client recommendations, as applicable.
9.	Qualification of the Vendor	9.1 The Bank shall determine its satisfaction whether the selected Vendor meets the qualifying criteria in technical bid and financial bid.
10.	The Bank's Right to accept any e-Tender, to reject any or all e-Tenders	10.1 The Bank reserves the right to accept or reject any or all of the e-Tender and to annul the Tendering process and to reject any or at any time prior to contract award, without thereby incurring any liability to Vendors or assigning any reason thereof. Further the conditional bids shall be rejected out rightly.

11.	Notification of award	12.1 The Bank will evaluate the Vendor based on both technical evaluation and Financial- bids.
12.	Signing of contract	<p>13.1 The successful Vendor/s shall execute an agreement (as per the format in <b>Form III</b>) with the Bank on Non-Judicial stamp paper of appropriate value. However, the issue of work order by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.</p> <p>13.2 The contract shall be for a period of twelve months (<b>April 01, 2026 to March 31, 2027</b>). The stamp duty shall be borne and paid by the Vendor. However, the contract can be renewed annually for a further period of one year or maximum of two years on same Terms and Conditions, subject to the performance of the Vendor as reviewed by the Bank from time to time. The rate quoted by you shall remain firm and valid for the period.</p>
14.	Earnest Money Deposit	<p>14.1 Earnest Money Deposit (EMD) of ₹48,000 (Forty-Eight Thousand only) must be submitted along with the Bids through NEFT/Demand Draft/Bank Guarantee issued by a scheduled Bank drawn in favour of Reserve Bank of India, Kolkata <b>on or before March 02, 2026 (Monday) (upto 11 AM)</b>.</p> <p>Bids without EMD will not be considered and will be rejected. EMD of unsuccessful Vendors will be returned within 15 days of awarding the Contract to a successful Vendor/s. EMD of the Vendors not honouring their commitment / quotations may be forfeited at the discretion of the Regional Director, Reserve Bank of India, Kolkata who is not bound to assign any reasons for his action. The proforma of Bank Guarantee for EMD is given in <a href="#">Annex V</a>.</p> <p>14.2 After submission of the EMD, a line of confirmation, stating the name of the e-Tender for which EMD has been submitted, and all other necessary details may be sent via an email to</p>

		<p><a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a>; <a href="mailto:rajarshiadhikari@rbi.org.in">rajarshiadhikari@rbi.org.in</a>; <a href="mailto:yungtheiching@rbi.org.in">yungtheiching@rbi.org.in</a>; and <a href="mailto:apayra@rbi.org.in">apayra@rbi.org.in</a> by EOD <b>March 02, 2026 (Monday)</b>.</p>
15.	Performance Bank Guarantee	<p><b>15.1 The successful Vendor/s on entering into a purchase contract</b> with the Bank, will have to furnish a Performance Bank Guarantee (PBG) for an amount of an amount ₹1,20,000/- (Rupees One Lakh Twenty Thousand only) (as specified in <a href="#">Annex IV</a>), in favor of '<b>Regional Director, Reserve Bank of India, Kolkata</b>' <b>valid for 18 months</b> issued by a Scheduled Bank. <b>The PBG has to be furnished within a period of 15 days from award of the Annual contract.</b> The Performance Guarantee should remain valid at least up to six months beyond the validity of the contract. The format for PBG is provided in Form II.</p> <p>15.2 The PBG shall be released without interest after expiry of the contract period only after being satisfied of the successful completion of the contract and ensuring no liabilities from the Vendor or its employees. In case of any complaint or pending dues, the PBG shall be discharged only after payment of all dues, liabilities, etc.</p> <p>15.3 No Interest shall be payable on EMD / Security Deposit / Performance Bank Guarantee.</p>

## **SECTION VIII**

### **PRICE BID/ FINANCIAL BID**

The Vendor has to fully read and understand, the terms, conditions and other details and offer to provide Advance Life Support (ALS) Ambulance Service at Reserve Bank of India, Kolkata at the quoted rate.

The technical bids (Part 1) shall be opened first and evaluated to determine responsiveness and completeness to the eligibility criteria. Any clarification / rectification in case of deviations, in the technical bids at this stage, will be called for in writing by email or letter. Failure to submit the same within the specified time limit may result in rejection of the bid.

The Vendors who qualify in Technical Evaluation will be shortlisted for Financial (Price Bid) Evaluation. The decision of the Bank in this regard shall be final and binding on the Vendors.

## SECTION IX

### General and Specific Conditions of Contract

#### A: General Conditions of Contract

- 1 1.1 The Vendor shall obtain the e-Tender Document from the source stated by the Bank in the Invitation for e-Tenders; otherwise the Bank is not responsible for the completeness of the e-Tender Document.
  
- 2 2.1 Conditional e-Tender shall not be entertained.  
  
2.2 In the event of any difference between the figures & words of quoted rates, the rates in words shall be considered for evaluating the e-Tender.
  
- 3 3.1 The Vendor is expected to carefully read and understand all instructions, forms, terms, and specifications in the e-Tender Document before submitting the bids.  
  
3.2 Failure to furnish all / any information or documentation as prescribed in the e-Tender Document may result in the rejection of the e-Tender.
  
- 4 4.1 The track record of a Vendor should be clean without any involvement in illegal activities or financial frauds. There should not be any such case with the Police / Court / Regulatory authorities against the Vendor or proprietors / partners / directors in case of Proprietorship / Partnership firm / company.  
  
4.2 The Vendor must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority. The Vendor must not have been suspended / delisted / blacklisted / banned or any such process initiated against him/her, by any organization including the Reserve Bank of India at any location in India on any grounds (Self-declaration on letter head in this regard to be submitted as per format given in [Annex III](#))

4.3 The Vendor should not have rescinded / abandoned any contract awarded by any of his clients before the expiry of the prescribed period of contract. The Vendor shall give details of all disputes he / she had with his / her clients and furnish the current status thereof.

## **B. Situations leading to disqualification / rejection of e-Tenders**

5 5.1 Any canvassing by or on behalf of the Vendor or to bring political or other outside influence with regard to their selection shall lead to disqualification from the process. Such Vendor/s shall be blacklisted for next three years. If such instances go undetected during the selection process but are detected subsequently, such disqualification will take place with retrospective effect.

5.2 All the e-Tenders should be complete in all respects with all attachments / enclosures / annexes. Incomplete forms, or bids received in any format other than the prescribed one or without proper documentary evidence, etc., will be out rightly and summarily rejected by the Bank.

5.3 The e-Tenders received by fax or email or any manner other than specified shall not be accepted and shall be summarily rejected. No correspondence will be entertained on this matter.

5.4 Bid proposals received without or lesser than the prescribed EMD / processing fee shall be summarily rejected.

5.5 The e-Tenders received after the due date and time shall be summarily rejected.

5.6 Conditional e-Tenders shall be straightway rejected, and no additional clause will be entertained.

5.7 No e-Tender may be modified subsequent to the last date of submission of the e-Tender. No e-Tender may be withdrawn in the interval between the last date for submission

of e-Tender and the expiry of the e-Tender validity period specified by the Vendor in the e-Tender. Withdrawal of the e-Tender during the interval shall result in forfeiture of the EMD.

5.8 Alternative Proposals / Request for extension for final date of submission shall not be permitted.

5.9. The Vendors/Vendors who do not qualify in the Eligibility criteria will be disqualified.

### **C. Necessary requirements to be fulfilled after award of contract**

6 6.1 The successful Vendor shall execute a Performance Bank Guarantee or deposit through NEFT as specified in Form II.

6.2 The agreement between the successful Vendor and the Bank will be signed by written confirmation of acceptance. The agreement shall be executed in duplicate. The Bank shall retain the original and the Service Provider will be given the duplicate. The stamp duty shall be borne and paid by the Service Provider.

### **D. Rights of the Bank**

7 7.1 The Bank reserves the right to extend the period of e-Tender availability and / or the date of opening of the bids.

7.2 The Bank reserves the right to accept or reject any / all applications or annul the tendering process without any liability or assigning any reason thereof.

7.3 The terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the Vendor to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Vendor, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this e-Tender.

7.4 The rights enumerated here are only indicative and not exhaustive and must be read together with any other right available to the Bank and/or any other right mentioned in the e-Tender document and/or Contract.

#### **E. Force Majeure**

- 8 8.1 Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder, if such delay is caused by circumstances beyond its reasonable control (including without limitation any delay caused by the acts of Governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared)) provided however that any delay by the supplier of the Party so delaying shall not relieve that Party from liability for delay except where such delay is beyond the reasonable control of the supplier concerned.

#### **F. Insolvency or death of Vendor:**

- 9 9.1 In the event of the Vendor being adjudged insolvent or going voluntarily into liquidation or having received order or other order under the Insolvency Act made against him or, in the name of a Company or, the passing of any resolution, or making of any order for winding up whether voluntarily or otherwise, or in the event of the Vendor failing to comply with any of the conditions herein specified, the Bank shall have the power to terminate the contract without any previous notice. The Vendor's heirs / representatives shall not have the right to continue to perform the duties or engagements of the Vendor or under the contract in case of his death without the consent in writing of the Bank. In the event of the Vendor, with such consent aforesaid, transferring his business, and in the event of the Vendor being a company and being wound up any time during the period of this contract for the purpose and with the object of transferring its business to any persons or a company, the Vendor shall make it one of the terms and stipulations of the contract for the transfer of this properties and business, that such other person or company, shall continue to perform the duties or engagements of the Vendor under this contract and be subject to his liabilities

there under. The proof of death and other relevant documents to this effect shall be submitted to the Bank, in writing. Without prejudice to any of the rights or remedies under this contract, in case of sole proprietorship concern if the Vendor dies, the Bank shall have the option of terminating the contract without compensation to the legal heirs, which does not amount to Breach of the contract.

## **G. Disclaimer**

10 10.1 Though adequate care has been taken while preparing this document, the Vendors shall satisfy themselves that the document is complete in all respects.

Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any Vendor within seven (7) days from the date of NIT, it shall be considered that this document is complete in all respects.

10.2 The Bank reserves the right to modify, amend or supplement this document including all formats and Annexes.

10.3 While this document has been prepared in good faith, neither the Bank nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of the information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

10.4 All the expenses required for execution of this contract shall be borne solely by the Vendor.

### **Details of Documents to be uploaded on MSTC portal**

1. The following documents should be submitted in the MSTC portal.

The Vendor should upload a signed and scanned copy of **Form I** along with all the eligibility documents as specified under Section V on the MSTC portal to enable the Bank to download the same.

a) Duly filled and signed Application Form on Vendor's letter head as per the format given at [Annex I](#).

b) Certificate issued by Shops and Establishment registration, Service Tax Registration or any other issuing Authority.

c) Self-attested copies of valid statutory licenses/ sanctions / registrations / permits required to run the business.

d) Self-attested copy of Registration & Incorporation of Company / Partnership / Proprietorship.

e) Documentary evidence of the establishment within Kolkata Municipal Corporation

f) Self attested copy of MSME certificate, if registered under MSME Act.

g) Client certificate from one or more client(s) in support of experience of executing similar orders as per format in [Annex II](#)

h) Copies of the audited Balance sheets and Profit and Loss statements (giving Annual turnover) for the last three financial years i.e., 2022-23, 2023-24 and 2024-25 duly certified by a Chartered Accountant.

i) Copy of GST registration certificate.

k) A copy of PAN allotted to Vendor.

l) Proof of submission of EMD.

m) Signed copy of Scope of work and Terms & Conditions and General Instructions of the e-Tender.

n) Declaration to the effect that the Vendor has neither been debarred / black-listed by any Govt. / Semi-Govt. / Public Sector Organization nor has any disputes with its clients as per the format given at [Annex III](#).

- o) Details of all disputes the Vendor had with his/her clients and the status thereof, in the absence of the same a declaration to that effect to be furnished.
- p) Documents pertaining to ambulances which shall be offered for service under this contract.
- q) Documents pertaining to Drivers and Paramedics who shall be deployed for duty under this contract.
- r) Copy of Professional Tax Certificate for the last three financial years i.e., 2022- 2023, 2023-2024 and 2024-25.
- s) ITR documents of last three financial years i.e., FY2022- 2023, 2023-2024 and 2024-25.

In addition to the documents mentioned above, the Bank reserves its right to call for additional documents, if required, at any point of time.

**SECTION X  
STANDARD FORMATS & OTHER ANNEXES**

<b><u>Form/Annexes</u></b>	<b><u>Description</u></b>	<b><u>Page No</u></b>
Form I	Format to be submitted on the Vendor's letter head	53-54
Annex I	Application Form	55-56
Annex II	Proforma of Client's Certificate	57
Annex III	Format for Undertaking / Declaration of debarment of Public Institutions	58
Annex IV	Details of expected e-Tender value, EMD, amount of performance bank guarantee, Solvency Required.	59
Form II	Format for Performance Bank Guarantee	60-62
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Annex V	Proforma of Bank Guarantee for Earnest Money Deposit/ Bid Security	81-83
Annex VI	Banker's Certificate from a Scheduled Bank	84
Annex VII	Detailed address of Reserve Bank of India, Kolkata Regional Office.	85

## Form I

Undertaking format to be submitted with Technical Documents

(Signed & scanned copy on the Vendor's letter head to be uploaded on MSTC)

To

The Regional Director

Reserve Bank of India

Central Establishment Section

15, Netaji Subhas Road

Kolkata- 700001

E-Tender for providing Advance Life Support (ALS) Ambulance Services to Bank's Offices at Reserve Bank of India, Kolkata Regional Office for the period April 01, 2026 to March 31, 2027

In response to the above and in full agreement with the terms and conditions as stipulated by Reserve Bank of India, Kolkata:

- a) I/ We certify that before signing this bid, I/ We have read and fully understood all the terms and conditions and instructions laid down in the e-Tender document and undertake to abide by them.
- b) The Earnest Money Deposit (EMD) of ₹ \_\_\_\_\_/- (**Rupees \_\_\_\_\_ only**) is submitted in the form of \_\_\_\_\_ on \_\_\_\_\_ day of \_\_\_\_\_ month, 2026.
- c) On receiving the award of contract, I/We will furnish a Performance Bank Guarantee In lieu of Security Deposit for ₹ \_\_\_\_\_/- (**Rupees \_\_\_\_\_ only**) which shall be valid for a period of Eighteen months from the date of the Contract.
- d) I / We also understand that the Regional Director, Reserve Bank of India, Kolkata has the right to accept or reject my/ our e-Tender bid without assigning any reasons whatsoever and his decision will be binding on me/us.

- e) I/ We have valid registration in respect of GST etc. I/We also undertake that we abide by and strictly comply with all the applicable Central/ State/ municipal/ statutory laws/ guidelines issued from time to time. In case of noncompliance arisen, I/We shall be liable to face the consequences arising thereof, at our own costs.
- f) I/ We also understand that the Bank Guarantee, in lieu of security deposit, will be invoked in the event of failure on my/ our part to execute the agreement within the specified time or in case of breach attributable to me/ us of the terms and conditions, or failure on my/ our part to duly execute the work.

Yours faithfully,

Date:

Authorized Signatory (Name & Seal)

Place:

***Scanned copy (PDF format) must be uploaded while submitting e-Tender online through MSTC E-commerce portal.***

**APPLICATION FORM FOR PROVIDING ADVANCE LIFE SUPPORT (ALS) AMBULANCE SERVICES AT RESERVE BANK OF INDIA, KOLKATA REGIONAL OFFICE FOR THE PERIOD APRIL 01, 2026 TO MARCH 31, 2027**

<b>SL. No.</b>	<b>Item</b>	<b>Details</b>
1.	Name of Vendor	
2.	Constitution (Company / Partnership / Proprietorship)	
3.	Details of Registration (Registering Authority, Registration No. & Date)	
4.	Whether MSME Registered (If Yes kindly provide Registration number and copy of Registration Certificate)	
5.	Year of commencement of business	
6.	Copy of Profession Tax Certificate	
7.	GST Registration No.	
8.	PAN Details	
9.	Number of ALS Ambulance operated by the Agency (Mention details make and model)	
10.	Name (s) of the Proprietor/ Partner/ Director/ Official with designation authorized to make commitment to the Bank.	
11.	Telephone No.  Mobile No.  E-mail address	
12.	Mailing address	
13.	Copy of Income Tax Returns filed for the last 3 years	

14.	Copies of the Balance Sheets for the last three financial years duly certified by a Chartered Accountant	
15.	Whether the agency is debarred / blacklisted by any Govt. / Semi-Govt. / Public Sector Organization (if yes, furnish the details)	
16.	Whether the billing system is computerized.	
17.	Names of Government / Public Sector / Corporate clients of the Vendor.  Also provide name and contact number of the contact person.	
18.	Name, address and phone number of the Principal Banker.	

I have read and understood the notice issued by the Reserve Bank of India, Kolkata, containing the eligibility criteria and all the terms and conditions for providing Advance Life Support (ALS) ambulance services at Reserve Bank of India, Kolkata Regional Office for the period April 01, 2026 to March 31, 2027. I fully accept all the terms and conditions. I also understand that the Bank reserves the right to accept any or reject any or all of the applications without assigning any reason.

Signature

Name:

Designation:

Date:

**PROFORMA OF CLIENT’S CERTIFICATE REGARDING PERFORMANCE**

**(can be filled and printed separately on the Client’s Letter Head)**

Name and address of the client:

Details of works executed by Shri / Mrs. ----- name of the Vendor)

1. Name of the work with brief particulars:
2. Agreement No. and date:
3. Agreement amount (approximates are also acceptable):
4. Details of penalties levied (indicate amount) if any for non-performance or non-adherence to terms:
5. Name, address, telephone number and e-mail ID of the authority under whom supply executed:

Name and Designation:

Telephone no.: Land -

Mobile-

E-mail ID:

6. Comments on the capabilities of the Vendor:

- a) Technical proficiency
- b) Financial soundness
- c) Adherence to timelines
- d) Quality of Work
- e) General behaviour

The undersigned is competent to issue this certificate.

**\* “Countersigned”**

**Signature of the Reporting Officer with seal**  
**Name and Designation:**  
**Contact number/s**

**Undertaking / Declaration of debarment of Public Institutions  
(To be submitted by Vendors on their letters head duly sealed and signed by  
authorised signatory)**

To  
The Regional Director  
Reserve Bank of India, Kolkata Regional Office  
15, NS Road, Kolkata-700001

Dear Sir,

**Subject: Providing Advance Life Support (ALS) Ambulance Services at  
Reserve Bank of India, Kolkata Regional Office**

**I/We certify that... (Name of the Vendor)**

- a) have not been suspended / delisted / blacklisted/ banned or any such process initiated against the company/entity or its directors, by any Statutory Authorities/organizations including Reserve Bank of India at any location in India on any grounds for last 5 years.
- b) do not have any proceedings pending or order passed by any Authority/Court for violation/deficiency of statutory provisions such as EPF, ESI, Bonus, Minimum Wages, or other payments for last 5 years.
- c) have not rescinded/abandoned any contract awarded by any of our clients before the expiry of prescribed period of contract for last 5 years.
- d) have been maintaining a clean tract record without any involvement in unlawful/ illegal activities or financial Banking frauds. We do not have any case with the Police/ Court/ Regulatory authorities against the Vendor or proprietor/partners/directors in case of Proprietorship/Partnership firm/company respectively involving the above.

2. I/ We know and understood that, if this Undertaking / Declaration /Certificate submitted by us is found to be false, the Bank shall be free to reject/ terminate our e-Tender / Work Order and that the Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit/ Performance Bank Guarantee/ Security Deposit and / or debarring us from participating in e-Tenders invited by the Bank in future.

Signature and name of the authorized signatory of the Vendor with Rubber Stamp.

Date:

Place:

**Details of Expected Value of e-Tender, Turnover required, amount of Performance Bank Guarantee (PBG), Earnest Money Deposit (EMD) and Solvency Required**

<b>Expected Value of e-Tender</b>	<b>Turn over required for eligibility</b>	<b>Amount of Performance Bank Guarantee</b>	<b>Amount of EMD to be Submitted till submission of PBG*</b>	<b>Amount of Minimum Solvency required</b>
₹24,00,000 (Twenty-Four Lakh)	₹24,00,000 (Twenty-Four Lakh)	₹1,20,000 (One Lakh Twenty Thousand)	₹48,000/- (Forty-Eight Thousand)	₹24,00,000 (Twenty-Four Lakh)

**\*Amount of EMD (Earnest Money Deposit) will be refunded on submission of PBG (Performance Bank Guarantee).**

**PROFORMA OF PERFORMANCE BANK GUARANTEE FORM****(For an amount of Rs. \_\_\_\_\_ /-)**

To,

The Regional Director  
Reserve Bank of India  
Kolkata-700001

WHEREAS \_\_\_\_\_ (Name of successful Vendor) hereinafter called "Successful Vendor" has undertaken, Annual Contract No. \_\_\_\_\_ dated \_\_\_\_\_ 2026 to \_\_\_\_\_ (Description of Services) hereinafter called "the Contract" in pursuance of the Documents of Notice Inviting e-Tender no \_\_\_\_\_ dated \_\_\_\_\_ issued by \_\_\_\_\_.

AND WHEREAS it is one of the terms of the e-Tender document that the successful Vendor has to submit a performance bank guarantee from a scheduled bank for entering into a contract.

AND WHEREAS it has been stipulated by you in the said contract that the successful Vendor shall furnish you with a bank guarantee from a scheduled bank for the sum specified therein as security for the compliance with the successful Vendor's performance obligations in accordance with the contract.

AND WHEREAS we have agreed to give guarantee for the successful Vendor.

THEREFORE WE hereby affirm that we are guarantors and responsible to you up to a total sum of Rs. \_\_\_\_\_ /- (Rupees \_\_\_\_\_ only) and we undertake to pay you, upon your first written demand declaring the successful Vendor to be in default under the contract and without demur cavil or argument, any sum or sums within the amount as aforesaid, without your needing to prove or to show the grounds or reasons for your demand or the sum specified therein.

2. A letter from your office that the successful Vendor has committed default in the due and faithful performance of all or any of its obligations under and in accordance with the contract shall be conclusive, final and binding on us. We further agree that you shall be the sole judge as to whether the successful Vendor is in default in due and faithful performance of its obligations under the contract and your decision that he is in default shall be final and binding on us notwithstanding any differences between you and successful Vendor or any disputes between you and him pending before an Arbitrator or any other

court or tribunal or authority.

3. In order to give effect to this guarantee you will be entitled to act as if we are the principal debtor and any change in our constitution or that of successful Vendor shall not, in any way, or manner affect our liability or obligation under this guarantee.

4. You shall have liberty, without affecting in any manner our liability under this guarantee, to vary at any time, the terms and conditions of the contract or to extend the time or period for compliance or to postpone for any time the exercise of any of your rights or enforce or forebear from enforcing any of the terms and conditions of the contract and we shall not be released from our liability or obligation under this guarantee by any exercise of such liberty by you or other forbearance, indulgence, act or omission on your part.

5. We undertake not to revoke this guarantee during its currency.

6. Any notice by way of request, demand or otherwise hereunder may be sent by post addressed to us at above referred branch, which shall be deemed to have been duly authorized to receive such notice and to effect payment thereof forthwith, and if sent by post it shall be deemed to have been given at the time when it ought to have been delivered in due course of post and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by any of your officers that the envelope was so posted shall be conclusive.

7. This guarantee shall come into force with immediate effect and shall remain in force and effect for a period of one year or until it is released by you pursuant to the provisions of the contract.

Signed and sealed this \_\_\_\_\_ day of \_\_\_\_\_ 2026 at

SIGNED, SEALED AND DELIVERED

For and on behalf of

By:  
(Signature)  
(Name)  
(Designation)

**Signed and seal of the Purchaser**

**Signed and seal of the Supplier**

Witness by:

1. Signature:  
Name:  
Address:

2. Signature:  
Name:  
Address:

**ANNUAL CONTRACT FORM**

**CONTRACT AGREEMENT**  
**Annual Contract for providing Advance Life Support (ALS)**  
**Ambulance Service to Bank's Office at Kolkata**

THIS AGREEMENT made at Kolkata on this \_\_\_\_\_ day of \_\_\_\_\_ (month), 2026  
between

The Reserve Bank of India, Kolkata Regional Office, Kolkata having its Central Office at Shahid  
Bhagat Singh Marg, Fort, Mumbai 400001 (hereinafter called "the Bank") represented by  
\_\_\_\_\_ which expression shall unless exclude or repugnant to the  
context include his successors in office on ONE PART,

AND

M/s \_\_\_\_\_ having its registered office at  
\_\_\_\_\_ (hereinafter called "the Vendor") represented by  
\_\_\_\_\_ who is authorized to enter this agreement which terms shall  
unless excluded or repugnant to the context be deemed to include the Partners and Principals  
of the said firm and their respective successors, executors, administrators representative and  
assigns/ and assigns on the OTHER PART.

1. WHEREAS the Bank having expressed intention of engaging a Vendor for providing Advance Life Support (ALS) Ambulance Service to Bank's Office at Kolkata, invited e-Tender vide \_\_\_\_\_ dated \_\_\_\_\_ through MSTC portal on specified terms and conditions and scope of work as detailed in the e-Tender document Part I, Part II, Annexes and Corrigendum thereof and the Vendor has been selected as approved Vendor for the service and agreed upon to provide the service on such terms and conditions and decided rate. The present agreement is drawn up and executed, incorporating inter-alia the said terms and conditions in the schedule of the agreement.
2. In this Agreement, whenever rights, privileges, discretions and powers have been said to be exercisable by the "Bank", such rights, privileges, discretions and powers will be actually exercisable, by the Regional Director, Reserve Bank of India, Kolkata Regional Office, unless otherwise specified.

3. The Vendor agrees to have read and understood the e-Tender document and Corrigendum, if any.
4. The terms and conditions contained in the e-Tender document and any clarifications (corrigenda) issued shall be treated as part and parcel of this agreement and shall be binding on the parties. The Vendor agrees to, according to and in compliance with the terms and conditions of the e-Tender to provide one number of fully equipped Advance Life Support Ambulance on retention basis for a duration of 08 hours (9:30 AM to 5:30 PM) daily from Monday to Friday on Contract basis to Reserve Bank of India, Kolkata Regional Office, 15 Netaji Subhas Road, Kolkata- 700001 for utilization as per the Bank's requirement at the agreed rates.
5. The Bank reserves the right to increase or decrease the required number of ambulances on actual requirement basis as per the terms and conditions agreed upon under this contract at any time during the currency of the contract. The Vendor shall be able to provide such service within fifteen days from the date of communication of such requirement.
6. The Vendor agrees to station the ambulance along with Driver and Trained Paramedic at a designated place as decided by the Bank. Parking slot for the ambulance shall be provided by the Bank.
7. The Vendor agrees to ensure that the ambulance deployed shall conform to the specifications with all requisite factory fitted accessories, tools and accessories including spare wheels in compliance as per Automotive Industry Standards (AIS) 125 of the National Ambulance Code and as per the Motor Vehicles Act/ Rules being in force.
8. The Vendor agrees to ensure availability of necessary fittings in the ambulance as described in the e-Tender document.
9. The Vendor agrees to ensure that the ambulance deployed shall have all the necessary permits/ licenses/ clearances such as, but not limited to fitness certificate, PUC, full comprehensive insurance including third party, property and damage coverage, road permit, registration certificate.
10. The Vendor agrees to offer ambulance registered for commercial purpose only and free from any litigation as regards ownership.

11. The Vendor agrees to offer ambulances with working air- conditioning system and equipped with emergency medical first aid kit and a fire extinguisher.
12. The Vendor agrees not to assign, transfer, or sublet the rights and benefits under this contract either in part or in whole to any other party. The whole of the works included in the Contract shall be executed by the Vendor and the Vendor shall not directly or indirectly transfer, assign, or under-let the Contract or any part share thereof or any interest therein without the prior written consent of the Bank. No undertaking shall relieve the Vendor from the full and entire responsibility of the Contract or from active superintendence of the works during their contract.
13. During the subsistence of this contract, the Vendor agrees to maintain an office/ liaison office or a place of business in Kolkata where all notices and other papers required to be served or sent to the Vendor shall be served or sent. The Vendor also agrees to provide address details of the office, an email address and contact number for contact by the Bank.
14. The Vendor agrees to possess all the required license and permissions under applicable laws from competent authorities for running the business during the currency of the contract.
15. The Vendor agrees that all notices intended to be served on him shall be deemed to have been duly served if sent under Certificate of Posting/ Registered Post/ Speed Post/ by email/ by fax at the addresses/ email id/ fax No. provided by the Vendor.
16. The Vendor agrees not to make any representation for deviation from their quoted rates and /or terms and conditions. Such actions by the Vendor shall be counted as bad performance and shall invoke the Penal provisions of this agreement except in conditions of Force Majeure wherein in conditions like strikes, war like situation, severe natural calamities, major fires, acts of God, the Vendor is unable to carry out his commitment of meeting the terms of this contract.
17. To ensure effective implementation of this contract, authorized official(s) of Reserve Bank of India shall issue instructions, either orally or in writing to the Vendor and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the Vendor. In the event the instructions are issued orally, the same shall have to be confirmed in writing immediately. In all matters relating to or incidental to this contract, if

there arises any doubt or dispute or disagreement, the decision of the Bank shall be final and binding on the Vendor.

18. It shall be the Vendor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.
19. The Vendor shall maintain and provide all necessary documentation, registers and records and other related documents as proof of compliance with all statutory requirements and provisions of applicable laws.
20. The Vendor shall provide at his cost, everything necessary for the proper execution of the works according to the intent and specifications taken together whether the same may or may not be particularly shown or described therein, provided that the same can reasonably be inferred therefrom, and if the Vendor finds any discrepancy he shall immediately, and in writing, refer same to the Bank who shall decide thereupon.
21. The Vendor shall give all necessary personal superintendence during the contract period, and as long thereafter as the Bank may consider necessary. The Vendor shall nominate/identify the person for proper performance of this contract and provide the contact details of such person to the Bank at the time of signing the agreement. Any directions, explanations, instructions, or notices given by the Bank to the Vendors' representative shall be held to be given to the Vendor.
22. If the Vendor, after receipt of written notice from the Bank requiring compliance immediately fails to comply with, the Bank may employ and pay other persons to execute any such work whatsoever that may be necessary to give effect thereto, and all costs incurred in connection therewith shall be recoverable from the Vendor by the Bank as a debit or may be deducted from any moneys due to the Vendor.
23. On taking over the responsibility of work assigned, the Vendor shall formulate the mechanism for due assignment of work to its personnel which will be finalized by the Bank/ its authorized officials. Subsequently, the Vendor shall review the work assigned from time to time with the permission of the Bank, for further streamlining their system.
24. The decision, opinion, direction, certificate (except for payment) by the Bank with respect to all or any of the matters hereof (which matters are herein referred to as excepted

matters) shall be final and conclusive and binding on the parties hereto and shall be without appeal.

25. If, for any reason, the Bank is obliged, by virtue of the provisions of the Employees Compensation Act, 1923, or any statutory modification or re-enactment thereof to pay compensation to a workmen employed by the Vendor in execution of the works, the Bank shall be entitled to recover from the Vendor the amount of compensation so paid. The Bank shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by the Bank to the Vendor under this Contract or otherwise.
26. The Bank reserves the right to increase or decrease the required number of ambulances at any time on actual requirement basis. The Vendor shall be able to execute the instructions within fifteen days of notice, in contingency situations.
27. Period of contract: The period of the contract shall be for 12 months i.e., from April 01, 2026, to March 31, 2027, subject to satisfactory performance.
28. Extension of period of contract: The contract shall be extendable for a further period of two years, one year at a time, solely at the discretion of the Bank subject to satisfactory performance and mutual consent.
29. The ambulance, its Driver, Trained Paramedic, spares, repairs & maintenance and consumables (petrol/diesel oil, lubricants, gear oil, brake oil etc.) required for the performance of the work under this Contract shall be provided by the Vendor at its own cost and risk. The Bank shall pay only the agreed monthly rental as per the contract agreement.
30. Any legal/ medico-legal cases if any arising out of the performance of the Vendor or involving the ambulance shall be solely handled by the Vendor at its own cost and risks.
31. The Vendor shall provide at its own cost, safety equipment and Personnel Protection Equipment (PPE) as per the requirement of Job Safety Analysis and minimum PPEs as may be prescribed by the Bank for operating within the Site. The Vendor shall adhere to all the applicable statutory laws pertaining to safety, health and environment.
32. All front & rear seat belts, brakes, lights, tyres, mirrors, gauges of the ambulance shall be in good working conditions and shall conform to the prescribed safety standards.

33. Vehicle shall be always in excellent working condition at all times and shall be cleaned thoroughly, both internally and externally, boot kept clear of dust, rubbish, oil, bad odour and any personnel belongings of the ambulance crew.
34. The ambulances proposed to be deployed shall be inspected by the Bank. The Vendor shall ensure that the ambulance shall be offered for inspection as and when required by the Bank.
35. In the event of breakdown, or if the condition of the ambulance goes below the acceptable standards, a replacement ambulance of similar type or better / later model shall be provided within two hours.
36. The Vendor shall ensure the deployed ambulance have minimum noise of engine and body while running, tyres with proper condition, working headlights, tail lamps, indicators, speedometer, milometer, proper body painting, well-maintained upholstery, washed and ironed white seat covers, etc. It shall also be ensured that the doors can be properly closed and locked and all windows can be opened.
37. The ambulances proposed to be deployed shall arrive at designated location on time with full or sufficient tank of fuel and report to the Bank's Medical Officer/ Consultant on duty.
38. The ambulance shall be parked at the premises provided by the Bank and shall not be taken out without permission of the Bank. Duty period as per the contract agreement shall be ensured.
39. The driver of the ambulance shall possess a valid driving license and shall have a minimum two years of driving experience.
40. The driver shall have a basic knowledge of First Aid and shall be able to deal with medical emergencies.
41. The Paramedic shall always be available with the ambulance and he / she shall possess a minimum qualification of ANM (Auxiliary Nursing Midwifery) qualified with 5 years of experience or GNM (General Nursing Midwifery) with one year of experience and shall be capable to provide Advance Emergency Medical Support including CPR and care to individuals who are ill or injured and transport them to a medical facility.
42. The Vendor shall provide at his own cost proper uniform and photo identity cards to the ambulance crew in compliance with relevant Acts.

43. The Vendor shall ensure that all necessary measures are taken by the driver to ensure passenger safety by avoiding negligent driving. It shall also be ensured that no inflammable substances of any nature are carried inside the ambulance.
44. The ambulance crew shall be well mannered and shall always carry an authorization letter / identity card issued by the Vendor while on duty. The Vendor shall provide the requisite details like name, age, father's name, permanent and temporary address, recent photographs of its employees, driver licenses, etc. as are essential for issuing permit / gate pass.
45. The duty shall be deemed as commenced from the time of reporting to the Bank to time of relieving from the Bank. The Driver shall maintain a standard log sheet for recording the reporting and release time and the corresponding odometer readings of the ambulance. The start / end point for each trip and start / end odometer reading shall also be recorded in the logbook and the Driver shall take signature of the Bank's Medical Officer / Medical Consultant on daily basis.
46. Both the Driver and the Paramedic of the ambulances shall always have a working mobile number for easy contact and an active internet connection where google maps can be accessed, to navigate the shortest and/ or fastest route possible avoiding traffic jams. The Driver shall be reachable at all times, during the duty hours. The ambulance crew shall inform the mobile number to the Bank's Medical Officer/ Medical Consultant on a daily basis on reporting to duty.
47. The Vendor shall provide police clearance certificate of all drivers and paramedic staff who shall be deployed with the ambulances during the contract period. Also, their Govt. issued photo – ID cards and address proof shall be submitted to the Bank before commencing the job under the contract.
48. Acceptance of ambulance shall be subject to the inspection of the ambulance, ambulance documents and documents of the driver and paramedic by the Bank's Medical Officer / Consultant/ authorized officer.
49. The Vendor shall carry out the order independently and under his own supervision, costs, and risks. The Vendor will have to follow Bank's security & safety protocol and comply with the requirement.

50. The Vendor shall provide at its own expense the employee welfare and such other facilities like accommodation, transport, food, medical, conveyance etc. to all its personnel / employees. All medical care, hospital treatment / expenditure thereon in case of any injury whether or not leading to death arising out of or during the course of employment shall also be borne by the Vendor for its personnel/ employees.
51. The Vendor shall ensure that efficient and punctual services are provided, at all times. Late arrival for any reason shall not be excused and such incidents shall attract penalty.
52. Over speeding / rash driving / talking over mobile phones during driving by the Drivers shall not be permitted and the Bank's instructions, judgment, decision will be final in this regard. In case of any such misconduct by the Driver including manipulation of the meter reading, the vehicle and/ or Driver may be discontinued with immediate effect.
53. The ambulance service is exclusively meant for carrying the personnel authorized by the Bank. Transportation of any other person or luggage shall not be permitted.
54. It shall be the sole responsibility of the Vendor to promptly inform the Bank about any incident or accident while on duty of the Bank. Any detour from the scheduled route, due to any traffic congestion, major road diversions etc. shall be intimated to the Bank.
55. In case of an accident, the Vendor shall ensure compliance of necessary legal formalities such as FIR, Insurance claim etc. and issue necessary authority letters (Certificate of facts) along with the legal documents as may be required for the purpose of insurance formalities.
56. Under no circumstances shall the Bank be liable to compensate for any loss or damage that may be caused to the ambulance by accident or complications arising out of such contingencies like theft, fire, riots, strike, terrorism whether inside or outside the Bank's premises while engaged.
57. The Vendor shall be liable for any accident or injury or loss or damage/ suffering to its personnel on any account, including militant/ terrorist or similar activity that may happen to any of its personnel engaged in connection with performance of this contract, including any consequential damage. The Bank shall not be liable in respect of any damage or compensation payable in respect of, or in consequence of any accident or injury to any personnel in the employment of the Vendor and the Vendor shall indemnify and keep

indemnified the Bank against all such claims, damages, compensations and such proceedings which may be sought against the Vendor.

58. The Bank shall not be liable for any damages whatsoever to public property and / or any third person due to any accident arising out of and in the course of deployment of the ambulance.
59. The Bank shall in no way responsible for violation of traffic rules and / or infringement of any other law for the time being in force, either by the driver or by the Vendor.
60. During the contract period, if the ambulance is seized or detained or requisitioned by the Police/ Motor Vehicle Authority or any other authorities for whatsoever reasons that shall be at the Vendor's risk.
61. No escalation of rate shall be permitted on any ground during the currency of the contract.
62. The location for reporting shall be provided by the Bank.
63. In the event of that the ambulance run more than the agreed number of kilometers, the charges for additional kilometers travelled will be paid at the additional rate quoted by the Vendor.
64. The Vendor shall not deploy or shall discontinue deploying the person(s), if desired by the Bank and must ensure prompt replacement of the personnel without any additional cost to the Bank. Person once removed from the duties shall not be deployed again to work. The personnel being deployed shall ordinarily be continued and shall not be changed without communication to the Bank.
65. In the event the Vendor fails to deliver or fails to carry out tasks as required due to non-delivery of ambulance, break-down, servicing and repairs of ambulance, or if the ambulance is seized or detained by Police / Motor Vehicle Authority or any other authorities for whatsoever reasons, the Vendor at his own cost shall make alternate arrangement by providing similar or higher class of ambulance for which agreement is entered into, without any extra charges. Failure to do so will evoke penalty as per provisions of the contract. In addition, the Vendor may be required to face any action taken by any of the authorized agency as per the extant laws.

## 66. Presentation of bills and Payment Terms

- i. The Vendor shall present the invoice for payment on a monthly basis. The invoice shall clearly indicate the details of the service, date, GSTN of Vendor and the Bank, HSN/ SAC code, applicable tax components etc. and any other information required by the Bank from time to time.
- ii. The bill shall be accompanied by the Ambulance logbook.
- iii. Incomplete bills shall not be entertained. The bill shall be submitted within 10 days of the following month.
- iv. The bill placed for settlement contains only the accepted rate and applicable taxes as per the contract agreement. In case of deviation from the rate, the amount at higher side will be disallowed without any clarification.
- v. Payments of the bills subject to statutory deductions shall normally be arranged within 30 days from the date of presentation of the bill. However, the authorized Vendor shall make no claim from the Bank in respect of interest or damages in case the payment is delayed for any reasons.
- vi. The payment shall be through NEFT for which Vendor shall give requisite detail of bank address, IFSC, Account No., Name of account holder etc.
- vii. The Bank shall deduct applicable TDS and credit to the account of GOI.
- viii. The Vendor shall ensure timely filing of GST return. The data uploaded on the GSTR portal shall invariably tally with the invoices raised on the Bank.

## 67. Applicability of best prices

If the Vendor with whom the Bank enters into an annual contract offers a lower rate following conditions similar to those of the Bank's contract, to any person or organization during the currency of the rate contract, the rate applicable to the Bank shall be automatically decreased with immediate effect and the contract amended accordingly. Other parallel contract holders, if any, are also to be given opportunity to reduce their price as well, by notifying the reduced price to them and giving them 15 (fifteen) days' time to intimate their revised prices, if they so desire, in sealed cover to be opened in the presence of concerned Vendors on the specified date and time and further action taken as per standard practice.

In case Vendor backs out due to any reason, the next lowest Vendor (L2) may be asked to provide the service at L1 rate. Further, if L2 express its inability to provide the services at L1 rate, the Bank at its discretion may also ask other Vendors who have submitted quotation to provide the service at L1 rate.

#### 68. Penalties

- a. If the Vendor fails to complete satisfactorily the contract work or any portion thereof or refuses to comply with any direction given in this regard to him, Rs.5000/- penalty per incident will be deducted from the monthly bill.
- b. If the Vendor fails to provide the vehicle as per the terms and conditions Rs.5000/- penalty per incident will be deducted from the monthly bill apart from the deduction borne by the Bank for the alternative arrangement.
- c. Any consequences arising out of non-supply of ambulance are to be borne by the Vendor.
- d. In case of such multiple incidents the Performance Bank Guarantee shall be forfeited, and the contract shall be terminated at Vendor's risk and cost.
- e. Misbehavior or any fault during the discharge of the duty made by any ambulance crew shall lead to fine of Rs 1000/- per occasion and the same shall be recovered from any pending bill or security deposit.

#### 69. Corrupt, fraudulent or unethical practices

The Vendor shall adhere to the highest standards of ethics during the execution of contract. In pursuance thereof, the terms are set forth as follows:

- a. The Vendor shall not offer, give, receive, or solicit anything in cash or kind to influence the action of any official of the Bank involved in the process of empanelment or execution of the contract.
- b. The Vendor shall not misrepresent any of the fact in order to influence the empanelment process or execution of contract which shall be detrimental to the Bank's interest.
- c. The Bank shall declare a Vendor ineligible, either indefinitely or for a specified period, if it is detected that the Vendor has engaged in corrupt and fraudulent practices in executing the contract.

## 70. Termination for default

The Bank may, without prejudice to any other remedy for breach of contract, issue a written notice of default to the Vendor, and terminate the Contract in whole or part:

- a. If the Vendor fails to complete the contracted work satisfactorily or any portion thereof or refuses to comply with any direction given in this regard to him, the contract shall be terminated at his risk and cost the Security Deposit will be forfeited.
- b. The Contract is further liable to be terminated in following cases:
  - (i) The Vendor uses/has used sub-standard / spurious / substitute medical equipment
  - (ii) There is delay in rendering of services
  - (iii) The Vendor has resorted to overcharging in the bill/invoice
  - (iv) If the Vendor, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- c. If any such case indicated in (b) above is noticed during subsequent scrutiny after or before the payment, then the Vendor shall refund the disputed / excess amount already paid by the Bank. The Bank may stop payment due or recover the cost of such supplies from the amounts due to the Vendor.
- d. If the services of the Vendor are not found satisfactory or if the Vendor has resorted to any of the action(s) enumerated in (b) above, the Bank can terminate the contract at any time by giving one month notice to the Vendor for which no claim or compensation shall be entertained by the Bank.
- e. During the period of notice, the party shall continue to discharge all their duties and obligations.
- f. The Regional Director, Reserve Bank of India, Kolkata Regional Office reserves the right to terminate the Contract at any point of time by giving one month's notice period without assigning any reason and without prejudice to any other remedies available to the Bank.
- g. The Vendor is permitted to terminate the contract by giving minimum three months' notice in writing to the Bank enabling the Bank to arrange for new Vendor after due process of Tendering.

## 71. Debar/Disqualify

A Vendor is liable for debarment/disqualification from bidding on the following grounds:

- I. If it is determined that the Vendor has committed the following acts or omissions in contravention of the code of integrity:
  - a. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
  - b. Any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
  - c. Any collusion bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
  - d. Improper use of information provided by the procuring entity to the Vendor with an intent to gain unfair advantage in the procurement process or for personal gain.
  - e. Any financial or business transactions between the Vendor and any official of the procuring entity related to e-Tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.
  - f. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
  - g. Obstruction of any investigation or auditing of a procurement process.
  - h. Making false declaration or providing false information for participation in a process or to secure a contract.
  - i. Failed to disclose conflict of interest.
  - j. Failed to disclose any previous transgressions made in respect of the provisions of sub- clause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.
  - k. If the Vendor has been convicted of an offence - (a) under the Prevention of Corruption Act, 1988; or (b) the Bharatiya Nyaya Sanhita, 2023 ("BNS") or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. Vendor with respect to above conditions, shall submit declaration.

- II. For any actions or omissions by the Vendor other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like providing sub-standard services, not providing services to the satisfaction of the Bank, failure to abide terms of the e-Tender, etc.
- III. The Bank reserves right to debar/disqualify the Vendor from participating in any bidding or from providing any services to the Bank for a period of three years. However, before doing so the Bank may give a show cause notice to the Vendor and consider reply, if any, submitted by the Vendor to such notice. The decision of the Bank / Regional Director shall be final in this regard.

#### 72. Reservation of right to accept/ reject.

Applications received after the due date and time or incomplete in any respect are liable to be rejected. The Bank reserves the right to accept or reject any or all the applications in full or part without assigning any reasons. The Bank's decision in this regard shall be binding and final. The Bank has the right to modify/ alter any requirements in this document at its discretion as deemed appropriate. The decision of Regional Director, Kolkata Regional Office in this regard shall be final.

#### 73. Appointment of Vendors

Fulfilling the terms & conditions and offering the lowest rate quote does not necessarily mean qualifying for the award of the Contract. Under no circumstance, a request for alteration in the rate shall be accepted/ considered. Any conditional quotations / offers will not be accepted. The quotation shall be uploaded on MSTC website by the due date and time. Quotations shall be opened on the due date and time as specified in this document. The Regional Director, Reserve Bank of India, Kolkata Regional Office reserves the right to enter into annual contracts with any number of Vendors.

#### 74. Indemnity

The Vendor shall indemnify the Bank against all actions, suits, claims and demands brought or made against the Bank in respect of anything done or alleged to be done by the Vendor in execution of or in connection with the work of this contract and due to non-adherence to the terms and conditions as stipulated therein in this document or contract for this purpose and

against any loss or damage to the Bank in consequence to any action or suit being brought against the Vendor for anything done or alleged to be done in the execution of this contract.

The Vendor shall abide by the job safety measures prevalent in India and shall free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's / Vendor's negligence. The Vendor / Vendor shall pay all indemnities arising from such incidents without any extra cost to the Bank and will not hold the Bank responsible or obligated.

In case any employee of the Vendor so deployed enters in a dispute of any nature whatsoever, it shall be the primary responsibility of the Vendor to settle/contest the same. In case the Bank is made party and is supposed to contest the case, the Bank will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the Vendor to the Bank on demand. Further, the Vendor shall ensure that no financial or any other liability comes on the Bank in this respect of any nature whatsoever and shall keep the Bank indemnified in this respect.

#### 75. Arbitration

- a. In the event of there being any dispute or difference arising between the parties the same shall be referred to the Regional Director, Reserve Bank of India, Kolkata whose decision in writing, shall be final and binding on both the parties. However, if the parties are still not satisfied, the matter shall be referred to the sole arbitrator mutually agreed by the parties. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliations Act, 1996 or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The award of the arbitrator shall be final and binding on the parties.
- b. The venue of the arbitration shall be Kolkata. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

- c. All disputes shall be subject to the legal jurisdiction of the Court at Kolkata only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.
- d. During the arbitration proceedings, the Vendor shall continue to discharge his contractual obligation under this agreement, unless dispensed by the Bank.

76. Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013:

- a. The Vendor shall be solely responsible for full compliance with the provisions of “The Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act 2013”. In case of any complaint of sexual harassment against its employees within the premises of the Bank, the complaint shall be referred to the appropriate committee constituted under the said act. The Vendor shall be responsible for educating its employees or agent or supply men about prevention of sexual harassment at workplace and related issues. The Vendor shall ensure appropriate action under the said act in respect of the complaint.
- b. Any complaint of sexual harassment from any aggrieved employee of the Vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c. The Vendor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees or agents or supply men of the Vendor, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the Vendor is proved.
- d. The Vendor shall be responsible for educating its employees or agents or supply men about prevention of sexual harassment at workplace and related issues.
- e. The Vendor shall provide a complete and updated list of its employees who are deployed within the Bank’s premises.

77. Statutory Liabilities: The Vendor shall be liable to discharge all the statutory liabilities such as Minimum Wages, ESI, employee compensation, EPF contributions, etc. A reference may be made to all Central Government laws/ guidelines in this regard. The workmen should be paid the minimum wages under the Minimum Wages Act, 1948 and rules made thereunder. Besides, the workmen should be given Employees Provident Fund as per Employees Provident Funds & Miscellaneous Provisions Act, 1952, Bonus and / or dividends as per Payment of

Bonus Act, 1965, and ESI under ESI Act, 1948, as may be applicable. In the absence of ESI, the Vendor should undertake the liability under the coverage of Insurance such as Workmen's Compensation Insurance under Employees Compensation Act, 1923. The total premium shall be borne by the Vendor. The Vendor shall have a valid EPF Account for making EPF Contribution for its workmen. Written records and documentary proof for having made these payments shall be submitted to the Bank, at monthly intervals, for its verification. In case of any complaint regarding noncompliance of any statutory payments; the same shall be deducted from the bill without prejudice to the Bank's right to terminate the contract at the risk and cost of the Vendor. The Vendor shall abide by all the statutory provisions of the Contract Labour (Regulation & Abolition) Act, 1970, and all other applicable laws. The Vendor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.

#### 78. Period of Contract

Based on both Technical evaluation and Financial bid, the contract would be awarded to the successful Vendor for a period from April 01, 2026, to March 31, 2027. Subsequently, the contract may be renewed/extended annually for a period of one year at a time, extendable up to a maximum period of two years on the same terms and conditions, at the sole discretion of the Bank, subject to satisfactory performance of the supplier/s, as evaluated by the Bank from time to time and mutual consent. The Vendors need to submit the revised Performance Bank Guarantee (PBG) with extended validity and fresh Annual Contract if in case the contract is extended/renewed by the Bank.

#### 79. Non-Disclosure Clause

The Vendor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems / equipment etc., which may come to the possession or knowledge of the Vendor during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in the strictest confidence. The Vendor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Vendor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Vendor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above, shall be treated, as breach of

contract on the part of the Vendor and the Bank shall be entitled to claim damages and pursue legal remedies. The Vendor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Vendor's obligations with respect to non-disclosure and confidentiality shall survive the expiry or termination of this agreement for whatever reason.

IN WITNESS WHEREOF the parties to these presents have hereunto set and subscribed their respective hands and seals the

\_\_\_\_\_ day/month and year first above written.

SIGNED AND DELIVERED BY THE:

Signed for and on behalf of the Bank

Signed for and on behalf of the Vendor

In presence of:

Witness 1:

Witness 2:

.....

**PROFORMA OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT/ BID SECURITY**

(On Non-Judicial Stamp Paper of appropriate value)

Place: \_\_\_\_\_

Date: \_\_\_\_\_

The Regional Director  
Reserve Bank of India  
Kolkata-700001

Dear Sir,

Name of Work:

.....  
.....

Ref.: NIT/Advt.No.

date

**WHEREAS**

The Reserve Bank of India, having its Regional Office at 15, N.S. Road, Kolkata (hereinafter called the "RBI") has invited e-Tenders for the captioned work (hereinafter called "the said e-Tender") on the terms and conditions mentioned in the said e-Tender documents.

It is one of the terms of invitation of e-Tenders that the Vendor shall furnish a Bank Guarantee for a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as Earnest Money Deposit (EMD).

M/s. (Name of the Vendor/Vendor) \_\_\_\_\_, (hereinafter called as "the Vendor/ Vendor"), who are our Clients/Constituents intend to submit their e-Tender / Bid for the said work and have requested us to furnish Bank Guarantee to RBI in respect of the said sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) in respect of EMD.

**NOW THIS GUARANTEE WITNESSETH**

1. We \_\_\_\_\_ (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the

Vendor have not performed their obligations under the said conditions of the e-Tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Vendor; we shall on demand by the RBI, pay without demur to the RBI, a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Vendor under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Vendor.

This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said e-Tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Vendor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Vendors of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

b) Our liability under these presents shall not exceed the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) This guarantee shall remain in force upto \_\_\_\_\_ (six months from the last date of receipt of e-Tender) provided that if so desired by the RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove \_\_\_\_\_ on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within \_\_\_\_\_ or any extended period, all the rights of the RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,

For and on behalf of \_\_\_\_\_ Bank.

Authorised Official (with seal)

**(NB: This guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).**

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To  
The Regional Director  
Reserve Bank of India  
Central Establishment Section  
15, Netaji Subhas Road  
Kolkata- 700001

**Banker's Certificate from a Scheduled Bank**

This is to certify that to the best of our knowledge and information, M/s / Shri / Smt. -----  
----- having the noted address, a customer of our bank are / is  
respectable and can be treated as good for any engagement up to limit of Rs.-----(  
Rupees -----).

For the bank

(Signature with seal)

Date:

Name & Designation:

For the bank

**Note: 1. Banker's certificate should be on letter head of the Bank, sealed in cover and addressed to enlistment authority.**

**2. In case of partnership firm, certificate to include names of all partners as recorded with the bank.**

**Detailed address of Reserve Bank of India, Kolkata Regional Office.**

Reporting Venue	Detailed Address	Operating Hours*
Main Office Premises Dispensary (MOPD)	Reserve Bank of India, Kolkata Regional Office, Main Office Premises, 15, Netaji Subhas Rd, Fairley Place, B.B.D. Bagh, Kolkata, West Bengal 700001	Monday to Friday: 9:30 AM to 5:30 PM

\*Operating hours may be reviewed by the Bank if required