



भारतीय रिज़र्व बैंक
मानव संसाधन प्रबंध विभाग
नई दिल्ली

निविदा आमंत्रण सूचना (एनआईटी)
(आरबीआई/नई दिल्ली कार्यालय/मासंप्रवि/1/26-27/ईटी/63)

पंजीकृत टैक्सी ऑपरेटर्स / कारों / टेम्पो ट्रेवलर्स / बस हायरिंग एजेंसियों / कंपनियों से पैनल में शामिल होने के लिए आवेदन आमंत्रित करने हेतु ई-निविदा।

1. भारतीय रिज़र्व बैंक, नई दिल्ली (जिसे इसके बाद "बैंक" कहा जाएगा) अत्यंत प्रतिष्ठित और सक्षम कार किराया एजेंसियों/कंपनियों/टैक्सी ऑपरेटर्स को, आवश्यकता के आधार पर, कार किराए पर लेने के उद्देश्य से, पैनल में शामिल करने का इच्छुक है। निविदा की अनुमानित वार्षिक लागत ₹1,70,00,000/- (केवल एक करोड़ सत्तर लाख रुपये) है, जिसमें जीएसटी, सभी लागू कर, सेस और लागू अन्य सभी शुल्क या लेवी शामिल हैं। निर्धारित संविदात्मक दायित्वों के अनुसार, संविदा की प्रारंभिक अवधि 'लेटर ऑफ़ अवार्ड' में निर्दिष्ट तिथि से एक वर्ष के लिए होगी।

2. यह एक खुली निविदा है। केवल वही फर्म निविदा प्रक्रिया में भाग ले पाएंगी, जो एमएसटीसी पोर्टल पर पंजीकृत हैं। निविदा दस्तावेज़, मई 11, 2026, शाम 05:00 बजे से वेबसाइट www.mstcecommerce.com/eproc/ पर देखने/डाउनलोड करने के लिए उपलब्ध होंगे; साथ ही, ये वेबसाइट https://rbi.org.in/Scripts/BS_ViewTenders.aspx से भी डाउनलोड किए जा सकेंगे।

3. यह एक तीन-कवर वाली ई-निविदा प्रक्रिया है। पहले ई-कवर में, ईएमडी जमा करने का प्रमाण एमएसटीसी पोर्टल पर अपलोड किया जाना अनिवार्य है। केवल उन बोलीदाताओं का दूसरा ई-कवर, यानी भाग I (तकनीकी-वाणिज्यिक बोली), खोलने के लिए विचार किया जाएगा जिन्होंने निर्धारित तिथि को या उससे पहले बयाना जमा राशि जमा कर दिया है। दूसरा ई-कवर, यानी निविदा का भाग-I, प्रस्तावित सेवाओं के लिए बैंक की मानक तकनीकी और वाणिज्यिक शर्तों को शामिल करेगा, जिन पर बोलीदाता अनिवार्य रूप से सहमत होंगे। तीसरा ई-कवर, यानी निविदा का भाग-II (मूल्य बोली), आवश्यक मात्राओं/सेवाओं की बैंक की सूची और बोलीदाताओं की मूल्य बोली को शामिल करेगा, जिसे एमएसटीसी पोर्टल पर ऑनलाइन जमा किया जाना है।

4. विधिवत भरी हुई निविदा दस्तावेज़ एमएसटीसी की वेबसाइट <https://www.mstcecommerce.com/eproc/> पर अपलोड की जाएगी। सभी पूर्व-योग्यता (पीक्यू) दस्तावेज़ केवल एमएसटीसी पोर्टल पर ही अपलोड की जाएंगी, और बैंक द्वारा जाँच के लिए इन्हें दूसरे ई-कवर (यानी निविदा के भाग-I) को खोलने के समय डाउनलोड किया जाएगा।

5. निविदा की समय-सीमा और अन्य विवरण इस प्रकार हैं:

क)	ई-निविदा संख्या	आरबीआई/नई दिल्ली कार्यालय/मासंप्रवि 1/26-27/ईटी/63
ख)	कार्य का नाम	भारतीय रिज़र्व बैंक, नई दिल्ली की आवश्यकताओं के अनुसार, 'ऑन-कॉल' आधार पर कार, टेम्पो ट्रेवलर और बस उपलब्ध कराने हेतु पंजीकृत टैक्सी ऑपरेटर्स/कार/टेम्पो ट्रेवलर/बस हायरिंग एजेंसियों/कंपनियों का पैनल में शामिल किया जाना।

ग)	निविदा का माध्यम	ई-खरीद प्रणाली (पहले ई-कवर में ईएमडी का प्रमाण, दूसरे ई-कवर यानी भाग I - तकनीकी-वाणिज्यिक बोली और तीसरे ई-कवर यानी भाग-II - मूल्य बोली शामिल) निविदा प्रक्रिया केवल एमएसटीसी लिमिटेड के ई-निविदा पोर्टल (https://www.mstcecommerce.com/eprocn/) के माध्यम से की जाएगी।
घ)	अनुमानित लागत (वार्षिक लागत)	₹1,70,00,000/- (एक करोड़ सत्तर लाख रुपये मात्र), जिसमें जीएसटी, सभी लागू कर, उपकर और लागू अन्य सभी शुल्क या लेवी शामिल हैं।
ङ)	बयाना जमा राशि (ईएमडी)	₹3,40,000/- (तीन लाख चालीस हजार रुपये मात्र)। विस्तृत विवरण निविदा दस्तावेज़ के खंड III (ए) के क्लॉज़ 13 में दिया गया है।
च)	वह तिथि जब एनआईटी पार्टियों के लिए डाउनलोड करने हेतु उपलब्ध होगी	11 मई 2026 को शाम 05:00 बजे से
छ)	पूर्व-बोली बैठक की तिथि एवं स्थान	08 जून 2026 को 11:00 बजे पूर्वाह्न स्थान: भारतीय रिज़र्व बैंक, सम्मेलन कक्ष, प्रथम तल, मानव संसाधन प्रबंध विभाग, नई दिल्ली
ज)	https://www.mstcecommerce.com/eprocn/ पर ई-निविदा (तकनीकी-वाणिज्यिक बोली और मूल्य बोली) की ऑनलाइन प्रस्तुति आरंभ होने की तिथि	08 जून 2026 को 05:00 बजे अपराह्न से
झ)	एमएसटीसी पोर्टल पर पहले ई-कवर में बयाना जमा राशि जमा करने के प्रमाण की अंतिम तिथि, और यदि भुगतान का माध्यम डिमांड ड्राफ्ट/बैंकर चेक/बैंक गारंटी है, तो मूल बयाना जमा राशि दस्तावेज़ जमा करने की अंतिम तिथि।	19 जून 2026 को 12:30 बजे अपराह्न
ञ)	ई-निविदा (तकनीकी-वाणिज्यिक बोली और मूल्य बोली) की ऑनलाइन प्रस्तुति बंद होने की तिथि	19 जून 2026 को 02:00 बजे अपराह्न
ट)	क) पहला ई-कवर (जिसमें बयाना जमा राशि जमा करने का प्रमाण शामिल है) खोलने की तिथि और समय ख) दूसरे ई-कवर (जिसमें भाग-I, अर्थात् तकनीकी-वाणिज्यिक बोली शामिल है) के खोले जाने की तिथि ग) तीसरे ई-कवर (जिसमें भाग II,	क. 19 जून 2026 को 03:00 बजे अपराह्न ख. 19 जून 2026, बयाना जमा राशि की प्राप्ति के सत्यापन के पश्चात् ग. तीसरा ई-कवर, यानी भाग II (मूल्य बोली), केवल उन

	<p>अर्थात् मूल्य बोली शामिल है) के खोले जाने की तिथि</p> <p>नोट: कवर उन बोलीदाताओं के प्राधिकृत प्रतिनिधियों की उपस्थिति में खोले जाएँगे, जो उपस्थित रहने का चयन करते हैं।</p>	<p>बोलीदाताओं का खोला जाएगा जो भाग । (तकनीकी-वाणिज्यिक बोली) में योग्य पाए गए हैं; इसे बाद की किसी तारीख को खोला जाएगा, और इसकी सूचना योग्य बोलीदाताओं को ईमेल के माध्यम से दी जाएगी।</p>
ठ)	बोली की वैधता	<p>दूसरे ई-कवर यानी निविदा के भाग । (तकनीकी-वाणिज्यिक बोली) के खुलने की तिथि से तीन महीने (90 दिन) तक - जिसकी अवधि आपसी सहमति से बढ़ाई जा सकती है - बोली लगाने वाला/वाले इस अवधि के दौरान निविदा को रद्द या वापस नहीं ले सकेंगे।</p>
ड)	लेनदेन शुल्क	<p>एमएसटीसी द्वारा प्रभारित एमएसटीसी लिमिटेड के पक्ष में एमएसटीसी पेमेंट गेटवे/एनईएफ़टी/आरटीजीएस के माध्यम से लेनदेन शुल्क का भुगतान।</p>

6. बैंक सबसे कम बोली वाली निविदा को स्वीकार करने के लिए बाध्य नहीं है, और उसे किसी भी निविदा को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित है। बैंक को बिना कोई कारण बताए किसी भी या सभी निविदाओं को अस्वीकार करने का अधिकार भी सुरक्षित है।

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक
नई दिल्ली



**Reserve Bank of India
Human Resource Management Department**

6, Sansad Marg, New Delhi-110001

Part - I

E-tender for inviting applications from Registered Taxi operators/ Car / Tempo Traveller / Bus hiring agencies/ Companies for empanelment

Name of Bidder:

Postal Address with Pin code:

Phone /Fax / Mobile No.:

Email Address:

This document is the property of Reserve Bank of India (RBI). It may not be copied, distributed, or recorded on any medium, electronic or otherwise, without the RBI's written permission thereof, except for the purpose of responding to RBI for the said purpose. The use of the contents of this document, even by the authorized personnel / agencies for any purpose other than the purpose specified herein, is strictly prohibited, and shall amount to copyright violation and thus, shall be punishable under the Indian Law.

Table of Contents

Sections / Annexures	Description	Page No.
	<u>Disclaimer</u>	
PART I - Techno Commercial Bid		
Section I	Schedule of E-Tender (SOT)	8-9
Section II	Important instructions regarding E-tender (Instructions for bidding on MSTC and contact details at MSTC)	10-13
Section III	General Rules and Instructions to the bidders (Instructions to assist the prospective Bidders in preparation and submission of Bids)	14-31
Section III (a)	General Instructions to bidders	14-21
Section III (b)	Eligibility Criteria	22-26
Section III (c)	Evaluation of Bids	27-28
Section III (d)	Checklist of documents to be submitted with the tender	29-31
Section IV	General and Specific Conditions of Contract (Conditions that shall govern the Contract)	32-52
Section IV (a)	Scope of Work and Services	32-36
Section IV (b)	Terms and Conditions of the Contract	37-50
Section IV (c)	Penalty Clause	51-52
Section V	Annexures to Various Sections	53-92
Annexure I	Form of e-Tender	53-55
Annexure II	Shortlisting / Eligibility Criteria Formats	56-57
Format 1	Basic Information	56-57
Format 2	Previous Work Experience	58-59
Format 3	Works qualifying Eligibility	60-61
Format 3A	Client's Certificate Regarding Performance of Their Contractor	62-63
Format 4	Financial Status	64
Format 5	Form of Bankers' Certificate from a Scheduled Bank	65
Format 5A	Details of Bidder's Banker	66

Annexure III	Format for Power of Attorney for Authorized Signatory	67
Annexure IV	Letter of Undertaking	68
Annexure V	Undertaking regarding declaration of debarment by public institution(s)	69-70
Annexure- VI	Format for Undertaking on Legal Actions / Litigation / Arbitration by the Bidder	71
Annexure VII	Proforma for Bank Guarantee In Lieu of Earnest Money Deposit	72-74
Annexure VIII	Articles of Agreement	75-88
Annexure IX	Proforma of Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India	89-90
Annexure X	Feedback Form	91-92
PART II – Financial /Price Bid		
Section VI	Financial /Price Bid	93-97

DISCLAIMER

Reserve Bank of India, New Delhi, (hereinafter referred to as “the Bank”), has prepared this document to give background information on the e-tender for inviting applications from Taxi operators / Registered Car / Tempo Traveller / Bus hiring agencies/ Companies/ for empanelment to the interested bidders. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be accurate, neither the Bank nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express 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.

The information is not intended to be exhaustive. Interested bidders 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 rely only on the information provided by Reserve Bank of India in submitting the e-tender for inviting applications from Registered Car hiring agencies/ Companies/ Taxi operators for empanelment. The information is provided on the basis that it is non - binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents or advisors and the Bank reserves the right not to proceed with the work or to change the configuration of the work, to alter the timetable / schedule 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 bidder submitting the tender. No reimbursement of cost of any type will be paid to person(s) or bidder(s) submitting this tender for inviting applications from Registered Car hiring agencies/ Companies/ Taxi operators for empanelment. In case of conflict of meanings between Hindi and English versions of the document, interpretation of English version will prevail.

Section I: Schedule of Tender (SOT)

The Schedule of e-Tender (SOT) is as follows:

Sl. No.	Item	Details
1.	e-Tender No	RBI/ Delhi Regional Office/HRMD/1/26-27/ET/63
2.	Tender Inviting Authority	Regional Director Reserve Bank of India Human Resource Management Department New Delhi Tel No.: 011-23353075 Email id: gpcnewdelhi@rbi.org.in
3.	Name of work	Empanelment of Registered Taxi operators/ Car / Tempo Traveller / Bus hiring Agencies/ Companies for providing cars / tempo traveller / bus on call basis as per requirements to Reserve Bank of India, New Delhi
4.	Location	New Delhi
5.	Mode of Tender	e-Procurement System (First e-cover containing proof of EMD, Second e-cover i.e., Part I - Techno-Commercial Bid and third e-cover i.e., Part II - Price Bid) The tendering would be done only through the e-Tendering portal of MSTC Ltd (https://www.mstcecommerce.com/eprocn/). All interested bidders must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process.
6.	Estimated annual cost of tender (including Taxes)	₹1,70,00,000/- (Rupees One Crore Seventy Lakh only) inclusive of GST
7.	Date of NIT available to the parties to download	May 11, 2026 at 05:00 PM onwards
8.	Date and Place of Pre-Bid meeting	June 08, 2026 at 11:00 AM. Venue: Reserve Bank of India, Conference Room, 1st Floor, Human Resource Management Department, New Delhi.
9.	Earnest Money Deposit	₹3,40,000/- (Rupees Three Lakh Forty Thousand only). Further details have been provided at <i>Clause no. 13 of Section III (a)</i> of the tender document.
10.	Date of starting of online submission of e-tender	June 08, 2026 at 05:00 PM onwards

	(Techno-Commercial Bid and Price Bid) at https://www.mstcecommerce.com/eprocn/	
11.	Last date of proof of submission of EMD in first e-cover on MSTC portal and submission of original EMD document in case of mode of payment being Demand Draft/Banker's Cheque/Bank Guarantee	June 19, 2026 at 12:30 PM
12.	Date of closing of online submission of e-tender (Techno-Commercial Bid and Price Bid)	June 19, 2026 at 02.00 PM
13.	Date and time of opening of first e-cover (containing proof of submission of EMD)	June 19, 2026 at 03:00 PM (in the presence of the authorized representative of the bidders who choose to be present)
14.	Date of opening of second e-cover (containing Part-I i.e., Techno-Commercial Bid)	June 19, 2026, after verification of receipt of EMD (in the presence of the authorized representative of the bidders who choose to be present)
15.	Date of opening of third e-cover (containing Part II i.e., Price Bid)	Third e-cover i.e., Part II (Price Bid) of only those bidders who qualified in Part – I (Techno-Commercial Bid)–shall be opened on a subsequent date, and it would be intimated to qualified bidders through email. (in the presence of the authorized representative of the bidders who choose to be present)
16.	Bid Validity	Three months (90 days) from the date of opening of the second e-cover i.e., Part I of the tender (Techno-Commercial Bid), the period of which may be extended by mutual agreement, and the bidder/s shall not cancel or withdraw the tender during this period.

Section-II

Important instructions regarding E-tender

This is an e-procurement event of RBI. The e- procurement Service Provider/Contractor is the MSTC Limited.

You are requested to read and understand the Notice Inviting Tender and subsequent corrigenda if any, before submitting your online tender.

Process of E-tender:

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

SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT www.mstcecommerce.com/eprocn/ (Version 3)

1) Vendors are required to register themselves online with <https://www.mstcecommerce.com/eprocn/>
Register as Vendor -- Filling up details and creating own user id and password Submit.
For further details, go to Download Guide / Video / Registration.
Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/ RBI, (before the scheduled time of the e- tender).

Contact details (MSTC Ltd.):

a) MSTC HO Central Help Desk No.: 07969066600

Email: helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails)

Availability: 9:30 AM to 5:00 PM on all Working Days for all Technical issues e-Tenders, System settings etc.

b) Contact person (North Regional Office – Delhi):

(i) Ms. ARCHANA, MANAGER, MSTC Ltd., NRO
Mobile- 9990673698
Email- nroopn10@mstcindia.in

(ii) Mrs. RUPALI PANDEY, DEPUTY MANAGER, MSTC Ltd., NRO
Mobile – 9458704037,

- (iii) Email – nroopn11@mstcindia.in
 Mr. MANOJ PANDEY, DEPUTY MANAGER, MSTC Ltd., NRO
 Mobile – 9727700986,
 Email - nroopn8@mstcindia.in

Address	Mail ID	Contact
30/31A Jeevan Vikas Building, 1st Floor, Asaf Ali Road (opp. Hamdard), New Delhi - 110 002	mstcnro@mstcindia.in	(011) 23212357, (011) 23215163, (011) 23217850

c) Contact person at RBI, New Delhi

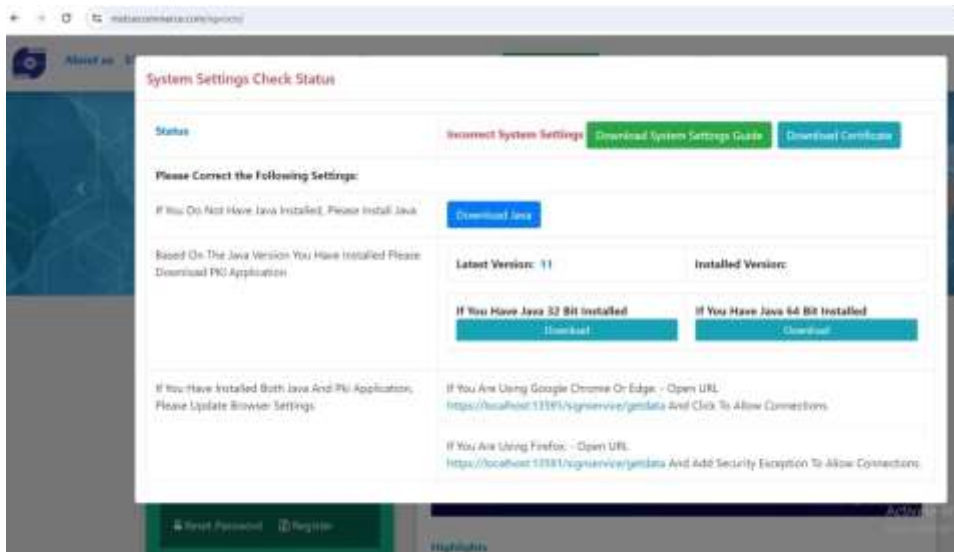
i. Shri Dharmendra Azad, AGM
 Contact No.:011-23452114
 Email Id: bookingnewdelhi@rbi.org.in

ii. Shri Prem Parkash, Assistant Manager
 Contact No.:011-23452318
 Email Id: bookingnewdelhi@rbi.org.in

Guide for application process-

1. System Requirement:

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



2. Special Note towards Transaction fee:

The vendors shall pay the transaction fee to MSTC using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Bidder/Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / 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, Service Provider / Contractor / Vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized.

Transaction fee is non-refundable. A vendor will not have the access to online e- tender without payment of the transaction fee.

NOTE: Bidders 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.

3. The vendors are required to ensure that their corporate email-ID provided is valid and updated at the time of registration of vendor with the MSTC Ltd. Vendors are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).

4. E-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

5. Bidding in E-tender:

Note: Vendors are instructed to use “Upload Documents” link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.

Once documents are uploaded in the library, vendors can attach documents through “Attach Document” link against the particular e-Tender. Please note that if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.

a) Bidder(s) need to submit necessary EMD, E-Tender fees (If ANY) and Transaction fee separately for the e-tender. Transaction fees if any, are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI.

b) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.

The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website 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 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.

c) First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial Bid, bidder should click ‘save’ for recording their Techno-Commercial bid. Once the same is done, the “Price Bid” link becomes active and the same has to be filled up and then bidder should click on “save” to record their price bid. Then once both the Techno-Commercial bid and price bid has been saved, the bidder 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.

d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.

e) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.

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

g) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding Contract between Buyer and the Bidder for execution of supply/work. Such successful Bidder shall be called hereafter SUPPLIER/CONTRACTOR.

h) It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.

i) Buyer 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.

j) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his/her acceptance of terms and conditions for the e-Tender.

k) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

Section III – General Rules and Instructions to Bidders**Section III (a) - General Instructions to bidders**

1.	<p>Bids in Three cover /Two bid system</p> <p>i. The tender is in three e-covers viz. the first e-cover shall contain proof of submission of EMD, second e-cover shall contain duly filled tender part I (Techno-commercial bid), complete eligibility criteria, details, etc. and the third e-cover shall contain duly filled in tender part II (Price bid). The bidders are required to submit their bids (the three e-covers) electronically on the MSTC Portal, using valid Digital Signature Certificates.</p> <p>ii. The instructions given above under “Important instructions regarding e-tender” (Section II) are meant to assist the bidders in registering on the MSTC Portal, prepare their bids in accordance with the requirements and submitting their bids online on the MSTC Portal. The duly filled-in tenders, as above, can only be submitted on MSTC Portal not later than the date and time for receipt of tender (as specified in NIT / Schedule of e-tender).</p>
2.	<p>Definitions</p> <p>Clause 1 of Section IV (b) details Definitions which shall apply to the entire Tender Document.</p>
3.	<p>Shortlisting of bidders for opening part II of the tender</p> <p>The Part-I (Techno-Commercial bid) of the bidders who fulfil the eligibility requirement provided in Section III(b) will be evaluated as per the evaluation process provided in Section III(c). Only bidders who qualify in Part – I (Techno-Commercial Bid) will be eligible for the opening of third e-cover i.e., Part-II (Price bid).</p>
4.	<p>Clarifications and pre-bid meeting</p> <p>i. Bidders requiring any clarification of this document shall contact the Bank in writing at the email address mentioned in this document or raise queries during the pre-Bid meeting. The queries should be sent before the commencement of the pre-Bid meeting.</p> <p>ii. The bidders’ designated representatives are invited to attend a pre-Bid meeting on the date indicated in SOT. The purpose of the meeting will be to clarify issues and to answer queries which may be raised at that stage. Non-attendance at the pre-Bid meeting will not be a cause for disqualification of a bidder. However, no queries related to the tender may be entertained after the pre-bid meeting.</p> <p>iii. The minutes of the pre-bid meeting will be published on the RBI website and MSTC only and the same shall be binding on all the bidders.</p>

	Any tender received with any deviation/ Condition is liable for rejection.
5.	<p>Site Visit</p> <p>The bidder is required to provide <i>the services</i>” as indicated in this document {Section-IV (a)} and is advised to visit and acquaint himself/herself with the site conditions. The cost of visiting shall be borne by the bidder. It shall be deemed that the bidder has undertaken a visit to all the premises and is aware of the operational and site conditions prior to the submission of the tender documents.</p>
6.	<p>Amendment to Tender document</p> <p>(i) At any time prior to the deadline for the submission of tender/bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective bidder, modify any part of the tender document by an amendment and the same will be uploaded on RBI’s website (https://rbi.org.in/Scripts/BS_ViewTenders.aspx).</p> <p>(ii) The said amendment in the form of the addendum/ corrigendum shall be binding on all the bidders. The addendum (s), if any, issued will form part of the Contract document.</p> <p>(iii) To afford prospective bidders reasonable time for preparing their Bids after taking into account such amendments, the Bank may, at its discretion, extend the deadline for submission of bids.</p>
7.	<p>Debarment</p> <p>A bidder is liable for debarment/disqualification from bidding on the following grounds:</p> <p>(1) If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity:</p> <p>(i)</p> <ol style="list-style-type: none"> 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 bidder with an intent to gain unfair advantage in the procurement process or for personal gain. e. any financial or business transactions between the bidder and any official of the procuring entity related to the tender or execution process of Contract: which can affect the decision of the procuring entity directly or indirectly.

	<p>f. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.</p> <p>g. obstruction of any investigation or auditing of a procurement process.</p> <p>h. making false declarations or providing false information for participation in a tender process or to secure a Contract;</p> <p>(ii) failed to disclose conflict of interest.</p> <p>(iii) 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.</p>
(2)	For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.
(3)	If the bidder has been convicted of an offence— (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code/ 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.
	The bidder has to submit an undertaking in the format provided in Annexure V .
8.	<p>Documents Comprising the Bid</p> <p>The Tender shall comprise the following:</p> <p>First e-cover (Online Submission Only) – Details of Earnest Money Deposit (EMD) submitted as specified at NIT / Schedule of e-Tender.</p> <p>Second e-cover i.e., Part I (Techno-Commercial Bid)- (Online submission Only) Checklist as specified in Section III(d). Power of Attorney (as per proforma given in Annexure-III) in favor of person signing the tender/bid. Duly filled-in and signed tender document consisting of: (a) Part I: Techno-Commercial bid viz., entire Tender Document (excluding Part-II) duly signed. Each page of the tender document shall be signed. (b) Duly filled in, signed, and certified as stated in each document / formats/Annexures.</p> <p>Third e-cover i.e., Part-II (Price Bid) (Online Submission Only) Part – II (Price Bid) must be submitted online on MSTC portal using valid digital signatures.</p>

9.	<p>Preparation of bid and Cost of bidding</p> <p>i. The bidder must obtain for himself on his/her own responsibility and at his/her own expenses all the information which may be necessary for the purpose of making a tender and for entering into a Contract and must inspect the Site of the work and acquaint himself with all local conditions, means of access to the site, nature of the services and all matters pertaining thereto.</p> <p>ii. The bidder shall be deemed to have carefully examined the services and site conditions including labour, the General rules and instructions to the bidders, the general and specific conditions of Contract, and carried out his/her own investigations to arrive at the rates quoted in the tender. In this regard, he/she will be given necessary information available with the Bank but without any guarantee about its sufficiency and accuracy.</p> <p>iii. Bids and all accompanying documents shall be in English or in Hindi. In the event of any discrepancy or ambiguity between the English and Hindi version of the documents, the English version shall prevail in matters of interpretation.</p>
10.	<p>Format to be used</p> <p>The bidder must fill up, sign and upload only the tender forms/formats issued by the Bank, stating the rates at what he/she is willing to undertake the services in MSTC portal. Tenders, which propose any alteration in the services specified in the said form of invitation to tender, or in the time allowed for rendering the services, or which contain any other conditions of any sort, including conditional rebates, will be liable for rejection. All requisite information, documents etc. shall also be uploaded on the MSTC portal only.</p>
11.	<p>Filling of rates</p> <p>i. The amount for each item should be worked out and requisite totals should be given in the specified column.</p> <p>ii. In the event, no rate has been quoted for any item(s), leaving space in figure(s), and amount blank, the tender shall be considered incomplete and shall not be considered.</p> <p>iii. No advice of any change in rate or conditions after the opening of the tender will be entertained.</p>
12.	<p>Earnest Money Deposit</p> <p>i. Bidders are required to submit Earnest Money Deposit (EMD) for ₹3,40,000/- (Rupees Three Lakh Forty Thousand only) and the proof of its submission must be uploaded in the first e-cover of the tender on MSTC portal.</p> <p>ii. EMD is to be submitted only through one of the following modes –</p> <p>a. Through NEFT to the following account (preferably): Beneficiary: Reserve Bank of India, New Delhi</p>

Account No.: **06869229904**

IFS Code: RBIS0NDPA01 (Please read 5th and 10th character of IFSC as zero)

In remarks, the name of the bidder and tender number should be mentioned.

b. Through Demand Draft/ Banker's Cheque from a Scheduled Bank drawn in favour of Reserve Bank of India, New Delhi

c. Through Bank Guarantee from a Scheduled Bank as per [Annexure VII](#) drawn in favor of the Reserve Bank of India, New Delhi (validity of the Bank Guarantee shall be at least up to validity of the tender as per *Clause 19 of this Section III(a)*).

iii. EMD in the form of Demand Draft/Banker's Cheque/Bank Guarantee shall be deposited in original to Assistant General Manager (Personnel), Human Resource Management Department, Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001 on or before the due date of submission of EMD given in NIT/SOT.

iv. Under no circumstances EMD will be accepted in any other form than stipulated above. Further, EMD submitted in account of another Office of the Bank shall not be considered. Scanned copy of Demand Draft/ Banker's Cheque/ Bank Guarantee must be uploaded as proof of submission in first e-cover.

v. The second e-cover i.e., Part I (Techno-Commercial Bid) of only those bidders who have submitted the EMD on or before the due date will be considered for opening. The proof of submission of EMD should be uploaded in first e-cover.

vi. Release of EMD: The EMD of bidders other than successful bidder/s shall be returned/refunded on expiry of bid validity (including extended validity) as per *clause 19 of Section III(a)* or on award of work to the successful bidder/s whichever is earlier. The EMD amount will not bear any interest. In case of the successful bidder/s, the EMD will be retained as **Security Deposit**. The Security deposit amount will be refunded to the empaneled Contractors after 3 months of the termination or expiry of the contract and submission of certificate by the Contractors that no bill/s is/are pending for payment with the Bank. In case the EMD is submitted in the form of a Bank Guarantee, the validity of such Bank Guarantee (BG) shall be extended to remain in force for a period of three months beyond the expiry date of the contract. The said sum will not carry any interest and will be refunded after deduction of claims of the Bank against the Contractor, if any.

	vii. Forfeiture of EMD: The EMD will be forfeited (a) if the bidder withdraws bid after opening of the Price Bid or (b) if the successful bidder/s fails to commence the work awarded to her/him within the prescribed time limit or (c) fails to execute the agreement or produce BG
13.	Undertaking on Legal Actions / Litigation / Arbitration by the Bidder The bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the bidder considers that it does not affect its ability to deliver the requirements as per the Tender Document, it shall provide details of the action(s). The bidder shall also provide details of works where civil lawsuit / litigation/ arbitration cases were/are initiated. The bidder shall give the above details as per proforma given in Annexure VI .
14.	Signing of Bid, Power of Attorney i. Bidders shall submit online along with Part-I of the tender, a power of attorney, on a stamp paper of appropriate value and duly notarized, in favour of the person digitally signing the Bid documents authorizing him/her to sign the Bid documents, make corrections/ modifications thereto and interacting with the Bank and act as the contact person. The proforma of the power of attorney shall be as per Annexure III . ii. Each of the tender documents should be digitally signed by the authorized person submitting the tender in token of his/her acquainted himself/herself with the General Rules and Instructions to bidders including eligibility criteria, General and specific Conditions of Contract, and other terms and conditions etc. as laid down.
15.	Modification / Substitution/ Withdrawal of Bids No modification or substitution or withdrawal of the submitted Bid shall be allowed after the due date and time of submission of the tender as specified in NIT/SOT.
16.	Bid Due Date Bids should be submitted online on MSTC portal on or before the stipulated time and date as specified in NIT / Schedule of e-Tender. The Bank may, in exceptional circumstances, and at its sole discretion, extend the Bid due date.
17.	Late bids No bid will be accepted after the due date and time specified for submission of bids in NIT / Schedule of e-Tender or after the extended Bid due date, if any.
18.	Opening of bids i. Duly filled first e-cover, second e-cover i.e., Part-I (Techno-Commercial Bid) of the tender, will be opened on MSTC portal on the time and date, as specified in NIT / Schedule of e-Tender in the presence of authorized representatives of the bidders who choose to be present.

	ii. Third e-cover i.e., Part II (Price Bid) of only those bidders who qualified in Part – I (Techno-Commercial Bid) shall be opened on a subsequent date after scrutiny of documents submitted for the Techno-Commercial Bid and it would be intimated to qualified bidders through email.
19.	Bid Validity Tender shall remain valid for acceptance by the Bank for a period of three months (90 days) from the date of opening of the tender (Part I), the period of which may be extended by mutual agreement, and the bidder/s shall not cancel or withdraw the tender during this period.
20.	Evaluation of bids The Bank will examine and evaluate bids as per clauses of Section III I.
21.	Acceptance of Tender and Award of Work i. On receipt of intimation from the Bank of the acceptance of the tender, the successful bidder/s shall be bound to implement the Contract and within fourteen days from the date of issue of Letter of Award thereof, the successful bidder/s shall sign the Contract consisting of: - (a) Articles of agreement in format prescribed in Annexure VIII (to be signed in Bilingual form) on non-judicial stamp paper/s of appropriate values in accordance with the Stamp laws in force in Delhi/ New Delhi. The cost of the stamp paper/s shall be borne by the Contractor. One certified copy of the agreement will be handed over to the Contractor by the Bank. (b) the notice inviting tender, all the documents forming the tender as issued at the time of invitation of tender, corrigenda issued, if any, minutes of pre-bid meeting and acceptance thereof together with any other correspondences leading thereto. (ii) No payment for the work done will be made unless the Contract is signed by the successful bidder/s. Thus, the first bill shall not be accepted for making payment before signing of the Agreement in Format (to be signed in Bilingual form). (iii) Further, the written acceptance by the Bank of a tender will constitute a binding Contract between the Bank and the successful bidder/s, whether such formal agreement is or is not executed subsequently. (iv) The successful bidder/s shall take over the entire work within five days of notification of award of work or later as decided by the Bank.
22.	Taxes / Duties / Levies i. The estimated cost includes all taxes including Goods and Service Tax (GST) ii. The amount quoted in the Price bid shall be exclusive of all taxes including Goods and Service Tax, duties, levies and royalties or any other tax levied by Central and State Governments.
23.	Bank's right to accept or reject any or all the bids

	<p>i. Notwithstanding anything mentioned above, the Bank reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Bidder or Bidders. The Bank shall not assign any reason for rejection of any or all Bids.</p> <p>ii. The tenders which are not in consonance with the Central Minimum Wages Act and / or any other Labour laws will be treated as invalid.</p>
24.	<p>Land Border Clause -</p> <p>Compliance with the Rule 144(xi) of GFR 2017 inserted vide Office Memorandum (OM) F.No. 6/18/2019-PPD dated July 23, 2020 by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India, the Public Procurement Orders issued in furtherance thereto, and their subsequent revision shall be mandatory.</p> <p>In this regard, bidder shall submit a copy of undertaking/Declaration/Certificate on their letterhead duly sealed and signed by the authorized signatory as per the format given in (Annex - XI).</p> <p>If the Undertaking/Declaration/Certificate submitted by the bidder is found to be false, work order will be immediately terminated and legal action in accordance with law including forfeiting of Earnest Money Deposit/Security Deposit may be initiated and the Bank may also debar the bidder from participating in the tenders invited by the Bank in future.</p>

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date:

Authorized Signatory (With Name/Designation and Seal)

Section – III (b) Eligibility Criteria

The present tender is being invited for “Empanelment of Car hiring agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, New Delhi” under which the Outsourcing Company/Firm/Agency (hereinafter referred to as “Bidder”) shall provide works / services to Reserve Bank of India, New Delhi (hereinafter referred to as “ the Bank”) as indicated in this document. The eligibility criteria shall be as under:

Criteria	Requirement	Forms / Documents to be furnished
1. Composition of the firm/ organization:	<p>The bidder can be Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc. Details of Registration of the firm / organization, Name of Registering Authority, Date and Registration number, etc. shall be furnished.</p> <p>Joint Ventures are not allowed</p>	<p>Tenderer should fill up information in Format 1 annexed hereto and submit along with the following supporting documents.</p> <p>(i) Copy of registration certificate/Memorandum/Articles of Association/Certificate of Incorporation/Partnership Deed /other relevant document/s</p> <p>(ii) Power of Attorney in Annexure III (non-judicial paper of appropriate value)</p>
2. Duration of past experience	<p>(i) The Bidder should have a minimum of five years of experience in providing satisfactory Similar Works / Services* during the last five years as on April 30, 2026.</p> <p>Explanation: The bidder should have experience of executing at least one Similar Works / Services* in every year during the last five years ending April 30, 2026.</p>	<p>(i) Bidder should fill up the information in Format 2 annexed hereto indicating client-wise names of Similar Works / Services* awarded and actual cost(s), completion date stipulated in Contract and actual date of completion, etc. and should submit along with the documentary evidence as proof of minimum five years of experience of completed Similar Works / Services* viz. copies of detailed work order/s indicating date of award, Contract amount, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of completion and actual</p>

		<p>value of executed Similar Works / Services issued by the client(s) for works executed for government /public sector companies and copies of work order, work completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s) for works executed for private companies.</p> <p>(i) The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any other office should also be given.</p>
<p>3. Fleet Size and Vehicle Age</p>	<p>The tenderer should have minimum fleet of 25 (Twenty-Five) owned cars comprising of the following cars: Maruti Suzuki Swift Dzire, Honda City, Hyundai Verna, Maruti Suzuki Ciaz, Toyota Innova Crysta/Toyota Innova Hycross/ Maruti Suzuki Invicto. Of the total cars, the tenderer should have minimum 10 Honda City/Maruti Suzuki Ciaz/Hyundai Verna and 10 Toyota Innova Crysta/Toyota Innova Hycross/ Maruti Suzuki Invicto in their fleet.</p> <p>ii) The vehicles provided to RBI should not be more than 3 years old as on the date of duty.</p> <p>iii) The vehicles should have valid all India taxi permits and all other statutory clearances to travel locally and outstation.</p> <p>iv) All the vehicles should have valid PUC, fitness</p>	<p>i) Attach copies of Registration Certificates/ books of all vehicles.</p> <p>ii) The car should be registered with RTO as commercial vehicle.</p> <p>iii) Attach copies of taxi permits for all vehicles.</p> <p>iv) Attach copies PUC, fitness certificate & comprehensive vehicle insurance policy.</p>

	certificate & comprehensive vehicle insurance policy.	
4. Minimum value of each completed Similar Works / Services*	<p>The bidder must have experience of successfully providing Similar Works /Services* during last 5 years ending April 30, 2026, of value as under:</p> <p>(a) Three Similar completed Works / Services each costing not less than the amount equal to 40% of the estimated annual cost of the tender.</p> <p>Or</p> <p>(b) Two Similar completed Works / Services each costing not less than amount equal to 50% of the estimated annual cost of the tender.</p> <p>Or</p> <p>(c) One Similar completed Work / Service costing not less than the amount equal to 80% of the estimated annual cost of the tender.</p>	<p>Tenderer should fill up the information in Format 3 annexed hereto and submit along with the following documents as proof of having successfully completed similar work/s.</p> <p>(i) Copies of detailed work order/s for qualifying works indicating date of award, Contract amount, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed Similar Works / Services issued by the client(s) in case of works executed for government /public sector companies and copies of work order, work completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s) in case of works executed for private companies.</p> <p>(ii) Client certificate/s for each of the qualifying work as per the Format 3A annexed hereto. It is necessary for the bidders to have a satisfactory performance with its previous and existing clients. If the bidder has been rated as unsatisfactory or poor on any of the parameters mentioned in the client certificate by the clients concerned, the Bank reserves the right to treat such bids as being non-compliant with the eligibility condition and may reject such bids.</p> <p>Also, if the bidder has served at any office of RBI in the past or provided service at any office of RBI, it should be mandatory for the bidder</p>

		to submit client certificate from that Regional Office/Training Establishment.
5. Annual Financial Turnover	The bidder shall possess minimum Annual Financial Turnover of estimated annual cost of this tender or more during the last three financial years viz. 2022-23, 2023-24 and 2024-25.	The bidder should fill up the information in Format 4 annexed hereto and be certified by Chartered Accountant to be submitted along with the following documents: (i) Copies of Audited financial statements/ accounts of the business of the bidder duly certified by a Chartered Accountant indicating the turnover for number of financial years as referred to in Format 4 . (ii) Copies of the Income Tax Returns for the last three financial years viz. 2022-23, 2023-24 and 2024-25.
6. Solvency	The bidders should have a Solvency of value not less than 100% of estimated annual cost of tender.	(i) The bidder should furnish a solvency certificate issued by the bidder's banker specifically issued for this work not earlier than <u>January 01, 2026</u> , in Format 5 . (ii) Bidder should submit details of their Banker in Format 5A .
7. Registrations	The bidder must have PAN, TIN, GSTIN.	Bidder must submit Copy of PAN, TIN, GSTIN.
8. Local Presence of at least one year	The tenderer should have own registered office in Delhi/ Gurugram/ Noida	The bidder shall submit documentary proof in support of having an office in Delhi/ Gurugram/ Noida

Notes:

Similar Works / Services shall mean car hire services. With respect to criteria 4, in case the work order for more than 1 year is produced, proportionate annualized value of the work order shall be considered to decide the eligibility. Provided that if any dispute

arises about the interpretation of “Similar Works / Services”, the final decisions in the matter shall rest with the Bank.

(i) Bids received without the supporting documentary proofs specified certificates shall be rejected and the Bank shall have the right to verify/ cause verification of authenticity of the said documents whenever felt necessary.

(ii) Bank reserve its right to obtain the performance reports from the clients for the qualifying work/s, Banker/s report of the Bidders directly, if so desired. The Bank on its own may also conduct inspection of their work eligible/qualifying works referred by the Bidder in their bid.

(iii) The bid submitted by a bidder who is found to be not satisfying the eligibility criteria will be disqualified from further processing of the tender.

(iv) Bids containing false and /or incomplete information are liable for rejection / debarment from future tender etc.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date:

Authorized Signatory (With Name/Designation and Seal)

Section III (c) Evaluation of Bids

1. Tenders will be evaluated based on the eligibility criteria mentioned in Section III (b) after opening the second e-cover i.e., Part I (Techno-Commercial Bid), of only those bidders who have submitted the EMD on or before the due date. The proof of the submission of EMD should be uploaded in the first e-cover.
2. The bidders must submit all the requisite documents prescribed in the tender document in the second e-cover i.e., Part I (Techno-Commercial Bid). Only those tenders, which meet the eligibility requirements shall be processed further. The correctness /legality and adequacy of information and supporting documents furnished will be verified /examined by the Bank.
3. The price bids of unqualified bidders will not be opened, and communication will be sent in this regard.
4. To assist in the examination, evaluation and comparison of the bids, the Bank may ask bidders individually for clarifications. Any clarification submitted by a bidder, that is not acceptable to the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing/email. Communication, if any, in this regard shall only be made to the e-mail ids 'gpcnewdelhi@rbi.org.in' and bookingnewdelhi@rbi.org.in. No change in the price or substance of the Bid shall be sought, offered, or permitted except as required to during the evaluation of Bids in accordance with tender clauses.
5. If a bidder does not provide clarification/s of its Tender by the date and time set in the Bank's request, its Tender shall be liable to be rejected.
6. The third e-cover i.e., Part II (price bid) of all the bidders who qualified in Part -I (Techno-Commercial bid) will be opened for financial evaluation. The minimum rates offered/ quoted by the bidders for each vehicle and category thereof for analysing the lowest bids (above or equal to the benchmark rates) received will be offered to all other eligible bidders for acceptance. Only such tenderers among above shall be considered for empanelment who agree in writing to work at the rates offered by Bank for each category of vehicle. However, the rates quoted below benchmark rates for each category of vehicle will not be considered and the tenderer who has quoted rates below the benchmark rate for a particular vehicle will not be eligible to provide service under that category.
7. The hire rate table prepared by the Bank, on the basis of lowest rates for each category of vehicle (above or equal to the benchmark rates) as quoted by successful bidders of Technical Evaluation, shall be shared with all the successful bidders for acceptance by them, in writing. No terms and conditions should be indicated for the Financial Bid otherwise the same will be treated as invalid.

8. The Bank is, however, not bound to accept the lowest or any tender and reserves the right to accept any tender either in full or in part. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date:

Authorized Signatory (With Name/Designation and Seal)

Section III (d) Checklist of documents to be submitted with the Tender

List of Documents duly signed and certified to be scanned and uploaded before the last date and time of submission given in NIT/SoT -

Sl. No.	Checklist	Submitted/ Not submitted	Remarks
To be submitted in the first e-cover			
1.	Submission of Earnest Money Deposit (upload scanned copy of proof of submission of EMD in first e-cover). Note: EMD in the form of Demand Draft/Banker's Cheque/Bank Guarantee shall be deposited in original to AGM(personnel), HRMD, Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001 on or before the due date of submission of EMD given in NIT/SOT.		
To be submitted in second e-cover i.e., Part I (Techno-Commercial Bid)			
2.	Form of tender (Annexure I)		
3.	Format 1 of Annexure II (duly signed and stamped)		
4.	Copy of registration certificate/ Memorandum/ Articles of Association/ Certificate of Incorporation/ Partnership Deed/ other relevant document in support of Item 1 of Section III(b)		
5.	Power of Attorney in Annexure III ("Non-Judicial Stamp paper of ₹100/-")		
6.	Self-attested copy of GST registration.		
7.	Self-attested copies of Registration Certificates/ books		
8.	Self-attested copies of taxi permit for all vehicles		
9.	Self-attested copies PUC, fitness certificate & comprehensive vehicle insurance policy		
10.	Self-attested copy of the PAN card issued by the Income Tax Department		
11.	Format 2 of Annexure II : Proof of past experience as per Item 2 of Section III(b) (Work order clearly showing the period of contract)		

12.	<p>Following Documents in support of Item 2 of Section III(b) –</p> <p>(a) Works executed for Government / Public sector companies: Copies of detailed work order/s indicating date of award, contract amount, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed similar work/s issued by the client(s)</p> <p>(b) Work executed for Private Companies: Copies of work orders indicating date of award, contract amount, time given for completing the work, etc. and the corresponding completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s).</p> <p>(c) The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any other office should also be given.</p>		
13.	<p>Format 3 of Annexure II: Proof of eligible works as per Item 4 of Section III(b) (Work orders, Completion Certificate, copy of Agreement)</p>		
14.	<p>Following Documents in support of Item 4 of Section III(b) –</p> <p>(a) Works executed for Government / Public sector companies: Copies of detailed work order/s for qualifying works indicating date of award, contract amount, time given for completing the work, etc. and the corresponding completion certificate(s) indicating actual date of completion and actual value of executed similar work/s issued by the client(s)</p> <p>(b) Work executed for Private Companies: Copies of work orders indicating date of award, contract amount, time given for completing the work, etc. and the corresponding completion certificate along with Tax Deducted at Source (TDS) certificate(s) issued by the client(s).</p>		

Section III (d) Checklist of documents to be submitted with the Tender

15.	Client certificate in Format 3A of Annexure II as per Item 4 of Section III(b) If the bidder has served at any office of RBI in the past or provided service at any office of RBI, it should be mandatory for the bidder to submit client certificate from that Regional Office/Training Establishment.		
16.	Format 4 of Annexure II duly signed by the bidder and certified by Chartered Accountant		
17.	Income Tax Returns and the latest final accounts of the business of the Contractor for the last 3 financial years up to FY 2024-25 duly certified by a Chartered Accountant		
18.	Format 5 of Annexure II in the letterhead of the bidder's bank		
19.	Details of Bidder's bank in Format 5A of Annexure II		
20.	Letter of undertaking to Regional Director, RBI New Delhi (Annexure -IV)		
21.	Undertaking on Declaration of Debarment (in format given in Annexure V)		
22.	Signed Undertaking on Legal Actions / Litigation / Arbitration by the Bidder (in format given in Annexure VI)		
23.	Tender documents signed and stamped (Part-I)		
24.	Any other document as specified in the NIT and tender.		
25.	Checklist of documents to be uploaded {Section III(d)}		
26.	Any other information the bidder wishes to furnish.		
27.	Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India (in format given in Annexure IX)		

Date:
Seal)

Authorized Signatory (With Name/Designation and

Section IV (a) - Scope of work and services

1. Objective: To provide chauffeur-driven vehicles of various categories—including Sedans, MUVs, AC Tempo Travellers (20-seater) and AC Mini Buses (40-seater)—to the Reserve Bank of India, New Delhi, for official use, trainee transportation, outbound programmes, and any other requirements of the Bank. The service shall ensure timely availability of vehicles, safe and comfortable travel, punctual operations, professional conduct of drivers, adherence to statutory requirements, and uninterrupted service delivery in accordance with the terms and conditions of the Contract.

2. The details of cars/ taxis required is given below:

Sl. No.	Vehicle Category	Approved Make / Model	Minimum Number of Vehicles Required
1.	Sedan	Maruti Suzuki Swift Dzire / Honda Amaze / Hyundai Aura	Part of minimum total fleet of 25 vehicles
2.	Sedan	Honda City / Maruti Suzuki Ciaz / Hyundai Verna	Minimum 10 vehicles (combined)
3.	MUV	Toyota Innova Crysta / Toyota Innova Hycross / Maruti Suzuki Invicto	Minimum 10 vehicles (combined)
4.	All Categories (Total)	All approved models above	Minimum 25 owned vehicles
5.	Tempo Traveller	AC Tempo Traveller (20-seater)	As and when required
6.	Mini Bus	AC Mini Bus (40-seater)	As and when required

3. General Service Requirements (Applicable to ALL Vehicles)

3.1 Condition of Vehicle and amenities to be provided to the guest in the vehicle (Applicable for Cars).

- (a) Vehicles must be not more than 3 years old on the date of duty.
- (b) Each vehicle must be GPS-enabled, well-maintained and in clean condition
- (c) All vehicles shall be air-conditioned.
- (d) Mandatory amenities in cars and MUVs (no extra charges):

- i. One English / Hindi and one financial newspaper
- ii. Four bottles of branded mineral water of 250 ml each (Bisleri, Kinley, Aquafina, or approved equivalent),
- iii. Face tissue papers in case/pouch (wet & dry),
- iv. Umbrella and first-aid box
- v. Fire-extinguisher,
- vi. Two disposable face masks in sealed packet/ cover,
- vii. Alcohol-based hand sanitizer (minimum 70% alcohol),
- viii. Universal mobile charger.
- ix. No extra charges will be paid for the above amenities.

(e) The Contractor must be able to provide vehicles having valid taxi permits (local & all India) and other statutory clearances. The Contractor shall ensure that during the tenure of the agreement the cars provided by the Contractor remain registered under the Motor Vehicle Act 1988. The Contractor should be registered under the Shop & Establishment Act and have necessary certificate to run tour & travel services. All deployed vehicles must be commercial vehicles registered under Motor Vehicle Act. Documentary evidence of Taxi permits shall be provided to RBI as and when demanded.

(f) Ad-hoc sub-contracting is not allowed except for Tempo Traveller / Mini Bus, if not owned.

(g) All protocol as prescribed by Central/State governments/Authorities from time to time with respect to COVID-19 pandemic or any other safety measures must be adhered to strictly.

(h) All Graded Response Action Plan (GRAP) guidelines as prescribed by State Government/ Competent Authorities from time to time with respect to air pollution or any other safety measures must be adhered to strictly.

(i) The Bank is not liable for any damage and the Contractor will keep the Bank indemnified from any loss due to non-adherence to the conditions mentioned above.

3.2 Conduct, behavior and other conditions for the drivers

(a) The car driver must carry a placard depicting particulars of the arriving guest / officer of the Bank and be present to receive the guests at the exit point from Airport.

- (b) Drivers must be medically fit, well-groomed, and follow Bank's instructions.
- (c) The driver should always maintain proper hygiene. The generally accepted instructions regarding COVID19 precautions issued from time to time and as advised by Bank/ guest traveler may also be strictly adhered to by the driver including wearing of mask.
- (d) The driver must have a Smart mobile phone and should be well versed with destination route. He should not ask the guest about the route. He should also be conversant with use of mobile phone navigation Maps app in case of exigency. Bank will not make any payment towards mobile phone handset or mobile charges.
- (e) The driver must report for duty at specified place and time in neat and clean uniform provided by the Contractor. Besides, he should be polite, courteous and service oriented at all times.
- (f) The driver must always be available with the car/bus/tempo once he has reported to the guest/user and the driver must comply with the orders given by the authorized officers of the Bank and must also observe the rules and regulations of the Bank regarding safety and security.
- (g) The drivers/ employees engaged by the Contractor shall abide by the instructions given by the security officers/ guards of the Bank and vehicles/ persons will have to undergo security check as and when required in Main Office Building as well as in Residential colonies.
- (h) The driver deployed by the Contractor should carry a valid driving licence when on duty, which should be produced by him if demanded by traffic personnel. Renewal of his driving licence from time to time and Police verification will be the responsibility of the Contractor.
- (i) All the papers viz. insurance, registration, road tax, pollution under control (PUC) certificates, permits, valid license, etc. related to each vehicle should be readily available in each of the vehicles with drivers. All the vehicles should have valid Fastag, High Security Registration Plates with proper stickers and should have GPS installed.
- (j) The persons engaged by the Contractor will be the employees of the Contractor and neither the Contractor nor his employees shall have any right to claim any employment in the Bank.
- (k) The driver should maintain duty slips with complete details of kilometres travelled, time of reporting, time of releasing, meter readings at the time of start and end of journey etc., duly authenticated by the officer using the service. The make of

vehicle and registration number of the vehicle, which is provided to the guest should be mentioned on the duty slip.

(l) Besides the driver should be polite, courteous and service oriented at all times. He should provide his mobile number to the guest on demand.

3.3 Operational Requirements (Cars / Tempo Traveller / Mini Bus)

(a) The Contractor shall provide Cars / Tempo Traveller / Mini Bus on written or verbal instructions over phone within one hour. The Contractor shall also be required to provide Cars / Tempo Traveller / Mini Bus at short notice from the Bank (say within an hour in case of emergency). In case of repeated refusal to provide vehicles on our request, either verbal over phone or written, the Bank shall be free to remove the Contractor from the panel of transport providers and his/her security deposit will be forfeited.

(b) The Contractor should convey the confirmation of booking directly to the guest through e-mail & SMS and without fail the car details i.e. car make / colour, car registration no., driver's name and his mobile number to officials of Car Desk and to the user of the car through e-mail & SMS at least 8 hours prior to the arrival/ departure of the user.

(c) The Contractor must arrange for emergency transport in case of breakdown of a vehicle provided to the Bank.

(d) The minimum rates offered/ quoted by the bidders for each vehicle and category thereof for analysing the lowest bids (above or equal to the benchmark rates) received will be offered to all other eligible bidders for acceptance.

(e) A feedback form (as per [Annex X](#)) should be provided to each guest/ user of the service before the commencement of the journey. The signature of the user should be obtained on this feedback form and it should be submitted to the Bank along with duty slip for payment. In case the user is not willing to provide feedback, then user may be requested by the driver to tick 'no' in the first line of the form (I am willing/ not willing to provide the feedback for the journey) and sign the form. The invoices sent for payment without the feedback form/ without user's signatures on the feedback form can be denied payment by the Bank.

4. Trainee Pick-Up and Drop Services (Using Tempo Traveller / Mini Bus)

The contractor shall operate Tempo Travellers/Mini Buses for transportation of Trainee Officers between RBI's residential colonies and the Main Office Building.

4.1 Morning Routes

- a) **Sarojini Nagar → RBI Main Building**
 - Reporting: 8:30 AM
 - Departure: 8:45 AM
- b) **Shalimar Bagh → RBI Main Building**
 - Reporting: 8:15 AM
 - Departure: 8:30 AM

4.2 Evening Route

- a) **RBI Main Building → Respective Trainee Accommodation Areas**
- b) **Departure: 5:30 PM**
- c) Drop locations as per day-wise requirement:
 - Sarojini Nagar
 - Shalimar Bagh

4.3 Minimum Usage

- a) Bus services will be used for a **minimum of 100 days** during July 2026 – June 2027.

4.4 Outbound Programme Requirements

- a) The Bank may require Tempo Traveller / Mini Bus for outbound trips within or outside Delhi.
- b) Charges will be paid **on a per-kilometre basis** as per approved rates.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date:

Authorized Signatory (With Name/Designation and Seal)

Section IV (b) Terms and Conditions of the Contract

Sl. No.	Clauses
1.	<p data-bbox="373 315 544 344">Definitions</p> <p data-bbox="373 356 1477 445">1. Definitions: In this Agreement, unless there is anything repugnant to the subject or context:</p> <ul style="list-style-type: none"> <li data-bbox="405 468 1477 557">i. “Agreement” means the agreement signed between the Contractor and the Bank for the execution of the work. <li data-bbox="405 580 1477 669">ii. “Cancellation” means any cancellation by the Bank of the Services after acceptance of Booking. <li data-bbox="405 692 1477 781">iii. “The Bank” means Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001. <li data-bbox="405 804 1477 893">iv. “Tender document” shall mean document named as such issued by the Bank to the Bidders inviting Bids for the Work. <li data-bbox="405 916 927 945">v. “Day” shall mean Calendar Day. <li data-bbox="405 967 1477 1057">vi. “Working Day” shall mean days when the Bank’s office is working <i>i.e.</i>, Days excluding public holidays, Saturdays, and Sundays. <li data-bbox="405 1079 1038 1108">vii. “Month” shall mean the calendar month. <li data-bbox="405 1131 943 1160">viii. “Year” shall mean Financial Year <li data-bbox="405 1182 1477 1330">ix. “Hire Period” means the period of time set out in the Booking or during which the Services are performed, whichever is longer, as amended by agreement or in accordance with this Agreement. <li data-bbox="405 1352 1477 1442">x. “Pick-up Address” means the address stated in the Booking where the Services will commence. <li data-bbox="405 1464 1477 1608">xi. “Pick-up Time” means the date and the time or time slot set out in the Booking or communicated by the Bank to Contractor for commencement of performance of the Services. <li data-bbox="405 1630 1477 1720">xii. “Booking” means any booking from the Bank and acceptance by the Contractor. <li data-bbox="405 1742 1477 1832">xiii. “Services” means the services of a chauffeur-driven Vehicle starting from the Pick-up Time at the Pick-up Address. <li data-bbox="405 1854 1477 2092">xiv. “Unacceptable Behaviour” means not wearing a seat-belt, not opening or closing doors for the guest (this must be done by the chauffeur), smoking in the Vehicle, being under the influence of alcohol or under the influence of or in possession of any illegal substance, talking over mobile phone while driving, being violent, aggressive or a danger or

	<p>potential danger to himself or any other person, being rowdy or being in any way in an unfit state to drive.</p> <p>xv. “Vehicle” means the vehicle with the registration number referred to in the Booking or any replacement vehicle agreed by the parties.</p> <p>xvi. “Writing” includes any written paper document, any fax, mobile text, and any e-mail correspondence.</p> <p>xvii. “Bidder (s)” shall mean all parties participating in the bidding process pursuant to and in accordance with the terms of the tender document.</p> <p>xviii. “The Contractor” shall mean the individual, firm, or company, whether incorporated or not, rendering the services and shall include the legal representative of such individual or the persons composing such firm or company, or the successors of such firm or company and the permitted assignees of such individual, firm or company.</p> <p>xix. “The Authorized representatives of the Bank” means the officers employed and paid by the Bank and acting under the orders of the Bank who shall supervise day to day execution of work.</p> <p>xx. “Contract Amount” shall mean the total amount as calculated from quoted rates by the successful bidder and as per the requirement in tender document and as accepted by the Bank and indicated in the letter of award of work.</p> <p>xxi. “Notice in writing or written notice” shall mean a notice in written, typed, or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address or registered office of the addressee and shall be deemed to have been received when in the ordinary course of post, it would have been delivered and/or sent. The communication delivered by any accepted electronic means shall also be deemed to be written notice.</p> <p>xxii. “Commencement of work/services” shall mean the date specified as ‘commencement date’ in the letter of award.</p>
<p>2.</p>	<p>Sufficiency of Tender</p> <p>The Contractor shall be deemed to have satisfied himself/herself before bidding as to the correctness and sufficiency of his/her tender for the works and of the rates and prices quoted in the Price Bid, which rates and prices shall, except as otherwise provided, cover all his/her obligations under the</p>

	Contract and all matters and things necessary for the proper completion and rendering of the services.
3.	<p>Contract Period</p> <p>This agreement will come into effect from date specified in the Letter of award and will remain in force up to one year, unless earlier terminated in accordance with the termination clause. This Contract may be considered for further renewal for maximum two years (for one year or shorter period at one time) on the same terms and conditions subject to satisfactory performance of the Contractor as assessed by the Bank and at the sole discretion of the Bank. The terms and conditions contained in the tender document and any clarifications (corrigenda) issued shall be treated as part and parcel of this agreement and shall be binding on the parties.</p> <p>The Contractor must submit a fresh Agreement valid for the duration of the renewed Contract period, in case the Contract is renewed or extended.</p>
4.	<p>Obligations of the Contractor</p> <ol style="list-style-type: none"> 1) All necessary reports mentioned elsewhere in the Contract and other information will be supplied immediately to the Bank as required and regular meetings will be held with the Bank. 2) The Contractor and its staff shall take proper and reasonable precautions to preserve the Bank's properties from loss, destruction and waste. 3) The Contractor shall not misuse the areas of responsibility given to them by the Bank and shall not knowingly lend/give to any person any of the effects of the properties being managed. 4) The Contractor shall do and perform all such services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions which the Bank may issue from time to time and which have been mutually agreed upon between the two parties. 5) Any liability arising out of any litigation (including those in consumer commissions) due to any act of Contractor's personnel shall be directly borne by the Contractor including all expenses/fines. 6) The Contractor should have round-the-clock control room service in Delhi along with quick response teams to deal with emergent situations. 7) The scope of this Agreement is to provide different categories of vehicles on hire basis by the contractor to the Bank officials/ employees, as and when required. 8) All vehicles should be in clean, tidy and good condition with upholstery, etc. in proper condition.

9) The drivers deployed should have good moral character and reasonable experience of driving and be able to speak in English and Hindi. They should be able to attend to minor repairs of vehicles en-route, in case of need.

10) The vehicles should be provided with (i) one English or Hindi and one financial newspaper (ii) four bottles of branded mineral water of 250 ml each (iii) face tissue papers incase/pouch, (iv) umbrella and first-aid box, and (v) fire-extinguisher and mobile charger. No extra charges will be paid for the above. In order to ensure the above services, the contractor will attach a feedback form to the duty slip in order to take acknowledgement from the guest/official at the end of the duty.

11) Driver should maintain a proper record of mileage on a daily basis and get the same authenticated by the Bank's guest/ Official. The driver should maintain duty slips with complete details of kilometers travelled / time of releasing etc. duly authenticated by the official using the service.

12) The total number of hours will be calculated in terms of the driver reporting at the specified place/time as given by the car desk/ concerned official of the Bank and till the guest signs off.

13) The Contractor should have ability to arrange for emergency transport/ touring facility providers, in case of breakdown of a vehicle provided to the Bank and should also be able to liaison with Government/Insurance authorities.

14) The drivers/employees engaged by the contractor shall abide by the instructions provided by the authorized officers of the Bank and vehicles/persons will have to undergo security check as and when required.

15) The contractor shall arrange to obtain police verification certificate regarding the antecedents of the drivers engaged by them.

16) The contractor shall ensure that the cars provided should not be more than 3 years old.

17) The driver must carry a placard depicting particulars of the arriving guest / officer of the Bank at the Airport/ Railway Station, etc. The contractor should ensure that there is no deficiency of service on the part of drivers.

	<p>18) The contractor shall ensure that the taxis provided by him/them are registered under the provisions of Motor Vehicle Act, 1988.</p> <p>19) The drivers will comply the orders given by the authorized officials of the Bank and will also observe the rules and regulations of the Bank regarding safety and security in the office premises of the Bank.</p> <p>20) The contractor shall be solely responsible for all the consequences both financial and otherwise arising out of any violation of the provisions of Motor Vehicles Act, 1988 and accidents either to vehicles, passengers or to third parties.</p> <p>21) Punctuality and quality of service will be the essence of the agreement. Therefore, the renewal of the agreement will be subject to punctuality and satisfactory performance by the contractor.</p>
5.	<p>Contractor’s Responsibility towards Deployed Personnel</p> <p>(a) The <u>staff</u> deployed by the Contractor for the services mentioned in “Scope of Work” (Section IV (a)) shall be the employees of the Contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the Contractor and in no case, shall a relationship of employer and employee between the said persons and the Bank accrue/arise implicitly or explicitly. It will be the responsibility of the Contractor to ensure that no liability on this count should come on the Bank in respect of workers deployed by him/her.</p> <p>(b) The Contractor shall be solely responsible for employment, dismissal, termination and re-employment of its employees and shall keep the Bank informed of all development in this regard.</p> <p>(c) The Contractor shall pay all dues of its employees and keep the Bank absolved and indemnified from any liability in this respect.</p> <p>(d) The Contractor shall not permit or carry on any unlawful activity or create indiscipline in the Bank’s premises.</p> <p>(e) The Contractor shall be responsible for behavior of its staff, their turnout and uniform and ensure good conduct, cooperation and discipline towards employees/officers of the Bank.</p> <p>(f) On expiry of the agreement, the Contractor shall be liable and responsible to make all statutory payments to its employees and make all other statutory obligation and liability and obtain suitable discharge in favour of the Bank, so that no liability or obligation devolve on the Bank.</p>
6.	<p>Police Verification</p> <p>No chauffeur / driver shall be deployed by the Contractor without police verification. The antecedents of staff deployed shall be got verified by the Contractor from local police authority.</p>
7.	<p>All relevant Statutory Laws to be complied by the Contractor</p> <p>(a) The employees of the Contractor should be paid at least the minimum wages as per the Code of Wages, 2019 & rules made thereunder.</p>

	<p>Besides, the employees should be given Employees Provident Fund & ESI as per the Code on Social Security, 2020. In the absence of ESI, the Contractor should undertake the liability under the coverage of Insurance such as employee Compensation Insurance under the Code on Social Security, 2020. The total premium shall be borne by the Contractor. The Contractor shall have a valid EPF Account for making EPF Contribution for its employee. In case of any complaint regarding non-compliance of any statutory payments; the same shall be deducted from the bill or security deposit with the Bank without prejudice to the Bank's right to cancel the contract. The Contractor shall abide by all the statutory provisions of the Occupational Safety, Health and Working Conditions Code 2020.</p> <p>(b) The Contractor should be registered with the concerned authorities under the provisions of Code on Social Security, 2020 and/or any other applicable law.</p> <p>(c) The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.</p>
8.	<p>Compliance with Code on Social Security, 2020</p> <p>The Contractor shall pay the employer's contribution with regard to Provident Fund and Employee State Insurance Fund as per the provisions of the Code on Social Security, 2020". The Contractor must deposit the ESI and EPF contribution locally in Delhi only and he/she must ensure that all his/her employees are given ESI Card and EPF Card immediately. In any eventuality, if the Contractor fails to remit employee/ employer's contribution towards PF/ ESI subscription etc. within the stipulated time, the Bank will be entitled to recover the equal amount from any money due or accruing to the Contractor under this agreement or any other Contract with the Bank and remit the same to concerned authorities duly furnishing particulars of personnel deployed in the Bank.</p>
9.	<p>Compliance with Laws/ Regulations on Minimum Wages</p> <p>(a) Minimum wages as prescribed by Central Government in the Code of Wages, 2019 & rules made thereunder will be applicable. The Contractor shall ensure payment of minimum wages to the employees employed by them through NEFT or any other electronic mode to their bank accounts. Under no circumstances wages shall be paid in cash. The Contractor shall maintain a register of wages and shall issue a wage slip to every employee employed by them. In addition, they have to provide basic amenities like drinking water, first aid facility, etc. to their employees as per The Occupational Safety, Health and Working Conditions Code 2020. The Contractor shall comply with or cause to be complied with the Labour regulations from time to time in regard to payment of wages, wage period deductions from wages, recovery of wages not paid and deductions unauthorized made, maintenance of wages book, wage slip, publications of scale of wages and terms of employment, inspection and submission of periodical returns.</p> <p>(b) In the event of default being made in the payment of any money in respect of wages of any person deployed by the Contractor for carrying out of this</p>

	<p>contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the Contractor, make payment of such claim on behalf of the Contractor to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the Contractor.</p> <p>(c) If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the Contractor to the Bank within seven days. The Bank shall be entitled to recover the amount from the Contractor by deducting the same from the amount payable to the Contractor or from the Security Deposit.</p>
10.	<p>Levy/Taxes payable by Contractor</p> <p>(a) Goods and Service Tax, duties, levies and royalties levied by Central and State Governments or any other tax applicable in respect of this Contract shall be payable by the Contractor and the Bank will not entertain any claim whatsoever in respect of the same.</p> <p>(b) The Bank is not responsible for payment of GST for the service rendered by the Contractor. It is the responsibility of the Contractor to pay the GST to the tax authority. The Contractor shall strictly comply with submission of GST and other returns also. The documentary evidence should be submitted to the Bank as per extant instructions</p> <p>(c) Income Tax, TDS on GST or any other taxes levied by the Government shall be deducted from the fortnightly bills payable to the Contractor as applicable and the Bank will not entertain any claim whatsoever in respect of the same.</p>
11.	<p>Payment Terms</p> <p>a) The Contractor will submit his bills to the Bank on fortnightly basis for release of payment by the Bank. Except under cases of circumstances beyond the control of the Bank, the payment of bills will be made within 30 days of production of bills. Payments will be made through electronic mode. (after deducting applicable taxes) from the date of submission of complete and correct bill with supporting documents as follows:</p> <p>i. The driver of the vehicle provided by the Contractor shall carry with himself the duty slips given by the Contractor where date, time, kilometers reading, and places visited are to be filled in and signed by the users/ Bank officials.</p> <p>ii. On the basis of these duty slips, the bills shall be raised to the Bank by the Contractor.</p> <p>iii. Counting of distance will be from garage, but chargeable distance in this respect shall not be more than 15 kilometers in each way between user delivery address and the garage/normal parking place.</p>

- b) Applicable toll and parking charges on actual basis will be paid during pickup at airport / railway station and for outstation trips on production of receipts.
- c) No parking charges would be paid in the case of airport/ railway station 'drop'.
- d) Cushion time after 4 hours/ 40 km and before charging higher bracket fare shall be 1 hour or 10 km.
- e) In case the Contractor is unable to provide the category of car for which booking has been made by the Bank, it must provide higher category of vehicle. However, payment will be made for the category of vehicle booked by the Bank. In no case, the Contractor will provide a lower category car.
- f) In case of any complaint regarding noncompliance of any statutory payments, the same shall be withheld from the bill without prejudice to the Bank's right to terminate the Contract.
- g) A declaration stating that compliance to all Statutory Acts have been made. The declaration shall be on the contractor's letter head duly signed by the authorized signatory along with the bill stating that "All statutory payments have been made to the Govt. pertaining to the ongoing contract with the Bank and complete salary payment has been made in full to all the staff deployed at RBI locations as per The Code of Wages, 2019 and as per the contract. All Govt. rules and guidelines issued from time to time pertaining to employment of labours are being adhered to." Any other document as directed by the Bank is to be submitted along with the fortnightly bill / invoice. The Bank reserves the right to refuse to accept / pay the bill, if any of the documents as above are not submitted along with the bill. Before submission of the bill, the Contractor shall ensure that the payment of wages to people deployed by the Contractor has been made for the billed period. No request for making advance payment on any ground shall be entertained. Under no circumstances is the Contractor entitled to claim any charges over and above the charges prescribed in the terms of this Contract. Bills shall be settled after deducting all applicable statutory taxes *i.e.*, Income tax, GST etc. TDS Certificate shall be issued every quarter in support of TDS deductions effected from the bills.
- h) The Bank shall have the right to cause an audit and technical examination of the works and the bills of the Contractor including all supporting vouchers, abstract, etc., to be made after payment of the bill and if as a result of such audit and technical examination any sum is found to have been overpaid in respect of any work done by the Contractor under the Contract or any work claimed to have been done by him/her under the Contract and found not to have been executed, the Contractor shall be liable to refund the amount of overpayment and

	<p>it shall be lawful for the Bank to recover the same from the Contractor either from the due bills or from security deposit or in any other manner legally permissible; and if it is found that the Contractor was paid less than what was due to him/her under the Contract in respect of any work executed by him/her under it, the amount of such under payment shall be duly paid by the Bank to the Contractor, without any interest thereon whatsoever.</p> <p>i) The Bank will pay the agreed amount on performance basis, inclusive of all taxes based on fortnightly bills submitted by the Contractor. No other charges of any kind shall be payable. No separate travelling expenses will be paid by the Bank to any staff or Contractor's officials for visiting Office of the Bank at New Delhi. The TDS, if applicable, will be deducted by the Bank.</p> <p>j) In case of any complaint regarding noncompliance of any statutory payments, the same shall be withheld from the bill without prejudice to the Bank's right to terminate the Contract.</p>
12.	<p>Subletting of Work</p> <p>The whole of the works included in the Contract shall be executed by the Contractor and the Contract or any part/share thereof or any interest therein shall not be assigned (except as under Clause 3.1(f) of Section IV(a)), and no undertaking shall relieve the Contractor from the full and entire responsibility of the Contract or from active superintendence of the works during their Contract.</p>
13.	<p>Penalty Clauses</p> <p>The penalty clauses have been detailed in Section IV (c).</p>
14.	<p>Insurance in respect of damages to Persons and Property</p> <p>The contractor shall ensure that a comprehensive insurance policy providing insurance cover to all the passengers and against any third-party claims is available and is in force during the contract period. The Bank will not be responsible for any damages caused to third party, arising out of accident if any.</p>
15.	<p>Loss to Property of the Bank</p> <p>(a) That any loss caused to any property of the Bank due to negligence of personnel so deployed shall be recoverable from the Contractor and the same shall be determined after giving due notice to the Contractor. Decision in this regard will be taken by the Competent Authority <u>(CA) who shall be General Manager (Human Resource Management Dept.) Reserve Bank of India New Delhi</u>. However, the Contractor will have the right to appeal to the Regional Director whose decision shall be final in the matter.</p>
16.	<p>Indemnity Clause</p> <p>(a) The Contractor shall keep the Bank and its officers, employees, directors and representatives indemnified against all claims (including third party claims), actions, losses, damages, costs, expenses, charges, including legal expenses which the Bank may suffer or incur on account of the default on the part of the Contractor due to:</p>

	<ul style="list-style-type: none"> i. Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the Contract period; or ii. Non-performance of the terms and conditions of the Contract; or iii. Breach of the representations and warranties made by the Contractor; or iv. Negligent or fraudulent act or omission by the Contractor; or any third party for reasons attributable to the Contractor. v. The Contractor shall also keep the Bank indemnified against any claim from the staff of the Contractor and it shall be the duty of the Contractor to clearly inform his/her own personnel / staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and / or indirectly, with or against the Bank, in respect of any of their service conditions or otherwise. vi. Further the Contractor shall at all times indemnify the Bank against all claims which may be made under the Employees’ Compensation Act, 1923 or rules there under or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Contractor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions / commissions done by them. <p>(b) The Contractor shall keep the Bank indemnified against all claims whatsoever in respect of the employees deployed by the Contractor. In case any employee of the Contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to contest the same. Further, the Contractor 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.</p>
<p>17.</p>	<p>Non-Disclosure Clause</p> <p>(a) The Contractor and the staff employed by him/her, directly or indirectly, within the Bank’s premises, shall not disclose directly or indirectly any information, materials and details of the Bank’s infrastructure / systems/ equipment’s etc., which may come to the possession or knowledge of the Contractor during the course of discharging its Contractual obligations in connection with this Contract, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the Contract, private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor or its employees shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the prior written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information by the Contractor or its employees. Failure to observe the above shall be treated as breach of Contract on the part of the Contractor and the Bank shall be entitled to claim damages/termination of the Contract and pursue legal remedies.</p>

	<p>(b) The Contractor 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.</p> <p>The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.</p>
18.	<p>Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013</p> <p>(a) The Contractor 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 own employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor who shall ensure appropriate action under the said Act in respect to the complaint.</p> <p>(b) Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.</p> <p>(c) The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Contractor, for instance any monetary relief to the Bank’s employee, if sexual violence by the employee of the Contractor is proved.</p> <p>(d) The Contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.</p> <p>(e) The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.</p>
19.	<p>Termination of Contract</p> <p>(a) Either party shall be at liberty to terminate the agreement by giving three clear calendar months’ notice in writing. Any shortfall in meeting the notice period requirement on the part of contractor may lead to partial / complete forfeiture of Security Deposit at the Bank’s discretion.</p> <p>(b) Subject to other provisions contained in this clause, the Bank may, without prejudice to its any other rights or remedy against the Contractor in respect of any delay, any claims for damages and/or any other provisions of this Contract or otherwise, by <u>giving</u> notice in writing shall determine the Contract in any of the following cases:</p> <ol style="list-style-type: none"> i. If the Contractor has abandoned the Contract. ii. If the Contractor has failed to provide service, or has, without any lawful excuse under these Conditions, suspended the progress of the service after receiving the Bank’s notice to proceed or has failed to proceed with service with such due diligence and failed to make such due progress as would enable the service to be completed within the time agreed upon. iii. Has neglected or failed persistently to observe and perform all or any

	<p>of the acts, matters or things by this Contract after written notice shall have been given to the Contractor requiring the Contractor to observe or perform the same.</p> <p>iv. If the Contractor had secured the Contract with the Bank as a result of malafide or non-bonafide practices such as cartelization etc. or commits breach of the Agreement.</p> <p>v. If the Contractor being an individual or a firm commits any ‘act of insolvency’ (as defined by the Insolvency and Bankruptcy Code, 2016) or shall be adjudged as bankrupt/insolvent or being an Incorporated Company shall have an order for compulsory winding up made against it or pass an effective resolution for winding up made against it or pass an effective resolution for winding up voluntarily or subject to the supervision of the Court/Tribunal and the Official Assignee or the Liquidator in such acts of insolvency or winding up, as the case may be, shall immediately serve notice to him/her/it requiring him/her/it to show to the reasonable satisfaction of the Bank that he/she/it is able to carry out and fulfill the Contract and to give security therefore, if so required by the Bank.</p> <p>vi. If the Contractor (whether an individual, firm or incorporated company) suffers execution or other process of court / authority attaching property to be issued against the Contractor.</p> <p>vii. If the Contractor suffers any payment under this Contract to be attached by or on behalf of any of the creditors of the Contractor or the Contractor charges or encumbers this Contract or any payments due or which may become due to the Contractor hereunder.</p> <p>viii. If the Contractor assigns or sublets this Contract (except as under Clause 3.1(f) of Section IV(a)).</p> <p>(c) Then and in any of the said cases in Clause (b) the Bank may, notwithstanding any previous waiver, after giving one-months’ notice in writing to the Contractor, terminate the Contract, but without thereby affecting the powers of the Bank or the obligations and liabilities of the Contractor, the whole of which shall continue in force as fully as if the Contract has not been so determined, as if the works subsequently executed had been executed by or on behalf of the Contractor. The Bank shall thereafter ascertain and certify in writing the expenses or loss which the Bank shall have been put to in procuring the works/services to be completed and the amount, if any, owing to the Contractor and the amount which shall be so certified shall thereupon be paid by the Bank to the Contractor or by the Contractor to the Bank, as the case may be and the Certificate of the Bank shall be final and conclusive between the parties. The Bank shall also be entitled to forfeit the Security Deposit.</p>
<p>20.</p>	<p>Termination of Contract by Contractor</p> <p>If the payment of the amount payable by the Bank is in arrears and unpaid for 30 days after notice in writing, requiring payment of the amount as aforesaid have been given by the Contractor to the Bank, or if the Bank repudiates the</p>

	<p>Contract, or if the works be stopped for three months under the order of the Bank or by any injunction or other order of any Court of law, then and in any of the said cases the Contractor shall be at liberty to determine the Contract by giving notice in writing of 30 days to the Bank, and he/she shall be entitled to recover from the Bank, payment for all works executed. In arriving at the amount of such payment the net rates contained in the Contractor's original tender shall be followed. The Contractor shall however continue to discharge the Contractual obligation during the notice period unless dispensed by the Bank.</p>
21.	<p>Termination of Contract in case of death of Contractor</p> <p>Without prejudice to any of the rights or remedies under this Contract, if the Contractor, being an individual/sole proprietor, dies, the Bank shall have the option of terminating the Contract without any liability for such termination and compensation to the Contractor.</p>
22.	<p>Force Majeure conditions</p> <p>(a) 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 calamities, strikes, riots in any region, terrorist attack, war (declared and undeclared). However, upon the happening of any such event causing delay, the Contractor shall immediately give notice thereof in writing to the Bank. The Contractor is under obligation to take necessary steps to mitigate the effects of the force majeure event.</p> <p>(a) Neither party shall, by reason of such event, be entitled to terminate the Contract in respect of such performance of their obligations.</p> <p>The obligations under the Contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the Contract is prevented or delayed by reason of the event beyond a period mutually agreed, either party may at its option, terminate the Contract.</p>
23.	<p>Settlement of Disputes and Arbitration</p> <p>(a) If a dispute of any kind arises between the Bank and the Contractor in connection with or arising out of the contract or the execution of the works, the parties must attempt to resolve it amicably by way of mutual discussions, in good faith, within a period of 30 days from the date on which any party gives the other party a notice to negotiate /engage in amicable discussions. The Bank may constitute an internal Dispute Resolution Committee (DRC), for the purpose of resolution of dispute.</p> <p>(b) If an amicable settlement is not forthcoming within the aforesaid period, then the unresolved dispute then shall be referred to the sole Arbitrator mutually agreed by the parties. The arbitration proceedings shall be conducted through 'fast track procedure' laid down in Section 29B of the Arbitration and Conciliation Act, 1996, as amended from time to time. The award of the arbitrator so appointed shall be final and binding.</p>

	During the arbitration proceedings the Contractor shall continue to discharge his contractual obligation under this agreement, unless dispensed by the Bank. This contract is subject to exclusive jurisdiction of courts at Delhi only.
24.	Jurisdiction of Court
	All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at New Delhi and only Courts in New Delhi shall have jurisdiction to determine the same.

I/We hereby declare that I/We have read and understood all the above instructions/conditions and agree to abide by them.

Date:

Authorized Signatory (With Name/Designation and Seal)

Section IV (c)- Penalty Clause

For deficiency in services and serious inconvenience caused to the Bank and its officials or to those for whom Bank directs to provide services, penalty as explained below for the relevant instance will be imposed. The decision of the Bank regarding imposition of penalty will be final and the Contractor will not challenge the decision of the Bank in this regard. Recovery of the penalty will be done by way of deduction from the relevant bill, other pending bills or from the security deposit.

The details of penalty to be imposed for lapses are as under:

Sl. No.	Nature of Deficiency / Service Lapse	Penalty Prescribed
1.	Late reporting of car	₹500/- for every next half hour or part thereof
2.	Missing amenities (Newspaper, Water Bottle (Bisleri/Kinley or standard brand), Hand Sanitizer, Face Tissues, Face Mask, Umbrella, etc.)	₹500/- per missing amenity
3.	Car found to be older than three years from date of duty	₹1000/- per instance
4.	Driver found / reported chewing paan, gutka, or smoking while driving	₹1000/- per instance
5.	Wrong or inflated entries in duty slips relating to time or kilometers	₹2000/- per instance
6.	Car does not report as per booking made	₹2000/- per instance
7.	Driver reported / found misbehaving with guest	₹2000/- per instance
8.	Inconvenience caused due to driver's non-familiarity with route	₹2000/- per instance
9.	Driver without smart mobile phone	₹2000/- per instance
10.	Driver stopping for refuelling within NCR during duty	₹2000/- per instance
11.	Failure to arrange alternate vehicle within one hour in case of breakdown	₹2000/- per instance plus recovery of all expenses incurred by the Bank
12.	Driver found / reported under influence of alcohol, drugs, or illegal substance	₹5000/- per instance
13.	Downward change in car type / model from that ordered or requisitioned	Penalty equal to 100% of the booking amount for the trip

Annexure – I Form of Tender

Place:

Date:

To,
Regional Director
Reserve Bank of India
Human Resources Management Department
New Delhi

Dear Sir/Madam,

Having read and examined the Notice Inviting Tender, General and Specific Conditions of Contract, General Rules and Instructions to Bidders and all other contents in the tender document for the work specified in the memorandum hereinafter set out and having examined the site of the works and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the work specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the Price Bid and in accordance with all respects of the instructions in writing referred to in General and Specific Conditions of Contract, the Articles of Agreement, General rules and instructions to bidders, by and in all other respects in accordance with such conditions so far as they may be applicable.

MEMORANDUM

NIT No / e-Tender no.	No.: RBI/ Delhi Regional Office/HRMD/1/26-27/ET/63
Name of the Work:	Empanelment of Car hiring agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, New Delhi.
Estimated annual cost of the tender	₹1,70,00,000/- (<i>Rupees One Crore Seventy Lakh only</i>) inclusive of GST, all applicable taxes, cess and any other charges or levy.
Earnest Money Deposit (EMD)	₹3,40,000/- (<i>Rupees Three Lakh Forty Thousand only</i>).
Contract Period	The Contract would initially be valid for the period of one year from the date specified in the Letter of Award

2. We agree to keep the tender open for the validity period specified in Section III (a) of the tender and not to make any modification in its terms and conditions during the validity period or any other renewed/extended period as agreed mutually.

3. A sum of ₹3,40,000/- (*Rupees Three Lakh Forty Thousand only*). _____ mentioned as Earnest Money Deposit in NIT/SoT is hereby submitted in the form specified therein and its proof is uploaded in first e-cover on MSTC portal. Further, if I/We fail to commence work as specified in Section III(a), I/

We agree that Reserve Bank of India or its successors in office shall without prejudice to any other right or remedy available in law, be at liberty to forfeit the Security Deposit absolutely. The said Security Deposit shall be a guarantee to execute all the works referred to in the tender document upon the terms and conditions contained therein.

4. Further, I/We agree that in case of forfeiture of Earnest Money Deposit or Security Deposit as aforesaid, I/We shall be debarred from participation in the re-tendering process of the work.
5. I/We undertake and confirm that eligible similar work(s) has/have not been got executed through another Contractor on back-to-back basis. Further that, if such a violation comes to the notice of Reserve Bank of India, then I/We shall be debarred from tendering in Reserve Bank of India in future. Also, if such a violation comes to the notice of Reserve Bank of India before date of start of work, the Bank shall be free to forfeit the entire amount of Earnest Money Deposit/Security Deposit.
6. I/We hereby declare that I/We shall treat the tender documents, and other records connected with the work as secret/confidential documents and shall not communicate information/derived therefrom to any person other than a person to whom I/We am/are authorized to communicate the same or use the information in any manner prejudicial to the safety of the Reserve Bank of India.
7. Should this tender be accepted, I/We hereby agree to abide by and fulfil all the terms and provisions of the Contract so far as they may be applicable or in default thereof to forfeit and pay to the Reserve Bank of India the amount mentioned in the said conditions.
8. The details of our bankers as given as per the *format 5A*.

Dated this _____ day of _____ 20XX.

For and on behalf of M/s _____

(Signature with seal)

Name _____

Designation _____

Place _____

Date _____

(Certified true copy of the Power of Attorney in the prescribed format as per [Annexure III](#) of this tender should be uploaded).

Signatures and addresses of witnesses

	Signature	Address
(i)		
(ii)		

Annexure II - Shortlisting / Eligibility Criteria Formats

Format 1 Basic Information (To be read with Item 1 of Section III(b))

- a) Name of the Company/firm
- b) Details of registration of the firm:
whether Sole Proprietorship/
Partnership firm /Private Limited/
Limited or Co-operative Body etc.
- c) Name and address of the
Proprietor/Partners/ Directors of the
Company
- d) Registered Address of the
Company/firm

- e) Address for correspondence
- f) Contact Person
- g) Designation
- h) Mobile no.
- i) FAX/Tele-fax
- j) e-mail id
- k) GST Registration details and no.

- l) Labour License Details

- m) EPFO Registration No.

- n) ESIC Registration no.

- o) In case the company is subsidiary, the
involvement, if any, of the Parent
Company in the Bank's proposed
work
- p) Was the bidder ever required to
suspend the eligible works for a
period of more than six months
continuously after commencement? If
yes, then furnish the reasons thereof.
- q) Has the bidder or any constituent
partner in case of partnership firm,
ever abandoned the awarded works
before their completion? If so, give

name of the work and reasons for abandonment.

- r) Has the bidder or any constituent partner in case of partnership firm, ever been debarred /black-listed for competing in any organization at any time? If so, give details
- s) Has the bidder or any constituent partner in case of partnership firm, ever been convicted?
- t) Whether the bidder is involved in frequent civil suit /litigations in the Contracts being executed now. If yes, please furnish the details.

SI no	Name of the work and Employer	Nature of work	Work order No and Date	Present stage of work	Value of Contract	Brief details of litigation
1.	2.	3.	4.	5.	6.	7.

Date:
Seal)

Authorized Signatory (With Name/Designation and

Format 2 PREVIOUS WORK EXPERIENCE (To be read with Item 2 of Section III(b))**List of important similar works executed by the Bidder/ Firm**

SI no	Name of similar work and location	Nature of work / items of work involved in the Contract	Name of the client. Also indicate whether Government or Semi-Government or Private Body with full postal address.	Cost of work		Period of completion			Reason for delay, if any	Whether work was left incomplete, or Contract was terminated from either side?	Litigation/Arbitration, if any with details.	Any other relevant information.
				Contract Amount (₹ lakh)	Actual value of work done (in ₹ lakh)	Date of commencement of work	Scheduled date of completion	Actual date of completion				
1.	2.	3.	4.	5 a	5 b	6a	6b	6c	7	8	9	10

Attach supporting documents

Date:

Authorized Signatory (With Name/Designation and Seal)

Format 3 Works qualifying Eligibility (To be read with Item 4 of Section III(b))**Details of similar work/s (qualifying) completed during five years during the period May 01, 2021, to April 30, 2026**

SI no	Name of similar work and location	Nature of work (brief description) of work involved in the Contract.	Name of the client. Also indicate whether Government or Semi-Government or Private Body with full postal address.	Name, e-mail ID, telephone (land line and mobile) nos., Fax no. of the contact executive (the person of Tenderer's client who can be contacted by the Bank in case it is so needed).	Cost of work		Period of completion			Reason for delay, if any	Whether work was left incomplete, or Contract was terminated from either side?	Litigation/ Arbitration, if any with details.	Any other relevant information.
					Contract Amount (₹ lakh)	Actual value of work done (in ₹ lakh)	Date of commencement of work	Scheduled date of completion	Actual date of completion				
1	2	3	4	5	6 a	6b	7a	7b	7c	8	9	10	11

(The work/s costing equal or above the minimum value specified in eligibility criteria)

Date:

Authorized Signatory (With Name/Designation and Seal)

Format 3A: CLIENT's CERTIFICATE REGARDING PERFORMANCE OF THEIR CONTRACTOR (On Client's Letter Head) (To be read with item 4 of Section III(b))

Name and address of the Client _____ :

Details of Works executed by Shri /M/s _____ :

S. No.	Name of Work	
1	Brief particulars of the work	
2	Agreement No. and date	
3	Agreement amount	
4	Date of commencement of work	
5	Stipulated date of completion	
6	Actual date of completion	
7	Details of compensation levied for delay (indicate amount) if any	
8	Gross amount of the work completed and paid	
9	Name and address of the authority under whom works executed	
10	Whether the Contractor employed qualified staff /Overseer during execution of work?	
11	i) Quality of work (indicate grading)	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	ii) Amt. of work paid on reduced rates, if any.	
12	i) Did the Contractor go for arbitration?	
	ii) If yes, total amount of claim	
	iii) Total amount awarded	
13	Comments on the capabilities of the Contractor.	

Format 3A: Client's Certificate regarding Performance of their Contractor

	a) Technical proficiency	Outstanding/ Very Good/ Good/ Satisfactory /Poor
	b) Financial soundness	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	c) Mobilization of adequate T&P	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	d) Mobilization of manpower	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	e) General behaviour	Outstanding/ Very Good/ Good/ Satisfactory/ Poor
	f) After sales Service	Outstanding/ Very Good/ Good/ Satisfactory/ Poor

Date:
Seal)

Authorized Signatory (With Name/Designation and

Format 4 FINANCIAL STATUS (To be read with item 5 of Section III(b))

Sr.no.	Details	Financial Year		
		April 1, 2022, to March 31, 2023 ₹ in lakh	April 1, 2023, to March 31, 2024 ₹ in lakh	April 1, 2024, to March 31, 2025 ₹ in lakh
1	Annual financial turnover certified by Chartered Accountant.			
2	Income Tax returns for the year			

Note:

Statement shall be supported by copies of audited financial statements/ accounts of the business of the Tenderer duly certified by a Chartered Accountant and the Income Tax Returns for the years viz. 2022-23, 2023-24, 2024-25.

Date:

Authorized Signatory (With Name/Designation and Seal)

Format 5: FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK
(On Bankers' Letter Head) (To be read with Item 6 of Section III(b))

To,

Date:

Regional Director,
Reserve Bank of India,
Human Resource Management Department,
6, Sansad Marg,
New Delhi - 110001

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

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

For the bank with Name, Designation and Seal

Note:

1. Bankers' certificates should be on letter head of the bank, addressed to Regional Director, Reserve Bank of India, Human Resource Management Department, 6, Sansad Marg, New Delhi - 110001.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank

Format 5A: Details of Bidder's Banker (To be read with Item 6 of Section III(b))

1	Name and full Address of the Banker	
2	Name of contact executives, Email ID, contact numbers (land line and mobile), Fax number etc.	
3	Type of Account and Account No.	
4	The period from which the service provider has been banking with the Banker	
5	Any other information which the service provider may like to furnish about its Bankers	
6	IFSC code of the Branch	

Date:

Authorized Signatory (With Name/Designation and Seal)

Annexure III - Format for Power of Attorney for Authorized Signatory

(On Non-Judicial Stamp Paper of ₹100/-)

To,
The Regional Director
Reserve Bank of India
New Delhi

Dear Sir/Madam,

Name of Work: Empanelment of Car hiring agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, New Delhi

We..... (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms. (Name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds, and things necessary in connection with or incidental to our bid for the captioned Project, including signing and submission of all documents and providing information / responses to the Reserve Bank of India (RBI), representing us in all matters before RBI, and generally dealing with RBI in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds, and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Signature/(s) of the Bidder

Name/(s)

Stamp/Seal of the Bidder

Note:

Power of Attorney should be properly stamped and notarized

Power of Attorney furnished by Bidder shall be irrevocable.

Annexure – IV: Letter of Undertaking on Bidder's Letter Head (On A Stamp Paper Of ₹100/-)

To,
Regional Director
Reserve Bank of India
Human Resource Management Department
New Delhi

Name of the bidder_____

Name of the tender_____ Due date: _____

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions etc. contained therein and undertake myself/ourselves abide by the same.
3. I/We abide by the provisions of Code of Wages, 2019, the Industrial Relations Code, 2020, the Code on Social Security, 2020 and the Occupational Safety, Health and Working Conditions Code, 2020, Employer's Liability Act, 1938, Child Labour (Prohibition and Regulation) Act, 1986, Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time.
4. I/We will pay the wages to the personnel deployed as per Code of Wages, 2019 as amended by the Government from time to time and shall be fully responsible for any violation.

(Signature of the Bidder)

Name and Address of the Bidder.

Telephone No.

Annexure V

Undertaking regarding declaration of debarment by public institution(s)

(To be read with Clause 8 of Section III(a))

(To be submitted by the bidder on their letterhead)

Name of Work: Empanelment of Car hiring agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, New Delhi.

Sir,

1. I/We (Name of the bidder) declares that
 - a) I/ We or any of our allied firm* or any of our partners/directors is/ are not debarred / suspended / blacklisted by any public institution / entity in India or any other country in last three years as on(last date of submission of bid).
 - b) I/ We or any of our allied firm* or any of our partners/directors have not made any transgression in respect of the code of integrity (as mentioned in the tender) with any public institution / entity in India or any other country in last three years as on (last date of submission of bid).
 - c) we will inform the Bank in writing, in case, I/we or any of our allied firm* or any of our partners/directors is/are debarred / suspended / blacklisted by any public institution / entity in India or any other country on or before award of work for the captioned work.

2. I/We(Name of the bidder) declare that I/we or our allied firm*(Name of the allied firm(s)) or our partners/directors (Name of the partner / director) is/ are debarred / suspended / blacklisted by(Name and address of public institution in India or any other country) and the same is effective up to(..... (date). A copy of such letter is attached for your information and record.

(Seal and signature of the bidder)

Date

Place

(Note: strike out one of the above two declarations which is not applicable)

*Allied firm: A firm would be termed as “allied firm” if the management is common, or substantial or majority shares are owned by the banned/ suspended firm and by virtue of this it has a controlling voice. Further all successor firms will also be considered as allied firms.

**Annexure VI Format for Undertaking on Legal Actions / Litigation / Arbitration
by the Bidder** [On the Letter head of the Bidder]

Date:

To,

Regional Director,
Reserve Bank of India,
Human Resource Management Department,
6, Sansad Marg,
New Delhi - 110001

Ref: Empanelment of Car hiring agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, New Delhi.

Sir,

1. I/We (Name of the bidder) declare that no legal action(s) have been / is being taken against us for any case in any legal jurisdiction.

1. I/We (Name of the bidder) declare that the following legal action(s) have been/ is being taken against us:

..... (detail of the legal action, project under consideration, legal authority involved etc.)

However, we affirm that the above legal action does not affect our ability to deliver the requirements of the Bank as per the Application for Empanelment.

(Note: strike out one of the above two declarations which is not applicable)

2. Further, we also declare that no cases of civil lawsuits / litigation / arbitration etc. have been initiated in any in any of our executed projects

2. Further, we also declare that the following civil lawsuits / litigation / arbitration cases were/are initiated in our executed projects:

..... (detail of the project and type of action etc.)

.....

(Note: strike out one of the above two declarations which is not applicable)

Signature and name of the authorized signatory of the Bidder with Rubber Stamp

Date:

Place:

Annexure VII: Proforma of Bank Guarantee for Earnest Money Deposit

(On Non-Judicial Stamp Paper of appropriate value)

Place: _____

Date: _____

The Regional Director
Reserve Bank of India
Human Resource Management Department
New Delhi

Dear Sir / Madam,

Empanelment of Car hiring agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, New Delhi.

Ref.: NIT/Advt.No. _____ date _____

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumba through its office at Reserve Bank of India, 6, Sansad Marg, New Delhi (hereinafter called "the RBI") has invited tenders for the captioned work (hereinafter called "the said tender") on the terms and conditions mentioned in the said tender documents. It is one of the terms of invitation of tenders that the bidder shall furnish a Bank Guarantee for a sum of ₹. _____ (Rupees _____ only) as Earnest Money Deposit (EMD).

M/s. (Name of the Bidder) _____, (hereinafter called as "the Bidder"), who are our Clients/Constituents intend to submit their tender/ Bid for the said work and have requested us to furnish Bank Guarantee to the RBI in respect of the said sum of ₹. _____ (Rupees _____ only) in respect of EMD.

NOW THIS GUARANTEE WITNESSETH

1. We _____ (Name of the Bank) do hereby agree with and undertake to the RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Bidder have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder; we shall on demand by the RBI, pay without demur to the RBI, a sum of ₹. _____ (Rupees _____ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the EMD for the due performance of the obligations of the

Bidder under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of ₹. _____ (Rupees _____ only).

2. We also agree to undertake to and confirm that the sum not exceeding ₹ _____ (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 Bidder.

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 tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Bidder 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 Bidders of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding ₹. _____ (Rupees _____ only).

b) Our liability under these presents shall not exceed the sum of ₹. _____ (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 up to _____ (six months from the last date of receipt of 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.

Authorized 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).

Annexure VIII - Draft Articles of Agreement

This agreement is made on this day of _____, 2026 between the **Reserve Bank of India**, having its Regional Office at New Delhi and acting through its authorized official(hereinafter called 'the Bank' which expression shall, where the context so admits include its Successors and Assigns) of the ONE PART AND _____ having its registered office at _____ and acting through its authorized official Shri/Ms. _____ (hereinafter called the 'Contractor' which expression shall, where the context so admits include its Successors and Assigns) of the SECOND PART.

A) NOW IT IS HEREBY AGREED AS FOLLOWS:

2. **Definitions:** In this Agreement, unless there is anything repugnant to the subject or context:
- i. "Agreement" means the agreement signed between the Contractor and the Bank for the execution of the work.
 - ii. "Cancellation" means any cancellation by the Bank of the Services after acceptance of Booking.
 - iii. "The Bank" means Reserve Bank of India, 6, Sansad Marg, New Delhi – 110001.
 - iv. "Tender document" shall mean document named as such issued by the Bank to the Bidders inviting Bids for the Work.
 - v. "Day" shall mean Calendar Day.
 - vi. "Working Day" shall mean days when the Bank's office is working *i.e.*, Days excluding public holidays, Saturdays, and Sundays.
 - vii. "Month" shall mean the calendar month.
 - viii. "Year" shall mean Financial Year
 - ix. "Hire Period" means the period of time set out in the Booking or during which the Services are performed, whichever is longer, as amended by agreement or in accordance with this Agreement.
 - x. "Pick-up Address" means the address stated in the Booking where the Services will commence.
 - xi. "Pick-up Time" means the date and the time or time slot set out in the Booking or communicated by the Bank to Contractor for commencement of performance of the Services.
 - xii. "Booking" means any booking from the Bank and acceptance by the Contractor.
 - xiii. "Services" means the services of a chauffeur-driven Vehicle starting from the Pick-up Time at the Pick-up Address.

- xiv. "Unacceptable Behaviour" means not wearing a seat-belt, not opening or closing doors for the guest (this must be done by the chauffeur), smoking in the Vehicle, being under the influence of alcohol or under the influence of or in possession of any illegal substance, talking over mobile phone while driving, being violent, aggressive or a danger or potential danger to himself or any other person, being rowdy or being in any way in an unfit state to drive.
- xv. "Vehicle" means the vehicle with the registration number referred to in the Booking or any replacement vehicle agreed by the parties.
- xvi. "Writing" includes any written paper document, any fax, mobile text, and any e-mail correspondence.
- xvii. "Bidder (s)" shall mean all parties participating in the bidding process pursuant to and in accordance with the terms of the tender document.
- xviii. "The Contractor" shall mean the individual, firm, or company, whether incorporated or not, rendering the services and shall include the legal representative of such individual or the persons composing such firm or company, or the successors of such firm or company and the permitted assignees of such individual, firm or company.
- xix. "The Authorized representatives of the Bank" means the officers employed and paid by the Bank and acting under the orders of the Bank who shall supervise day to day execution of work.
- xx. "Contract Amount" shall mean the total amount as calculated from quoted rates by the successful bidder and as per the requirement in tender document and as accepted by the Bank and indicated in the letter of award of work.
- xxi. "Notice in writing or written notice" shall mean a notice in written, typed, or printed characters sent (unless delivered personally or otherwise proved to have been received) by registered post to the last known private or business address or registered office of the addressee and shall be deemed to have been received when in the ordinary course of post, it would have been delivered and/or sent. The communication delivered by any accepted electronic means shall also be deemed to be written notice.
- xxii. "Commencement of work/services" shall mean the date specified as 'commencement date' in the letter of award.

3. In this Agreement, unless the context requires otherwise words denoting any gender include all genders and words denoting the singular only include the plural and *vice versa*.

4. **Signing of Contract Agreement:** On receipt of intimation from the Bank regarding acceptance of the Tender, the Contractor shall be bound to implement the Contract from the date specified therein. The Contractor shall sign an agreement in accordance with the extant provisions. The Contractor shall be liable to pay the appropriate and required stamp duty amount on the said agreement in accordance

with the Stamp laws in force in Delhi/ New Delhi. Any pecuniary liability incurred by the Bank either as additional stamp duty, penalty or otherwise due to inadequacy or inappropriateness of the stamp duty paid by the Contractor shall devolve on the Contractor and the Bank shall be entitled to recover the amount from the Security Deposit or from the bills raised by the Contractor.

5. **Contract Period:** This agreement will come into effect from date specified in the Letter of award and will remain in force up to one year, unless earlier terminated in accordance with the termination clause. This Contract may be considered for further renewal for maximum two years (for one year or shorter period at one time) on the same terms and conditions subject to satisfactory performance of the Contractor as assessed by the Bank and at the sole discretion of the Bank. The terms and conditions contained in the tender document and any clarifications (corrigenda) issued shall be treated as part and parcel of this agreement and shall be binding on the parties.

B) SCOPE & OBLIGATIONS ON PART OF THE CONTRACTOR

- 1) All necessary reports mentioned elsewhere in the Contract and other information will be supplied immediately to the Bank as required and regular meetings will be held with the Bank.
- 2) The Contractor and its staff shall take proper and reasonable precautions to preserve the Bank's properties from loss, destruction and waste.
- 3) The Contractor shall not misuse the areas of responsibility given to them by the Bank and shall not knowingly lend/give to any person any of the effects of the properties being managed.
- 4) The Contractor shall do and perform all such services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions which the Bank may issue from time to time and which have been mutually agreed upon between the two parties.
- 5) Any liability arising out of any litigation (including those in consumer commissions) due to any act of Contractor's personnel shall be directly borne by the Contractor including all expenses/fines.
- 6) The Contractor should have round-the-clock control room service in Delhi along with quick response teams to deal with emergent situations.
- 7) The scope of this Agreement is to provide different categories of vehicles on hire basis by the contractor to the Bank officials/ employees, as and when required.

- 8) The contractor will provide air-conditioned cars, SUVs, etc., such as Maruti Suzuki Swift Dzire, Honda Amaze, Hyundai Aura, Hyundai Verna, Honda City, Maruti Suzuki Ciaz, Toyota Innova Crysta, Toyota Innova Hycross, Maruti Suzuki Invicto and other similar vehicles, AC Tempo Travellers (20-seater) and AC Mini Buses (40-seater) as and when requisitioned by the Bank / by an official authorized by the Bank.
- 9) The contractor must be able to provide different categories of vehicles having valid taxi permits and other statutory clearances and should have valid permits to travel locally and throughout India.
- 10) All vehicles should be in clean, tidy and good condition with upholstery, etc. in proper condition.
- 11) The driver deployed should have a valid driving licence, which should be produced by him as and when demanded by traffic personnel. Renewal of his driving licence from time to time will be the responsibility of the contractor.
- 12) The drivers deployed should have good moral character and reasonable experience of driving and be able to speak in English and Hindi. They should be able to attend to minor repairs of vehicles en-route, in case of need.
- 13) The driver must report for duty at specified place and time in neat and clean uniform. Besides, he should be polite, courteous and service oriented at all times.
- 14) The vehicles should be provided with (i) one English or Hindi and one financial newspaper (ii) four bottles of branded mineral water of 250 ml each (iii) face tissue papers incase/pouch, (iv) umbrella and first-aid box, and (v) fire-extinguisher and mobile charger. No extra charges will be paid for the above. In order to ensure the above services, the contractor will attach a feedback form to the duty slip in order to take acknowledgement from the guest/official at the end of the duty.
- 15) Driver should maintain a proper record of mileage on a daily basis and get the same authenticated by the Bank's guest/ Official. The driver should maintain duty slips with complete details of kilometers travelled / time of releasing etc. duly authenticated by the official using the service.
- 16) The total number of hours will be calculated in terms of the driver reporting at the specified place/time as given by the car desk/ concerned official of the Bank and till the guest signs off.

- 17) All the papers viz. insurance, registration, road tax, permits, valid license, Pollution Under Control (PUC) Certificate etc., related to each vehicle should be readily available in each of the vehicles with drivers.
- 18) The Contractor should have ability to arrange for emergency transport/ touring facility providers, in case of breakdown of a vehicle provided to the Bank and should also be able to liaison with Government/Insurance authorities.
- 19) The contractor shall provide car on written or verbal instructions over phone within the time specified therein. The contractor shall also be required to provide car at short notice from the Bank (say within an hour in case of emergency). In case the contractor fails to provide car/ taxi on Bank's request, either verbal over phone or written, the Bank shall be free to remove the contractor from the panel of transport providers.
- 20) The persons engaged by the contractor will be its employees and neither the contractor nor the drivers shall have any right to claim any employment in the Bank.
- 21) The drivers/employees engaged by the contractor shall abide by the instructions provided by the authorized officers of the Bank and vehicles/persons will have to undergo security check as and when required.
- 22) The contractor shall arrange to obtain police verification certificate regarding the antecedents of the drivers engaged by them.
- 23) The contractor shall ensure that the cars provided should not be more than 3 years old.
- 24) The Contractor should convey the confirmation of booking directly to the guest through e-mail & SMS and without fail the car details i.e. car make / colour, car registration no., driver's name and his mobile number to officials of Car Desk and to the user of the car through e-mail & SMS at least 8 hours prior to the arrival/ departure of the user.
- 25) The driver must always be available with the car once he has reported to the guest/user official of the Bank.
- 26) The driver must carry a placard depicting particulars of the arriving guest / officer of the Bank at the Airport/ Railway Station, etc. The contractor should ensure that there is no deficiency of service on the part of drivers.
- 27) The contractor shall ensure that the taxis provided by him/them are registered under the provisions of Motor Vehicle Act, 1988.

- 28) The drivers will comply the orders given by the authorized officials of the Bank and will also observe the rules and regulations of the Bank regarding safety and security in the office premises of the Bank.
- 29) The contractor shall be solely responsible for all the consequences both financial and otherwise arising out of any violation of the provisions of Motor Vehicles Act, 1988 and accidents either to vehicles, passengers or to third parties.
- 30) Punctuality and quality of service will be the essence of the agreement. Therefore, the renewal of the agreement will be subject to punctuality and satisfactory performance by the contractor.

C) Statutory Compliance-

- (a) The employees of the Contractor should be paid at least the minimum wages as per the Code of Wages, 2019 & rules made thereunder. Besides, the employees should be given Employees Provident Fund & ESI as per the Code on Social Security, 2020. In the absence of ESI, the Contractor should undertake the liability under the coverage of Insurance such as employee Compensation Insurance under the Code on Social Security, 2020. The total premium shall be borne by the Contractor. The Contractor shall have a valid EPF Account for making EPF Contribution for its employee. In case of any complaint regarding non-compliance of any statutory payments; the same shall be deducted from the bill or security deposit with the Bank without prejudice to the Bank's right to cancel the contract. The Contractor shall abide by all the statutory provisions of the Occupational Safety, Health and Working Conditions Code 2020.
- (b) The Contractor should be registered with the concerned authorities under the provisions of Code on Social Security, 2020 and/or any other applicable law.
- (c) The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.

E) Terms applicable for Payment:

- a) The Contractor will submit his bills to the Bank on fortnightly basis for release of payment by the Bank. Except under cases of circumstances beyond the control of the Bank, the payment of bills will be made within 30 days of production of bills. Payments will be made through electronic mode. (after deducting applicable taxes) from the date of submission of complete and correct bill with supporting documents as follows:

- i. The driver of the vehicle provided by the Contractor shall carry with himself the duty slips given by the Contractor where date, time, kilometers reading, and places visited are to be filled in and signed by the users/ Bank officials.
 - ii. On the basis of these duty slips, the bills shall be raised to the Bank by the Contractor.
 - iii. Counting of distance will be from garage, but chargeable distance in this respect shall not be more than 15 kilometers in each way between user delivery address and the garage/normal parking place.
-
- b) Applicable toll and parking charges on actual basis will be paid during pickup at airport / railway station and for outstation trips on production of receipts.
 - c) No parking charges would be paid in the case of airport/ railway station 'drop'.
 - d) Cushion time after 4 hours/ 40 km and before charging higher bracket fare shall be 1 hour or 10 km.
 - e) In case the Contractor is unable to provide the category of car for which booking has been made by the Bank, it must provide higher category of vehicle. However, payment will be made for the category of vehicle booked by the Bank. In no case, the Contractor will provide a lower category car.
 - f) In case of any complaint regarding noncompliance of any statutory payments, the same shall be withheld from the bill without prejudice to the Bank's right to terminate the Contract.
 - g) A declaration stating that compliance to all Statutory Acts have been made. The declaration shall be on the contractor's letter head duly signed by the authorized signatory along with the bill stating that "All statutory payments have been made to the Govt. pertaining to the ongoing contract with the Bank and complete salary payment has been made in full to all the staff deployed at RBI locations as per The Code of Wages, 2019 and as per the contract. All Govt. rules and guidelines issued from time to time pertaining to employment of labours are being adhered to." Any other document as directed by the Bank is to be submitted along with the fortnightly bill / invoice. The Bank reserves the right to refuse to accept / pay the bill, if any of the documents as above are not submitted along with the bill. Before submission of the bill, the Contractor shall ensure that the payment of wages to people deployed by the Contractor has been made for the billed period. No request for making advance payment on any ground shall be entertained. Under no circumstances is the Contractor entitled to claim any charges over and above the charges prescribed in the terms of this Contract. Bills shall be settled after deducting all applicable statutory taxes *i.e.*, Income tax, GST etc. TDS Certificate shall be issued every quarter in support of TDS deductions effected from the bills.

- h) The Bank shall have the right to cause an audit and technical examination of the works and the bills of the Contractor including all supporting vouchers, abstract, etc., to be made after payment of the bill and if as a result of such audit and technical examination any sum is found to have been overpaid in respect of any work done by the Contractor under the Contract or any work claimed to have been done by him/her under the Contract and found not to have been executed, the Contractor shall be liable to refund the amount of overpayment and it shall be lawful for the Bank to recover the same from the Contractor either from the due bills or from security deposit or in any other manner legally permissible; and if it is found that the Contractor was paid less than what was due to him/her under the Contract in respect of any work executed by him/her under it, the amount of such under payment shall be duly paid by the Bank to the Contractor, without any interest thereon whatsoever.
- i) The Bank will pay the agreed amount on performance basis, inclusive of all taxes based on fortnightly bills submitted by the Contractor. No other charges of any kind shall be payable. No separate travelling expenses will be paid by the Bank to any staff or Contractor's officials for visiting Office of the Bank at New Delhi. The TDS, if applicable, will be deducted by the Bank.
- j) In case of any complaint regarding noncompliance of any statutory payments, the same shall be withheld from the bill without prejudice to the Bank's right to terminate the Contract.

G) Penalty clause

For deficiency in services and serious inconvenience caused to the Bank and its officials or to those for whom Bank directs to provide services, penalty as explained below for the relevant instance will be imposed. The decision of the Bank regarding imposition of penalty will be final and the Contractor will not challenge the decision of the Bank in this regard. Recovery of the penalty will be done by way of deduction from the relevant bill, other pending bills or from the security deposit.

The details of penalty to be imposed for lapses are as under:

Sl. No.	Nature of Deficiency / Service Lapse	Penalty Prescribed
1.	Late reporting of car	₹500/- for every next half hour or part thereof
2.	Missing amenities (Newspaper, Water Bottle (Bisleri/Kinley or standard brand), Hand Sanitizer, Face Tissues, Face Mask, Umbrella, etc.)	₹500/- per missing amenity

3.	Car found to be older than three years from date of duty	₹1000/- per instance
4.	Driver found / reported chewing paan, gutka, or smoking while driving	₹1000/- per instance
5.	Wrong or inflated entries in duty slips relating to time or kilometers	₹2000/- per instance
6.	Car does not report as per booking made	₹2000/- per instance
7.	Driver reported / found misbehaving with guest	₹2000/- per instance
8.	Inconvenience caused due to driver's non-familiarity with route	₹2000/- per instance
9.	Driver without smart mobile phone	₹2000/- per instance
10.	Driver stopping for refuelling within NCR during duty	₹2000/- per instance
11.	Failure to arrange alternate vehicle within one hour in case of breakdown	₹2000/- per instance plus recovery of all expenses incurred by the Bank
12.	Driver found / reported under influence of alcohol, drugs, or illegal substance	₹5000/- per instance
13.	Downward change in car type / model from that ordered or requisitioned	Penalty equal to 100% of the booking amount for the trip

Bank reserves the right to impose penalty for any of the deficiency/ service lapse/ loss to the Bank not mentioned but is covered in Part I of the tender document. In case of more than one deficiency is reported in a single duty, Bank reserves the right to levy penalty for all such deficiencies. The decision of the Bank in this regard will be final.

H) Insurance:

The contractor shall ensure that a comprehensive insurance policy providing insurance cover to all the passengers and against any third-party claims is available and is in force during the contract period. The Bank will not be responsible for any damages caused to third party, arising out of accident if any.

I) Indemnity Clause:

The Contractor shall indemnify the Bank against risks and damages arising out of the default on the part of Contractor due to negligence or non-compliance of any of the applicable laws.

J) Non-disclosure:

The Contractor and the staff employed by him/her, directly or indirectly, shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment's etc., which may come to the possession or knowledge of the Contractor during the course of discharging its Contractual obligations in connection with this Contract, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the Contract, private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor or its employees shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the prior written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information by the Contractor or its employees. Failure to observe the above shall be treated as breach of Contract on the part of the Contractor and the Bank shall be entitled to claim damages/termination of the Contract and pursue legal remedies.

The Contractor 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.

K) PREVENTION OF SEXUAL HARASSMENT AT WORKPLACE

- a) The Contractor 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 own employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor who shall ensure appropriate action under the said Act in respect to the complaint.
- b) Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- c) The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Contractor, for instance any monetary relief to the Bank's employee, if sexual violence by the employee of the Contractor is proved.
- d) The Contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
- e) The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

L) Termination of the Contract

(a) Either party shall be at liberty to terminate the agreement by giving three clear calendar months' notice in writing. Any shortfall in meeting the notice period requirement on the part of contractor may lead to partial / complete forfeiture of Security Deposit at the Bank's discretion.

(b) Subject to other provisions contained in this clause, the Bank may, without prejudice to its any other rights or remedy against the Contractor in respect of any delay, any claims for damages and/or any other provisions of this Contract or otherwise, by giving notice in writing shall determine the Contract in any of the following cases:

- i. If the Contractor has abandoned the Contract.
- ii. If the Contractor has failed to provide service, or has, without any lawful excuse under these Conditions, suspended the progress of the service after receiving the Bank's notice to proceed or has failed to proceed with service with such due diligence and failed to make such due progress as would enable the service to be completed within the time agreed upon.
- iii. Has neglected or failed persistently to observe and perform all or any of the acts, matters or things by this Contract after written notice shall have been given to the Contractor requiring the Contractor to observe or perform the same.
- iv. If the Contractor had secured the Contract with the Bank as a result of malafide or non-bonafide practices such as cartelization etc. or commits breach of the Agreement.
- v. If the Contractor being an individual or a firm commits any 'act of insolvency' (as defined by the Insolvency and Bankruptcy Code, 2016) or shall be adjudged as bankrupt/insolvent or being an Incorporated Company shall have an order for compulsory winding up made against it or pass an effective resolution for winding up made against it or pass an effective resolution for winding up voluntarily or subject to the supervision of the Court/Tribunal and the Official Assignee or the Liquidator in such acts of insolvency or winding up, as the case may be, shall immediately serve notice to him/her/it requiring him/her/it to show to the reasonable satisfaction of the Bank that he/she/it is able to carry out and fulfill the Contract and to give security therefore, if so required by the Bank.
- vi. If the Contractor (whether an individual, firm or incorporated company) suffers execution or other process of court / authority attaching property to be issued against the Contractor.
- vii. If the Contractor suffers any payment under this Contract to be attached by or on behalf of any of the creditors of the Contractor or the Contractor charges or encumbers this Contract or any payments due or which may become due to the Contractor hereunder.

viii. If the Contractor assigns or sublets this Contract (except as under Clause 3.1(f) of Section IV(a)).

(c) Then and in any of the said cases in Clause (b) the Bank may, notwithstanding any previous waiver, after giving one-months' notice in writing to the Contractor, terminate the Contract, but without thereby affecting the powers of the Bank or the obligations and liabilities of the Contractor, the whole of which shall continue in force as fully as if the Contract has not been so determined, as if the works subsequently executed had been executed by or on behalf of the Contractor. The Bank shall thereafter ascertain and certify in writing the expenses or loss which the Bank shall have been put to in procuring the works/services to be completed and the amount, if any, owing to the Contractor and the amount which shall be so certified shall thereupon be paid by the Bank to the Contractor or by the Contractor to the Bank, as the case may be and the Certificate of the Bank shall be final and conclusive between the parties. The Bank shall also be entitled to forfeit the Security Deposit.

(d) Termination of Contract by Contractor –

If the payment of the amount payable by the Bank is in arrears and unpaid for 30 days after notice in writing, requiring payment of the amount as aforesaid have been given by the Contractor to the Bank, or if the Bank repudiates the Contract, or if the works be stopped for three months under the order of the Bank or by any injunction or other order of any Court of law, then and in any of the said cases the Contractor shall be at liberty to determine the Contract by giving notice in writing of 30 days to the Bank, and he/she shall be entitled to recover from the Bank, payment for all works executed. In arriving at the amount of such payment the net rates contained in the Contractor's original tender shall be followed. The Contractor shall however continue to discharge the Contractual obligation during the notice period unless dispensed by the Bank.

(e) Termination of Contract in case of death of Contractor –

Without prejudice to any of the rights or remedies under this Contract, if the Contractor, being an individual/sole proprietor, dies, the Bank shall have the option of terminating the Contract without any liability for such termination and compensation to the Contractor.

M) Force Majeure:

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, terrorist attack, war (declared and undeclared). However, upon the happening of any such event causing delay, the Contractor shall immediately give notice thereof in writing to the Bank. The Contractor is under obligation to take

necessary steps to mitigate the effects of the force majeure event. Neither party shall, by reason of such event, be entitled to terminate the Contract in respect of such performance of their obligations. The obligations under the Contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the Contract is prevented or delayed by reason of the event beyond a period mutually agreed, either party may at its option, terminate the Contract.

N) Disputes Resolution:

(i) If a dispute of any kind arises between the Bank and the Contractor in connection with or arising out of the contract or the execution of the works, the parties must attempt to resolve it amicably by way of mutual discussions, in good faith, within a period of 30 days from the date on which any party gives the other party a notice to negotiate /engage in amicable discussions. The Bank may constitute an internal Dispute Resolution Committee (DRC), for the purpose of resolution of dispute.

(ii) If an amicable settlement is not forthcoming within the aforesaid period, then the unresolved dispute then shall be referred to the sole Arbitrator mutually agreed by the parties. The arbitration proceedings shall be conducted through 'fast track procedure' laid down in Section 29B of the Arbitration and Conciliation Act, 1996, as amended from time to time. The award of the arbitrator so appointed shall be final and binding. During the arbitration proceedings the Contractor shall continue to discharge his contractual obligation under this agreement, unless dispensed by the Bank.

O) Jurisdiction of Court: All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at New Delhi and only Courts in New Delhi shall have jurisdiction to determine the same.

That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor.

IN WITNESS WHEREOF the Bank and the Contractor have set their respective hands to these presents the day and year first hereinabove written.

IN WITNESS WHEREOF the Bank has set its hands to these presents through its duly authorized official and the Contractor has caused its common seal to be affixed hereunto and has caused these presents to be executed

If the Contractor is a partnership or an individual.

If the Contractor is a company.

on its behalf, the day and year first hereinabove written.

Signature Clause

SIGNED AND DELIVERED by the Reserve bank of India by the hand of Shri

(Name and designation)

In the presence of

(1)

Address

(2)

Address

Witness

SIGNED AND DELIVERED by

In the presence of

(1)

Address

(2)

Address

Witness

THE COMMON SEAL OF

Was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on _____ in the presence of

(1)

(2)

Directors who have signed these presents in token thereof in the presence of

(1)

(2)

SIGNED AND DELIVERED BY the Contractor by the hand of Shri _____ and duly constituted attorney.

If the party is partnership firm or an individual should be signed by all or on behalf of all the partners.

If the Contractor signs under its common seal, the signature clause should tally with the sealing clause in the Articles of Association.

If the Contractor is signing by hand of power of Attorney, whether a company or individual.

Annexure IX - Proforma of Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India

(To be submitted by the bidders on their letter head duly sealed and signed by the authorised signatory)

To
Regional Director Reserve Bank of India New Delhi.

Name of Work:

I/We (Name and address, including country of location of bidder) have read and understood the contents of the Office Memorandum (OM) F.No. 6/18/2019- PPD dated July 23, 2020 and its subsequent orders / revision issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India regarding the restrictions on procurement from a bidder of a country which shares a land border with India.

2. I/We certify that (Name of the bidder)

Is not from a country sharing land border with India, or

a. Is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or

b. Is from a country sharing land border with India where Government of India has extended lines of credit, or

c. Is from a country sharing land border with India where Government of India is engaged in development projects.

(strikeout whichever of the above is not applicable)

3. I/ We further certify that (Name of the bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above referred Office Memorandum and its subsequent orders / revision. I/We also undertake that even in case of contracts where we are permitted by the Bank/RBI to sub-contract I/We (Name of the bidder) will not sub-contract any work to a contractor from country(ies) sharing land border with India, unless such contractor fulfils all the requirements contained in the above referred office memorandum/ order.

4. I/We know and understand that, if this Undertaking / Declaration / Certification / Certificate submitted by us is found to be false, the Bank shall be free to reject / terminate our 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 tenders invited by the Bank in future.

Signature and name of the authorized signatory of the Bidder with stamp

Date:

Place:

Annexure X – Feedback Form

उपयोगकर्ता फीडबैक फॉर्म / USER FEEDBACK FORM

मैं यात्रा के लिए फीडबैक देने को तैयार हूँ - हाँ नहीं
 I am willing to provide the feedback for the journey - Yes No

एजेंसी का नाम / Name of agency	
कार नंबर / Car No.	
चालक का नाम / Driver Name	

क्रमांक Sr. No.	विवरण / Particulars	हाँ / Yes	नहीं / No																		
1.	क्या ड्राइवर ने समय पर रिपोर्ट किया / Was the driver on time ?																				
2.	क्या ड्राइवर द्वारा कार स्टार्ट करते समय मीटर रीडिंग दिखाई गई थी? / Was starting car meter reading shown by the driver?																				
3.	क्या ड्राइवर वर्दी में था / उसका व्यवहार अच्छा था / वह अनुभवी था? / Was the driver neatly dressed/ well-behaved/ experienced?																				
4.	क्या कार का रखरखाव ठीक था? / Was the car well maintained?																				
5.	निम्नलिखित आइटमों की उपलब्धता / अनुपलब्धता दर्शाएँ :- <table border="1" style="margin-left: 40px;"> <thead> <tr> <th></th> <th>हाँ</th> <th>नहीं</th> </tr> </thead> <tbody> <tr> <td>प्लेकार्ड / Placard</td> <td></td> <td></td> </tr> <tr> <td>पानी बोतल / Water Bottle</td> <td></td> <td></td> </tr> <tr> <td>अखबार / Newspaper</td> <td></td> <td></td> </tr> <tr> <td>हैंड सैनीटाईजर / Hand Sanitizer</td> <td></td> <td></td> </tr> <tr> <td>फेस टिशू / Face Tissues</td> <td></td> <td></td> </tr> </tbody> </table>		हाँ	नहीं	प्लेकार्ड / Placard			पानी बोतल / Water Bottle			अखबार / Newspaper			हैंड सैनीटाईजर / Hand Sanitizer			फेस टिशू / Face Tissues				
	हाँ	नहीं																			
प्लेकार्ड / Placard																					
पानी बोतल / Water Bottle																					
अखबार / Newspaper																					
हैंड सैनीटाईजर / Hand Sanitizer																					
फेस टिशू / Face Tissues																					
6.	कोई अन्य सुझाव/शिकायत/टिप्पणी / Any other suggestion/ complaint/ observation:																				

(उपयोगकर्ता के हस्ताक्षर / Signature of the user)

नाम / Name :

पदनाम / Designation :

Part - II

Financial / Price Bid

Time and Date of Opening of Part-II: Price Bid	To be notified later
---	-----------------------------

Section VI: Financial /Price Bid

Price Bid for E-tender for inviting applications from Registered Taxi operators/ Car / Tempo Traveller / Bus hiring agencies/ Companies for empanelment

For providing cars/ utility vehicles of different variants for local and outstation tours. Rate structure variants wise as per different usage given below should be comprehensive furnishing the details of the different types of vehicles available with the tenderer and various types of services. The rates should be exclusive of GST.

(Do not quote rates here. Rates to be quoted on MSTC portal only)

S. No.	Item Description	Unit	Qty	Rate (₹)*
1	Maruti Suzuki Swift Dzire / Honda Amaze/ Hyundai Aura Car for local duty 4Hrs/40KMs (Benchmark rate- ₹1100)	Each	1	
2	Maruti Suzuki Swift Dzire / Honda Amaze/ Hyundai Aura Car for local duty 8Hrs/80KMs (Benchmark rate- ₹1950)	Each	1	
3	Maruti Suzuki Swift Dzire / Honda Amaze/ Hyundai Aura Car for Extra KM (Benchmark rate- ₹15)	Each	1	
4	Maruti Suzuki Swift Dzire / Honda Amaze/ Hyundai Aura Car for Extra Hour (Benchmark rate- ₹150)	Each	1	
5	Maruti Suzuki Swift Dzire / Honda Amaze/ Hyundai Aura Car for Night Halt charges (Outstation duty only) (Benchmark rate- ₹300)	Each	1	
6	Honda City/ Maruti Suzuki Ciaz / Hyundai Verna Car for local duty 4Hrs/40KMs (Benchmark rate- ₹1550)	Each	1	

7	Honda City/ Maruti Suzuki Ciaz / Hyundai Verna Car for local duty 8Hrs/80KMs (Benchmark rate- ₹2450)	Each	1	
8	Honda City/ Maruti Suzuki Ciaz / Hyundai Verna Car for Extra KM (Benchmark rate- ₹23)	Each	1	
9	Honda City/ Maruti Suzuki Ciaz / Hyundai Verna Car for Extra Hour (Benchmark rate- ₹200)	Each	1	
10	Honda City/ Maruti Suzuki Ciaz / Hyundai Verna Car for Night Halt charges (Outstation duty only) (Benchmark rate- ₹350)	Each	1	
11	Toyota Innova Crysta Car for local duty 4Hrs/40KMs (Benchmark rate- ₹1900)	Each	1	
12	Toyota Innova Crysta Car for local duty 8Hrs/80KMs (Benchmark rate- ₹3150)	Each	1	
13	Toyota Innova Crysta Car for Extra KM (Benchmark rate- ₹23)	Each	1	
14	Toyota Innova Crysta Car for Extra Hour (Benchmark rate- ₹250)	Each	1	
15	Toyota Innova Crysta Car for Night Halt charges (Outstation duty only) (Benchmark rate- ₹300)	Each	1	
16	Toyota Innova Hycross / Maruti Suzuki Invicto Car for local duty 4Hrs/40KMs (Benchmark rate- ₹2000)	Each	1	
17	Toyota Innova Hycross / Maruti Suzuki Invicto Car for local duty 8Hrs/80KMs (Benchmark rate- ₹3500)	Each	1	

18	Toyota Innova Hycross / Maruti Suzuki Invicto Car for Extra KM (Benchmark rate- ₹28)	Each	1	
19	Toyota Innova Hycross / Maruti Suzuki Invicto Car for Extra Hour (Benchmark rate- ₹250)	Each	1	
20	Toyota Innova Hycross / Maruti Suzuki Invicto Car for Night Halt charges (Outstation duty only) (Benchmark rate- ₹350)	Each	1	
21	Tempo Traveller for local duty 4Hrs/40KMs (Benchmark rate- ₹4000)	Each	1	
22	Tempo Traveller for local duty 8Hrs/80KMs (Benchmark rate- ₹6500)	Each	1	
23	Tempo Traveller for Extra KM (Benchmark rate- ₹45)	Each	1	
24	Tempo Traveller for Extra Hour (Benchmark rate- ₹500)	Each	1	
25	Tempo Traveller for Night Halt charges (Outstation duty only) (Benchmark rate- ₹1000)	Each	1	
26	AC Bus (40 Seater) for local duty 4Hrs/40KMs (Benchmark rate- ₹5500)	Each	1	
27	AC Bus (40 Seater) for local duty 8Hrs/80KMs (Benchmark rate- ₹9500)	Each	1	
28	AC Bus (40 Seater) for Extra KM (Benchmark rate- ₹65)	Each	1	

29	AC Bus (40 Seater) for Extra Hour (Benchmark rate- ₹800)	Each	1	
30	AC Bus (40 Seater) for Night Halt charges (Outstation duty only) (Benchmark rate- ₹1000)	Each	1	
*Rate (₹) should be quoted in whole numbers only				

1. For Outstation duty, charges for minimum 250 KMs per day as quoted under extra KMs will be paid. Outstation (minimum 250 KMs) will be duties other than duties covering Delhi, Gurugram, NOIDA, Greater NOIDA, Faridabad, SONIPAT, Ghaziabad, Bahadurgarh, etc.
2. For local duty, the charges for maximum distance that can be claimed in respect of garage to point of pick-up of the guest and back to garage from drop point of the guest would be restricted to 15 Kms each to and fro for pick-up/ drop in Delhi and it would be restricted to 30 Kms if pick up/ drop is in region other than Delhi. Further, the bill will be paid for actual distance from garage or 15 Kms/ 30 Kms (as applicable) each side (to and fro) whichever is less. Also, maximum time of one hour will be considered for payment from the garage to the pickup point and from drop point back to garage.
3. The Bank reserves the right to re-negotiate the above-mentioned rates in the event of changes in the statutory obligations/ market conditions and/or change of technology, etc.
4. The rates should be quoted taking into account terms and conditions to be adhered to by the Contractor.