



**भारतीय रिज़र्व बैंक**  
**मानव संसाधन प्रबंध विभाग**  
**ईटानगर**

**आवश्यकता के आधार पर अपने अधिकारियों और अधिकृत व्यक्ति (व्यक्तियों) के उपयोग के लिए वाहन प्रदान करने के लिए कार एजेंसियों/कंपनियों के पैनल के लिए निविदा।**

भारतीय रिज़र्व बैंक, ईटानगर अपने अधिकारियों और अधिकृत व्यक्ति (व्यक्तियों) के उपयोग के लिए वाहन प्रदान करने के लिए बैंक द्वारा आवश्यकता के आधार पर सूचीबद्ध करने के लिए पात्र कार-किराए पर देने वाली एजेंसियों/कंपनियों से ई-निविदाएं आमंत्रित करता है। अनुबंध शुरूआत में 31 मार्च, 2026 तक वैध होगा और अधिकतम दो और वर्षों, एक बार में एक वर्ष बढ़ाया जा सकता है, जो संतोषजनक प्रदर्शन या अन्य अवधि/मापदंडों, जो बैंक तय कर सकता है, के अधीन होगा। ई-निविदा जमा करने की अंतिम तिथि 24 नवंबर 2025 को 14:00 बजे तक है। अधिक जानकारी के लिए कृपया वेबसाइट <https://www.rbi.org.in> पर "निविदा" खंड देखें और निविदा अपलोड करने के लिए कृपया एमएसटीसी की वेबसाइट पर जाएं और पंजीकरण के लिए <https://www.mstcecommerce.com> पर जाएं। ई-टेंडर की संक्षिप्त जानकारी एवं शेड्यूल इस प्रकार है:

1	निविदा का तरीका	<a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> के माध्यम से ई-प्रोक्योरमेंट सिस्टम (ऑनलाइन भाग I - तकनीकी बोली और भाग II - वाणिज्यिक बोली)
2	ई-निविदा सं.	RBI/Itanagar/HRMD/1/25-26/ET/553
3	अनुमानित लागत	<b>₹10,00,000/-</b>
4	बयाना जमाराशि	<b>20,000/- (अनुमानित लागत का 2%) खाता संख्या - 8692299 (Earnest Money Deposit), आईएफएससी- RBIS0GWPA01 में भारतीय रिज़र्व बैंक के पक्ष में एनईएफटी के माध्यम से जमा किया जाना है</b> [एनईएफटी लेनदेन टिप्पणियों में विक्रेता के नाम/कंपनी के नाम का उल्लेख करते हुए]। ईएमडी में कोई ब्याज नहीं होगा। यह ठेका दिए जाने के 10 कार्य दिवसों के भीतर असफल निविदाकर्ताओं को वापस कर दिया जाएगा। सफल निविदाकर्ताओं के मामले में, ईएमडी बैंक गारंटी के रूप में प्रतिभूति जमा जमा करने के बाद वापस कर दिया जाएगा।
5	बैंक गारंटी	<b>सफल बोलीदाता द्वारा 50,000/- रु (अनुमानित लागत का 5%) जमा किया जाएगा।</b>
6	लेनदेन शुल्क	MSTC लिमिटेड के पक्ष में MSTC गेटवे/NEFT/RTGS के माध्यम से लेनदेन शुल्क का भुगतान, जैसा कि M/s MSTC Ltd. द्वारा सलाह दी गई है।
7	ऑनलाइन तकनीकी-वाणिज्यिक बोली जमा करने के लिए ई-निविदा शुरू होने की तिथि	04 नवंबर, 2025 को 12:00 बजे
8	प्री-बिड मीटिंग	11 नवंबर, 2025 को 12:00 बजे
9	तकनीकी और वाणिज्यिक बोली प्रस्तुत करने के लिए ऑनलाइन ई-निविदा की समाप्ति की तिथि	24 नवंबर, 2025 को 14:00 बजे तक

10	<p>(i) भाग I (तकनीकी बोली) के खुलने की तिथि और समय</p> <p>(ii) भाग II (वाणिज्यिक बोली) के खुलने की तिथि और समय</p>	<p>(i) 24 नवंबर, 2025 को 15:00 बजे</p> <p>(ii) भाग-II (वित्तीय बोली) इलेक्ट्रॉनिक रूप से केवल उन्हीं निविदाकर्ताओं के लिए खोली जाएगी जिनकी भाग-I (तकनीकी बोली) को भारतीय रिज़र्व बैंक, ईटानगर द्वारा स्वीकार्य पाया जाता है। ऐसे निविदाकर्ता (ओं) को उनके द्वारा दिए गए वैध ई-मेल के माध्यम से भाग- II (वित्तीय बोली) के खुलने की तारीख के बारे में सूचित किया जाएगा।</p>
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**नोट:** कृपया यह भी नोट करें कि आगे अतिरिक्त जानकारी /शुद्धिपत्र केवल भारतीय रिज़र्व बैंक की वेबसाइट पर प्रकाशित किया जाएगा।

दिनांक: 14 अक्टूबर, 2025

महाप्रबंधक (प्रभारी अधिकारी)  
भारतीय रिज़र्व बैंक, ईटानगर



भारतीय रिज़र्व बैंक  
Reserve Bank of India  
मानव संसाधन प्रबंध विभाग  
ईटानगर  
Human Resource Management Department  
Itanagar

निविदा आमंत्रित करने की सूचना (एनआईटी)  
(केवल ई-खरीद के माध्यम से)  
**NOTICE INVITING TENDER (NIT)**  
(only through e-procurement)

भारतीय रिज़र्व बैंक, ईटानगर (इसके बाद 'बैंक' के रूप में संदर्भित) अपने अधिकारियों और अधिकृत व्यक्ति (व्यक्तियों) के उपयोग के लिए वाहन प्रदान करने के लिए बैंक द्वारा आवश्यकता के आधार पर सूचीबद्ध करने के लिए पात्र कार-किराए पर देने वाली एजेंसियों/कंपनियों से ई-निविदाएं आमंत्रित करता है। अनुबंध शुरुआत में 31 मार्च, 2026 तक वैध होगा और अधिकतम दो और वर्षों, एक बार में एक वर्ष बढ़ाया जा सकता है, जो संतोषजनक प्रदर्शन या अन्य अवधि/मापदंडों, जो बैंक तय कर सकता है, के अधीन होगा। ई-निविदा जमा करने की अंतिम तिथि **24 नवंबर, 2025 को 14:00 बजे तक** है। अधिक जानकारी के लिए कृपया वेबसाइट <https://www.rbi.org.in> पर "निविदा" खंड देखें और निविदा अपलोड करने के लिए कृपया एमएसटीसी की वेबसाइट पर जाएं और पंजीकरण के लिए <https://www.mstcecommerce.com> पर जाएं।

Reserve Bank of India, Itanagar (hereinafter referred to as the 'Bank') invites e-tenders from eligible car-hiring agencies/companies for empanelment by the Bank for providing vehicles for use of its officers and authorized person(s) on need basis. The contract will be initially valid up to March 31, 2026 and will be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods/ parameters as the Bank may decide. The last date for submission of e-tender is **November 24, 2025 up to 14:00 hrs**. For further details please visit "Tender" section at website <https://www.rbi.org.in> and for uploading the tender please visit and register on MSTC website at <https://www.mstcecommerce.com>.

**नोट:** कृपया यह भी नोट करें कि आगे अतिरिक्त जानकारी /शुद्धिपत्र केवल भारतीय रिज़र्व बैंक की वेबसाइट पर प्रकाशित किया जाएगा।

**Note:** Please also note that further Addendum/ Corrigendum will only be published on RBI website.

स्थान/ Place: ईटानगर/ Itanagar  
दिनांक/ Date: October 14, 2025

महाप्रबंधक (प्रभारी अधिकारी)/ General Manager (O-i-C)  
भारतीय रिज़र्व बैंक, ईटानगर/ RBI, Itanagar



## अस्वीकरण DISCLAIMER

भारतीय रिजर्व बैंक, ईटानगर ने इच्छुक पार्टियों को काम पर पृष्ठभूमि की जानकारी देने के लिए यह दस्तावेज तैयार किया है। जबकि भारतीय रिजर्व बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है और मानता है कि यह सही है, न तो आरबीआई और न ही इसके किसी भी प्राधिकरण या उनके किसी भी संबंधित अधिकारी, कर्मचारी इस दस्तावेज में निहित जानकारी की पूर्णता या सटीकता या कोई भी जानकारी जो इसके साथ प्रदान की जा सकती है, की सटीकता की न तो कोई वारंटी देते हैं या न ही कोई दावा, व्यक्त या निहित करते हैं।

Reserve Bank of India, Itanagar, has prepared this document to give background information on the Work to the interested parties. While Reserve Bank of India has taken due care in the preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or any of their respective officers, employees 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.

2. जानकारी संपूर्ण होने का इरादा नहीं है। इच्छुक पार्टियों को अपनी स्वयं की पूछताछ करने की आवश्यकता होती है और उन्हें लिखित रूप में पुष्टि करने की आवश्यकता होगी कि उन्होंने ऐसा किया है और वे केवल भारतीय रिजर्व बैंक द्वारा निविदा जमा करने में प्रदान की गई जानकारी पर भरोसा नहीं करते हैं। जानकारी इस आधार पर प्रदान की जाती है कि यह आरबीआई या उसके किसी प्राधिकरण या उनके किसी संबंधित अधिकारी, कर्मचारी पर गैर-बाध्यकारी है। आरबीआई के पास काम को आगे नहीं बढ़ाने या काम के कॉन्फिगरेशन को बदलने, इस दस्तावेज में परिलक्षित समय सारिणी को बदलने या लागू होने वाली प्रक्रिया या प्रक्रिया को बदलने का अधिकार सुरक्षित है। यह किसी भी पक्ष द्वारा रुचि व्यक्त करने के साथ इस मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है। अपनी रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की कोई प्रतिपूर्ति नहीं की जाएगी

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by Reserve Bank of India in submitting the Tender. The information is provided on the basis that it is non-binding on Reserve Bank of India or any of its authorities or any of their respective officers, employees, agents or advisors. Reserve Bank of India reserves the right not to proceed with the Work or to change the scope of the Work, to alter the timetable reflected in this document, or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.



## निविदा की अनुसूची (एसओटी)

### Schedule of Tender (SOT)

1	काम का विवरण Description of Work	आवश्यकता के आधार पर अपने अधिकारियों और अधिकृत व्यक्ति (व्यक्तियों) के उपयोग के लिए वाहन प्रदान करने के लिए कार एजेंसियों/कंपनियों के पैनल के लिए निविदा।  Tender for Empanelment of Car agencies/companies for providing vehicles for use of its officers and authorized person(s) on need basis.
2	निविदा का तरीका Mode of Tender	<a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a> के माध्यम से ई-प्रोक्योरमेंट सिस्टम (ऑनलाइन भाग I - तकनीकी बोली और भाग II - वाणिज्यिक बोली)  e-Procurement System (Online Part I – Technical Bid and Part II – Commercial Bid) through <a href="https://www.mstcecommerce.com">https://www.mstcecommerce.com</a>
3	ई-निविदा सं. E-Tender No.	RBI/Itanagar/HRMD/1/25-26/ET/553
4	अनुमानित लागत Estimated Cost	₹10,00,000/-
5	बयाना जमाराशि Earnest Money Deposit	<b>₹20,000/- (अनुमानित लागत का 2%)</b> खाता संख्या - 8692299, आईएफएससी- RBIS0GWPA01 में भारतीय रिज़र्व बैंक के पक्ष में एनईएफटी के माध्यम से जमा किया जाना है [एनईएफटी लेनदेन टिप्पणियों में विक्रेता के नाम/कंपनी के नाम का उल्लेख करते हुए]। ईएमडी में कोई ब्याज नहीं होगा। यह ठेका दिए जाने के 10 कार्य दिवसों के भीतर असफल निविदाकर्ताओं को वापस कर दिया जाएगा। सफल निविदाकर्ताओं के मामले में, ईएमडी बैंक गारंटी के रूप में प्रतिभूति जमा करने के बाद वापस कर दिया जाएगा।  <b>₹20,000/- (2% of Estimated Cost)</b> to be deposited through NEFT in favor of Reserve Bank of India, in the <b>A/c No.- 8692299, IFSC- RBIS0GWPA01</b> [mentioning name/ company name of the vendor in NEFT transaction remarks]. EMD will not carry any interest. It would be refunded to the unsuccessful tenderers within 10 working days of the award of the contract. In the case of successful tenderers, the EMD will be returned after submission of Security Deposit in the form of a Bank Guarantee.
6	बैंक गारंटी Bank Guarantee	<b>सफल बोलीदाता द्वारा 50,000/- रु (अनुमानित लागत का 5%) जमा किया जाएगा।</b>



		<b>₹50,000/-</b> (5% of Estimated Cost) to be submitted by the successful bidder
7	<p>लेनदेन शुल्क - कृपया ध्यान दें कि केवल ऑनलाइन लेनदेन शुल्क का भुगतान करने के बाद ऑनलाइन ई-टेंडर तक पहुंच प्राप्त होगी।</p> <p>Transaction Fees - Please note that the Vendors will have the access to online e-tender only after payment of transaction fees online.</p>	<p>MSTC लिमिटेड के पक्ष में MSTC गेटवे/NEFT/RTGS के माध्यम से लेनदेन शुल्क का भुगतान, जैसा कि M/s MSTC Ltd. द्वारा सलाह दी गई है।</p> <p>Payment of Transaction fee through MSTC Gateway/NEFT/RTGS in favor of MSTC Limited, as advised by M/s MSTC Ltd.</p>
8	<p>डाउनलोड के लिए पार्टियों के लिए उपलब्ध एनआईटी की तारीख।</p> <p>Date of NIT available to parties for download</p>	<p>14 अक्टूबर, 2025 को 12:00 बजे</p> <p>October 14, 2025 at 12:00 hrs</p>
9	<p>प्री-बिड मीटिंग (ऑफ़लाइन) का विवरण</p> <p>Schedule of Pre-bid meeting (offline)</p>	<p>11 नवंबर, 2025 को भारतीय रिज़र्व बैंक, ईटानगर में 12:00 बजे</p> <p>November 11, 2025 at 12:00 hrs at Reserve Bank of India, Itanagar</p>
10	<p>ऑनलाइन तकनीकी-वाणिज्यिक बोली जमा करने के लिए ई-निविदा शुरू होने की तिथि</p> <p>Date of starting of e-Tender for submission of online Techno-Commercial Bid</p>	<p>04 नवंबर, 2025 को 12:00 बजे</p> <p>November 04, 2025 at 12:00 hrs</p>
11	<p>आरबीआई, ईटानगर को ईएमडी जमा करने की अंतिम तिथि</p> <p>Last Date of Submission of EMD to RBI, Itanagar</p>	<p>24 नवंबर, 2025 को 14:00 बजे</p> <p>November 24, 2025 at 14:00 hrs</p>



12	<p>तकनीकी और वाणिज्यिक बोली प्रस्तुत करने के लिए ऑनलाइन ई-निविदा की समाप्ति की तिथि</p> <p>Date of Closing of Online e-tender for submission of Technical &amp; Commercial Bid</p>	<p>24 नवंबर, 2025 को 14:00 बजे</p> <p>November 24, 2025 at 14:00 hrs</p>
13	<p>भाग I के खुलने की तिथि और समय अर्थात तकनीकी बोली</p> <p>Date and Time of Opening of Part I i.e. Technical bid</p>	<p>24 नवंबर, 2025 को 15:00 बजे</p> <p>November 24, 2025 at 15:00 hrs</p>
14	<p>भाग II के खुलने की तिथि और समय अर्थात, वाणिज्यिक बोली</p> <p>Date &amp; Time of Opening of Part II i.e., Commercial Bid</p>	<p>भाग-II (वित्तीय बोली) इलेक्ट्रॉनिक रूप से केवल उन्हीं निविदाकर्ताओं के लिए खोली जाएगी जिनकी भाग-I (तकनीकी बोली) को भारतीय रिजर्व बैंक, ईटानगर द्वारा स्वीकार्य पाया जाता है। ऐसे निविदाकर्ता (ओं) को उनके द्वारा दिए गए वैध ई-मेल के माध्यम से भाग- II (वित्तीय बोली) के खुलने की तारीख के बारे में सूचित किया जाएगा।</p> <p>Part-II (Financial Bid) will be opened electronically of only those tenderer(s) whose Part-I (Technical Bid) is found acceptable by RBI, Itanagar. Such tenderer(s) will be intimated regarding date of opening of Part- II (Financial Bid) through valid email given by them.</p>



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## PART I (Section I)

### IMPORTANT INSTRUCTIONS FOR E-TENDER

This is an e-procurement event of Reserve Bank of India, Itanagar. The e-procurement service provider is MSTC Limited. Bidders / vendors are requested to read the terms & conditions of this tender before submitting their online tender.

#### 1. 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/ their bids electronically. Electronic Bidding for submission of Technical Bid as well as commercial bid will be done over the internet. The vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a PC connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

**SPECIAL NOTE:** The price bid and commercial/ financial bid has to be submitted online only at [www.mstcecommerce.com/eprocn/](http://www.mstcecommerce.com/eprocn/) (Version 3)

Vendors are required to register themselves online with [www.mstcecommerce.com/eprocn/](http://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 before the scheduled time of the e-tender.

#### Contact person (MSTC Ltd):

1.	Shri. Prashant Chitranjan (Manager)	<a href="mailto:ghyopn2@mstcindia.in">ghyopn2@mstcindia.in</a>	8592888286
2.	Shri Arun Kumar (North-East Branch Office)	<a href="mailto:bmghymstc@mstcindia.in">bmghymstc@mstcindia.in</a>	9830924222
3.	Shri Debayan Kar (North-East Branch Office)	<a href="mailto:ghyopn3@mstcindia.in">ghyopn3@mstcindia.in</a>	9831149790
4.	Eastern Regional Office Helpdesk	<a href="mailto:helpdesk@mstcindia.co.in/">helpdesk@mstcindia.co.in/</a> <a href="mailto:mstcero@mstcindia.in">mstcero@mstcindia.in</a>	07969066600



MSTC Help Desk	Registration	022-35134240
	e-procurement	022-22886268/ 22822789
	Head Office	07969066600
	e-mail	<a href="mailto:helpdeskho@mstcindia.in">helpdeskho@mstcindia.in</a> Kindly mention “Helpdesk” in e-mail Subject)
Note- For all technical issues, you may contact the above from 10 am to 5 pm on all working days.		

**Contact person (RBI Itanagar):**

1.	Shri Ramjatan Kumar Paswan, Assistant General Manager	<a href="mailto:rkpaswan@rbi.org.in">rkpaswan@rbi.org.in</a>	8986024676
2.	Smt. Dimyana Lyngdoh, Manager	<a href="mailto:dlyngdoh@rbi.org.in">dlyngdoh@rbi.org.in</a>	9101578729
3.	Shri Chhouraj Kumar Deori, Assistant Manager	<a href="mailto:ckdeori@rbi.org.in">ckdeori@rbi.org.in</a>	9101052945
4.	Shri Smruti Ranjan Nath, Assistant Manager	<a href="mailto:smrutinath@rbi.org.in">smrutinath@rbi.org.in</a>	8594942575



## (B) System Requirement:

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

The screenshot shows a web browser window with the URL <https://www.mstcecommerce.com/eprocn/>. The page is titled "System Settings Check Status". It has a status bar at the top indicating "Incorrect System Settings" with buttons for "Download System Settings Guide" and "Download Certificate". Below this, it says "Please Correct the Following Settings:". The settings are listed in a table-like format:

If You Do Not Have Java Installed, Please Install Java	<a href="#">Download Java</a>						
Based On The Java Version You Have Installed Please Download PKI Application	<table border="1"><tr><td>Latest Version: 12</td><td>Installed Version:</td></tr><tr><td>If You Have Java 32 Bit Installed</td><td>If You Have Java 64 Bit Installed</td></tr><tr><td><a href="#">Download</a></td><td><a href="#">Download</a></td></tr></table>	Latest Version: 12	Installed Version:	If You Have Java 32 Bit Installed	If You Have Java 64 Bit Installed	<a href="#">Download</a>	<a href="#">Download</a>
Latest Version: 12	Installed Version:						
If You Have Java 32 Bit Installed	If You Have Java 64 Bit Installed						
<a href="#">Download</a>	<a href="#">Download</a>						
If You Have Installed Both Java And Pki Application, Please Update Browser Settings	<p>If You Are Using Google Chrome Or Edge: - Open URL <a href="https://localhost:13591/signservice/getdata">https://localhost:13591/signservice/getdata</a> And Click To Allow Connections.</p> <p>If You Are Using Firefox: - Open URL <a href="https://localhost:13591/signservice/getdata">https://localhost:13591/signservice/getdata</a> And Add Security Exception To Allow Connections.</p>						

## 2. Special Note towards Transaction fee:

The vendors shall pay the transaction fee using "Transaction Fee Payment" Link against the specific tender in the "Bid Floor"/through the "Pay Transaction fee" in "Event catalog" through their login. 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 making the payment towards transaction fee.

### NOTE:

1. 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.
2. Information about tenders/ corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

E-Tender cannot be accessed after the due date and time mentioned in Notice Inviting Tender



### 3. Bidding in e-Tender:

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. 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. 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](http://www.mstcecommerce.com) → eprocurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.

The vendor after successful remittance of the transaction fees and EMD details, will get the attached documents and common terms tab enabled in their login. Post successful completion of this step, the vendors will be allowed to save the lot specific terms and submit their price bid against the lot through the portal or download and upload the excel file for submitting price bids, as the case may be. In case the attach documents and/or saving common terms step is unsuccessful, the tabs for saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

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 filled up and then bidder should click on "save" to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the "Final Submission" button to register their bid. 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. In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid. During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.

The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. 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 a successful tenderer shall be called hereafter Supplier/ Contractor. 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. The 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. 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 acceptance of terms & conditions for the e-Tender. 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.



**PART I (Section II)**  
**Pre-Eligibility Criteria**

Criteria	Requirement
1. Duration of Past experience	Should have a minimum 3 years of experience in the field of transport service with Government/semi-governments/ PSUs, banks, MNCs. Tenderers should furnish their Client list showing the details of Work carried out by them during the last 3 years. The list shall include details such as Name of Client, Value of Work executed, Date of Starting and Finishing of the Work, Reasons of delay, if any, etc. The Tenderer should submit documentary evidence in support of minimum experience of 3 years.
2. Yearly Turnover	Should have an average annual turnover of <b>100%</b> of the Estimated Cost or more during the last three financial years. A Certificate from Chartered Accountant (CA), along with the Balance Sheet, duly certified must be mandatorily submitted along with the tender. Any tender document without the Balance sheet and a CA certificate regarding the turnover will be rejected.
3. Service Set up	Preference will be given to vendor having office in Itanagar, if all other parameters remain same.
4. Details of Company/ Agency	The full details of the Company/ Agency are required to be submitted. In case of a company, the certificate of registration, Memorandum and Article of Association of the Company and other relevant documents and of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any, and of all the partners constituting the firm and in case of an agency or proprietorship, the individual/individuals involved therein along with the names(s) and address(es) etc. are to be submitted.
5. Credit worthiness of the Contractor	Copies of the Income Tax Clearance Certificates / Income Tax Assessment Orders along with credit-worthiness certificate from the bankers with a copy of the latest final accounts of the business of the bidder duly certified by a Chartered Accountant should be <b>uploaded</b> in proof of their creditworthiness and turnover for last three years. <b>(To be uploaded in the e-tendering portal)</b>
6. Name and Address of the Banker and their present contact executive	Written information about the names and addresses of the bankers of tenderers along with full details, like names, postal addresses, e-mail IDs, telephone nos. (Landline and mobile), fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their banker by RBI in case it is so needed) should be uploaded. <b>(Annex I: to be filled and uploaded in the e-tendering portal)</b>
7. Details of Bank Accounts	Full particulars of the bank accounts of the tenderers like the bank branch address, IFS Code, account no and type, when opened, etc., should be submitted (uploaded).
8. Names and Addresses of the Clients and their	Written information about the names and addresses of the clients like e-mail IDs, telephone numbers, fax numbers, etc., should be uploaded.



present executives	contact
9. Details of Work	The Client wise type of the Work executed, awarded, actual cost of executed Work, names, addresses and contact details of officers/ authorities/ departments under whom the Work was executed should be furnished/ uploaded.
10. Documents to be submitted	<ul style="list-style-type: none"> <li>a) Trade License</li> <li>b) Registration under shops &amp; Establishment Act</li> <li>c) Feedback from clients</li> <li>d) List of vehicles with details viz. model, registration, insurance, date of purchase etc.</li> <li>e) Audited or Chartered Accountant certified statement of accounts for the last 3 accounting years. (Indicating separately turnover through supply of vehicles on hire)</li> <li>f) Copies of Income Tax Return filed with the Income Tax Department for the last three years.</li> <li>g) Copies of applicable tax registrations. viz PAN, TIN, GST, etc.</li> <li>h) Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority.</li> <li>i) Copies of E.P.F Registration Certificate and E.S.I registration certificates, if any.</li> <li>j) Solvency Certificate issued by the tenderer's bankers specifically for this Work for an amount equivalent to the estimated cost of the present Work, indicating financial soundness of the tenderer.</li> <li>k) Details of the Bank Account held by them in a scheduled bank in India.</li> <li>l) Bank Guarantee</li> </ul>

**Note:**

1. RBI shall obtain reports on the past performance of the tenderer from his/ their clients and shall evaluate the said reports as per the evaluation criteria before opening of the Part- II of the tenders. If any tender is not found to possess the required eligibility for participating in the tendering process at any point of time and /or his/ their performance reports received from his/ their clients and /or his bankers' report are found unsatisfactory, RBI reserves the right to reject his tender offer.
2. RBI is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender and also reserves the right to reject all the tenders without assigning any reasons thereof.
3. Every tenderer has to **sign (with stamp) each and every page of tender document and upload** the same while uploading documents in MSTC portal.
4. The tenderers are requested not to submit PART II (Financial Bid) along with PART I document (Technical Bid), else the participation will be rejected.



## PART I (Section III)

### GENERAL INSTRUCTIONS TO TENDERERS

#### 1. Pre- Bid Meeting

- a) Tenderers requiring any clarification regarding this document shall contact RBI in writing at the below mentioned email address or raise enquiries during the pre-Bid meeting.  
- [oititanagar@rbi.org.in](mailto:oititanagar@rbi.org.in)
- b) The tenderers' designated representatives are invited to attend a pre-bid meeting on **November 11, 2025 at 12:00 hrs** at Conference Room, Reserve Bank of India, Itanagar, APFCL Building, Van Vihar, Chimpur, Itanagar – 791111. The purpose of the meeting will be to clarify issues and to answer questions raised at that stage.
- c) The tenderers shall submit queries, if any, by sending e-mail, to RBI's e-mail address mentioned in this document, not later than one day before the date of the pre-Bid meeting.
- d) Absence from the pre-Bid meeting will not be a cause for disqualification for a tenderer.

#### 2. Documents comprising the Tender

The Tender shall comprise of the following:

- Notice Inviting e-tender
- Technical Bid Details
- Commercial Bid Details

#### 3. Period of Validity of Tenders

- a) The tender shall be valid for a period of Ninety (90) days from the date of opening of tender.
- b) In exceptional circumstances, prior to the expiration of the tender validity period, RBI may request tenderers to extend the period of validity of their tender. The requests and the responses shall be made in writing.

#### 4. Submission, Sealing and Marking of Tenders

- a) Tenderers submitting tenders electronically shall follow the electronic tender submission procedures specified in the instructions regarding E-Tender.
- b) The tenderers shall submit their technical bid as well as the commercial bid in prescribed format along with copies of necessary documents as indicated in the tender document. E-Tender with all information shall be submitted on or before the prescribed time and date.



- c) If desired / prescribed information is not submitted, RBI will assume no responsibility for rejection of the tender.

## 5. Deadline for Submission of Tenders

- a) Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.
- b) RBI may, at its discretion, extend the deadline for the submission of e-tenders by amending the Tender Document.

## 6. Late Tenders

No Tender after the deadline shall be allowed on the e- portal.

## 7. Tender Opening

RBI shall open the tender electronically on the notified date. Part - I (Technical Bid) of the tender will be opened in the presence of those tenderers/ their authorized representatives who choose to be present. Part-II (Commercial Bid) only will be opened of those tenderers who qualify/ are found suitable after scrutiny of Part-I (Technical Bid) by RBI on a subsequent date which will be intimated to all the eligible tenderers in advance by Courier/ E-mail/ Telephone call. The decision of RBI in this regard will be final.

## 8. Bid Evaluation Criteria

### A. Technical Bid Evaluation

The Technical Bids shall be evaluated based on the available documents submitted by the bidder on MSTC. The information so given will be evaluated as per the following marks criteria (Maximum Marks - 100): (Note: Information relating to the evaluation of tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process.)			
SI No.	Particulars	Range	Marks
1	Size of fleet (models specified in terms and conditions)	More than 25 10-25 5-10	20 (maximum) 15 10
2	Experience in the field of providing vehicles on hire	More than 5 years More than 3 and up to 5 years 1 to 3 years	20 (maximum) 15 10
3	Average age of fleet of minimum 5 vehicles notified for tender	Less than 2 years 2 to 4 years More than 4 years	20 (maximum) 15 10
4	Average turnover in at least 3 out of the last 5 financial years	More than ₹40 lakh Above ₹20 lakh up to ₹40 lakh ₹10 lakh to ₹25 lakh	20 (maximum) 15 10
5	Number of current corporate clients	More than 5 3 to 5 1 to 2	20 (maximum) 15 10
	Total marks		

Minimum Cut-off marks for being considered for empanelment is 50.

### B. Financial Bid Evaluation



- a) The lowest rate quoted under each category of vehicles by tenderers who qualify the Technical Evaluation process shall be applicable for all other Technical Evaluation successful tenderers. Only such tenderers among above shall be considered for empanelment who agree in writing to work at the lowest rates offered for each category of vehicle.
- b) The rates quoted shall be based on the Part-II of tender and shall be firm and binding without any Escalation whatsoever till the entire Contract period.
- c) The hire rate table prepared by the Bank, on the basis of lowest rates for each category of vehicle as quoted by successful tenderers of Technical Evaluation, shall be shared with them for acceptance, in writing.
- d) No terms and conditions should be indicated for the Financial Bid otherwise the same will be treated as invalid.

#### 9. Clarification of Tenders

To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, RBI may, at its discretion, ask any tenderer for a clarification regarding its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by RBI shall not be considered. RBI request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered or permitted, except to confirm the correction of arithmetic errors discovered by RBI in the evaluation of the tenders. If a tenderer does not provide clarifications regarding its tender by the date and time set in the RBI's request for clarification, its tender shall be liable to be rejected.

#### 10. Signing of Contract

The successful tenderer shall execute an agreement with RBI on Non-Judicial stamp paper (having worth equal to applicable stamp duty in the state) within 10 days of award of Work. The stamp duty shall be borne by the successful tenderer. However, the issue of intimation of award of Work by RBI shall be considered as a binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.

#### 11. Bank Guarantee

- a) The successful tenderer shall furnish along with the execution of the contract, a Bank Guarantee (BG) of **₹50,000/- (Rupees Fifty Thousand only)** in accordance with the Performa given in [Annex III](#). The BG shall be valid for a period of Sixty (60) days after the expiry of contract period. The EMD of such tenderer will be returned on receipt of the Bank Guarantee.
- b) Failure of the successful tenderer to submit the Bank Guarantee of **₹50,000/- (Rupees Fifty Thousand only)** or to sign the Agreement shall constitute sufficient ground for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.



- c) The Bank Guarantee shall be released without interest after two months of expiry of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the successful tenderer or its employees. In case of any complaint or pending dues, the Bank Guarantee will be treated as security deposit and shall be discharged only after adjusting all dues, liabilities, etc.

## 12. Disclaimer

- a) Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to RBI immediately. If no intimation is received from any tenderer within seven (7) days from the date of notice inviting e-tender, it shall be considered that this document is complete in all respects.
- b) RBI reserves the right to modify, amend or supplement this document including all formats and Annex.
- c) While this document has been prepared in good faith, neither RBI nor its employees or advisors will make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.



## PART I (Section IV)

### SCOPE OF WORK AND TERMS AND CONDITIONS OF THE AGREEMENT

1. The vendor will provide chauffeur-driven vehicles (as and when requisitioned by the Bank/ by a person authorised by the Bank and all the vehicles should have registration for commercial use.
2. Tenderers preferably should have vehicles in each of the following categories:

Category I	Maruti Dzire, Hyundai Aura, Honda Amaze, Toyota Etios or equivalent
Category II	Honda City, Hyundai Verna, Maruti Ciaz, Bolero, Scorpio or Equivalent
Category III	Maruti Ertiga, Toyota Innova Crysta or Equivalent

3. All vehicles must have clean interior, upholstery, well-maintained exterior & noiseless drive.
4. All vehicles must have
  - a) one newspaper in English/ Hindi
  - b) two bottles of branded packaged drinking water of 500 ml per day
  - c) face tissue papers
  - d) first aid kit with essential medicines
  - e) fire extinguisher
  - f) umbrella
5. Preference will be given to vendor having office in Itanagar, if all other parameters remain same. Please note that no parking arrangement will be made by the Bank for the vehicles deployed for the purpose.
6. The drivers must have a valid driving licence, which shall be produced by them as and when demanded by traffic personnel. Renewal of their driving licence from time to time will be the sole responsibility of the tenderer.
7. The drivers deployed should have reasonable experience with good driving record. He should be able to attend to minor repairs of vehicles on route, in case of need.
8. The driver must report for duty at the specified time in clean uniform (provided by the vendor). They should be neatly turned out and be polite, courteous and service- oriented at all times.
9. The drivers must carry a cell phone and the phone number should be made available with Reserve Bank of India, Itanagar.



10. All the documents viz. insurance, registration certificate, road tax, pollution, permits, valid licence, duty slips etc. related to each vehicle must be readily available in each of the vehicles/with drivers.
11. The contractor shall provide vehicles on written or oral instructions over phone within the time specified therein. The contractor shall also be required to provide vehicles at short notice from the Bank. In case the tenderer fails to provide the vehicle on our request, the Bank shall be free to cancel the contract of the tenderer and de-list him from the panel without any notice.
12. The tenderer should confirm without fail, at least 3 hours before the reporting time, the car number, Driver's name and mobile number to the Nodal Officials of the Car Desk of the Bank and to the guest by SMS and update the records at the Bank from time to time.
13. The driver must always be available with the vehicles as and when demanded by RBI, Itanagar. He must ensure to fill the duty-slip details viz. garage out time with K.M. reading, release time with K.M. reading, parking/toll charges etc and have it signed by the guest. The successful vendor has to submit its bill along with the duty slip signed by the guest, else payment will not be released.
14. Feedback Form, as per [Annex IV](#), shall be made available in the Cars/ vehicles provided by the agency.
15. Without prejudice to the above, the contract will be terminated on last day of contract period or with a notice of one month on either side, during the contract.
16. The persons engaged by the tenderer shall have no right to claim any employment in the Bank. RBI shall not be under any obligation to provide employment to any of the personnel deployed by successful bidder after the expiry of the contract. No right of any employment in RBI shall accrue or arise, by virtue of engagement of personnel for any assignment under the contract.
17. The drivers/employees engaged by the tenderer shall abide by the instructions provided by the security officers/guards of the Bank and vehicles/persons will have to undergo security check as and when required.
18. (a) The successful tenderer shall execute an agreement with the Bank on stamp paper (having worth equal to applicable stamp duty in the state) within 10 days of receipt of letter of acceptance. However, the issue of Letter of Acceptance by the Bank shall be considered as a binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. Normally, the tender will be valid up to March 31. The contract may be renewed after expiry for a further period of one year each at a time subject to satisfactory performance and annual review on mutual acceptance of terms and conditions for a period not more than three years.  
(b) The stamp duty shall be borne and paid by the tenderer.
19. The rates offered by the tenderers and acceptance by the Bank, will remain valid, for a period of one year, thereafter they may be reviewed at the time of renewal of the contract provided any major changes occur in labour laws or Government decision affecting fuel



pricing. etc. However, this can be done on mutually agreed terms and conditions.

20. There shall not be any escalation of car hire rates during the continuance of the agreement.
21. For deficiencies in services and serious inconvenience caused to the Bank and its officials or those whom Bank directs to provide services, penalty, not exceeding 25% of the estimated bill, for the relevant instance may become leviable. However, the Bank will levy it only after giving due notice. In case of any dispute, an appeal may be made to the General Manager and Officer in Charge, Reserve Bank of India, Itanagar whose verdict will be final in the matter.
22. The tenderer will also have to make alternate arrangements in case of breakdown of his vehicle(s). In case of failure, the tenderer will be responsible to compensate all expenses incurred in this regard. Decision of the Bank in this regard will be final and binding on the tenderer. Such compensation may be in addition to any penalty levied under paragraph 20 above. Penalty and compensation, if any, will be deducted from the subsequent bill/s of the tenderer.
23. The successful bidder shall ensure full compliance with tax laws in India with regard to this contract and shall be solely responsible for the same. The successful bidder shall submit copies of acknowledgements evidencing filing of returns every year and shall keep RBI fully indemnified against liability of tax, interest, penalty etc. of the successful bidder in respect thereof, which may arise.

#### **SEXUAL HARASSMENT**

24. The successful bidder shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment is received by RBI against the Vendor/its employees/Chauffeurs during this agreement period, the complaint will be filed before the Internal Complaints Committee constituted under the said Act and the vendor shall be responsible for educating its employees/Chauffeurs about the Act and related issues. Any complaint of sexual harassment from any aggrieved workmen of the successful bidder against any employees of RBI shall be taken cognizance of by the Internal Complaint Committee of RBI.
25. The successful bidder shall be responsible for the monetary compensation that may need to be paid in case the incident involves the employees of the successful bidder, for instance any monetary relief to the RBI employee, if sexual misconduct by the employee of the successful bidder is proved.
26. The successful bidder shall ensure that none of its employees enters or remains in the RBI's premises beyond the specified time-limits unless absolutely necessary for fulfilling successful bidder's obligations and with permission of the GM & O-i-C /Security officials of RBI.

#### **NON-DISCLOSURE CLAUSE**

27. The successful bidder shall not disclose directly or indirectly any information, materials and details of RBI's infrastructure/ systems/ equipment etc., which may come to the possession or knowledge of the successful bidder during the course of discharging



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

#### **NOTICE FOR TERMINATION OF CONTRACT**

28. The contract to be entered into with the Bank can be terminated by either party by giving one month's notice.

#### **ARBITRATION**

29. Any dispute and/or difference arising out of or relating to the contract to be entered into with RBI will be resolved through joint discussion of the authorised representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator to be appointed by the General Manager and Officer in Charge, Reserve Bank of India, Itanagar.
30. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act, 1996.
31. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the Work/service to which the dispute relates on account of continuation of the arbitration procedure and payment to the successful bidder shall continue to be made in terms of the contract.
32. The agreement to be entered into with RBI shall be subject to the jurisdiction of the Courts in Itanagar only.

#### **AWARD OF CONTRACT**

33. I. RBI will award the contract to the successful evaluated bidder on fulfilment of all the terms and conditions of this tender.
- II. RBI will communicate its decision to award the contract through a "Letter of Offer".
- III. The successful bidder will be required to execute an agreement within a period of 10 days from the date of issue of the said Letter of Offer.



- IV. The successful bidder shall be required to furnish a Bank Guarantee within 10 days of receipt of "Letter of Offer". The amount of Bank Guarantee @ 5% of the contract value will have to be furnished.
- V. The Bank Guarantee shall remain valid for a period of Sixty (60) days beyond the date of completion of all contractual obligations.
- VI. In case the contract period is extended further, the validity of Bank Guarantee shall also be extended by the successful bidder accordingly.
34. Among the tenders received, the lowest rate quoted by any tenderer will be accepted by the Bank as the agreed rate during the contract period.
35. The tender submitted shall be signed by a competent authority of the organisation. In case of partnership firm, it shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into the proposed contract. In case of a company, it shall be signed by a competent authority/ by a person having power of Attorney. Otherwise the tender may be rejected by the Bank.
36. The invoice /bill issued should be serially numbered and it should contain the name and address of the service provider, service receiver, description of service, value of taxes payable thereon etc. The Contractor shall raise the bill on completion of every fortnight along with feedback forms. Except under cases of circumstances beyond the control of the Bank, the payment shall be made within 30 days through electronic mode from the date of submission of complete and correct bill with all supporting documents. Bills will not be settled if the feedback form is not submitted along with the respective bill. 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 tax as per all applicable laws i.e. Income tax, GST etc. TDS Certificate shall be issued every quarter in support of TDS deductions effected from the bills.
37. The rate quoted should exclude all taxes. However, all applicable taxes should be mentioned separately.

**I/ We have read the Scope of Work and Terms and Conditions of the agreement explicitly mentioned above and accept the same while executing the contract, if awarded.**

**SIGNATURE & SEAL OF THE APPLICANT**

Address:

(Please sign at the bottom of all pages)



**PART II (Section I)**

**PART I – TECHNICAL BID**

To

The General Manager (Officer-in-Charge), Reserve Bank of India,  
APFCL Building, Van Vihar,  
Chimpu  
Itanagar – 791111

Dear Sir

**Application for Empanelment of Car Hiring Agencies/ Companies for providing vehicles to Reserve Bank of India, Itanagar**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Details to be filled in by the Tenderer</b>
1	Name of the Tenderer	
2	(a) Type of Tenderers – (whether Proprietorship / Partnership / LLP / Pvt. Ltd./ Ltd. Company) (b) Date of Establishment (c) Details of Registration (Firm, Company etc.), (d) Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship). Please enclose relevant documents in support of the Same	
3	Name of the proprietor/ partners/ directors of the Tenderer with designation	
4	Authorized person of the tenderer to make commitment to the Bank. (Name, designation, contact details including telephone/fax/e-mail)	
5	Regd. Office / Business Address of the Tenderer along with Telephone No., Mobile No., Fax No. and e-mail. Whether having own office in Itanagar Address of the local office at Itanagar, with mobile no. and e-mail id. Please enclose relevant documents in support of the same.	
6	Work Experience – Details of Work experience as per the requirement in the Pre-Eligibility Criteria and Terms and	



	Conditions supported by Work orders, documents and certificates. The details along with documentary evidence of previous experience, if any, of similar services at any office of Reserve Bank of India or Government/ Semi – Government/ Public Sector Undertakings/ Banks/ MNCs should also be given.	
7	Names and Addresses of the existing clients along with their full details. The feedback from top three existing clients is required to be uploaded as per format attached with this tender document <a href="#">Annex II</a> .	
8	Copies of Audited Balance Sheet as well as P & L A/c statement for last 3 years (indicating separately turnover through supply of vehicles on hire) certified by a Chartered Accountant.	
9	Income Tax Returns of last three Financial years – F.Y. 2022 – 23, F.Y. 2023 – 24 and F.Y. 2024 – 25 (Self-Attested Copy to be submitted)	
10	Provident Fund Registration Number	
11	ESIC Registration Number	
12	Whether tenderer holds a License under Section 12 (1) of Contract Labour (R&A) Act 1970 read with section 21 of Contract Labour Act 1971. If so, furnish the details of license no. etc. and enclose a copy	
13	Whether the organisation is registered under Shops & Establishment Act and has necessary certificate to run Tours and Travels? If so, enclose the Registration Certificate.	
14	Names and Addresses of the bankers. The banker's Certificate regarding creditworthiness of the tenderer is to be given by the banker on their letter head through e-mail as per format attached with this tender document. <a href="#">Annex I</a>	
15	The Bank Account (IFS Code and Account Number)	



	where payments would be received by the organization of the tenderer.	
16	List of Cars owned in the name of the applicant with Registration Number/s, Permit Number/s, Date of Purchase, Insurance Policy. Copies of the documents should be attached. The list should be category wise (categories as indicated in Price Bid) and in descending order of date of purchase with documentary evidence. The same should be submitted as per <a href="#">Annex-V</a>	
17	Whether Micro and Small Enterprise? If yes, indicate the date of registration (attach documentary proof).	
18	Indicate if involved in any litigation	
19	Any civil suits pending in any of the orders executed, give details	



**Copies of Documents required to be submitted for Technical Bid:**

- a) Trade License
- b) Registration under shops & Establishment Act
- c) Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority.
- d) List of Clients and Feedback from top three existing clients.
- e) Audited annual financial statements for last 3 years i.e. F.Y. 2022-23, F.Y. 2023-24 and F.Y. 2024-25 (Indicating separately turnover through supply of vehicles on hire)
- f) Income Tax Returns for last three financial years i.e., F.Y.2022-23, F.Y. 2023-24 and F.Y. 2024-25.
- g) Copies of applicable tax registrations. viz. PAN, TIN, GST etc.
- h) Copies of E.P.F Registration Certificate and E.S.I registration certificates, if any.
- i) Solvency Certificate issued by the tenderer's bankers specifically for this Work for an amount equivalent to the estimated cost of the present Work, indicating financial soundness of the tenderer.
- j) Details of the Bank Account held by them in a scheduled bank in India.
- k) EMD details
- l) List of vehicles with details viz. model, registration, insurance, date of purchase etc.
- m) Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.
- n) The tenderers are requested not to submit PART II (Financial Bid) along with PART I document (Technical Bid), else the participation will be rejected.

**The Bank reserves the right to call for proof/ verification of any or all of the above mentioned particular.**



## **DECLARATION**

**(To be submitted in the Technical Bid on the Letter head of the tenderer, duly signed by its authorised signatory)**

1. The information provided by me/us is/ are true to the best of my/ our knowledge and if any information is found incorrect or false, I/ we may be debarred from the tender process/ being awarded the contract.
2. I/ We agree to abide by the terms and conditions stipulated by RBI as mentioned in the tender documents.
3. I/ We also agree that our tender will remain valid for acceptance by the RBI for a period of 90 days from the date of opening of the tender and this period of validity can be extended for such further periods as may be mutually agreed upon between RBI and us in writing. I/ We also agree to keep the earnest money valid during the entire period of validity of tender.
4. I/ We understand that RBI, Itanagar reserves the right to accept or reject any or all of the tenders either in full or in part without assigning any reason thereof.
5. I/We understand that after empanelment, I/We would be under the obligation to supply vehicles to Reserve Bank of India, APFCL Building, Van Vihar, Chimpur, Itanagar-791111 at the lowest quote given in the price bid by the co-bidders, under each category.
6. I/We understand that
  - II. Prices will be all inclusive (except applicable taxes)
  - III. Cost of mineral water bottles, face tissue papers, newspapers (English/ Hindi), fire extinguisher, umbrella, first aid box with essential medicines in the vehicle will not be paid extra.
  - III. Parking/Toll charges shall be reimbursed to the successful tenderer on production of valid receipts.

**7. Details of Earnest Money Deposit (EMD):**

Particulars	Amount (₹)	Name of Bank	Branch	NEFT Reference No.
EMD	20,000/-			

Signature:

Name:

Seal of the Tenderer:

Date:

Place:



## PART II (Section II)

### PART II – Financial Bid Only

#### Application for Empanelment of Car Hiring Agencies/ Companies for providing vehicles to Reserve Bank of India, Itanagar

Name of the Tenderer: \_\_\_\_\_

Address: \_\_\_\_\_

#### Quotation for Hiring of Vehicles (Rates in Rupees)

(Rates to be quoted on MSTC portal only)

	Description of Work	Make/Model Swift Dzire/Hyundai Aura/ Honda Amaze/ Toyota Etios or Equivalent (a)	Make/Model Honda City/ Hyundai Verna, Maruti Ciaz/Bolero/Scorpio or Equivalent (b)	Make/Model Maruti Ertiga/ Innova Crysta or Equivalent (c)
		Rate	Rate	Rate
<b>Local/ City</b>				
1	Base Rate 10hrs/80km (Full Day)			
2	Base Rate 5hrs/40km (Half Day)			
3	Charges per Extra Km Beyond Base Rate (local)			
4	Charges per Extra hour Beyond Base Rate (local)			
<b>Itanagar Airport &amp; Naharlagun Station</b>				
5	Itanagar Airport pick-up and drop			
6	Naharlagun Railway Station pick-up and drop			
<b>Outstation - Others</b>				
7	Base Rate (12hrs/100 kms)			
8	Charges per Extra Km Beyond Base Rate (local)			
9	Night Halt Charges Per night (to include basic driver's allowance for food/lodging)			



**NOTE:** - 1. GST: The rates quoted shall be inclusive of all types of taxes except GST. The GST as applicable from time to time as per Government notification shall be paid extra. The Tenderers have to include all types of taxes / duties in the tender and no claim thereof will be entertained by the Reserve Bank afterwards.

2. Local Journey: The journey taken within Itanagar Municipality jurisdiction will be treated as local journey.
3. Outstation Journey - The journey taken to/ from Itanagar Municipality jurisdiction will be treated as outstation journey.
4. The use of vehicle beyond the stipulated band hours for local journeys may be paid extra hour charges.
5. For Airport/Railway pick up duty, the parking charges (from upto 1 hour before scheduled/ actual flight arrival time till after pick up of guest) will be paid on production of original bills/receipts. The toll charges would be paid only on production of original receipt.
6. The parking charges for any other duty shall not be paid.
7. Night Halt charges will be applicable if the driver of the hired car is on duty for RBI employees overnight, irrespective of location. Charges per extra hours are not applicable when night halting charges are applicable.
8. Duty slips must contain the KM reading and time of duty at the following 4 stages:
  - a. Point of leaving garage
  - b. Reporting place/ Starting of the trip
  - c. Drop location/ End of the trip
  - d. Reporting back to garage
9. The charges for maximum distance that can be claimed in respect of garage to point of pick-up and back to garage from drop point would be restricted to 10 Kms each side (to and fro) and bill will be paid for actual distance or 10 Kms each side (to and fro) whichever is less. Also, maximum time of one hour (to and fro combined) will be considered for payment from the garage to the pickup point and from drop point back to garage.
10. The cost of items in the broad scope of work (mineral water bottles, face tissue papers, umbrella, first aid box and newspapers in the vehicle) would not be paid extra.
11. In case the service provider arranges higher category vehicle on his own, he will be paid according to the rates approved for category of cars for which booking has been made.
12. The rates quoted by individual vendor under each category of vehicles and for each kind of use will be for analysing the lowest rates among vendors and shall not form the basis for the empanelment. Further, the minimum rates for each category/use quoted by the vendors will be offered to all other eligible vendors for acceptance and consequent empanelment.
13. In case of multiple agencies empaneling, the booking shall be given to vendors based on rotation basis.



*भारतीय रिजर्व बैंक, ईटानगर द्वारा कार एजेंसियों/कंपनियों का पैनल बनाना*

I/We understand that vehicles will have to be provided to the Bank, at the lowest rates for empanelment only, during the period of Agreement. In case there is any downward revision in the prices, benefit of the same will be passed on to the Bank.

Signature of the tenderer

Seal

Date:

Place:



## Annex-I

### DETAILS OF BANKERS

Name of the Banker-

Name of the Branch and its Complete Postal Address-

Name and job title of the Contact Person along with his/her Telephone No(s) and Fax No(s)., etc.-

Type of Account-

Account Number-

IFSC Code-

Whether Credit facility / Overdraft Facility enjoyed by the bidder-

The period from which the bidder has been banking with the Banker-

Any other information which the bidder may like to furnish about its Banker-

Authorized Signatory (With Name and Seal)



## Annex II

### Client's Report

(On Client's Letter Head)

Performance details of the Firm: M/s..... located at.....

1	Work order/reference No. and Agreement Date	
2	Gross Value of the Contract (in Rupees)	
3	Date of commencement of Contract	
4	Whether the Service carried out as per agreement and the scope of the Work entered with the Firm	
5	Reason for delay (if any) and whether any penalty/liquidated damage, if any, was imposed on the firm	
6	<b>Comments on capabilities of the firm (indicate grading)</b>	
A	Quality of Security provided by the firm	Outstanding/Very Good/ good/Satisfactory/Poor
B	Technical proficiency/competence	Outstanding/Very Good/ good/Satisfactory/Poor
C	Integrity and reliability of the partners/proprietors of the firm	Outstanding/Very Good/ good/Satisfactory/Poor
D	Integrity and reliability of the Personnel deployed	Outstanding/Very Good/ good/Satisfactory/Poor
E	Dealings in the execution of the Work, adherence to schedule and Time	Outstanding/Very Good/ good/Satisfactory/Poor
7	Did the firm go for arbitration?	
8	Any other information in your view will help us in making our decision.	

Name & Signature of the Reporting Officer (with Office seal)

Place:



### Annex III

#### PROFORMA FOR BANK GUARANTEE

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the issuing bank)

The General Manager and Officer in Charge Reserve Bank of India,  
APFCL Building,  
Van Vihar,  
Chimpu,  
Itanagar – 791111

Dear Sir,

#### **Contract for supplying Cars to Reserve Bank of India, Itanagar on hire basis**

##### WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, APFCL Building, Van Vihar, Chimpu, Itanagar (hereinafter called "the RBI") has awarded the Contract for the captioned Work (hereinafter called the "Contract") to M/s (Name of the Contractor) (Hereinafter called "the said Contractor", which expression shall include its successors and assigns).

AND Whereas under the said contract the Contractor is bound by the said Contract to submit to RBI, Itanagar a Performance Bank Guarantee for a total amount of **₹50,000/-** (Rupees Fifty Thousand only) in for the due fulfilment by the said Contractor of the terms and conditions contained in the contract. We, (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s ....., the Contractor, do hereby undertake to pay to RBI, an amount not exceeding **₹50,000/-** (Rupees Fifty Thousand only) in as Performance Guarantee for due fulfilment of terms and conditions of the contract.

##### NOW THIS GUARANTEE WITNESSETH

We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of RBI coming to the conclusion that the Contractor has not performed his obligations as per the terms & conditions of the said contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said Contractor; we shall on demand by RBI, pay without demur to RBI, a sum of **₹50,000/-** (Rupees Fifty Thousand only) or any lower amount that may be demanded by RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of **₹50,000/-** (Rupees Fifty Thousand only)

1. We also agree to undertake and confirm that the sum not exceeding **₹50,000/-** (Rupees Fifty Thousand only) as aforesaid shall be paid by us without any demur or protest, merely on demand from 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 RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or



proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by RBI within a period of one week from the date of receipt of the notice as aforesaid.

2. We confirm that our obligation to RBI under this guarantee shall be independent of the agreement or agreements or other understandings between RBI and the Contractor.
3. This guarantee shall not be revoked by us without prior consent in writing of RBI.

We hereby further agree that –

- a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said contract or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor 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 Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding **₹50,000/-** (Rupees Fifty Thousand only). Our liability under these presents shall not exceed the sum of **₹50,000/-** (Rupees Fifty Thousand only).
- b) Our liability under these presents shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.
- c) This guarantee shall remain in force up to Sixty (60) days beyond the Defect liability period provided that if so desired by 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.
- d) 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 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 RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities here under.



In witness whereof, I/We of the bank have signed and sealed this guarantee on the \_\_\_\_ day of \_\_\_\_\_ being herewith duly authorized.

For and on behalf of\_(Name of the bank)

Signature and Seal of authorized Bank official

Name:

Designation:

Stamp/ Seal of the bank:

Signed, sealed and delivered for and on behalf of the Bank by the above named in the presence of:

Witness 1

Signature.....

Name .....

Address .....

(NB: This Bank 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)



**Annex IV**

**(Name of Car Hire Agency)**

**CAR HIRE FEEDBACK FORM**

SN	Particulars	Yes	No	Other Comments
1	Whether the Driver reported on time:			
2	Whether the Driver was neatly dressed and well- behaved:			
3	Whether the car was neat and tidy:			
4	Whether Bottled Drinking water, newspaper, face tissue papers, first aid kit, fire extinguisher and umbrella were provided in the Car:			
5	Whether AC was working properly:			
6	Will you prefer to use the same agency again:			
7	Any other comments:			

**(Please tick the relevant box)**

Name of Guest/ Official: \_\_\_\_\_

Designation: \_\_\_\_\_ Office: \_\_\_\_\_

Date of journey: \_\_\_\_

E mail id: \_\_\_\_\_ Mobile No.: +91 \_\_\_\_\_



**Annex V**

**LIST OF VEHICLES IN THE FLEET**

(To be given on applicant's letterhead)

SN	Make of Vehicle	Regd. No.	Model and Year of manufacturing	Present Mileage
<b>I. Own Vehicles</b>				
<b>II. Contract Vehicles</b>				

Attach following documentary evidence:

- (a) Registration Certificate
- (b) Insurance Papers
- (c) Taxi Permit
- (d) Any other relevant document(s)

Signature of Tenderer:

Seal / Stamp

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

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



## Annex VI

### ARTICLES OF AGREEMENT

THIS AGREEMENT is made at Itanagar on this.....day of (Two Thousand and.....) between RBI, Itanagar (having its Central Office at Shahid Bhagat Singh Marg, Mumbai and a body Corporate established under RBI Act, 1934) hereinafter referred to as the “**Bank**” represented by its ..... (Which expression shall include his successors in office and assignees) of the **FIRST PART**

### AND

M/s.....having its Regd. Office at ..... hereinafter referred to as the “**VENDOR**” represented by its Director and authorised signatory Shri ..... (Which expression shall mean and include its legal representatives and assignees and successors) of the **SECOND PART**

WHEREAS- The first party was desirous to engage car hire service providers for availing cars on hire basis for the use of RBI, Itanagar.

AND WHEREAS the first party is desirous to award the contract to the vendor (Second Party) on the basis of the price bid submitted by the vendor as specified in the Schedule ‘A’ of this agreement for a period of three years i.e. from ....., 2025 to ....., 2026... under the following terms and conditions.

AND WHEREAS the written offer of contract issued to the vendor has been accepted by the vendor by its letter of consent dated.....

### NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERE TO AS FOLLOW:

- 1) This agreement will come into effect from\_ and will remain in force up to\_\_\_\_\_or unless it is terminated as per the terms herein after contained.
- 2) The quoted charge of ₹ ..... (Rupees.....only) covering the cost of all aspects for efficient rendering of services shall be payable on actual basis subject to submission of invoice. The payment there on will be made after the same is duly certified by the Bank’s officials to the effect that the services have been provided satisfactorily and after deducting all statutory dues/ taxes, etc.
- 3) The above charges are firm and subject to labour conditions, exchange variations or any other conditions whatsoever.
- 4) The above charges include service charges & GST, insurance charges and any duty or other levy, whether existing or levied in future by the Central Government or any other state Government or any other Local Authority.
- 5) The vendor shall be responsible for providing Services on regular basis as per the terms and conditions of the tender and the tender document will be treated as part of this document.



- 6) The vendor will provide the chauffeur-driven vehicles (Vehicle types as mentioned in Part I Section IV of the document) as and when requisitioned by the Bank/ by a person authorized by the Bank and all the vehicles should have registration for commercial use.
- 7) Tenderers preferably should have vehicles in each category of vehicles as specified in the document.
- 8) All vehicles must have clean interior, upholstery, well maintained exterior & noiseless drive.
- 9) All vehicles must have a) one newspaper (English/ Hindi) b) two bottles of branded packaged drinking water of 500 ml per day c) face tissue papers, d) first aid kit with essential medicines e) fire extinguisher f) umbrella
- 10) Preference will be given to vendor having office in Itanagar, if all other parameters remain same. Please note that no parking arrangement will be made by the Bank for the vehicles deployed for the purpose.
- 11) The drivers should have valid driving licence, which should be produced by them as and when demanded by traffic personnel. Renewal of their driving licence from time to time will be the sole responsibility of the tenderer.
- 12) The drivers deployed should have reasonable experience with good driving record. He should be able to attend to minor repairs of vehicles on route, in case of need.
- 13) The driver must report for duty at the specified time in clean uniform. They should be neatly turned out and be polite, courteous and service oriented at all times.
- 14) They should carry cell phone with them and the phone number should be made available with Reserve Bank of India, Itanagar.
- 15) All the documents viz. insurance, registration certificate, road tax, pollution, permits, valid licence, etc. related to each vehicle should be readily available in each of the vehicles/with drivers.
- 16) The contractor shall provide vehicles on written or verbal instructions over phone within the time specified therein. The contractor shall also be required to provide vehicles at short notice from the Bank. In case the tenderer fails to provide the vehicle on our request, the Bank shall be free to cancel the contract of the tenderer and de-list him from the panel without any notice.
- 17) The tenderer should confirm without fail, at least 3 hours before the reporting time, the car number, Driver's name and mobile number to the Nodal officials of the Car Desk of the Bank and to the guest by SMS and update the records at the Bank from time to time.
- 18) The driver must always be available with the vehicles as and when demanded by RBI, Itanagar. He must ensure to fill the duty slip details viz. garage out time with K.M. reading, release time with K.M. reading, parking/toll charges. etc and have it signed by the guest.
- 19) The persons engaged by the tenderer shall have no right to claim any employment in the



Bank. RBI shall not be under any obligation to provide employment to any of the personnel deployed by successful bidder after the expiry of the contract. No right of any employment in RBI shall accrue or arise, by virtue of engagement of personnel for any assignment under the contract.

- 20) The drivers/employees engaged by the tenderer shall abide by the instructions provided by the security officers/guards of the Bank and vehicles/persons will have to undergo security check as and when required.
- 21) The rates offered by the tenderers and acceptance by the Bank, will remain valid, for a period of three years. They may be reviewed before the time of expiry of the contract provided any major changes occur in labour laws or Government decision affecting fuel pricing. etc. However, this can be done on mutual agreed terms and conditions.
- 22) That there shall not be any escalation of car hire rates during the continuance of the agreement.
- 23) For deficiencies in services and serious inconvenience caused to the Bank and its officials or those whom Bank directs to provide services, penalty not exceeding 25% of the estimated bill for the relevant instance may become leviable. However, the Bank will levy it only after giving due notice. In case of dispute an appeal may be made to the General Manager (Officer-in-Charge), Reserve Bank of India, Itanagar whose verdict will be final in the matter.
- 24) The tenderer will also have to make alternate arrangements in case of breakdown of his vehicle(s). In case of failure, the tenderer will be responsible to compensate all expenses incurred in this regard. Decision of the Bank in this regard will be final and binding on the tenderer. Such compensation may be in addition to any penalty levied under paragraph 23 above. Penalty and compensation, if any, will be deducted from subsequent bill/s of the tenderer.
- 25) The tenderer should ensure that there will be no room for complaints from any quarters.
- 26) The successful bidder shall ensure full compliance with tax laws in India with regard to this contract and shall be solely responsible for the same. The successful bidder shall submit copies of acknowledgements evidencing filing of returns every year and shall keep RBI fully indemnified against liability of tax, interest, penalty etc. of the successful bidder in respect thereof, which may arise.
- 27) RBI will deduct Income Tax at Source under Section 194-C of Income Tax Act, 1961 at the prevailing rates as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.
- 28) The successful bidder shall produce registers and records and comply with any directions issued by RBI for compliance of the statutory provisions.
- 29) Without prejudice to above, contract will be terminated on last day of contract period or with a notice of one month on either side, during the contract.



## STAMP DUTY

The Bank shall retain the original copy of the agreement and the Contractor shall retain the duplicate. The Contractor shall bear the stamp duty on both the documents.

## NON-DISCLOSURE CLAUSE

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

- i) 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.
- ii) The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.
- iii) The Contractor shall indemnify and keep indemnified RBI against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970, The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965 or any other labour laws/rules/regulations/statute that may be applicable. The Contractor only shall be responsible for liabilities, if any, in this regard.
- iv) The Contractor shall comply with the provisions of "The Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against /he/she/its employee within the premises are brought to notice of RBI, RBI will undertake action that may deem fit, including criminal proceedings and Termination of contract/agreement. In case of any complaint of sexual harassment is received by RBI against the Vendor/its employees/Chauffeurs during this agreement period, the complaint will be filed before the Internal Complaints Committee constituted under the said Act and the vendor shall be responsible for educating its employees/Chauffeurs about the Act and related issues. Any complaint of sexual harassment from any aggrieved workmen of the successful bidder against any



employees of RBI shall be taken cognizance of by the Internal Complaint Committee of RBI.

- v) That RBI shall not be responsible for payment of any compensation for death of or injury or accident to any of the Staffs deployed by the contractor which may arise out of and in the course of their duties and employment. It is agreed and understood that the Contractor alone shall be liable to pay such damages or compensation to such Staffs and their families.
- vi) That all precautions shall be taken by the contractor towards the safety of its employees deployed and it will be the sole responsibility of the contractor towards any untoward incident i.e. compensation etc., to its employees.

### **TERMINATION OF AGREEMENT**

Without prejudice to what is contained herein above, RBI shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation, if:

- i) In the opinion of RBI (which shall not be called in question by the Contractor and shall be binding on the Contractor) the Contractor fails or refuse to implement this agreement to RBI's satisfaction and/or
- ii) The Contractor commits a breach of any terms and conditions of this agreement and/or
- iii) The Contractor is adjudged an insolvent or has entered into compromise with his creditors or if distress or executions or other process is levied upon or receiver is appointed for any part of the assets or property of Contractor and/or
- iv) For any reason whatsoever, the Contractor becomes disentitled in law to perform his/her/its obligations under this agreement and/or
- v) There is any variation in the ownership/ partnership or management of the Contractor or his business without the prior approval in writing of RBI to such variation.
- vi) In the event of termination of this agreement for any reason whatsoever, the Contractor/or persons employed by him/her/it or his agents shall not be entitled for any sum or sums whatsoever from RBI by way of compensation, damages or otherwise.

### **ARBITRATION**

If at any time any dispute, difference or question arise between the parties as to the construction of this agreement or concerning anything herein contained or arising out of this agreement or as to the rights, liabilities and duties of the parties, the same shall be referred to arbitration under the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification thereof and the decisions of the Arbitrator/ panel of arbitrators shall be final and binding on both the parties. Further such disputes, differences or questions, if any shall be deemed to have arisen at Itanagar and only Courts in Itanagar shall have jurisdiction to determine the same.



IN WITNESS WHEREOF the parties have caused their common seal to be affixed to these presents and a duplicate hereof, the day and year first hereinabove written.

**For and on behalf of the Bank**

Signature:

Name:

Designation:

Seal:

In the presence of -

Witness 1

Name:

Signature:

Address:

In the presence of -

Witness 2

Name:

Signature:

Address:

**For and on behalf of the contractor**

Signature:

Name:

Designation:

Seal:

In the presence of -

Witness 1

Name:

Signature

Address

In the presence of -

Witness 2

Name:

Signature

Address