



निविदा आमंत्रण सूचना
(केवल ई-खरीद के माध्यम से)
निविदा अनुसूची (एसओटी)

1	कार्यों का विवरण	भारतीय रिज़र्व बैंक, कोलकाता और आंचलिक प्रशिक्षण केंद्र, कोलकाता को वास्तविक आधार पर विभिन्न आधिकारिक आवश्यकताओं के लिए किराए के आधार पर कारों की आपूर्ति के लिए कार एजेंसियों के पैनल के लिए निविदा दस्तावेज।
2	अनुमानित लागत	₹1,00,00,000/-
3	बयाना धनराशि जमा	₹2,00,000/- (अनुमानित लागत का 2%) [एनईएफटी के माध्यम से भारतीय रिज़र्व बैंक, कोलकाता के खाते संख्या - 186003001, आईएफएससी - RBISOKLPA01 में एनईएफटी लेनदेन टिप्पणियों में विक्रेता के नाम/कंपनी के नाम का उल्लेख करते हुए] या डीडी के माध्यम से आरबीआई, कोलकाता के पक्ष में जमा किया जाना है।
4	उद्धृत दरों की वैधता	प्रारंभ में 1 (एक) वर्ष के लिए (एक बार में एक वर्ष की अवधि के लिए पारस्परिक नियमों और शर्तों पर नवीनीकृत और विस्तारित किया जाना है, लेकिन तीन साल से अधिक नहीं)।
5	बैंक गारंटी	₹5,00,000/- (अनुमानित लागत का 5%) (सफल बोलीकर्ता द्वारा प्रस्तुत किया जाएगा)
6	निविदा का तरीका	ई-खरीद प्रणाली (ऑनलाइन भाग I - तकनीकी बोली और भाग II - वाणिज्यिक बोली) https://www.mstcecommerce.com के माध्यम से
7	ई-निविदा सं.	आरबीआई/कोलकाता क्षेत्रीय कार्यालय/एचआरएमडी/6/25-26/ईटी/817[पैनल कार रेंटल एजेंसी]
8	एनआईटी की तिथि पार्टियों को डाउनलोड के लिए उपलब्ध (निविदा देखना)	13 जनवरी 2026 को 15:00 बजे
9	लेन-देन शुल्क	फीस एमएसटीसी https://www.mstcecommerce.com को जमा की जाएगी
10	ऑफ़लाइन प्री-बिड मीटिंग का शेड्यूल	20 जनवरी 2026 को 15:00 बजे सम्मेलन कक्ष, 11वीं मंजिल, भारतीय रिज़र्व बैंक, 15, एनएस रोड, कोलकाता 700001।
11	एमएसटीसी वेबसाइट पर ऑनलाइन जमा करने के लिए ई-निविदा शुरू होने की तिथि	13 जनवरी 2026 को 15:00 बजे।
12	आरबीआई, कोलकाता में ईएमडी जमा करने की अंतिम तिथि	03 फ़रवरी 2026 को 23:59 बजे।
13	तकनीकी और वाणिज्यिक बोली जमा करने के लिए ऑनलाइन ई-निविदा के समापन की तिथि	05 फ़रवरी 2026 को अपराह्न 13:00 बजे।
14	भाग I अर्थात तकनीकी बोली के खुलने की तिथि और समय	05 फ़रवरी 2026 15 को 15:00 बजे।
15	भाग II अर्थात वाणिज्यिक बोली खोलने की तिथि और समय	उचित समय पर सूचित किया जाएगा।



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

E – Tender for Empanelment of Car Rental Agencies for Providing Car Rental Services to Reserve Bank of India, Kolkata and ZTC, Kolkata

Reserve Bank of India (hereinafter referred to as RBI), Human Resource Management Department, Kolkata invites e-tender in two parts (Part I & II) for empanelment of car agencies for supply of cars for official purposes to Reserve Bank of India, Kolkata and Zonal Training Centre, Kolkata on hire basis from eligible Car Hiring/ Taxi operator Agencies/ companies etc. fulfilling the pre-eligibility criteria, for the period from April 01, 2026 to March 31, 2027 (12) months.

Estimated cost of the work for 2026 - 27 (Inclusive of GST)	Earnest Money Deposit for 2026-27 (2% of Estimated Cost)
₹ 1,00,00,000/-	₹ 2,00,000/-

The last date for submission of e-tender is **February 05, 2026 up to 13:00 hrs.** For further details, please visit “Tender” Section at RBI’s website <https://www.rbi.org.in> and for uploading the tender please visit and register on MSTC website at <https://www.mstcecommerce.com>. Please also note that further Addendum / Corrigendum will only be published on RBI website.

Place: Kolkata

Date: January 13, 2026

**Regional Director
Reserve Bank of India
Kolkata**



DISCLAIMER

Reserve Bank of India, HRMD, Kolkata, 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. 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. Reserve Bank of India reserves the right not to proceed with the work or to change the scope of the work, to alter the time table 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.



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IMPORTANT INSTRUCTIONS FOR E-TENDER

This is an e-procurement event of Reserve Bank of India, Kolkata. 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 P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE:

BOTH THE TECHNICAL BID AND COMMERCIAL BID HAVE TO BE SUBMITTED ON-LINE at www.mstcecommerce.com/eprochome

1) Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt. Depts. → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password → Submit.

2) 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 e-Tender. Contact person (MSTC Ltd): MSTC Help desk number: 07969066600

1.	Shri. Sabyasachi Mukherjee (ERO)	smukherjee@mstcindia.co.in	7278030407
2.	Shri Kaviti Kranthi Kumar	kkkumar@mstcindia.co.in	9174009882

B) System Requirement:

- I. Windows 7 or above Operating System
- II. IE-7 and above Internet Explorer
- III. Signing type digital signature
- IV. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system



To disable “Protected Mode” for Digital Signature Certificate (DSC) to appear in the signer box following settings may be applied.

Tools => Internet Options => Security => Disable protected Mode if enabled- i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.

Other Settings:

Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.

To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options → custom level (Please run IE settings from the page <https://www.mstcecommerce.com> once).

2. The Technical Bid and the Commercial Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/rbi. Bids will be opened electronically on specified date and time as given in the Tender.

3. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

Special Note towards Transaction fee:

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

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

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

6. 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.

Bidding in e-Tender:

- a) Vendor(s) need to submit necessary EMD and Transaction fees to be eligible to bid online in the e-Tender. Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority (Reserve Bank of India, Kolkata).

The process involves Electronic Bidding for submission of Technical and Commercial Bid.

- b) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govt depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.
- c) The vendor(s) should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application does not run then the vendor will not be able to save/submit / their/ his Technical bid.
- d) After filling the Technical bid, vendor(s) should click 'save' for recording his/ their Technical bid. Once the same is done, the Commercial bid link becomes active and the same has to be filled up and then vendor(s) should click on "save" to record his/ their Commercial bid. Then once both the Technical bid and commercial bid have been saved, the vendor(s) can click on the "Final submission" button to register their bid.
- e) Vendor(s) is/ are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- f) In all cases, vendor(s) should use his/ their own ID and Password along with Digital Signature at the time of submission of bid.
- g) During the entire e-Tender process, the vendor(s) will remain completely anonymous to one another and also to everybody else.
- h) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned. All electronic bids submitted during the e-Tender process shall be legally binding on the vendor(s). Any bid will be considered as valid bid offered by that vendor and acceptance of the same by Reserve Bank of India will form a binding contract between Reserve Bank of India and the Vendor for execution of supply.



- i) It is mandatory that all the bids are submitted with Digital Signature Certificate, otherwise the same will not be accepted by the system.
- j) Reserve Bank of India 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.
- k) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of the terms & conditions of the tender.
- l) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
- m) The tender inviting authority has the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- n) Vendor(s) are requested to read the vendor guide and see the video in the page <https://www.mstcecommerce.com/eprochome> to familiarize him/ them with the system before bidding.



NOTICE INVITING TENDER
(Only through e-procurement)
SCHEDULE OF TENDER (SOT)

1	Description of Works	Tender document for Empanelment of Car agencies for supplying Cars to Reserve Bank of India, Kolkata and Zonal Training Centre, Kolkata on hire basis for various official requirement on actual basis.
2	Estimated Cost	₹ 1,00,00,000/-
3	Earnest Money Deposit	₹ 2,00,000/- (2% of Estimated Cost) [To be deposited through NEFT in favour of Reserve Bank of India, Kolkata in the A/c No. - 186003001, IFSC – RBIS0KLPA01 mentioning Name/ Company Name of the vendor in NEFT transaction remarks] or through DD in favour of RBI Kolkata
4	Validity of Quoted Rates	Initially for 1 (one) year (to be renewed and extended on mutual terms and conditions for a period of one year at a time but not beyond three years).
5	Bank Guarantee	₹ 5,00,000/- (5% of Estimated Cost) (to be submitted by successful bidder)
6	Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II - Commercial Bid) through https://www.mstcecommerce.com
7	E – Tender No.	RBI/Kolkata Regional Office/HRMD/6/25-26/ET/817[Empanelment Car Rental Agency]
8	Date of NIT available (viewing of Tender) to parties for download	January 13, 2026 at 15:00 hrs
9	Transaction Fees	Fees will be submitted to MSTC https://www.mstcecommerce.com
10	Schedule of offline Pre-bid meeting	January 20, 2026 at 15:00 hours at Conference Room, 11th Floor, Reserve Bank of India, 15, N.S Road, Kolkata 700001.



E – Tender for Empanelment of Car Rental Agencies for Providing Car Rental Services to Reserve Bank of India, Kolkata and ZTC, Kolkata

11	Date of Starting of e-Tender for Online submission on MSTC website	January 13, 2026 at 15:00 hrs.
12	Last Date of Submission of EMD to RBI, Kolkata	February 03, 2026 at 23:59 hrs
13	Date of Closing of Online e-tender for submission of Technical & Commercial Bid	February 05, 2026 at 13:00 hrs.
14	Date and Time of Opening of Part I i.e. Technical bid	February 05, 2026 at 15:00 hrs.
15	Date & Time of Opening of Part II i.e., Commercial Bid	Will be communicated in Due course.



PART I

Tender document of Invitation for Empanelment of Car agencies for supplying Cars to Reserve Bank of India, Kolkata and ZTC, Kolkata on hire basis.

Name of the Tenderer: _____

Address: _____

Date of pre-bid meeting: **January 20, 2026 (15:00 hrs.)**

Date of online submission: **January 13, 2026 (15:00 hrs) to February 05, 2026 (13:00 hrs)**

Date of opening of Tender (Part-I): **February 05, 2026 (15:00 hrs.)**



Pre-Eligibility Criteria

Criteria	Requirement
1. Duration of Past experience	Tenderer should have minimum 5 years of experience of providing transport service with Government/semi-governments/ PSUs, banks, MNCs, as on December 31, 2025. Applicant should furnish their Client list showing the details of work carried out by them during the last 5 years. The list shall include details such as Name of the Client, Value of work executed, Date of Start and Finish of the work, Reasons of delay, if any ,etc. The Applicant should submit documentary evidence in support of minimum experience of 5 years.
2. Yearly Turnover	Should have an average annual turnover of 100% of the Estimated Cost or more during the last three financial year ended March 31, 2025. 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	Certificate in support of having a full-fledged service set up for the job specified in the Tender documents in Kolkata should be uploaded. (To be uploaded in e-tendering portal)
4.Details of Company/ Firm/ Agency	The full particulars of the Company/Firm/Agency/ in details 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 particulars 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 particulars of all the partners constituting the firm and in case of an agency or proprietorship, the particulars of 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 creditworthiness 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 uploaded in proof of their creditworthiness and turnover for last three years. (To be uploaded in the e-tendering portal)
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. (Annex-I to be filled and uploaded in the e-tendering portal)
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 present contact executives	Written information about the names and addresses of the clients like e-mail IDs, telephone numbers, fax numbers, etc., should be uploaded.
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"> a) Trade License b) Registration under Shops & Establishment Act c) Feedback from clients including all documents related to work experience supported by work orders, completion certificates and other details. d) List of vehicles with details viz. model, registration, insurance, date of purchase etc. e) Audited or Chartered Accountant certified statement of accounts for the last 3 accounting years. (Indicating separately turnover through supply of vehicles on hire) f) Copies of Income Tax Return filed with the Income Tax Department for the last three years. g) Copies of applicable tax registrations. viz PAN, TIN, GST, etc.



	<ul style="list-style-type: none">h) Copies of Registration Certificates of the Company/ firm/ agency issued by the relevant authority.i) Copies of E.P.F Registration Certificate and E.S.I registration certificates, if any.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.k) Details of the Bank Account held by them in a scheduled bank in India.l) Photocopies of the minimum 25 owned vehicle's Registration Certificate (RC).m) Self-declaration on letter head regarding no suspension/ blacklisting etc.n) Details such as make of vehicle, registration number, model, year of manufacturing etc of all other owned vehicles (other than minimum 25 required).o) Power of Attorney/ authorization with the seal of the company/ firm in the name of the persons signing the tender documents.p) One self-attested recent passport size photograph of each authorized person of the agency, with name, designation, and address, mobile number, email ID etc.q) Any other information the tenderers wishes to furnish (any litigation, court case etc).
11. List of Deviation-Technical, if any	
12. List of Deviation – Commercial, if any	

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.



E – Tender for Empanelment of Car Rental Agencies for Providing Car Rental Services to Reserve Bank of India, Kolkata and ZTC, Kolkata

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.



INSTRUCTIONS TO TENDERERS

1. Pre- Bid Meeting

- a) Tenderers requiring any clarification regarding this document shall contact RBI in writing at the mentioned email address provided in this document or raise enquiries during the pre-Bid meeting.
- b) The tenderers' designated representatives are invited to attend a pre-bid meeting on **January 20, 2026 at 15:00 hrs.** at the Conference Room, Reserve Bank of India, 11th Floor, 15, N.S. Road, Kolkata – 700001. 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 email 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
- Earnest Money Deposit (EMD) through NEFT to following A/c:

A/c Number	186003001
IFS Code	RBIS0KLPA01 @

Format of Performance Bank Guarantee to be furnished after award of contract by the successful bidder.

- Format of Agreement to be entered into between the successful bidder and the RBI.
- **@ 0 = Zero**

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 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

The Technical Bids shall be evaluated based on the available documents submitted by the bidder on MSTC.

(Note: Information relating to the evaluation of tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process.)

9. Clarification of Tenders

- a) 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.

b) 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 of value not less than ₹100/- 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 ₹5,00,000/- (Rupees Five Lakh 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 ₹5,00,000/- (Rupees Five Lakh only) in 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.

Note- The tenderers may visit the site before quoting the rates to assess the quantum of work.

PART I – TECHNICAL BID

From,

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To

The Regional Director (West Bengal & Sikkim)
Reserve Bank of India
15, N.S. Road
Kolkata – 700001

Sl. No.	Particulars	Details to be filled in by the Tenderer
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 a	Name of the proprietor/ partners/ directors of the Tenderer with designation	
3 b	Authorized person of the tenderer to make commitment to the Bank. (Name, designation, contact details including telephone/fax/e-mail)	
4	Regd. Office / Business Address of the Tenderer along with Telephone No., Mobile No., Fax No. and e-mail. (a) Whether having own office in Kolkata (b) Address of the local office at Kolkata. (c) Address of the Garage Please enclose relevant documents in support of the same.	



5	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.	
10	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 (Annex-II).	
6	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.	
7	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))	
8	Whether the organization is registered under shops & Establishment Act and has necessary certificate to run Tours and Travels? Please enclose the Registration Certificate.	
9	Names and Addresses of the bankers. The bankers 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. (Annex – I)	



10	The Bank Account (IFS Code and Account Number) where payments would be received by the organisation of the tenderer.	
11	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.	

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. (for 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., (for F.Y. 2022-23, F.Y. 2023-24 and F.Y. 2024-25). Copies of applicable tax registrations. viz PAN, TIN, GST, etc.
- g) Copies of E.P.F Registration Certificate and E.S.I registration certificates, if any.
- h) 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.
- i) Details of the Bank Account held by them in a scheduled bank in India.
- j) Bank Guarantee
- k) List of vehicles with details viz. model, registration, insurance, date of purchase etc
- l) Any other document/s required to be submitted, as mentioned above or as demanded by the Bank.

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, Kolkata 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, 15, N. S. Road, Kolkata-700001 at the lowest quote given in the price bid by the co-bidders, under each category.
6. I/We understand that
 - I. Prices will be all inclusive (except applicable taxes)
 - II. The cost of the following items shall be deemed included and **will not be paid separately**:
 - (a) two newspapers (one national and one financial);
 - (b) a minimum of five bottles of branded packaged drinking water (Bisleri / Kinley / Himalayan) of 500 ml each per day, without any branding or label of the service provider agency;
 - (c) face tissues;
 - (d) hand sanitizer;
 - (e) face masks;
 - (f) a first-aid kit;



E – Tender for Empanelment of Car Rental Agencies for Providing Car Rental Services to Reserve Bank of India, Kolkata and ZTC, Kolkata

- (g) an umbrella;
- (h) a fire extinguisher; and
- (i) a universal mobile charger in the vehicle.

III. Parking/Toll charges shall be reimbursed to the successful tenderer on production of valid receipts duly signed by the guests.

Dated this_____ day of_____ 20

Signature:

Name:

Seal of the Tenderer



General Instructions regarding technical and financial bids

1. PART- I (Technical bid)

- 1.1 Tenders in two parts (Part I – Technical Bid and Part II - Financial Bid) are invited for empanelment of reputed and capable Car Hiring Agencies/Companies with good track record, for the purpose of hiring cars on need basis by Reserve Bank of India, Kolkata, for a period of 12 months from April 01, 2026 to March 31, 2027 (extendable further as decided by the Bank based on the performance of the service providers), at an estimated cost of **₹ 1,00,00,000/- (Rupees One Crore only)**.
- 1.2 The tender should be complete in all respects with all attachments/enclosures/annexures. Incomplete forms or without proper documentary evidence etc. (as advised) will be out-rightly and summarily rejected by the Bank.
- 1.3 Tender document can be downloaded from website www.rbi.org.in and www.mstcecommerce.com. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. The tenderers should regularly check the above website / e- portal for any Amendment / Corrigendum / Clarification on the above website.
- 1.4 The tenderers should submit their proposal, as per the instructions regarding E-Tender, along with all supporting documents complete in all respects on or before **13:00 hrs on February 05, 2026**. Tenderers shall submit e-tender proposal along with Earnest Money Deposit of **₹ 2,00,000/- (Rupees Two Lakhs only)**, complete in all respect and as per the prescribed formats.
- 1.5 The Part-I (Technical Bid) will be opened electronically on **February 05, 2026 at 15:00 hrs.**
- 1.6 Before submitting the tender, the tenderers may go through the scope of work, articles of agreement and terms & conditions governing contract, on which the work will be awarded by the Bank and required to be executed by the successful Tenderers. The Tenderers may satisfy themselves as to the eligibility and other



criteria prescribed therein. No queries or requests for clarifications shall be entertained in this regard. It may also be noted that the terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the tenderers to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Tenderers, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work to be awarded under this Tender.

- 1.7 Tenderers/authorized signatory of the Tenderers shall sign on each page of the tender before uploading.
- 1.8 Corrections, if any, in the quotation shall be duly authenticated with full signature.
- 1.9 In the first stage, the Technical Bids will be opened. The bid of any tenderers who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected. Subsequently, the selected technical bids will be evaluated as per evaluation criteria of the Tender document. Decision in this regard will be at the sole discretion of the Bank.
- 1.10 Falsification/suppression of information shall lead to disqualification of the tenderers/ cancellation of contract even after award of work during the currency of the contract.
- 1.11 Each Tenderer is required to confirm and declare with his bid that no agent, middleman or any intermediary will be engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission will be paid and that the tender price will not include any such amount. If the Bank subsequently finds to the contrary, it reserves the right to declare the Tenderers as non-compliant and declare any contract if already awarded to the Tenderers, to be null and void.
- 1.12 Canvassing or offer of an advantage or any other inducement by any person with a view to influence acceptance of a bid will be an



offence under relevant laws as applicable in the matter. Such action will result in the rejection of bid, in addition to other punitive measures.

1.13 The Bank shall obtain reports on the past performance of the Tenderers from his clients and bankers. The Bank shall evaluate the said reports before opening of the price bid of the Tenderers. If any Tenderers is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers' report are found unsatisfactory, the Bank reserves the right to reject his offer and his EMD will be returned. The Bank is not bound to assign any reason for doing so.

1.14 This tender document is neither an offer letter nor a legal contract, but an invitation for offer from prospective contractors. No contractual obligation on behalf of the Bank whatsoever shall arise from this tender-process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Contractor. Further, the Bank will not be liable for any costs incurred by the contractor in the preparation of the response to this tender. The preparation of contractor's proposal will be made without any obligation by the Bank to acquire any of the items included in the tender, or to discuss the reasons why the contractor's proposal is accepted or rejected. All information furnished by the vendors in their proposal will be treated as strictly confidential.

1.15 Eligibility criteria for participating in the tender –

- i. Minimum experience of five years is required in the field of providing transport service.
- ii. Should have provided/ been providing car hire services to at least three Government/ semi-government/ public sector undertakings/ banks/ MNCs, etc, at least for five years (Attach experience certificates as per "[Annex IV](#)").
- iii. The tendering firms/company should have minimum fleet of **25 (twenty five) owned cars** comprising of the following cars:

Category I	Maruti Dzire, Hyundai Aura, Honda Amaze, Toyota Etios
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Category II	Honda City, Hyundai Verna, Maruti Ciaz, Altis
Category III	Toyota Innova Crysta, Toyota Innova Hycross
Category IV	Toyota Camry, Toyota Fortuner, Kia Carnival

The fleet should comprise of minimum of **05 Category I vehicles, 05 Category II vehicles, 05 Category III vehicles and 01 Category IV vehicle in their fleet**. If a tenderer does not have a car registered in its own name (firm/company/ proprietary concern) in any category they should not submit its price bid for that particular category. (Attach copies of Registration Certificates/ books). The vehicles provided to RBI should be road worthy, well maintained and **not more than 04 years old** from the date of sending the vehicles for duty.

- iv. Tenderers should have own office in Kolkata (attach documentary proof). They should have all applicable tax registrations viz PAN, TAN, GSTIN, etc. (Attach copies of the same). The tenderers should have a valid registration under Shops & Establishment (Regulation of Employment & condition of service) Act, 2017
- v. Tenderers should have a current account in a scheduled commercial bank for effecting payments (attach documentary evidence).

1.16 Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their candidature. The Bank reserves the right to call for proof / verification of any of the above-mentioned documents.

1.17 The Tender application must be submitted together with details of proof of deposit of **₹ 2,00,000/-** towards Earnest Money Deposit (EMD) in bank details given in Schedule of tender through NEFT in the bank account mentioned for the purpose of EMD, without which applications will be rejected. EMD will not carry any interest. All Successful tenderers will have to deposit Security deposit amounting to **₹ 5,00,000/- (Rupees Five Lakhs only)** in the form of a Bank Guarantee (as per the proforma in [Annex II](#)) for execution of the contract. The Security Deposit (Bank Guarantee) will be refunded to the contractors without interest after the expiry of two months from the date of completion



of the contract period or termination of the contract after deduction/adjustment of claims/penalty, if any, payable by the Contractor to the Bank. Failure to pay the security deposit shall be treated as failure to discharge the duties obligations under the contract and shall result in cancellation of the offer of the contract. Such applicants shall be liable to compensate the Bank for any loss incurred by the Bank. Earnest Money Deposit / Security deposit will not carry any interest.

- 1.18 Tenderers should have a clean record. There should not be any pending prosecution against the tenderers (company / proprietor/partnership firm/ LLP, etc.) or any of its existing directors/ partners/ proprietors for any financial fraud or any prosecution related to the business affairs of the tender. Tenderers should not have suffered any prosecution which has resulted in either imprisonment or fine for the business affairs of the tenderers. However, fine paid for any traffic violations which is punishable with fine only would not be included in this clause.
- 1.19 Tenderers must not have been suspended / delisted / blacklisted/ banned or any such process initiated against him/her, by any organization including Reserve Bank of India at any location in India on any grounds (Self-declaration on letter head in this regard to be submitted).
- 1.20 Tenderers should not have rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. (Self-declaration on letter head in this regard to be submitted). The tenderers shall give details of all disputes he/she had with his/her clients and furnish the current status thereof.
- 1.21 All vehicles provided to the Bank should have valid tourist / taxi permits (commercial) to travel locally and throughout the State of Maharashtra and all other statutory clearances. These vehicles must be registered with the RTO as a commercial vehicle. (Attach copies of taxi permits for all vehicles).
- 1.22 All the vehicles should have valid PUC and fitness certificate. The tenderers shall submit documentary evidence in support of all the above



eligibility criteria as also the other terms and conditions enumerated above, wherever applicable.

- 1.23 If the successful tenderers refuse to sign/ enter into agreement subsequently, Earnest Money Deposit/ Security Deposit shall stand forfeited and such tenderers shall also be liable to be debarred for three years from participating in any tender or executing any work in the Bank. The EMD of unsuccessful tenderers shall be refunded within 10 working days of awarding contract and no interest shall be paid on such money.

2. PART- II (Financial Bid)

2.1 Part-II of the online tender should contain only the service provider's quoted rates in the prescribed format.

2.2 The Part-II (Financial bid) of only those tenderers who qualify in the Technical Bid (Part-I) will be opened on a subsequent date, for which the intimation would be given to the qualified tenderers through valid email IDs furnished by them. The Tenderers may choose to be present during the opening of Part II of the tender. The rates quoted by individual vendor under each category of vehicles and for each kind of use will be for analyzing the lowest rates among vendors and shall not form the basis for empanelment. Further, the minimum rates for each category/use quoted by the vendors will be offered immediately after opening of price bid to all other eligible vendors for acceptance and consequent empanelment. The Bank also reserves its right to divide the order between two or more tenderers and the contractor shall carry out even the part orders based on the lowest rate for each category.

2.3 The rates/quotes in the Financial Bid shall be firm and final and will not be enhanced under any pretext during the period of the contract and as such the tenderers may quote their rates taking into account the probable future revisions in prices. The Bank will not entertain the contractor's claim for revision of rates during the period of the contract



under any circumstances.

2.4 All statutory deductions, as applicable shall be made from the bills submitted by the company/agency/firm. The Financial Bid shall, therefore, be all inclusive (excluding GST). GST as applicable may be shown separately in the bill and the same will be reimbursed by the Bank as per eligibility. The Bank may call for documentary proof showing deposit of GST.

2.5 Financial Bid should contain only the price filled in Indian Rupees in figures and words.

2.6 The Financial Bid shall be completed in all respects and duly signed and stamped by an authorized representative of the tenderers.

2.7 No terms and conditions should be indicated in Part-II of the Tender. If any Tender is found with conditions mentioned therein, the same will be treated as “invalid”.

3. Opening of Tender

3.1 Validity of Tender: The Tender along with the prices shall remain valid initially for a period of 3 months from the date of opening of Part-I, which period may be further extended by mutual agreement in writing by the Tenderers and the Tenderers shall not cancel or withdraw the tender during this period or change the quoted rates.

3.2 The tender documents which do not comply with the terms and conditions prescribed in the tender document will be summarily rejected.

3.3 No deviations / conditions shall be stipulated by the contractor in both technical and commercial bids. Conditional tenders will not be accepted and will be summarily rejected.

3.4 The Bank reserves the right to accept either in full or in part of the tender. The Bank also reserves the right to reject all the tenders without



assigning any reason thereof.

3.5 Reserve Bank may modify the Tender Document by issuing addenda/corrigenda, for any reason, and at any time. Any addenda to the Tender Document shall be part of the Tender Document. All Tenderers will be notified of the addenda to Tender through e- mail or in writing and it will be binding on them. To allow Tenderers reasonable time to take any addenda into account in preparing their proposals, the Bank will extend, if necessary, the deadline for the submission of proposal.

Note: All the tenderers may please note that any amendments / corrigendum to the tender, if issued in future, will be notified on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

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

Place:
Tenderer

Signature and seal of the

Date:

Name of Authorized signatory



E – Tender for Empanelment of Car agencies for Providing Car rental services to Reserve Bank of India, Kolkata & ZTC, Kolkata

Scope of Work and Terms and Conditions of the agreement

1. The vendor will provide chauffeur-driven vehicles (Vehicle types as mentioned in Commercial Bid – Air - conditioned) as and when requisitioned by the Bank/ by a person authorized by the Bank and all the vehicles should have registration for commercial use.
2. Tenderers should have fleet of adequate number of vehicles of various categories for catering to the needs of the Bank.
3. All vehicles must have clean interior, upholstery, well maintained exterior (without any dent or patch) & noiseless drive.
4. All vehicles must have (a) two newspapers, one national and one financial (b) at least five bottles of branded packaged drinking water (Bisleri, Kinley, Himalayan) of 500 ml per day. The water bottle should not bear the name of the service provider agency. (c) face tissue papers (d) hand sanitizer (e) face mask (f) first aid kit (g) umbrella (h) fire extinguisher and (i) universal mobile charger. No extra charges will be paid for these amenities.
5. The driver should receive the visiting official by holding a placard in the name of the concerned officer at the pre-determined place, arrival gate at the airport. While going for airport for picking up the guest, the flight landing time should regularly be checked by him/her or the Contractor's employee as some times flights land before their schedule time. It is the duty of the contractor to ensure that the vehicle reaches to the airport/ railway Station/pick up point on time. In case of multiple exit points/ gates at Airport/ railway station, the driver should inform the guest about his/ her presence on a particular exit point/ gate after landing of the flight/ reaching the train. The drivers should make a phone call to get in touch with the users to inform about his arrival at the pickup location instead of waiting for the users to make a call to ascertain their arrival.
6. The driver must report for duty at specified place at least 15 minutes prior to the time of reporting in neat and clean uniform.
7. The vendor must take additional care in case of receiving officers in late hours (especially lady officers).
8. The Tenderer should have its office and garage space in Kolkata. Please note that **No parking arrangement will be made by the Bank for the vehicles deployed for the purpose.**



9. 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.
10. 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.
11. The driver must report for duty at the specified time in clean uniform. They should be gentle, polite, courteous and service oriented at all times.
12. The drivers should carry cell phone with them and the phone number should be shared with Reserve Bank of India, Kolkata.
13. All the documents viz. insurance, Registration Certificate, Road tax, Pollution Certificate, Permits, valid licence, etc. related to each vehicle should be readily available in each of the vehicles/with drivers.
14. 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.
15. The tenderer should confirm without fail the vehicle details i.e. vehicle make, Registration No., driver's Name etc. for each booking beforehand to the nodal person of Reserve Bank of India and update the records at the Bank from time to time.
16. The driver must always be available with the vehicles as and when demanded by RBI, Kolkata. 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.
17. Without prejudice to 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.
18. 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.
19. 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.
20. (a) The successful tenderer shall execute an agreement with the Bank on stamp paper within 14 days of receipt of letter of acceptance. However, the issue of letter of acceptance by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. Normally, the tender will be valid up to



one year. 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 terms and conditions for a period up to three years.

(b) The stamp duty shall be borne and paid by the tenderer.

21. 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 only with the permission of the Regional Director, RBI, Kolkata.

22. **Penalty Clause** – (a) It shall be the sole responsibility of the contractor to provide road worthy cars /vehicles as and when requisitioned by the Bank during night/early morning as desired/requisitioned by the Bank. For deficiency / delay in services and serious inconvenience caused to the Bank or its officials or to those for whom the Bank directs to provide services (including violating any terms and conditions governing contract as mentioned in tender document), penalty of Rs. 1000 per instance will be imposed. The decision of the Bank in this regard will be final and binding on the contractor. If repeated lapses in the services are found, then the bank reserves the right to terminate the agreement by giving one calendar months' notice in writing.

(b) The contractor will also have to make immediate alternate arrangements in case of breakdown of vehicle(s). In case of failure, the contractor will be responsible to compensate all expenses incurred by the Bank in this regard. Such compensation may be in addition to any penalty imposed under Para (a) above. Penalty and compensation, if any, will be deducted from any pending bill of the contractor or security deposit.

(c) If for any reason whatsoever, the Bank is not satisfied with the condition of the vehicle provided, the Contractor's office will be informed immediately, and they should accept the Bank's demand to replace it without delay. If for any reason, the Contractor is not in a position to provide a suitable substitute vehicle as demanded by the Bank then the Bank will be free to engage a vehicle from the open market and recover the expenditure on account of it on the claims payable to the Contractor.

(d) If any vehicle is not provided with amenities such as newspapers, branded water bottles, tissue papers, umbrella, first-aid box, fire-extinguisher or universal mobile charger then the Bank may deny the payment for the bill for the relevant instance.

(e) 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 the above-mentioned para.

Penalty and compensation, if any, will be deducted from the subsequent bill/s of the tenderer.

23. The tenderer should ensure that there will be no room for complaints from any quarters.
24. 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.
25. **Retention Money** - Retention Money @ 5% will be recovered from each on-account bill till the total recovery amounts to 5% of the contract value as stipulated in the tender document. Retention money will be released after completion of the contract.
26. **SEXUAL HARASSMENT:** 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 against its employees within the premises of RBI, the complaint will be filed before the Internal Complaints Committee constituted by the successful bidder and it shall ensure appropriate action under the said Act in respect to the complaint.
27. 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 Regional Complaint Committee of RBI. The successful bidder shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
28. The successful bidder shall be responsible for any 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.
29. The successful bidder shall ensure that none of its employee 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 Caretaker/ Security officials of RBI.
30. Night Halt charges will be applicable if the driver of the hired car is on duty after 11:30 PM, irrespective of location.
31. **Non-Disclosure Clause:** 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 nondisclosure 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.

32. **Force Majeure:** If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge its obligation, the affected party shall promptly notify the other party about the happening of such an 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 upon, if any, or seven days, whichever is more, either party may at its option terminate the contract.

Notice for Termination of Contract

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

ARBITRATION

34. 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 Regional Director, Reserve Bank of India, Kolkata.
35. 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 as amended from time to time.



36. 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.

37. The agreement to be entered into with RBI shall be subject to the jurisdiction of the **Courts in Kolkata only.**

38. AWARD OF CONTRACT

- 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 14 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.
39. 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.
40. 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.
41. Except under cases of circumstances beyond the control of the Bank, the payment of bills will be made within fifteen days and not later than thirty days of production of bills. Payments will be made through electronic mode. The successful bidder should furnish mandate/s for ECS/RTGS/NEFT. Bank will deduct applicable tax at source and issue quarterly certificate in this regard.
42. The rate quoted should exclude all taxes. However, all applicable taxes should be mentioned separately.



43. Though adequate care has been taken while preparing the tender document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any tenderers within seven days from the date of Notice inviting Tender, it shall be considered that this document is complete in all respects. The Bank reserves the right to modify, amend or supplement this document including all formats and Annexures. While this document has been prepared in good faith, neither the Bank nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of 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.
44. The Bank reserves the right to extend the period of tender availability and / or change the date of opening of the technical and price bids.
45. The Bank does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
46. Without prejudice to any of the rights or remedies under this Contract, if the Contractor, being an individual, dies, the Bank shall have the option of terminating the Contract without incurring any liability for such termination.
47. The terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the Tenderers to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Tenderers, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this Tender.

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)



Evaluation Criteria

A. Technical Bid Evaluation

The tenderers shall furnish information required for Technical Evaluation as per part II, section I of the tender document. The information so given will be evaluated as per the following marks criteria (Maximum Marks - 100):

S. No	Particulars	Range	Marks
1	Size of fleet (models specified in eligibility criteria)	More than 40	20 (maximum)
		30 to 40	15
		25 to 30	10
2	Experience in the field of providing vehicles on hire	More than 10 years	20 (maximum)
		More than 7 and up to 10 years	15
		5 to 7 years	10
3	Average age of fleet of minimum 25 vehicles notified for tender	Less than two years	20 (maximum)
		2 to 5 years	15
		5 to 8 years	10
4	Average turnover in at least 3 out of the last 5 financial years	More than ₹2 crore	20 (maximum)
		₹ 1.5 to 2 crore	15
		₹ 1 Crore to 1.5 Crore	10
5	Number of current corporate clients	More than 8	20 (maximum)
		6 to 7	15
		3 to 5	10
	Total marks (A)		

Minimum Cut off marks are 10 in each category.



Financial Bid Evaluation

2.1 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.

2.2 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.

2.3 No terms and conditions should be indicated for the Financial Bid otherwise the same will be treated as invalid.

2.4 The Bank reserves the right to source / requisition vehicles under different categories from the tenderers quoting lowest rates under the respective category. The hiring / requisition of vehicles will be subjected to satisfactory performance of services by the vendor and at the sole discretion of the Bank.

2.5 It is clarified that the Bank is under no obligation to empanel a single car rental agency. The Bank, at its sole discretion and in accordance with its requirements, may empanel one or more car rental agencies.

2.6 The Bank reserves the right to accept or reject any tender/bid, in whole or in part, or to cancel/withdraw the empanelment process and reject all tenders/bids at any stage, without assigning any reason thereof. Such decision of the Bank shall be final and binding on all tenderers, and no claim, compensation, or costs shall be payable by the Bank on account of such decision.



Tender for Empanelment of Car agencies for supplying Cars to Reserve Bank of India, Kolkata on hire basis.

PART II – Commercial Bid Only

Name of the Tenderer: _____

Address: _____

Quotation for Hiring of Vehicles (Rates in Rupees)

Sr. No.	Description of work	Make/Model Swift Dzire / Etios / Honda Amaze /Ford Aspire etc.	Make/Model Honda City/Ciaz /Verna/ Altis etc.	Make/Model Camry/For uner/Kia Carnival etc.	Make/Model Innova (Old Model)/ Ertiga/ Rumion etc	Make / Model Innova Crysta / Toyota Innova Hycross	Make/Model Sumo / Bolero / Scorpio / Tavera / Ecosport etc.	Make/Model Winger/Tem po Traveller / AC Mini Bus (15 to 30 seater) etc. (all variants)	Make/Model el AC Bus (31 to 45 seater)
		(A) Rate	(B) Rate	(C) Rate	(D) Rate	(E) Rate	(F) Rate	(G) Rate	(H) Rate
1	4hrs/40kms								
2	8hrs/80kms								
3	250hrs/2000 kms (monthly basis)								
4	Kolkata Airport Pick- up/drop charges								
5	Rate per km								
6	Rate per hour								
7	Long distance charges (per km)								
8	Overnight Halt charges								

- I. The above quoted rates are excluding taxes.
- II. 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

Signature of the tenderer



E – Tender for Empanelment of Car agencies for Providing Car rental services
to Reserve Bank of India, Kolkata and ZTC, Kolkata

Name and Seal of the tenderer

Dated this.....Day of2026



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

**Authorised Signatory (With
Name and Seal)**



Annex- II

(To be submitted by the client in hard copy in sealed through the tenderer)

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	Comments on capabilities of the firm (indicate grading)	
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)

Email Id:

Contact Number:

Place:



Annex- III

Proforma for Bank Guarantee

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

Place: _____

Date: _____

The Regional Director
Reserve Bank of India
13 & 15, N.S. Road
Kolkata-700001

Dear Sir,

Contract for supplying Cars to Reserve Bank of India, Kolkata and ZTC, Kolkata 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, 15, N.S. Road, Kolkata (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, Kolkata a Performance Bank Guarantee for a total amount of ₹ 5,00,000/- (Rupees Five Lakhs 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 ₹ 5,00,000/- (Rupees Five Lakhs 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 ₹ 4,46,350 /- (Rupees Four Lakh Forty Six Thousand Three Hundred and Fifty 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 ₹ ₹ 5,00,000/- (Rupees Five Lakhs only)



1. We also agree to undertake and confirm that the sum not exceeding to ₹ 5,00,000/- (Rupees Five Lakhs 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 ₹ 5,00,000/- (Rupees Five Lakhs only). Our liability under these presents shall not exceed the sum of ₹ 5,00,000/- (Rupees Five Lakhs 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 hereunder.

In witness whereof, I/We of the bank have signed and sealed this guarantee on the -----
-- day of----- (Month) (Year) 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

Work Experience

List of similar works executed by the tenderers previously

Sr. No.	Details of services provided	Name & address of the organization with Email ID and contact number of concerned personnel	Name & address of Employee/ Officer under whose supervision services were provided	Amount (for entire annual contract)	Whether services were provided for the originally contracted length of time or not	No. of years dealing with the organization
1						
2						
3						
4						
5						
6						
7						
8*						

*add more rows if required.

Note- Bidders shall submit a copy of work order/ agreement in support of their experience mentioned-above.

Signature of the applicant/authorized signatory



Annex V

USER FEEDBACK FORM

(To be provided to the user before commencement of the journey)

I am willing to provide the feedback for the journey - (Yes / No)

Name of Agency:

Car No:

Car Model:

Driver Name:

Date of booking:

1. Did the driver receive the guest with a placard (if applicable)? (Yes/ No)
2. Did you receive booking confirmation on your mobile phone / e-mail id?
(Yes/ No)
3. Was the driver on time?
(Yes/ No)
4. Was initial meter reading shown by the driver?
(Yes/ No)
5. Was the driver neatly dressed/ well-behaved/ experienced?
(Yes/ No)
6. Was the car model as per specified in the booking mail intimation?
(Yes/ No)
7. Was the car in good & clean condition (inside/outside)?
(Yes/ No)
8. Tissue Paper, Water bottles, Umbrella, Newspaper provided
 - a) Good quality face tissue papers in case/pouch
(Yes/ No)
 - b) Two (02) nos. of branded water bottles 500ml each (Bisleri, Kinley, Aquafina, Bailey, Catch, Himalaya or equivalent)
(Yes/ No)
 - c) One (01) good quality umbrella
(Yes/ No)
 - d) One (01) English or Hindi daily and one (01) financial newspaper
(Yes/ No)
9. Was the driver using mobile phone while driving?
(Yes/ No)
10. Will you prefer to use the same agency again?
(Yes/ No)
11. Any other suggestion/ complaint/ observation, please provide details -



E – Tender for Empanelment of Car agencies for Providing Car rental services to Reserve Bank of India, Kolkata and ZTC, Kolkata

Signature:

Name:

Designation:

Centre of posting:

(To be handed over to the driver on release of vehicle for submitting with the invoice to the Bank)



Annex – VI

**Undertaking regarding declaration of debarment by public institution(s)
(To be submitted by the tenderer on their letterhead)**

Name of Work: E – Tender for Empanelment of Car agencies for Providing Car rental services to Reserve Bank of India, Kolkata and ZTC, Kolkata

1. I/We (Name of the bidder) declares that

a) I/we or any of our allied firm* is/ are not debarred / suspended / blacklisted by any public institution / entity in India or any other country as on(last date of submission of bid).

b) I/ We or any of our allied firm* 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* 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) declares that I/we or our allied firm*(Name of the allied firm(s)) is/ are debarred / suspended / blacklisted by(Name and address of public institution in India or any other country) and the same effective upto(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.



Article of Agreement

THIS AGREEMENT is made at Kolkata on this.....day of (Two Thousand and) between RBI, 15, N.S. Road, Kolkata (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 it's Regd. Office athereinafter 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, Kolkata.

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 one year i.e. from April 01, 2026 to March 31, 2027 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 HERETO 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. That the rate for hiring different categories of vehicles shall be as per Schedule 'A' of this Agreement and the same shall remain valid for the entire period of one year, i.e. from April 01, 2026 to March 31, 2027.
3. That there shall not be any escalation of car hire rates during the continuance of this agreement.
4. That the Vendor shall furnish Bank Guarantee for ₹ 5,00,000/- (Rupees Five Lakhs only) and the same will remain with the Bank during the tenure of this agreement.



5. The above charges are firm and subject to labour conditions, exchange variations or any other conditions whatsoever. The above charges exclude Goods and Services Tax.
6. 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.
7. The vendor will provide the chauffeur-driven vehicles (Vehicle types as mentioned in Commercial Bid – Air-conditioned) as and when requisitioned by the Bank/ by a person authorized by the Bank and all the vehicles should have registration for commercial use.
8. Tenderers should have adequate number of vehicles of different categories for catering to the needs of the Bank.
9. All vehicles must have clean interior, upholstery, well maintained exterior & noiseless drive.
10. All vehicles must have (a) two newspapers, one national and one financial (b) at least five bottles of branded packaged drinking water (Bisleri, Kinley, Himalayan) of 500 ml per day. (The water bottle should not bear the name of the service provider agency.) (c) face tissue papers (d) hand sanitizer (e) face mask (f) first aid kit (g) umbrella (h) fire extinguisher and (i) universal mobile charger. No extra charges will be paid for these amenities.
11. The Tenderer should have its office and Garage space in Kolkata. Please note that no parking arrangement will be made by the Bank for the vehicles deployed for the purpose.
12. 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.
13. 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.
14. 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. The vendor must take additional care in case of receiving officers in late hours (especially lady officers).
15. The driver should receive the visiting official by holding a placard in the name of the concerned officer at the pre-determined place, arrival gate at the airport. The driver should



carry cell phone with them and the phone number should be made available with Reserve Bank of India, Kolkata.

16. 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.
17. 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.
18. The tenderer should confirm without fail the vehicle details i.e. vehicle make, Registration No., driver's Name etc. for each booking beforehand to the nodal person of RBI, Kolkata and update the records at RBI, Kolkata from time to time.
19. The driver must always be available with the vehicles as and when demanded by RBI, Kolkata. 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.
20. 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.
21. 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.
22. 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.
23. 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 only with the approval of the Regional Director, RBI, Kolkata.
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. 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. **Retention Money** - Retention Money @ 5% will be recovered from each on-account bill till the total recovery amounts to 5% of the contract value as stipulated in the tender document. Retention money will be released after completion of the contract.

30. Penalty Clause –

(a) It shall be the sole responsibility of the contractor to provide road worthy cars /vehicles as and when requisitioned by the Bank during night/early morning as desired/requisitioned by the Bank. For deficiency / delay in services and serious inconvenience caused to the Bank or its officials or to those for whom the Bank directs to provide services (including violating any terms and conditions governing contract as mentioned in tender document), penalty of Rs. 1000 per instance will be imposed. The decision of the Bank in this regard will be final and binding on the contractor. If repeated lapses in the services are found, then the bank reserves the right to terminate the agreement by giving one calendar months' notice in writing.

(b) The contractor will also have to make immediate alternate arrangements in case of breakdown of vehicle(s). In case of failure, the contractor will be responsible to compensate all expenses incurred by the Bank in this regard. Such compensation may be in addition to any penalty imposed under Para (a) above. Penalty and compensation, if any, will be deducted from any pending bill of the contractor or security deposit.

(c) If for any reason whatsoever, the Bank is not satisfied with the condition of the vehicle provided, the Contractor's office will be informed immediately, and they should



accept the Bank's demand to replace it without delay. If for any reason, the Contractor is not in a position to provide a suitable substitute vehicle as demanded by the Bank then the Bank will be free to engage a vehicle from the open market and recover the expenditure on account of it on the claims payable to the Contractor.

(d) If any vehicle is not provided with amenities such as newspapers, branded water bottles, tissue papers, umbrella, first-aid box, fire-extinguisher or universal mobile charger then the Bank may deny the payment for the bill for the relevant instance.

Force Majeure: If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge its obligation, the affected party shall promptly notify the other party about the happening of such an 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 upon, if any, or seven days, whichever is more, either party may at its option terminate the contract.

STAMP DUTY

The Contractor shall bear the stamp duty on the original of this agreement, which shall be executed in duplicate, and RBI shall retain the original and the Contractor shall retain the duplicate.

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.
- v) Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of RBI shall be taken cognizance of by the Regional Complaints Committee constituted by RBI.
- vi) The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Contractor, for instance any monetary relief to RBI's employee, if sexual violence by the employee of the Contractor is proved. The Contractor shall be responsible for educating his/her/its employees about prevention of sexual Harassment at work place and related issues.
- vii) 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.



- viii) 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 forth with 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 Kolkata and only Courts in Kolkata shall have jurisdiction to determine the same.



In Witness whereof the parties have set their respective hands at Kolkata on today for twelve months and this Agreement in Duplicate is being signed on the day herein above written.

Signed and delivered by the within named

Signature

Name

Designation -

Seal

For Reserve Bank of India, Kolkata

Signature

Name

Designation

Seal

In the presence of witnesses

Witness 1

Witness 2