



बेटी बचाओ
बेटी पढ़ाओ

**भारतीय रिजर्व बैंक
शिष्टाचार एवं सुरक्षा स्थापना
नागपुर**

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

भारतीय रिजर्व बैंक, नागपुर पात्र कार हायरिंग एजेंसियों/कंपनियों से दो भागों (भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - मूल्य बोली) में "भारतीय रिजर्व बैंक, नागपुर को जरूरत के आधार पर किराए पर कार की सेवाएं देने हेतु कार हायरिंग एजेंसियों/कंपनियों के एम्पैनल्मेंट" के लिए ई-निविदा आमंत्रित करता है। निविदा की प्रारम्भिक अवधि 31 मार्च 2027 तक होगी जिसे संतोषजनक प्रदर्शन होने की स्थिति में अधिकतम दो वर्षों के लिये, एक बार में अधिकतम एक वर्ष के लिए या बैंक द्वारा निर्धारित अन्य अवधि / मापदंडों के लिये विस्तारित किया जा सकता है।

निविदा की अनुसूची

क्रमसं	मर्दे	विवरण
1	ई-निविदा सं	RBI/Nagpur Regional Office/Others/3/25-26/ET/637
2	निविदा का तरीका	एमएसटीसी वेबसाइट पर केवल ई-प्रोक्योरमेंट सिस्टम (ऑनलाइन भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - मूल्यबोली) के माध्यम से लिंक- www.mstcecommerce.com/eprocn
3	कार्य का नाम	भारतीय रिजर्व बैंक, नागपुर को जरूरत के आधार पर किराए पर कार की सेवाएं देने हेतु कार हायरिंग एजेंसियों/कंपनियों का एम्पैनल्मेंट।
4	अनुमानित लागत	लगभग ₹26,50,000/- (छब्बीस लाख पचास हजार रुपये मात्र) प्रतिवर्ष सभी करें सहित
5	i) बयाना राशि जमा	₹53,000/- (तिरपन हजार रुपये मात्र) (1) एनईएफटी के माध्यम से आरबीआई खाता संख्या. 8714295, आईएफएससी कोड: RBIS0NGPA01 (5वा और 10वा अंक शून्य है), अथवा (2) भारतीय रिजर्व बैंक, नागपुर के पक्ष में डिमांड ड्राफ्ट, अथवा (3) बैंक के मानक प्रोफार्मा (अनुबंध-B) में अनुसूचित बैंक द्वारा जारी एक अपरिवर्तनीय बैंक गारंटी। बयाना जमा राशि के लिए प्रस्तुत

		बैंक गारंटी (अनुसूचित वाणिज्यिक बैंक से जारी) निविदा की वैधता अवधि के उपरांत अतिरिक्त 45 दिनों तक की अवधि के लिए मान्य होनी चाहिए। किसी भी परिस्थिति में बयाना जमा राशि बैंक के फिक्स्ड डिपॉजिट, चेक या कैश के रूप में स्वीकार नहीं किया जाएगा।
	ii) निविदा शुल्क	शून्य
6	लेनदेन शुल्क	एमएसटीसी लिमिटेड के पक्ष में या मेसर्स एमएसटीसी लि. के सूचना के अनुसार एमएसटीसी पेमेंट गेटवे /एनईएफटी/आरटीजीएस के माध्यम से निविदा के कुल अनुमानित लागत के 0.05% + जीएसटी @18%
7	प्रतिधारण राशि	प्रत्येक सूचीबद्ध वेंडर के ऑन-अकाउंट बिल से 5% की दर से प्रतिधारण राशि तब तक वसूली जाएगी जब तक कि कुल वसूली निविदा दस्तावेज में निर्धारित प्रति वेंडर अनुमानित लागत के 5% के बराबर न हो जाए।
8	निष्पादन बैंक गारंटी	अनुमानित लागत का 05% (सफल बोलीदाता द्वारा प्रस्तुत किया जाना है)
9	देखने के लिए निविदा उपलब्ध होने की तिथि	15 दिसम्बर 2025 को 1200 बजे से
10	प्री-बिड बैठक (ऑनलाइन)	22 दिसम्बर 2025 को 1100 बजे (सिस्को वेबएक्स के माध्यम से), प्री-बिड बैठक में भाग लेने के इच्छुक पक्ष वेबएक्स लिंक के लिए chetankhandoji@rbi.org.in या avinashkumar@rbi.org.in पर ईमेल के माध्यम से अनुरोध कर सकते हैं। वेबएक्स लिंक दिनांक 19 दिसम्बर 2025 को अथवा उसके बाद प्रदान किया जाएगा।
11	ऑनलाइन तकनीकी-वाणिज्यिक बोली जमा करने के लिए ई-निविदा शुरू होने की तिथि	24 दिसम्बर 2025 को 1200 बजे से
12	बयाना राशि (EMD) जमा करने की अंतिम तिथि	05 जनवरी 2026 को 1100 बजे तक डिमांड ड्राफ्ट अथवा बैंक गारंटी के रूप में प्रस्तुत ईएमडी को क्षेत्रीय निदेशक, शिष्टाचार एवं सुरक्षा स्थापना, भारतीय रिजर्व बैंक, नागपुर-440 001 को 05 जनवरी 2026 को 1100 बजे से पहले बैंक को भौतिक रूप से प्रस्तुत की जानी चाहिए।
13	तकनीकी-वाणिज्यिक बोली जमा करने के लिए ऑनलाइन ई-निविदा बंद होने की तिथि	05 जनवरी 2026 को 1200 बजे
14	भाग I: (तकनीकी वाणिज्यिक बोली) खोलने की तारीख व समय	05 जनवरी 2026 को 1530 बजे
	भाग II: (वित्तीय बोली) खोलने की तारीख व समय	भाग-II अर्थात वित्तीय बोली खोलने की तिथि की सूचना भाग-I में सभी पात्र बोलीदाताओं को ई-मेल द्वारा अलग से दी जाएगी।
15	निविदा की वैधता	निविदा के भाग-I के खुलने की तिथि से तीन माह तक

नोट: निविदाकर्ता कृपया ध्यान दें कि निविदा में कोई भी संशोधन/शुद्धिपत्र, यदि भविष्य में जारी किया जाता है, केवल आरबीआई की वेबसाइट पर अधिसूचित किया जाएगा और समाचार पत्र में प्रकाशित नहीं किया जाएगा।

क्षेत्रीय निदेशक
भारतीय रिजर्व बैंक
नागपुर



बेटी बचाओ
बेटी पढ़ाओ

**भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA**

**शिष्टाचार एवं सुरक्षा स्थापना
PROTOCOL & SECURITY ESTABLISHMENT**

**नागपुर
NAGPUR**

**ई-निविदा आमंत्रण सूचना / NOTICE INVITING TENDER (NIT)
(केवल ई-खरीद के माध्यम से / Only through e-procurement)**

भारतीय रिज़र्व बैंक, नागपुर पात्र कार हायरिंग एजेंसियों/कंपनियों से दो भागों (भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - मूल्य बोली) में "भारतीय रिज़र्व बैंक, नागपुर को जरूरत के आधार पर किराए पर कार की सेवाएं देने हेतु कार हायरिंग एजेंसियों/कंपनियों के एम्पैनल्मेंट" के लिए ई-निविदा आमंत्रित करता है। निविदा की प्रारम्भिक अवधि 31 मार्च 2027 तक होगी जिसे संतोषजनक प्रदर्शन होने की स्थिति में अधिकतम दो वर्षों के लिये, एक बार में अधिकतम एक वर्ष के लिए या बैंक द्वारा निर्धारित अन्य अवधि / मापदंडों के लिये विस्तारित किया जा सकता है।

Reserve Bank of India, Nagpur invites e-tender in two parts (Part I – Techno- commercial Bid & Part II – Price Bid) from eligible car hiring agencies/companies for “Empanelment of Car Hiring Agencies/Companies for providing Car rental services on need basis to Reserve Bank of India, Nagpur”. The contract will be initially valid up to March 31, 2027 and will be extendable for a maximum of two more years, one year at a time, subject to satisfactory performance, or other periods/ parameters as the Bank may decide.

2. सभी पूर्व-अर्हता दस्तावेज़ एमएसटीसी वेबसाइट पर अपलोड किए जाएंगे और निविदा के भाग-I को खोलने के समय बैंक द्वारा परीक्षा के लिए डाउनलोड किए जाएंगे।

All the Pre-Qualification papers shall be uploaded on MSTC website and same will be downloaded at the time of opening part-I of tender for examination by the Bank.

कार्य की अनुमानित लागत Estimated cost of the work	बयाना राशि जमा Earnest Money Deposit
₹26,50,000/- (inclusive of GST 18%)	₹53,000/- (2% of estimated cost)

ई-निविदा जमा करने की अंतिम तिथि 05 जनवरी 2026 को 12:00 बजे तक है। अधिक जानकारी के लिए कृपया वेबसाइट <https://www.rbi.org.in> पर "निविदा" अनुभाग पर जाएं और निविदा अपलोड करने के लिए कृपया एमएसटीसी वेबसाइट <https://www.mstcecommerce.com> पर जाएं और पंजीकरण करें। कृपया यह भी नोट करें कि आगे के परिशिष्ट/ शुद्धिपत्र को केवल भारतीय रिजर्व बैंक की वेबसाइट पर प्रकाशित किया जाएगा।

The last date for submission of e-tender is **January 05, 2026 up to 12:00 hrs**. For further details please visit "Tender" section at website <https://www.rbi.org.in> and for uploading the tender please visit and register on MSTC website at <https://www.mstcecommerce.com>. Please also note that further Addendum/ Corrigendum will only be published on RBI website.

स्थान/ Place: नागपुर/ Nagpur

दिनांक/ Date: 25 नवम्बर 2025 / November 25, 2025

**क्षेत्रीय निदेशक / Regional Director
भारतीय रिजर्व बैंक / Reserve Bank of India
नागपुर / Nagpur**

अस्वीकरण / DISCLAIMER

भारतीय रिजर्व बैंक, शिष्टाचार एवं सुरक्षा स्थापना, नागपुर ने इच्छुक पार्टियों को 'अनुबंध' की जानकारी देने के लिए यह निविदा दस्तावेज तैयार किया है। जबकि भारतीय रिजर्व बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है और इसे सही मानता है, न तो भारतीय रिजर्व बैंक और न ही इसके किसी भी प्राधिकरण/ एजेंसी/ उनके संबंधित अधिकारियों, कर्मचारियों, एजेंटों या सलाहकारों ने इस दस्तावेज़ में निहित जानकारी की पूर्णता या सटीकता या इसके साथ प्रदान की जाने वाली किसी भी जानकारी के बारे में कोई वारंटी या इस बारे में कोई प्रतिनिधित्व, व्यक्त या निहित, प्रदान की है।

Reserve Bank of India, Protocol & Security Establishment, Nagpur, has prepared this document to give background information on the Contract 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 agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

जानकारी संपूर्ण नहीं मानी जाये। इच्छुक पार्टियाँ अपनी स्वयं की पूछताछ करने के लिये स्वतंत्र हैं और उन्हें लिखित रूप में पुष्टि करने की आवश्यकता होगी कि उन्होंने ऐसा किया है, और वे केवल भारतीय रिजर्व बैंक द्वारा निविदा दस्तावेज में प्रदान की गई जानकारी पर भरोसा नहीं करते हैं। यह जानकारी इस आधार पर प्रदान की जाती है कि यह भारतीय रिजर्व बैंक या उसके किसी प्राधिकरण या एजेंसियों या उनके किसी संबंधित अधिकारी, कर्मचारियों, एजेंटों या सलाहकारों पर गैर-बाध्यकारी है।

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 agencies or any of their respective officers, employees, agents or advisors.

इस 'अनुबंध' को आगे नहीं बढ़ाने या 'अनुबंध' के तरीके को बदलने, इस दस्तावेज में दिखाई गई समय-सारिणी में परिवर्तन करने या लागू होने वाली प्रक्रिया या प्रक्रिया को बदलने का अधिकार भारतीय रिजर्व बैंक सुरक्षित रखता है। यह रुचि व्यक्त करने वाले किसी भी पक्ष के साथ इस मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की कोई प्रतिपूर्ति नहीं की जाएगी।

Reserve Bank of India reserves the right not to proceed with the Contract or to change the configuration of the Contract, 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.



**भारतीय रिजर्व बैंक
RESERVE BANK OF INDIA**

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PROTOCOL & SECURITY ESTABLISHMENT**

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**ई-निविदा आमंत्रण सूचना / NOTICE INVITING TENDER (NIT)
(केवल ई-खरीद के माध्यम से / Only through e-procurement)**

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निविदा की अनुसूची / SCHEDULE OF TENDER (SOT)

क्रमसं S. N.	मर्दे Item	विवरण Details
1	ई-निविदा सं / E-Tender no.	RBI/Nagpur Regional Office/Others/3/25-26/ET/637
2	निविदा का तरीका / Mode of Tender	एमएसटीसी वेबसाइट पर केवल ई-प्रोक्योरमेंट सिस्टम (ऑनलाइन भाग I - तकनीकी-वाणिज्यिक बोली और भाग II – मूल्यबोली) के

		<p>माध्यम से At MSTC website through e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid) only Link/ लिंक- www.mstcecommerce.com/eprocn</p>
3	कार्य का नाम / Name of Work:	<p>भारतीय रिजर्व बैंक, नागपुर को जरूरत के आधार पर किराए पर कार की सेवाएं देने हेतु कार हायरिंग एजेंसियों/कंपनियों का एम्पैनल्मेंट।</p> <p>Empanelment of Car Hiring Agencies/Companies for providing Car rental services on need basis to Reserve Bank of India, Nagpur.</p>
4	अनुमानित लागत / Estimated Cost	<p>लगभग ₹26,50,000/- (छब्बीस लाख पचास हजार रुपये मात्र) प्रतिवर्ष सभी करों सहित</p> <p>Approximately ₹26,50,000/- (Rupees Twenty Six Lakhs Fifty Thousands Only) per annum inclusive of all applicable taxes</p>
5	i) बयाना राशि जमा / Earnest Money Deposit (EMD)	<p>₹53,000/- (तिरपन हजार रुपये मात्र) ₹53,000/- (Rupees Fifty Three Thousand Only) By</p> <p>(1) एनईएफटी के माध्यम से आरबीआई खाता संख्या. 8714295, आईएफएससी कोड: RBIS0NGPA01 (5वा और 10वा अंक शून्य है), NEFT, RBI A/c No.8714295, IFSC Code: RBIS0NGPA01 (5th& 10th digit is zero),</p> <p>अथवा / or</p> <p>(2) भारतीय रिजर्व बैंक, नागपुर के पक्ष में डिमांड ड्राफ्ट, DD in favour of Reserve Bank of India, payable at Nagpur,</p> <p>अथवा / or</p> <p>(3) बैंक के मानक प्रोफार्मा (अनुबंध-B) में अनुसूचित बैंक द्वारा जारी एक अपरिवर्तनीय बैंक गारंटी। बयाना जमा राशि के लिए प्रस्तुत बैंक गारंटी (अनुसूचित वाणिज्यिक बैंक से जारी) निविदा की</p>

		<p>वैधता अवधि के उपरांत अतिरिक्त 45 दिनों तक की अवधि के लिए मान्य होनी चाहिए।</p> <p>An irrevocable Bank Guarantee issued by a scheduled bank in the Bank's standard proforma (Annexure-B). The Bank Guarantee (from Scheduled Commercial bank) submitted towards EMD has to be valid for the period of the tender plus additional 45 days.</p> <p>किसी भी परिस्थिति में बयाना जमा राशि बैंक के फिक्स्ड डिपॉजिट, चेक या कैश के रूप में स्वीकार नहीं किया जाएगा।</p> <p>Under no circumstances, EMD will be accepted in the form of fixed deposits of the bank, cheque or cash.</p>
	ii) निविदा शुल्क / Tender Fees	शून्य / Nil
6	लेनदेन शुल्क / Transaction Fee	<p>एमएसटीसी लिमिटेड के पक्ष में या मेसर्स एमएसटीसी लि. के सूचना के अनुसार एमएसटीसी पेमेंट गेटवे /एनईएफटी/आरटीजीएस के माध्यम से संविदा के कुल अनुमानित लागत के 0.05% + जीएसटी @18%</p> <p>0.05% of total estimate cost of estimated cost-plus GST @18% to be paid through MSTC Payment gateway/NEFT/RTGS in favour of MSTC Limited or as advised by M/s MSTC Ltd</p>
7	प्रतिधारण राशि / Retention Money	<p>प्रत्येक सूचीबद्ध वेंडर के ऑन-अकाउंट बिल से 5% की दर से प्रतिधारण राशि तब तक वसूली जाएगी जब तक कि कुल वसूली निविदा दस्तावेज में निर्धारित प्रति वेंडर अनुमानित लागत के 5% के बराबर न हो जाए।</p> <p>Retention Money @ 5% will be recovered from each empaneled vendor on-account bill till the total recovery amounts to 5% of the estimated cost per vendor as stipulated in the tender document.</p>
8	निष्पादन बैंक गारंटी / Performance Bank Guarantee	<p>अनुमानित लागत का 05%</p> <p>05% of the estimated cost</p>

		(सफल बोलीदाता द्वारा प्रस्तुत किया जाना है / to be submitted by the successful bidder)
9	देखने के लिए निविदा उपलब्ध होने की तिथि Date of availability of Tender for viewing	15 दिसम्बर 2025 को 1200 बजे से December 15, 2025, 1200 Hrs. onwards
10	प्री-बिड बैठक (ऑनलाइन) Pre-Bid Meeting (On-line)	22 दिसम्बर 2025 को 1100 बजे (सिस्को वेबएक्स के माध्यम से), December 22, 2025 at 11.00 Hrs. (Through CISCO WebEx), प्री-बिड बैठक में भाग लेने के इच्छुक पक्ष वेबएक्स लिंक के लिए chetankhandoji@rbi.org.in या avinashkumar@rbi.org.in पर ईमेल के माध्यम से अनुरोध कर सकते हैं। वेबएक्स लिंक दिनांक 19 दिसम्बर 2025 को अथवा उसके बाद प्रदान किया जाएगा। Parties interested to participate in pre-bid meeting may request for the WebEx link via email to chetankhandoji@rbi.org.in or avinashkumar@rbi.org.in . WebEx link will be provided on or after December 19, 2025
11	ऑनलाइन तकनीकी-वाणिज्यिक बोली जमा करने के लिए ई-निविदा शुरू होने की तिथि Date of starting of e-Tender for submission of online Techno-Commercial Bid	24 दिसम्बर 2025 को 1200 बजे से December 24, 2025 at 1200 Hrs.
12	बयाना राशि (EMD) जमा करने की अंतिम तिथि Last date of submission of EMD.	05 जनवरी 2026 को 1100 बजे तक January 05, 2026 up to 1100 Hrs. डिमांड ड्राफ्ट अथवा बैंक गारंटी के रूप में प्रस्तुत ईएमडी को क्षेत्रीय निदेशक, शिष्टाचार एवं सुरक्षा स्थापना, भारतीय रिजर्व बैंक, नागपुर-440 001 को 05 जनवरी 2026 को 1100 बजे से पहले

		बैंक को भौतिक रूप से प्रस्तुत की जानी चाहिए। EMD, if submitted in form of DD/ Bank guarantee shall be submitted physically to the Bank before 1100 Hrs. on January 05, 2026.
13	तकनीकी-वाणिज्यिक बोली जमा करने के लिए ऑनलाइन ई-निविदा बंद होने की तिथि Date of closing of online e-tender for submission of Techno-Commercial Bid	05 जनवरी 2026 को 1200 बजे January 05, 2026 at 1200 Hrs.
14	भाग I : (तकनीकी वाणिज्यिक बोली) खोलने की तारीख व समय Date & time of opening of Part-I: Techno-Commercial Bid	05 जनवरी 2026 को 1530 बजे January 05, 2026 at 1530 Hrs.
	भाग II : (वित्तीय बोली) खोलने की तारीख व समय Date & time of opening of Part-II: Price Bid	भाग-II अर्थात वित्तीय बोली खोलने की तिथि की सूचना भाग-I में सभी पात्र बोलीदाताओं को ई-मेल द्वारा अलग से दी जाएगी। Date of opening of Part - II i.e., price bid shall be informed separately to all the eligible bidders in Part-I by e-Mail
15	निविदा की वैधता Validity of the tender	निविदा के भाग- I के खुलने की तिथि से तीन माह तक Three months from the date of opening of the PART- I of the Tender

नोट: निविदाकर्ता कृपया ध्यान दें कि निविदा में कोई भी संशोधन/शुद्धिपत्र, यदि भविष्य में जारी किया जाता है, केवल आरबीआई की वेबसाइट पर अधिसूचित किया जाएगा और समाचार पत्र में प्रकाशित नहीं किया जाएगा।

Note: Tenderers may please note that any amendments / corrigendum to the Tender, if issued in future, will only be notified on the website of RBI and will not be published in the newspaper.

क्षेत्रीय निदेशक / Regional Director
भारतीय रिजर्व बैंक / Reserve Bank of India
नागपुर / Nagpur

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Section I

ई-टेंडर के संबंध में महत्वपूर्ण निर्देश / Important Instructions Regarding E-tender

बोली प्रस्तुत करने वाले लोगों से अनुरोध है कि वे अपनी ऑनलाइन निविदा प्रस्तुत करने से पहले इस निविदा के नियम और शर्तों को पढ़ लें।

Bidders are requested to read the important instructions on e-tendering process as given below and the Terms & Conditions of this tender given in subsequent pages before submitting your online tender.

1 ई-निविदा की प्रक्रिया / Process of E-tender:

A) पंजीकरण / Registration:

इस प्रक्रिया में एमएसटीसी ई-प्रॉक्युमेंट पोर्टल में वेंडर का पंजीकरण शामिल है जो निःशुल्क है। पंजीकरण के बाद ही वेंडर अपनी बोली इलेक्ट्रॉनिक रूप से प्रस्तुत कर सकता है/ सकते हैं। तकनीकी बोली और वाणिज्यिक बोली की प्रस्तुति के लिए बोली इंटरनेट पर लगाई जाएगी। वेंडर के पास क्लास III साइनिंग और एन्क्रिप्शन टाइप डिजिटल सिग्नेचर सर्टिफिकेट होना चाहिए। वेंडरों को इंटरनेट से जुड़े पीसी से बोली लगाने के लिए स्वयं व्यवस्था करनी होगी। एमएसटीसी ऐसी व्यवस्था करने के लिए जिम्मेदार नहीं है। (इलेक्ट्रॉनिक सिग्नेचर के बिना बोली को रिकार्ड नहीं किया जाएगा।)

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 and encryption type digital signature certificate. Vendors are to make their own arrangement for bidding from a personal computer/laptop connected to the Internet. MSTC is not responsible for making such an arrangement. *(Bids will not be recorded without Digital Signature).*

विशेष नोट: तकनीकी और वाणिज्यिक बोली www.mstcecommerce.com/eprocn पर ऑनलाइन प्रस्तुत की जानी है।

Special Note: The Technical Bid and The Commercial Bid Has to Be Submitted On-Line At www.mstcecommerce.com/eprocn.

(1) विक्रेताओं के लिए स्वयं को नीचे दी गई प्रक्रिया/ लिंक के द्वारा ऑनलाइन पंजीकरण करना आवश्यक है।

mstcecommerce.com → e-Procurement → New Common Portal → Register as Vendor → Filling up details and creating own user id and password → Submit

Vendors are required to register themselves online following the below given process/ link.

mstcecommerce.com → e-Procurement → New Common Portal → Register as Vendor → Filling up details and creating own user id and password → Submit.

ii). वेंडरों को उनके रजिस्ट्रेशन फार्म भरते समय दिए गए ई-मेल आईडी पर उनके पंजीकरण की पुष्टि करने वाला एक सिस्टम जेनरेटेड मेल मिलेगा। किसी स्पष्टीकरण के लिए भारतीय रिज़र्व बैंक/ एमएसटीसी से (ई-निविदा के लिए निर्धारित समय से पहले) संपर्क करें।

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 RBI or MSTC, (before the scheduled time of the e- tender).

संपर्क व्यक्ति (भारतीय रिज़र्व बैंक) / Contact person (RBI):

e-Tender for Empanelment of Car Hiring Agencies/Companies
for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

i)	श्री चेतन खंडोजी, सहायक प्रबंधक Mr. Chetan Khandoji (AM)	chetankhandoji@rbi.org.in Ph- 0712-2806390, 09834140482
ii)	श्री अविनाश कुमार, (प्रबंधक, शि व सु) Shri Avinash Kumar (Manager, P & S)	avinashkumar@rbi.org.in Ph- 0712-2806307, 08220326858
संपर्क व्यक्ति (एमएसटीसी लि.) / Contact person (MSTC Ltd):		
i)	सुश्री लिस्बेथ डायस, वरिष्ठ प्रबंधक Ms. Lisbeth Dias, Sr. Manager	ngropn2@mstcindia.in Ph- 07122550075, 09820158988
ii)	श्री सुशील नाले, उप प्रबंधक Mr. Sushil Nale, Manager	sushil@mstcindia.co.in Ph- 022-22883501 Extn: 31, 09987758430
iii)	सुश्री दिव्येंदु पॉल, उप प्रबंधक Ms. Divyendu Paul, Dy. Manager	dpaul@mstcindia.co.in Ph- 022-22823767 09831992269
iv)	सुश्री रूपाली पांडे, उप प्रबंधक Ms. Rupali Pandey, Dy. Manager	rpandey@mstcindia.co.in Ph- 022 22886268 Extn: 13, 9458704037
v)	श्री तन्मय सरकार, उप प्रबंधक Mr. Tanmoy Sarkar, Dy. Manager	tsarkar@mstcindia.co.in Ph-022 22886268, 08349894664
एमएसटीसी सहायता केंद्र MSTC Help Desk	प्रधान कार्यालय/ Head Office	07969066600
	पंजीकरण/ Registration	022-22829565
	ई-प्रोक्योरमेंट / e-procurement	022-22870471/ 22886266
	अन्य सहायता/ Other assistance	022-22886261/ 22886265/ 22885567
	ईमेल/ email	helpdesk@mstcindia.co.in , mstcwro@mstcindia.co.in , helpdeskwro@mstcindia.in (कृपया ईमेल भेजते समय विषय के रूप में "हेल्पडेस्क" का उल्लेख करें/ Kindly mention "Helpdesk" in email Subject)
<p>नोट- सभी तकनीकी मुद्दों के लिए सभी कार्य दिवसों पर सुबह 10 बजे से शाम 5 बजे तक संपर्क किया जा सकता है।</p> <p>Note- For all technical issues, you may contact the above from 10 am to 5 pm on all working days.</p>		
B) सिस्टम आवश्यकता / System Requirement:		
<p>i) विंडोज 7 या उससे ऊपर ऑपरेटिंग सिस्टम Windows 7 or above Operating System</p> <p>ii) नवीनतम गूगल क्रोम, मोज़िला या माइक्रोसॉफ्ट एज इंटरनेट ब्राउज़र Latest Google Chrome, Mozilla or Microsoft Edge Internet browser.</p>		

	<p>iii) वैध क्लास-III हस्ताक्षर और इनक्रिप्शन दोनों प्रकार के डिजिटल प्रमाणपत्र Valid Class-III Digital Signature both Signing & Encryption type Certificate.</p> <p>iv) सिस्टम में डाउनलोड और स्थापित करने के लिए नवीनतम अद्यतन Java Runtime Environment (JRE) 1.8 (विंडोज x86 ऑफ़लाइन) सॉफ्टवेयर Latest updated Java Runtime Environment (JRE) 1.8 (Windows x86 Offline) software to be downloaded and installed in the system.</p>
2	<p>एमएसटीसी ई-प्रोक्योरमेंट पोर्टल का उपयोग करने के लिए आवश्यक सिस्टम सेटिंग्स को लागू करने के लिए, कृपया एमएसटीसी द्वारा प्रदान की गई सिस्टम सेटिंग्स गाइड का संदर्भ लेते हुए पीकेआई एप्लिकेशन इंस्टॉल करें।</p> <p>To apply the required system settings for using MSTC e-procurement portal, kindly install PKI application while referring to the system settings guide provided by MSTC.</p>
3	<p>तकनीकी-वाणिज्यिक बोली और मूल्य बोली www.mstcecommerce.com/eprocn पर ऑनलाइन जमा करना होगा। निविदा में दिए गए अनुसार निर्दिष्ट तिथि और समय पर निविदाएं इलेक्ट्रॉनिक रूप से खोली जाएंगी।</p> <p>The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprocn. Tenders will be opened electronically on specified date and time as given in the Tender.</p>
4	<p>निविदा में सभी प्रविष्टियों को बिना किसी अस्पष्टता के ऑनलाइन तकनीकी और वाणिज्यिक प्रारूपों में दर्ज किया जाना चाहिए।</p> <p>All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
5	<p>लेन-देन शुल्क के प्रति विशेष नोट / Special Note towards Transaction fee:</p> <p>लेनदेन शुल्क ई-निविदा प्रक्रिया में भाग लेने के लिए अपने पोर्टल का उपयोग करने के लिए एमएसटीसी द्वारा लगाया जाने वाला पोर्टल उपयोग शुल्क है। Transaction fee is the portal usage charges levied by the MSTC for using their portal for participating in the e-tendering process.</p> <p>विक्रेता लॉगिन में "मेरा मेनू" के तहत "लेनदेन शुल्क भुगतान" लिंक का उपयोग करके लेनदेन शुल्क का भुगतान करेंगे। विक्रेताओं को इवेंट ड्रॉपडाउन बॉक्स से विशेष निविदा का चयन करना होगा। विक्रेता के पास एनईएफटी या ऑनलाइन भुगतान के माध्यम से भुगतान करने की सुविधा होगी। एनईएफटी का चयन करने पर, विक्रेता एक फॉर्म भरकर चालान उत्पन्न करेगा। विक्रेता चालान पर मुद्रित विवरण के अनुसार लेनदेन शुल्क राशि को बिना किसी बदलाव के भेज देगा। ऑनलाइन भुगतान का चयन करने पर, विक्रेता को अपने क्रेडिट / डेबिट कार्ड / नेट बैंकिंग का उपयोग करके भुगतान करने का प्रावधान होगा। एक बार जब भुगतान एमएसटीसी के नामित बैंक खाते में जमा हो जाता है, तो लेनदेन शुल्क स्वतः अधिकृत होगा और विक्रेता को सिस्टम जनित मेल प्राप्त होगा।</p> <p>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</p>

	<p>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.</p> <p><i>लेन-देन शुल्क गैर-वापसी योग्य है। लेन-देन शुल्क के भुगतान के बिना एक विक्रेता के पास ऑनलाइन ई-निविदा तक पहुंच नहीं होगी।</i></p> <p><i>Transaction fee is non-refundable. A vendor will not have access to online e-tender without making the payment towards transaction fee.</i></p> <p><i>नोट: बोलीदाताओं को सलाह दी जाती है कि वे घटना के समापन समय से पहले लेनदेन शुल्क को अच्छी तरह से जमा करें ताकि बोली जमा करने के लिए खुद को पर्याप्त समय मिल सके।</i></p> <p><i>NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event to give themselves sufficient time to submit the bid.</i></p>
6	<p>अपलोड की गई निविदाओं/शुद्धिपत्रों के बारे में सूचना निविदा को अंतिम रूप दिए जाने तक प्रक्रिया के दौरान ही ईमेल द्वारा भेजी जाएगी। इसलिए विक्रेताओं को यह सुनिश्चित करने की आवश्यकता है कि एमएसटीसी के साथ विक्रेता के पंजीकरण के समय प्रदान किया गया उनका कॉर्पोरेट ईमेल आईडी वैध और अपडेट किया गया है। विक्रेताओं से यह भी अनुरोध किया जाता है कि वे अपने डीएससी (डिजिटल हस्ताक्षर प्रमाण पत्र) की वैधता सुनिश्चित करें।</p> <p>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).</p>
7	<p>एनआईटी में उल्लिखित नियत तिथि और समय के बाद ई-निविदा तक नहीं पहुंचा जा सकता है।</p> <p>E-tender cannot be accessed after the due date and time mentioned in NIT.</p>
8	<p>ई-निविदा में बोली / Bidding in e-tender :</p> <p>a) विक्रेताओं को ई-निविदा में ऑनलाइन बोली लगाने के लिए पात्र होने के लिए आवश्यक ईएमडी, निविदा शुल्क और लेनदेन शुल्क (यदि कोई हो) जमा करने की आवश्यकता है। निविदा शुल्क और लेनदेन शुल्क गैर-वापसी योग्य हैं। ईएमडी पर कोई ब्याज नहीं दिया जाएगा। असफल विक्रेता (ओं) का ईएमडी निविदा आमंत्रित करने वाले प्राधिकरण द्वारा वापस कर दिया जाएगा।</p> <p>Vendor(s) need to submit necessary EMD, Tender fees and Transaction fees (If ANY) to be eligible to bid online in the e tender. Tender fees and 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.</p> <p>b) इस प्रक्रिया में तकनीकी और वाणिज्यिक बोली प्रस्तुत करने के लिए इलेक्ट्रॉनिक बोली शामिल है।</p>

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

c) जिन विक्रेताओं ने लेनदेन शुल्क जमा किया है, केवल वे एमएसटीसी ई-प्रोक्योरमेंट वेबसाइट www.mstcecommerce.com → e-procurement → New Common Portal → Login → My menu → Auction Floor Manager → live event → Selection of the live event में इंटरनेट के माध्यम से अपनी तकनीकी बोली और वाणिज्यिक बोली जमा कर सकते हैं।

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 → New Common Portal → Login → My menu → Auction Floor Manager → live event → Selection of the live event.

d) विक्रेता को जावा एप्लिकेशन चलाने की अनुमति देनी चाहिए। यह अभ्यास बोली तल खोलने के तुरंत बाद किया जाना है। फिर उन्हें सामान्य शर्तों / वाणिज्यिक विनिर्देशों को भरना होगा और उसी को सहेजना होगा। उसके बाद टेक्निकल बिड पर क्लिक करें। यदि यह आवेदन नहीं चलता है, तो विक्रेता अपनी तकनीकी बोली को सहेजने / जमा करने में सक्षम नहीं होगा।

The vendor 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, the vendor will not be able to save/submit his technical bid.

e) तकनीकी बोली भरने के बाद, विक्रेता को अपनी तकनीकी बोली रिकॉर्ड करने के लिए 'सहेजें' पर क्लिक करना चाहिए। एक बार ऐसा करने के बाद, वाणिज्यिक बोली लिंक सक्रिय हो जाता है। इसे भरना होगा और विक्रेता को अपनी वाणिज्यिक बोली रिकॉर्ड करने के लिए "सहेजें" पर क्लिक करना चाहिए। एक बार तकनीकी बोली और वाणिज्यिक बोली दोनों सहेजे जाने के बाद, विक्रेता अपनी बोली पंजीकृत करने के लिए "अंतिम सबमिशन" बटन पर क्लिक कर सकता है।

After filling the Technical Bid, vendor should click 'save' for recording their technical bid. Once the same is done, the Commercial Bid link becomes active. The same has to be filled and vendor should click on "save" to record their Commercial bid. Once both technical bid & Commercial bid have been saved, the vendor can click on the "Final submission" button to register their bid.

f) विक्रेताओं को दस्तावेज अपलोड करने के लिए डॉक बटन का उपयोग करने का निर्देश दिया जाता है। एकाधिक दस्तावेज अपलोड किए जा सकते हैं।

Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.

g) सभी मामलों में, विक्रेता को अपनी बोली जमा करते समय डिजिटल हस्ताक्षर के साथ अपनी आईडी और पासवर्ड का उपयोग करना चाहिए।

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

h) पूरी ई-टेंडर प्रक्रिया के दौरान, विक्रेता एक-दूसरे के लिए और हर किसी के लिए पूरी तरह से गुमनाम रहेंगे।

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

i) ई-टेंडर फ्लोर पूर्व-घोषित तिथि और समय से और ऊपर उल्लिखित अवधि के लिए खुला रहेगा।

	<p>The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) ई-निविदा प्रक्रिया के दौरान प्रस्तुत सभी इलेक्ट्रॉनिक बोलियां विक्रेता पर कानूनी रूप से बाध्यकारी होंगी। एक बोली को उस विक्रेता द्वारा पेश की गई वैध बोली के रूप में माना जाएगा और खरीदार द्वारा इसे स्वीकार करने से आपूर्ति के निष्पादन के लिए खरीदार और विक्रेता के बीच एक बाध्यकारी अनुबंध होगा। All electronic bids submitted during the e-tender process shall be legally binding on the vendor. A bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between the Buyer and the Vendor for execution of supply.</p> <p>k) यह अनिवार्य है कि सभी बोलियां डिजिटल हस्ताक्षर प्रमाण पत्र के साथ प्रस्तुत की जाएं अन्यथा सिस्टम द्वारा इसे स्वीकार नहीं किया जाएगा। It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system.</p> <p>l) बैंक बिना कोई कारण बताए निविदा को रद्द करने/ अस्वीकार करने / स्वीकार करने / वापस लेने / विस्तारित करने का अधिकार सुरक्षित रखता है। The Bank reserves the right to cancel / reject / accept / withdraw / extend the tender in full or part, as the case may be, without assigning any reason thereof.</p> <p>m) निविदा दस्तावेज के नियमों और शर्तों में कोई विचलन स्वीकार्य नहीं है। किसी भी विक्रेता द्वारा ई-निविदा मंजिल में बोली प्रस्तुत करना निविदा के लिए नियमों और शर्तों की स्वीकृति की पुष्टि करता है। No deviation in 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 terms & conditions for the tender.</p>
9	<p>इस निविदा से उत्पन्न कोई भी आदेश उसमें उल्लिखित नियमों और शर्तों द्वारा शासित किया जाएगा। Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.</p>
10	<p>तकनीकी और वाणिज्यिक नियमों और शर्तों में कोई विचलन की अनुमति नहीं है। No deviation in the technical and commercial terms & conditions are allowed.</p>
11	<p>निविदा आमंत्रित करने वाले प्राधिकारी को इस ई-निविदा को रद्द करने या बिना कोई कारण बताए बोली प्राप्त करने की नियत तिथि बढ़ाने का अधिकार है। 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.</p>
12	<p>विक्रेताओं से अनुरोध है कि वे विक्रेता गाइड पढ़ें और बोली लगाने से पहले सिस्टम से परिचित होने के लिए www.mstcecommerce.com/eprocn पृष्ठ में वीडियो देखें। Vendors are requested to read the VENDOR GUIDE and see the video in the page www.mstcecommerce.com/eprocn to familiarize themselves with the system before bidding.</p>

Section II

तकनीकी और वित्तीय बोलियों के संबंध में सामान्य निर्देश **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, Nagpur, at an estimated cost of ₹26,50,000/- (Rupees Twenty Six Lakhs Fifty Thousands only) per annum, initially for a period up to March 31, 2027, extendable further for a maximum of two more years, one year at a time, subject to satisfactory performance of the service providers, or for other periods/ parameters as the Bank may decide.
- 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 tenderer 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 1200 hrs. on January 05, 2026. Tenderers shall submit e-tender proposal along with Earnest Money Deposit of ₹53,000/- (Rupees Fifty Three Thousands only), complete in all respect and as per the prescribed formats.
- 1.5** A pre-bid meeting of the intending tenderers will be held at 11:00 hours on December 22, 2025 through CISCO WebEx. Parties interested to participate in pre-bid meeting may request for the WebEx link via email to chetankhandoji@rbi.org.in or avinashkumar@rbi.org.in. WebEx link will be provided on or after December 19, 2025. The Bank will clarify any point/doubt raised by the tenderers in respect of the tender in the said Pre-bid meeting. No separate communication will be sent for this meeting except for the change of date or time of the meeting, if any, by the Bank. All the intending tenderers are

advised to be present. They may indicate points/conditions/specifications which need to be clarified during the meeting. The tenderers are expected to get all the issues clarified during this meeting. No further clarifications/doubts will be entertained after the pre-bid meeting.

- 1.6** The Part-I (Technical Bid) will be opened electronically after 15:30 Hrs on January 05, 2026. In the event of any date indicated above being declared a Holiday, the next working day shall become operative for the respective purpose mentioned herein.
- 1.7** Before submitting the tender, the tenderers may go through the scope of work, articles of agreement and terms & conditions governing the contract, on which the work will be awarded by the Bank and required to be executed by the successful Tenderer. 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 Tenderer to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Tenderer, 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.
- 1.8** Tenderer/authorized signatory of the Tenderer shall sign on each page of the tender before uploading.
- 1.9** Corrections, if any, in the quotation shall be duly authenticated with full signature.
- 1.10** In the first stage, the Technical Bids will be opened. The bid of any tenderer 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.
- 1.11** Falsification/suppression of information may lead to disqualification of the tenderer/ cancellation of contract even after award of work during the currency of the contract.
- 1.12** 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. Further, no agency commission or any payment which may be

construed as an agency commission will be paid and the tender price will not include any such amount. If the Bank subsequently finds to the contrary, it reserves the right to declare the Tenderer as non-compliant and declare any contract if already awarded to the Tenderer, to be null and void.

1.13 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.

1.14 The Bank may obtain reports on the past performance of the Tenderer from his clients and bankers. The said reports may be evaluated before opening of the price bid of the tenders. If any Tenderer 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.

1.15 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.

1.16 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/ reputed organizations etc., at least for three years during the last five years (Attach experience certificates as per "[Annex A](#)").
- iii. The tendering firms/company should have minimum fleet of 10 (ten) owned/leased cars comprising of the following cars:

e-Tender for Empanelment of Car Hiring Agencies/Companies
for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

Category I	Maruti Dzire, Maruti Ciaz
Category II	Honda City
Category III	Toyota Innova Crysta
Category IV	Toyota Innova Hycross
Category V	Toyota Fortuner
Category VI	Toyota Camry

Of the total cars, at least 50% of the cars should be owned by the tendering firm. The tenderer should attach copies of Registration Certificates and lease document (wherever applicable). The vehicles provided to RBI should be road worthy and not more than 03 years old from the date of sending the vehicles for duty. The vehicles should be registered with RTO as commercial vehicle.

- iv. The agencies should have an average annual turnover of not less than Rs.26.50 lakhs during each of the last three financial years i.e., during FY 2022-23, FY 2023-24 and FY 2024-25.
- v. All the vehicles should have valid all India taxi permits should be allotted.
- vi. The tendering firms/companies should have all applicable tax registrations viz PAN, TIN, GSTIN, etc. (Attach copies of the same).
- vii. The tendering firms/company should have own office in Nagpur (attach documentary proof).
- viii. The tendering firms/company should have a current account in a scheduled commercial bank for effecting payments (attach documentary proof).
- ix. The tendering firms/companies should submit Income Tax Return Acknowledgement/ Assessment Order and audited Balance Sheet etc. for the last three consecutive financial years, i.e., FY 2022-23, FY 2023-24 and FY 2024-25.
- x. Track record of a tenderer should be clean without any involvement in illegal activities or financial frauds. There should not be any such case with the Police/ Court/ Regulatory authorities against the tenderer or proprietors/ partners/ directors in case of Proprietorship/ Partnership firm/ company.
- xi. The tenderer must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

- xii. The tenderer 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 in format [Annex G](#)).
- xiii. The tenderer should not have rescinded/ abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The tenderer shall give details of all disputes he/she had with his/her clients and furnish the current status thereof.
- xiv. The tenderer should have a valid registration under Maharashtra Shops & Establishment (Regulation of Employment & condition of service) Act, 2017.
- xv. All vehicles provided to the Bank should have all valid statutory clearances. All vehicles must have FASTag with sufficient balance.
- xvi. All the vehicles should have valid Insurance, 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.

1.17 Details of the company/firm/agency

- a) The full particulars of the Company/Firm/Agency are required to be submitted in format [Annexure H](#). In case of a company, the certificate of registration, Memorandum and Articles 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(s) involved therein along with the name(s) and address(es) etc. are required to be submitted. In case of proprietorship, duly executed and registered deed of assignment clearly identifying the representative who will be liable to perform the contractual obligation in case of the death of the proprietor shall also be submitted. However, in such an eventuality purely as stop gap arrangement, it will be the prerogative/right of the Bank to continue the contract with the identified representative/assignee for the remaining period or till a new agreement is executed, whichever is earlier.
- b) Details of work experience as per the requirements in the eligibility criteria supported by work orders, documents, and certificates shall be submitted. The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any other center should also be given.

c) Income Tax Assessment orders along with latest final order and credit worthiness certificate from the bankers with a copy of the specified accounts of the business of the contractor for a period of last three financial years duly certified by a Chartered Accountants should be enclosed in support of credit worthiness and turnover for the last three years.

d) Written information about the names and address of the Bankers with full details like names, present contact postal addresses, e-mail IDs, telephone (landline and mobile) Nos., etc. of the contact executives (i.e., the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.

1.18 Documents required to be uploaded for technical bid - Scanned copy of Original Documents to be uploaded online through 'mstcecommerce' portal in PDF format while submission of E-tender (Each file size should not exceed 5 MB)

1. Attach the complete tender document duly signed.
2. Incorporation documents.
3. Audited Income-tax returns/ Assessment order for last 3 accounting years, i.e. for FY 2022-23, FY 2023-24 and FY 2024-25.
4. Photocopies of the Registration Certificates (RC), Insurance, taxi permit, PUC and fitness certificates of minimum 10 owned/ leased commercial cars (taxis).
5. Copies of Lease agreement for all leased vehicles in the fleet
6. Audited annual financial statement for the last 3 financial years, i.e., for FY 2022-23, FY 2023-24 and FY 2024-25.
7. List of current and previous clients.
8. Bankers Report on financial standing as per format.
8. All documents related to work experience supported by work orders, completion certificates and other details.
9. Copy of the PAN, TAN/TIN and GST Registration, Registration Certificate under valid registration under Maharashtra Shops & Establishment Act, License to run tour and travels etc.
10. Self-declaration on letter head regarding no suspension/ blacklisting etc. in format [Annex G](#)
11. Details such as make of vehicle, registration number, model, year of manufacturing etc. of all owned/ leased vehicles (minimum 10 required mentioned above).

12. Power of Attorney/ authorization with the seal of the company/ firm in the name of the persons signing the tender documents.
13. One self-attested recent passport size photograph of each authorized person of the firm/agency, with name, designation, and address, mobile number, email ID etc.
14. Any other information the tenderer wishes to furnish (any litigation, court case etc.).

1.19 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.

1.20 The Tender application must be submitted together with details of proof of deposit of ₹53,000/- (Rs. Fifty Three Thousand only) 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 in the form of a Bank Guarantee (as per the proforma in [Annex F](#)) 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. Security deposit will not carry any interest. If the successful tenderer refuses to sign/ enter into agreement subsequently, Earnest Money Deposit/ Security Deposit shall stand forfeited and the Contractor 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 the service provider's quoted rates only

in the prescribed format.

2.2 The Part-II (Financial bid) of only those tenderer's 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 lowest rate quoted under each category of vehicles by tenderers shall be applicable for all other tenderers (who have not quoted lowest rates) upon their consent. Only those tenderers shall be considered for empanelment who would agree in writing to work at the lowest rates quoted under each category of vehicles by other tenderer/s.

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 or paid 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 numerical figures (to be entered online in MSTC e-tendering portal).

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

3.5. The Bank may modify the Tender Document by issuing addenda/corrigenda, for any reason, and at any time. Any such addenda/corrigenda to the Tender Document shall be part of the Tender Document. To allow Tenderers reasonable time to take any addenda/corrigenda into account in preparing their proposals, the Bank may 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.

4. Debarment/ disqualification from bidding and Code of Integrity

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

- A. If it is determined that the bidder has committed the following acts or omissions in contravention of the code of integrity:
 - a) making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - b) any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
 - c) any collusion bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
 - d) improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - e) any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.
 - f) any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - g) obstruction of any investigation or auditing of a procurement process.
 - h) making false declaration or providing false information for participation in a tender process or to secure a contract;
 - i) failed to disclose conflict of interest.
 - j) failed to disclose any previous transgressions made in respect of the provisions of sub- clause 9 (A) with any public institution / entity in India or

any other country during the last three years or of being debarred by any public procuring institution / entity.

- B. For any actions or omissions by the bidder other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.
- C. If the bidder has been convicted of an offence- (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

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

Place:

Signature and seal of the Tenderer

Date:

Name of Authorized signatory

Section III
करार की शर्तें / Articles of Agreement

ARTICLES OF AGREEMENT made at Nagpur on this _____ day of _____ between the Reserve Bank of India, Nagpur Regional Office, having its Central Office at Mumbai (hereinafter called "the Bank") which expression shall unless repugnant to the context include his successors in office on the one part and _____ (proprietorship/partnership firm/ Company/Agency), incorporated under the provisions of the Companies Act (in case of a Company) and having its registered office at _____ (hereinafter called "the Contractor") represented by _____ who is authorized to enter this agreement by its Board of Directors which expression shall include its/his successors, assigns and legal representative on the other part.

WHEREAS the Bank has intention of engaging contractors for the empanelment of reputed and capable Car Hiring Agencies/Companies with good track record, for the purpose of hiring cars on need basis and has caused specifications describing the work to be done [as detailed in Tender Documents (including annexures and amendments thereof)]. AND WHEREAS the said specifications and the scope of work [as detailed in Tender documents (including annexures and amendments thereof)] have been signed by or on behalf of the parties hereto.

AND WHEREAS the Bank had called for tenders from eligible contractors for the empanelment of reputed and capable Car Hiring Agencies/Companies with good track record, for the purpose of hiring cars on need basis, as has been indicated in the scope of work and other documents attached to the tender.

AND WHEREAS the Contractor has agreed to execute the work subject to the conditions set forth herein and to the conditions set forth in the Tender Documents (including annexures and amendments thereof) as modified and finally accepted by both the parties (all of which are collectively hereinafter referred to as "the said Conditions") the works described in terms and conditions and included in the detailed scope of work as detailed in Tender Documents (Part I, Part II, annexures and amended thereof) at the respective rates therein set forth, amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as "the said Contract Amount").

Definitions

In this Agreement, unless the context requires:

“Agreement” means these terms together with any Booking accepted by the Contractor in writing and terms and conditions mentioned in Tender Document.

“Cancellation” means any cancellation by the Bank of the Services after acceptance of Booking.

“Hire Period” means the period of time set out in the Booking or during which the Services are performed, whichever is longer, as amended by agreement or in accordance with this Agreement.

“Pick-up Address” means the address stated in the Booking where the Services will commence.

“Pick-up Time” means the date and the time or time slot set out in the Booking or communicated to you by us for commencement of performance of the Services.

“Booking” means any booking from the Bank and acceptance by the Contractor.

“Services” means the services of a chauffeur-driven Air-conditioned Vehicle starting from the Pick-up Time at the Pick-up Address.

“Unacceptable Behavior” means not wearing a seat-belt, not opening or closing doors (this must be done by the chauffeur), leaning out of the window of the Vehicle, over speeding, exceeding the maximum permitted number of Passengers, smoking or Chewing Pan/Tobacco in the Vehicle, being under the influence of alcohol or under the influence of or in possession of any illegal/intoxicating substance, being rude, violent, aggressive or a danger or potential danger to himself or any other person, being rowdy or being in any way in an unfit state to travel.

“Vehicle” means the vehicle with the registration number referred to in the Booking or any replacement vehicle agreed by the parties.

“Writing” includes any written paper document, any fax, mobile text and any e-mail

correspondence.

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

NOW THESE PRESENT WITNESSES AND IT IS HEREBY AGREED AND DECLARED BY AND BETWEEN THE PARTIES TO THESE PRESENT AS FOLLOWINGS:

- (1) The Bank appoints the Contractor for the purpose of hiring road worthy vehicles on need basis. This contract is valid for a period of ___ months commencing from _____ **to March 31, 2027**. However, the contract may be renewed for further periods (maximum two years, one year at a time) on the existing/ revised terms and conditions to be mutually agreed upon between the parties. The Bank reserves the right to extend the contract for further periods on terms and conditions mutually agreed upon.
- (2) That the Tender Documents (including annexures and amendments/ corrigendums thereof) as modified and finally accepted by both the parties shall form integral part of this Agreement and the Contractor shall comply with all the terms and conditions of the tender documents.
- (3) The Contractor shall deposit a sum of Rs. 1,32,500/- on or before signing of agreement/contract with the Bank as performance security deposit in the form of a Bank Guarantee for the due performance of the contract for the entire contract period. This Security Deposit amount will not carry any interest and will be refunded to the contractor 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.
- (4) The Bank shall place an order for their requirement herein after called 'Hire-order' and will receive acknowledgement from the Contractor for supply of vehicles. It is anticipated that the Contractor will supply vehicles to the Bank on regular basis as and when demanded until such time the contract is valid and the parties in agreement are satisfied with the performance of the contract.
- (5) The Contractor agrees with the Bank and with each authority competent to order, that every contract of hire order should be subject to the terms of this Agreement

for vehicle Hire and in the event of a conflict between these terms and the terms in hire order, the terms of this Agreement for vehicle Hire shall prevail.

(6) The Contractor will provide road worthy vehicles to the Bank not older than three year from the date of sending the vehicles registered with RTO as commercial vehicle for duty and registered for the commercial purpose only. Taxes, insurance and other dues on such vehicles shall be the liability of the Contractor. The Contractor agrees to provide the details of all vehicles purchased or removed from its fleet in future to the Bank in writing till the expiry of the contract.

(7) All the papers related to each vehicle viz. insurance, registration, road tax, pollution control certificates, permits, valid license, etc. should be readily available in the vehicles with drivers while on Bank duty.

(8) All vehicles should be well maintained, GPS enabled and in good hygienic condition with its upholstery etc. in proper shape, without any dent or stain. It must be washed properly and be provided with neat and clean seat covers before sending for the duty.

(9) The contractor will send the booking confirmation via email at the earliest and provide vehicle and driver details via SMS and email to the guest and the bank. Change in vehicle or driver due to unavoidable circumstances will be intimated to the guest and the bank before 04 hours from reporting time.

(10) The driver deployed should carry a valid driving license when on duty, which should be produced by him if demanded by traffic personnel. Renewal of their driving license from time to time will be the responsibility of the contractor.

(11) The driver of the vehicle provided by the Contractor shall carry with himself the duty slips given by the Contractor where date, time, kilometers reading, and places visited are to be filled in and signed by the users/ Bank officials. On the basis of these duty slips, the bills shall be raised to the Bank by the Contractor. Counting of distance will be from garage, but chargeable distance in this respect shall not be more than 05 kilometers in each way between user pick-up/ drop address and the garage/normal parking place.

(12) The drivers deployed should be medically fit with good moral character and reasonable experience of driving and should be well groomed and be able to converse in English and Hindi. They should be able to attend to minor repairs of vehicles en-route, in case of need.

- (13) The driver should also have some knowledge of car mechanism so that he can attend minor repairs. Also, he shall carry all necessary tools and spare parts to carry out such repairs, if needed.
- (14) The driver should be well conversant with the roads and routes in Nagpur and adjacent areas.
- (15) The driver must follow all the traffic rules and regulations (seat belt, speed limits, red lights, overtaking etc.) to ensure safety of the passengers.
- (16) If the Bank or user complains of misdemeanor/misbehavior/unacceptable behavior by a driver, the contractor shall take immediate steps to replace such driver and shall ensure that the services of the said driver are not offered to the Bank in future.
- (17) The contractor shall arrange to obtain Police Verification Certificate regarding the antecedents of the persons/ drivers engaged by them so as to ensure no undesirable person is engaged by them for Bank's duty. Such certificate has to be obtained annually before engaging the services of the driver for the purpose of this agreement. The Bank reserves its right to call for such certificate.
- (18) The drivers engaged by the contractor 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.
- (19) The driver must report for duty at specified place at least 30 minutes prior to the time of reporting in neat and clean uniform. While going for airport for picking up the guest, the flight landing time should regularly be checked by him or the Contractor's employee as sometimes 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.
- (20) The driver must carry a placard depicting particulars of the arriving guest / officer of the Bank and be present to receive the guest(s) at the exit point from Railway Platform /Airport. In case of multiple exit points/ gates at Airport/ railway station, the driver should inform the guest about his 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.
- (21) The driver should maintain duty slips with complete details of kilometers travelled / time of releasing, etc., duly authenticated by the officer using the service.

The make of vehicle and registration number of the vehicle, which is provided to the guest should be mentioned on the duty slip. Besides the driver should be polite, courteous and service oriented at all times. He should provide his mobile number to the guest on demand.

(22) The persons deployed for the purpose of the agreement shall not be in an inebriated condition or under the influence of any intoxicating material. Smoking or Chewing Pan/Tobacco is strictly prohibited inside vehicle/ Bank premises.

(23) The driver must always be available with the car once he has reported to the guest/user officer of the Bank. His mobile should be operational (with battery regularly charged) during the entire duty. He should carry his mobile with him while going away from the vehicle for any urgent work. While driving, the driver should not take the mobile calls. If he is required to take any urgent call while driving the vehicle, he should stop the vehicle at a proper place and then respond to the call.

(24) The drivers will comply with the orders given by the authorized officers of the Bank and will also observe the rules and regulations of the Bank regarding safety and security.

(25) The Bank or its guests are not responsible for payment of any salary or remuneration to the car/ taxi driver provided by the Contractor.

(26) The driver should not ask for any money/ swipe of card from the guest in name of fuel, repair charges, toll etc. In the long journeys, the driver should be provided adequate money/ card by the contractor with adequate balance to cover all such expenses.

(27) **The contractor should have a 24x7 customer care service support with prompt and robust complaint resolution mechanism.** It should provide the adequate contact numbers/ mail IDs to the Bank for booking of vehicles and resolution of complaints with escalation matrix. The contractor shall nominate experienced staff /official(s) for liaison with the Bank on day- to-day basis. The contact particulars of such official/person should be provided to the Bank at the time of execution of this agreement.

(28) In case of any event, where at least 10 cars are deployed, the contractor will depute a dedicated supervisor/ manager to ensure timely reporting of the vehicles at the place of pickup as well as to ensure that the vehicles and driver meets the Bank's requirements.

(29) The contractor shall provide taxi on written or verbal instructions over phone within the time specified therein. The contractor shall also be required to provide taxi at short notice from the Bank (say within an hour in case of emergency). In case the contractor fails to provide taxi on the Bank's request, either verbal over phone or written, the Bank shall be free to remove the contractor from the panel of transport service providers without prejudice to the Bank's right to forfeit the security deposit and other remedies under the agreement.

(30) Contractor must ensure proper sealing of kilometer. The Bank reserves the right to get the meter calibrated or checked at any time at its sole discretion. Tampering of meter reading shall be viewed seriously, leading to even cancellation/ termination of empanelment and forfeiture of security deposit, besides any other penal action.

(31) The contractor should convey without fail the car details i.e., car make and colour, car registration no., driver's name and his mobile number, reporting time and place, to officials of Car Desk and to the user of the car through telephone and through **SMS at least four hours prior to the arrival/departure** of the user. It is contractor's duty to ensure that these details reach to the user and car desk of the Bank through SMS but the confirmation of the car booking shall be sent by the contractor through mail to the car booking desk and user immediately after receiving the car booking request from the Bank.

(32) There shall be no-employer- employee relationship between the Bank and the persons engaged for the purpose of this agreement. All the workers or persons deployed by the contractor shall be considered as the employees of the contractor and Reserve Bank of India shall not have any liability whatsoever with regard to such workers/employees.

(33) The Contractor shall pay the applicable stamp duty on the original of this agreement, which shall be executed in duplicate, and the Bank shall retain the original and the Contractor shall retain the duplicate.

(34) All notices and other communications required to be served on the parties including for violation of the terms of this Agreement shall be considered to be duly served if the same shall have been delivered by hand, through email or posted by registered mail to the office addresses of the parties as mentioned in the agreement.

(35) The Contractor is liable for any legal dispute/cases/claims that have arisen or may arise during the currency of the agreement in respect of vehicles provided by the Contractor. The Bank will not be liable for any loss, damages, etc. suffered/ to be

suffered by the Contractor or third party as the case may be. The Bank shall not be responsible for payment of any compensation for death of or injury or accident to any of the Staffs/ driver deployed by the contractor which may arise out of and in the course of their duties and employment for the purpose of this agreement, whether in the bank premises or otherwise. It is agreed and understood that the Contractor alone shall be liable to pay such damages or compensation to such Staffs and their families.

(36) Any bribe, commission, gift or advantage given/ promised or offered by or on behalf of the contractor or his partner, agent or servant or any one of his or on their behalf to any employees(s) of the Bank or to any person on his or on their behalf in relation to the obtaining or the executing of this or any other contract with the Bank shall entitle the Bank to rescind all contracts with him along with forfeiture of security deposit in addition to any criminal liability the contractor may incur. The contractor shall not lend to or borrow from or have or enter into any monetary dealings or transactions either directly or indirectly with any employee(s) of the Bank.

(37) **Terms of Payment:** The invoice /bill issued should be serially numbered and it should contain the name and address of the service provider, service receiver, description of service, value of taxes payable thereon etc. The Contractor shall raise the bill on completion of every fortnight along with feedback forms and the payment shall be made within 30 days through electronic mode from the date of submission of complete and correct bill with all supporting documents. No request for making advance payment on any ground shall be entertained. Under no circumstances is the Contractor entitled to claim any charges over and above the charges prescribed in the terms of this contract. Bills shall be settled after deducting tax as per all applicable laws i.e. Income tax, GST etc. TDS Certificate shall be issued every quarter in support of TDS deductions effected from the bills. Any objection regarding the payment received by the contractor may be brought to the notice of the Bank within 7 days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.

(38) **Delayed Payment:** Any amounts payable by the Bank to the Contractor in pursuance of submission of any bill by the contractor for this work and provided the bill submitted by the contractor is found to be in order (i.e., the bill is found to be arithmetically accurate and as per the agreed rates and submitted along with all the necessary documents as stipulated above) shall, if not paid within the 30 working days in case of monthly bills and within three months in case of final bill, carry interest at the rate of interest of provident fund. However, it may be

noted that no interest shall be paid by the Bank under any circumstances if the delay in payment of bills is caused due to non-submission of the above-mentioned documents by the contractor or non-responsiveness of contractor in case any clarification is sought by the Bank in respect of the invoice or the work mentioned thereunder.

(39) **Taxes:** The amount quoted in the bill shall be inclusive of all taxes as applicable such as local levies, etc. imposed/to be imposed by Central/State Government/ Local Bodies **except Goods and Services Tax which will be applicable as per government notifications**. If the Contractor fails to include such taxes and duties in the bill, no claim thereof will be entertained by the Bank afterwards. As per Indian laws, taxes as applicable, will be deducted at source and a certificate for the same will be issued to the Contractor. It shall be binding on Contractor to remit the Taxes paid by the Bank on bills to respective Government Authorities.

(40) **Compliance:** The Contractor shall comply with the provision of Contract Labour (Regulation & Abolition) Act, 1970, the Contract Labour (Regulation and Abolition) Central Rules, 1971, Code on Wages, 2019, Employee State Insurance Act, 1948, Employees Compensation Act 1923, Employee's Provident Fund Act (Miscellaneous Provisions) 1952, Employer's Liability act 1938, Employment of Children Act 1938; Maternity Benefit Act 1961, Motor Vehicle Act as amended from time to time and/or any other rules/regulations and/or statutes that may be applicable to them and as amended from time to time. Bank reserves the right to call for proof of such compliance whenever deemed necessary and the Contractor shall abide by the same. The Contractor shall be solely responsible for any violation of provision of the above mentioned legislative enactments or any other statutory provisions and shall further keep the Bank indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. In case of Contractor's failure to fulfill any of the obligations hereunder and / or under the said Acts/rules/ regulations/ or any bye-laws or rules framed under or any of these, the Bank shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the Contractor's monthly payment and Security Deposit.

(41) **Indemnification:** The contractor shall be responsible for any injury to persons, animals or things and for all structural and decorative damage to property which may arise from the operation or neglect of himself/herself or any of his/ her employee/ driver, whether such injury or damage arises from carelessness, accident or any other

cause whatever, in any way connected with the carrying out of this agreement. This clause shall include inter alia, any damage to buildings, vehicles, property, and any damage to roads, streets, footpaths, bridges or ways as well as damage caused to the buildings and works forming the subject of this contract by frost, rain, wind or other inclemency of weather. The Contractor shall indemnify the Bank and hold it harmless in respect of all and any expenses arising from any such injury or damage to persons or animals or property as aforesaid and also in respect of any claim made in respect of injury or damage under any Acts of any legislature or otherwise and also in respect of any award of compensation or damages consequent upon such claim.

(42) **Sexual Harassment:** The Contractor/Agency 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 to Bank's employee/ guests is received against the employee of the Contractor/Agency within or outside the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor/Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint. Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. 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 Bank's employee/guests, if sexual violence by the employee of the contractor is proved. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues

(43) **Disputes Resolution:** All disputes arising out of the Agreement shall be settled amicably through discussions between the parties. In case of any unsettled disputes, the same shall be referred to the sole Arbitrator mutually agreed by the parties. In case the parties do not agree upon the sole arbitrator, each party shall appoint one arbitrator, and the two appointed arbitrators, shall appoint the third arbitrator who shall act as the presiding arbitrator. The provisions of the Arbitration and Conciliation Act, 1996 shall be applicable to such proceedings and the arbitration shall be held at Nagpur. The award of the arbitrator so appointed shall be final and binding. During the arbitration proceedings the Contractor shall continue to discharge his contractual obligation under this agreement, unless dispensed by the Bank. This contract is

subject to exclusive jurisdiction of courts at Nagpur only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

(44) 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 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 not exceeding four times the estimated bill for the relevant instance will be imposed. Any delay will attract penalty as deemed fit by the Bank. The decision of the Bank in this regard will be final and binding on the contractor. However, the Bank will impose any penalty after giving due notice. 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) In the event the agreement is terminated by the Bank on any adverse ground before the completion of the period of contract, the Contractor shall be liable to be debarred/disqualified for five years from participating in any tender or executing any work in the Bank. However, before debarring the Contractor, the Bank shall give seven days show cause notice and consider the reply if any given by the Contractor. The decision of the Bank in this regard shall be final.

(c) 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.

(d) Under any circumstances, Sub-contracting of vehicles is not permitted. If this condition is violated then the Bank reserves the right to recover penalty not exceeding four times of the estimated bill for the relevant instance, from the periodic payment/ Security deposit. If repeated instances of sub-contracting are found, then the Bank reserves the right to terminate the agreement by giving one calendar months' notice in writing.

(e) The Contractor shall provide the particular model or make of the vehicle as agreed upon in the contract or as demanded by the Bank. If vehicle's model is not as per the request and Bank's permission is not taken before changing the vehicle's model, then the Bank reserves the right to recover penalty not exceeding four times of the estimated bill for the relevant instance, from the periodic payment/ Security deposit. If repeated instances of changing the model of the vehicles without the Bank's permission are found, then the Bank reserves the right to terminate the agreement by giving one calendar months' notice in writing.

(f) If for any reason whatsoever, the Bank is not happy 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.

(g) If any vehicle is not provided with the amenities such as newspaper, water bottles, tissue papers, umbrella, first-aid box, fire-extinguisher, disposable face mask, alcohol based hand sanitizer, universal mobile charger then the Bank may deny the payment for the bill for the relevant instance. If repeated lapses in this regard are found, then the Bank reserves the right to terminate the agreement by giving one calendar months' notice in writing.

(45) **Non-disclosure:** The Contractor or its employee shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Contractor or its employee during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in 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 works in any trade or technical paper or elsewhere without the previous written consent of the Bank. 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. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

(46) **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 by giving one month notice.

(47) **Termination Clause:** Without prejudice to what is contained herein above, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forth with by written notice of one month without assigning any reason and without payment of any compensation and at the risk and cost of the Contractor, if

- i) In the opinion of the Bank (which shall not be called in question by the Contractor and shall be binding on the Contractor) the Contractor fails or refuse to perform this agreement to the Bank'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) In the event of exigencies arising due to the death or infirmity of the Contractor or for any other reason or circumstances, liabilities/performance obligation thereof of the contract shall be borne by the following on such terms and conditions, as the Bank may think proper, namely:
 - a) Legal Heirs/Representative in case of sole proprietor.
 - b) The next Directors / Partners in the case of company or firm as the case may be.
 - c) However, in such an eventuality purely as a stop-gap arrangement, it will be the prerogative/ right of the Bank to continue the contract for the remaining period or till new agreement is executed, whichever is earlier.

- v) For any reason whatsoever, the Contractor becomes disentitled in law to perform his/her/its obligations under this agreement and/or
- vi) There is any variation in the ownership/ partnership or management of the Contractor or his business without the prior approval in writing of the Bank to such variation.
- vii) 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 the Bank by way of compensation, damages or otherwise.

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

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

If the Contractor is a partnership or individual Proprietorship	IN WITNESS WHEREOF the Bank and the Contractor have set their respective hands to these present and two duplicates hereof the day and year first hereinabove written.
If the Contractor is a company	IN WITNESS WHEREOF the Bank set its hands to these presents through its duly authorized official and the Contractor has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed in its behalf, the day and year first hereinabove written.

For and on behalf of the Bank

For and on behalf of contractor

Sign: _____

Sign: _____

Name:

Name:

Title:

Title:

In the presence of –

Witnesses –

e-Tender for Empanelment of Car Hiring Agencies/Companies
for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

1. _____

Address:

2. _____

Address:

Place:

(Signature of tenderer)

Date:

(Seal of tenderer)

Section IV

काम का दायरा और अनुबंध को नियंत्रित करने वाले नियम और शर्तें **Scope of work and Terms & Conditions governing the Contract**

1. Providing air-conditioned chauffeur-driven road worthy vehicles, as and when requisitioned (which may be either oral or email/ written instructions) by the Bank / by officials authorized by the Bank. The tenderers are also required to provide car at short notice from the Bank (say within an hour in case of emergency).
2. The contractor must be able to provide vehicles having valid taxi permits (local & all India) registered with RTO as a commercial vehicle and other statutory clearances. The contractor/tendering firm/company shall ensure that during the tenure of the agreement, vehicles provided are registered and comply with the Motor Vehicle Act as amended from time to time. The agencies should be registered under Shops & Establishment Act and have necessary certificate to run tour & travel services. All the cars deployed by the contractor for duty with the Bank's guests/officials should be of commercial nature i.e., they must be registered with the RTO as a commercial vehicle.
3. The rates quoted should be in Indian Rupees and inclusive of all applicable taxes (Except Goods and Services Tax), local levies, duties, charges etc. imposed by Central/State Government and local bodies. If the Tenderer fails to include such taxes and duties in the tender, no claim thereof will be entertained by the Bank afterwards. **The rates should be exclusive of GST.**
4. In case the contractor is not able to provide the category of car for which booking has been made by the Bank, he may provide higher category of vehicle after intimating the Bank. However, payment will be made for the category of vehicle booked by the Bank.
5. The Tenderer should have its office and garage space in Nagpur. Please note that no parking arrangement will be made by the Bank for the vehicles deployed for the Bank's duty.
6. The final empanelment will be done after the car hiring/rent-a-car agencies convey in writing that the rates fixed by the Bank and the terms and conditions

as enlisted in tender document, are fully acceptable to them and that the guidelines / instructions will be meticulously followed by them.

7. The Car Hiring Agency/Company shall be responsible for payment of GST (for non-corporate agencies, the bank will pay GST) and any other tax/ charges levied by Central/ State Government or any other competent authority on the services being provided by the Car Hiring Agency/Company. The tenderer should have a valid and active GSTIN and the same should be included in the invoice raised. The statutory liability on account of expiry of GSTIN shall be the sole responsibility of the vendor.
8. The vehicles should be provided with (i) one English or Hindi daily and one financial newspaper. (ii) Four bottles of branded mineral water of 500 ml each (Bisleri, Kinley, Aquafina, Bailey or equivalent), (iii) good quality face tissue papers in case/pouch (wet & dry), (iv) umbrella and first-aid box, (v) fire-extinguisher, (vi) two disposable face masks in sealed packet/ cover, (vii) alcohol-based hand sanitizer (minimum 70% alcohol) and (viii) Universal Mobile Charger. No extra charges will be paid for these amenities.
9. All vehicles should be well maintained, GPS enabled and in good hygienic condition with its upholstery etc. in proper shape, without any dent or stain. It must be washed properly and be provided with neat and clean seat covers before sending for the duty.
10. For the purpose of proper identification of the driver deployed for the work, the Tenderer shall issue identity cards bearing their photographs / identification etc. and such drivers shall display their identity cards at the time of duty.
11. In case of any accident resulting in loss or damage to property or life, the sole responsibility for any legal or financial implication would vest with the Agency/ Contractor. The Bank shall have no liability whatsoever. No payment for the day is admissible if the vehicle meets with an accident.
12. The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of applicable value within fourteen 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 of the agreement shall apply. All the expenses including stamp duty towards execution of the agreement shall be borne and paid by the contractor.

13. The Bank reserves the right to extend the contract for further period (maximum two years, one year at a time) on terms mutually agreed upon. The rates may be reviewed at the time of renewal of the contract in view of major changes that may occur in labor laws or Government decision affecting fuel pricing, inflation etc. The Contract may be terminated by either of the parties by giving one months' notice in writing of such termination to the other party. The Contractor shall however continue to discharge the contractual obligation during the notice period unless dispensed by the Bank. If the Contractor fails to carry out any of his obligations/duties during notice period, then the Bank reserves the right to forfeit its security deposit.
14. The successful tenderer shall ensure full compliance with tax laws in India with regard to this contract and shall be solely responsible for the same. The successful tenderer shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Bank fully indemnified against any liability of tax, interest, penalty etc. of the successful tenderer in respect thereof, which may arise.
15. If any of the tenderer(s) who have provided similar services in other Offices of the Bank in the past and whose services were either discontinued for non-performance or whose services were not found satisfactory and the same has been communicated to them in writing, the Bank has the right to reject the bid of that tenderer(s) without assigning any reasons or without seeking further clarifications and their price bid shall not be opened.
16. Punctuality and quality of service will be the essence of the agreement. Therefore, the renewal of the agreement will be subject to punctuality and satisfactory performance by the contractor.
17. Whenever duties outside the state of Maharashtra are assigned, border entry permits (if required) should be obtained by the agency well in advance to avoid any inconvenience to the travelling officer/ guest.

18. A feedback form (as per [Annex D](#)) should be provided to each guest/ user of the service before the commencement of the journey. The signature of the user should be obtained on this feedback form and it should be submitted to the Bank along with duty slip for payment. In case the user is not willing to provide feedback, then user may be requested by the driver to tick 'no' in the first line of the form (I am willing/ not willing to provide the feedback for the journey) and sign the form. The invoices sent for payment without the feedback form/ without user's signatures on the feedback form may be denied payment by the Bank.
19. The tenderer or its agents/employees/drivers committing any breach of terms and conditions mentioned herein and/or rendering unsatisfactory services, in the opinion of the Bank shall render itself liable for summary termination of the agreement forthwith without any notice or any compensation in lieu thereof.
20. Though adequate care has been taken while preparing the tender document, the tenderers shall satisfy themselves that the 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.
21. 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.
22. 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.
23. 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.

24. The terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the Tenderer to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Tenderer, 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 hereby declare that I/we have read the Scope of Work and Terms & Conditions explicitly mentioned above and accept the same to execute the contract, if awarded.

Signature of Tenderer:

Seal/Stamp:

Date:

Place:

Section V
मूल्यांकन मानदंड / Evaluation Criteria

A. Technical Bid Evaluation

1. The technical bids shall be evaluated based on the available documents submitted by the bidder on MSTC.
2. Bank may seek such clarification/information/document as may be required for it to satisfy the eligibility of the bidders.
3. Failure on the part of the bidder to provide such clarification/information/document within the stipulated time, may entail cancellation of the bid of such bidder.
4. Any clarification submitted by a bidder that is not in response to a request by the Bank shall not be considered.
5. The Client's request for clarification and the response shall be in writing through post or email.
6. The evaluation of the financial bid will be considered of only those bidders who meet the eligibility criteria as mentioned in "Eligibility Criteria for participating in the tender" of tender document and provide documentary proof on MSTC in respect of the same.

B. Financial Bid Evaluation

The lowest rate quoted under each category of vehicles by tenderers shall be applicable for all other tenderers (who have not quoted lowest rates) upon their consent. Only those tenderers shall be considered for empanelment who would agree in writing to work at the lowest rates quoted under each category of vehicles by other tenderer/s. No partial acceptance of lowest rates for various categories of vehicles is allowed.

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

Annex A

Work Experience

List of similar works executed by the tenderer during the last 5 years

Sr. No.	Details of services provided	Name & address of the organization to whom services provided	Name, email-id and mobile number of supervising Employee/ Officer of the organization to whom services were provided	Amount (for entire contract)	Whether services were provided for the originally contracted period or not	Duration for which services were provided under the contract
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						

*add more rows if required.

Signature of the applicant/authorized signatory

Annex B

Format of Bank Report

Confidential

**Empanelment of car hire service providers by Reserve Bank of India, Nagpur-
Confidential Report on the means and standing of the company/firm/concern to
be furnished by the bank**

1. Name of the Firm/Agency/Company
2. Account Type and Number
3. Names of Proprietor/Partners/directors
4. Turnover of the firm for last 3 years
5. Credit facility/OD facility availed of by the firm
6. Nature of dealings of the firm and opinion thereon
7. The Period from which the firm/agency/company has been banking with your bank
8. Opinion on whether the party is considered financially sound to be entrusted with the contract for works estimated to cost Rs. 17 lakhs
9. Any other relevant information/ remarks.

Signature of Branch Manager/ Authorized signatory with seal

Name of the bank with branch address:

Annex C

Format of Client Report

Confidential

Empanelment of Car Hiring Agencies/Companies for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

1. Name/s & Address of the client
2. Details of value of works executed
3. Agreement date and amount
4. Date of commencement and expiry of contract
5. Quality of vehicles provided by the firm:
6. Quality of driver/s provided by the firm
7. Integrity and reliability of the of the firm/Agency
8. Details of disputes with the firm/ agency, if any
9. Whether any penalty imposed with reasons (provide details)
10. Rating of car services rendered: Outstanding/ Very good/ Good/ Satisfactory/
Poor (please tick any one).
11. Any other information/ feedback which you consider will help us in making
our decision

Signature of authorized signatory & stamp:

Designation of signing authority:

Name of the organization:

Note:

- i) All columns should be filled in properly countersigned.
- ii) The Client Certificates should be submitted for each of the Prequalification work/s
- iii) Client certificate should be on letter head of the Client with signature of Authorized person.
- iv) Client certificate should be signed by an official of the rank of Officer of the rank of Executive Engineer or equivalent in case of Govt./Semi-Govt., organizations or a PSU.
- v) Supported by adequate proof of payments received by the contractor for the work done by them.
- vi) Client's report issued by private organization shall be accompanied by TDS Certificates

Annex D

फीडबैक फॉर्म का प्रारूप / 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)

एजेंसी का नाम / Name of Agency:

कार नंबर / Car No:

कार प्रकार / Car Type:

चालक का नाम / Driver Name:

चालक संपर्क नंबर / Driver Contact No.:

बुकिंग की अवधि / Period of Booking –

से / From: तक / To:

1.	क्या ड्राइवर ने अतिथि को एक प्लाकार्ड के साथ प्राप्त किया (यदि लागू हो) Did the driver receive the guest with a placard (if applicable)	(हाँ/नहीं) (Yes/No)
2.	क्या ड्राइवर समय पर था? Was the driver on time?	(हाँ/नहीं) (Yes/No)
3.	क्या ड्राइवर ने स्टार्टिंग मीटर रीडिंग दिखाई थी? Was starting meter reading shown by the driver?	(हाँ/नहीं) (Yes/No)
4.	क्या चालक ने साफ-सुथरे कपड़े पहने/अच्छा व्यवहार किया/अनुभवी था? Was the driver neatly dressed/ well-behaved/ experienced?	(हाँ/नहीं) (Yes/No)
5.	क्या बुकिंग मेल सूचना में निर्दिष्ट के अनुसार कार मॉडल था? Was the car model as per specified in the booking mail intimation?	(हाँ/नहीं) (Yes/No)
6.	क्या कार अच्छी और साफ स्थिति में थी (अंदर/बाहर)? Was the car in good & clean condition (inside/outside)?	(हाँ/नहीं) (Yes/No)
7.	टिशू पेपर, पानी की बोतलें, छाता, अखबार, डिस्पोजेबल फेस मास्क, हैंड सैनिटाइज़र युनिवर्सल मोबाइल चार्जर उपलब्ध कराया? Tissue Paper, Water bottles, Umbrella, Newspaper, disposable face masks, hand sanitizer, Universal Mobile Charger provided?	(हाँ/नहीं) (Yes/No)
8.	क्या चालक वाहन चलाते समय अपने मोबाइल का उपयोग कर रहा था? Was the driver using his mobile while driving?	(हाँ/नहीं) (Yes/No)
9.	क्या आप फिर से उसी एजेंसी का उपयोग करना पसंद करेंगे? Will you prefer to use the same agency again?	(हाँ/नहीं) (Yes/No)

10. कोई अन्य सुझाव/शिकायत/अवलोकन, कृपया विवरण प्रदान करें –
Any other suggestion/ complaint/ observation, please provide details -

हस्ताक्षर / Signature:

अतिथि का नाम / Name of the guest:

अतिथि का पदनाम / Designation of the guest:

अतिथि की पोस्टिंग का केंद्र / Centre of posting of the guest:

(बैंक को चालान के साथ जमा करने के लिए वाहन जारी होने पर चालक को सौंप दिया जाएगा)

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

ANNEX E

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

(On Non-Judicial Stamp Paper of appropriate value)

To:

The Regional Director
Reserve Bank of India
Protocol and Security Establishment
Nagpur– 440001

Place:
Date:

Dear Sir,

Name of Work: **Empanelment of Car Hiring Agencies/Companies for providing
Car rental services on need basis to Reserve Bank of India, Nagpur.**

Ref.: NIT. No RBI/Nagpur Regional Office/Others/3/25-26/ET/637 date: Nov 25, 2025

WHEREAS

The Reserve Bank of India, Nagpur having its Central Office at Shahid Bhagat Singh Road, Mumbai (hereinafter called the „RBI“) has invited tenders for the captioned work (hereinafter called “the said tender”) on the terms and conditions mentioned in the said tender documents.

It is one of the terms of invitation of tenders that the tenderer shall furnish a Bank Guarantee for a sum of Rs. ----- (Rupees only) as Earnest Money Deposit (EMD).

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

NOW THIS GUARANTEE WITNESSETH

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

the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. (Rupees only).

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

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

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

We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer 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 Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____

(Rupees only).

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

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

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

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

Yours faithfully,

For and on behalf of _____ Bank.

Authorized Official (with seal)

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



e-Tender for Empanelment of Car Hiring Agencies/Companies
for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

ANNEX F

Proforma of Bank Guarantee for Performance Security Deposit/ Retention Money

(To be submitted on Non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

To:

The Regional Director
Reserve Bank of India
Protocol and Security Establishment
Nagpur- 440001

Place:
Date:

Dear Sir,

Bank Guarantee for performance security deposit – Empanelment of Car Hiring Agencies/Companies for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

WHEREAS

Reserve Bank of India, Nagpur having its Central Office at Shahid Bhagat Singh Road, Fort, Mumbai, (hereinafter called "the RBI") has awarded the Contract for the captioned project (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 the Contractor is bound by the said Contract to submit to RBI a Performance Security for a total amount of ₹. _____ (Rupees _____ only) (Amount in figures and words) 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 the RBI an amount not exceeding Rs. _____ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We ----- (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the 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 the RBI, pay without demur to the RBI, a sum of Rs. (Rupees----- only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the



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 Rs..... (Rupees----- only).

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

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

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

5. Any notice by way of demand or otherwise hereunder may be sent by special courier, mail, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

We hereby further agree that –

a) Any forbearance, act or omission on the part of the RBI in enforcing any the conditions of the said agreement 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 Rs..... (Rupees only).

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

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

d) This guarantee shall remain in force up to ----- (60 days beyond the Defect liability period) provided that if so desired by the RBI, this guarantee shall be renewed

for a further period as may be indicated by them on the same terms and conditions as



e-Tender for Empanelment of Car Hiring Agencies/Companies
for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

contained herein.

e) In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee

f) Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us

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

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 of authorized Bank official

Name:

Designatio

n

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

Witness 2

Signature



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Name

Address

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



Annexure-G

निविदाकर्ता द्वारा उनके लेटरहेड में जमा किए जाने वाला शपथपत्र
Undertaking to be submitted by the tenderer on their letterhead

Name of Work:

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

(1) My/ Our track records are clean. I/ we or any of our allied firms* have not been involved in any illegal activities/ financial frauds. I/We have not been convicted in a Court of Law on any grounds. There is no such case with the Police/ Court/ Regulatory authorities against me/ us.

(2) I/ We or any of our allied firm* have not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

(3) 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).

or

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 up to {date}. A copy of such letter is attached for your information and record.

(4) I/ We or any of our allied firm* have not made any transgression in respect of the code of integrity with any public institution / entity in India or any other country in last three years as on (Last date of submission of bid).

(5) I/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.

(6) I/ We have not rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract.

(7) The details of all disputes I/ we had with my/ our clients and the status thereof are attached for your information and record.

(seal and signature of the bidder)

Date

Place

(Note: strike out 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.



e-Tender for Empanelment of Car Hiring Agencies/Companies
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Annexure-H

DETAILS OF BIDDER

(to be submitted along with supporting documents)

S. No.	Particulars of the Company/ Firm							
1	Name and full address of the firm							
2	Registered Office with full address, Telephone No., Fax Nos., E-mail address, website URL							
3	Type of Company whether, Proprietorship, partnership etc.							
4	Name and address of the Proprietor/ Partners/Directors of the company							
5	Registration (Firm, company etc.)/Registration Authority, Date, Number etc.							
6	Income Tax Registration number (PAN)							
7	Goods and Services Tax Identification Number (GSTIN)							
8	Provident Fund Registration Number							
9	ESIC Registration Number							
10	Whether tenderer holding a License under Section 12 (1) of Contract Labour(R&A) Act 1970 read with section 21 of Contract Labour Act 1971. If so, furnish the details of license no. etc. and enclose a copy							
11	Date of ISO -9001 Certificate & Its validity period if applicable.							
12	Name and addresses and designation of the person who will represent the agency while dealing with the Bank (attach letter of authority)							
13	Experience in undertaking similar services to other organizations	_____years						
14	Total value of the services provided to the other organization for the last 3 years.	<table border="1"> <tr> <td>2022-23</td> <td>₹</td> </tr> <tr> <td>2023-24</td> <td>₹</td> </tr> <tr> <td>2024-25</td> <td>₹</td> </tr> </table>	2022-23	₹	2023-24	₹	2024-25	₹
2022-23	₹							
2023-24	₹							
2024-25	₹							
15	Whether financially sound to undertake services (Furnish audited balance sheet for last 3 years)	<table border="1"> <tr> <td>2022-23</td> <td>₹</td> </tr> <tr> <td>2023-24</td> <td>₹</td> </tr> <tr> <td>2024-25</td> <td>₹</td> </tr> </table>	2022-23	₹	2023-24	₹	2024-25	₹
2022-23	₹							
2023-24	₹							
2024-25	₹							
16	Indicate if involved in any litigation							
17	Any civil suits pending in any of the orders executed, give details							

Place:

Date:

Signature with seal of the Bidder



e-Tender for Empanelment of Car Hiring Agencies/Companies
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Form of Tender

Part-I

Technical Bid

To,

The Regional Director
Reserve Bank of India
Protocol and Security Establishment
Nagpur– 440001

Dear Sir,

**Application for Empanelment of Car Hiring Agencies/Companies for providing
Car rental services on need basis to Reserve Bank of India, Nagpur.**

1.	(a) Name of the tenderer (b) Address of Registered Office, with mobile number and email ID. (c) Address for correspondence, with mobile number and email ID. (d) Name of authorized officials with mobile numbers and email IDs.	
2.	(a) Type/ form of organization: (proprietorship firm/ partnership firm/ private limited/ limited company) (b) Date of establishment/ incorporation (c) Registering authority (d) Registration no. and date (enclose relevant supporting documents for a to d above)	
3.	Name/s of proprietor/ partners/ directors of firm/ agency with designations and contact details	
4.	Annual turnover of the last accounting years (attach documentary proof) (a) Year 2022-23 (b) Year 2023-24 (c) Year 2024-25	
5.	Income tax return details for last 3 years (Attach documentary proof)	
6.	Details of Work experience. (attach documentary proof)	



e-Tender for Empanelment of Car Hiring Agencies/Companies
for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

7.	Name and address of the bankers. (Enclose a confidential report on financial standing from the bankers as per the format- Annex B)	
8.	PAN No. and GST number (enclose copies).	
9.	Details of TAN / TIN etc. (attach proof).	
10.	Registration No. under Shops & Establishment Act and certificate to run tour and travels/ car-hiring agency	
11.	Indicate if involved in any litigation or any court cases pending relating to the service provided. (attach a separate sheet if required)	
12.	(a) Total number of vehicles owned/ leased (Attach minimum 10 vehicles' RC copies as per requirement) (b) List of cars/ vehicles owned with model, make, year of registration, registration numbers, permit Number/s supported with documentary evidence.	
13.	Bank Account details (IFS code, account number, account type etc.) for refund of EMD. Please enclose copy of cancelled cheque.	
14.	Full details of NEFT (for EMD deposited))	
15.	List of similar works during last 5 years and list of existing clients (in format prescribed under Annex-A) along with client reports (in format prescribed under Annex-C) from each client	

The Bank may call for documentary evidence for and / or verify the information furnished.



e-Tender for Empanelment of Car Hiring Agencies/Companies
for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

Checklist of Common and Technical Terms

S. No.	Common and Technical Terms	Agree (Yes/ No)
1.	Tender Conditions: The Bank may not consider any changes in terms and conditions as laid down in the tender.	
2.	Date of commencement: April 01, 2026 or later as specified in the letter of award of the contract	
3.	EMD: Tenderer has to submit EMD of Rs.53,000/- (Rs. Fifty Three Thousand only) through NEFT in the account details as given in SOT. The EMD of successful tenderers will be returned after submission of Bank Guarantee and execution of the Contract. The EMD of unsuccessful tenderer/s shall be refunded within 10 working days of the award of contract	
4.	Quoted rates shall be inclusive of all taxes (other than GST) unless specified otherwise	
5.	Period of contract: up to 12 months (till March 31, 2027, which may be renewed for a maximum period of two years)	
6.	Performance Security Deposit: Rs. 1,32,500/- in form of Bank Guarantee to be deposited within 10 days of award of contract	
7.	Release of Security Deposit: On termination of contract and submission of certificate that no bills are pending with the Bank for payment	
8.	Vendors should ensure to upload all the documents mentioned/listed in Section II of the tender.	
9.	Price Bid: Price bid to be uploaded on MSTC Portal only	
10.	The lowest rate quoted under each category of vehicles by tenderers shall be applicable for all other tenderers (who have not quoted lowest rates) upon their consent. Only those tenderers shall be considered for empanelment who would agree in writing to work at the lowest rates quoted under each category of vehicles by other tenderer/s.	
11.	By bidding in this tender, tenderer confirms that he / she has read and understood both the parts of the tender document including Annex-A to Annex-H and agrees to the same	



e-Tender for Empanelment of Car Hiring Agencies/Companies
for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

DECLARATION

1. The above information is true to the best of my knowledge and belief. If any information is found untrue or false, I/we may be debarred from the tender process / award of the contract.
2. I/We agree to abide by all the terms and conditions stipulated by the Bank as mentioned in the tender document.
3. I/We also agree that my/our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I of the tender and this period of validity can be extended for such period as may be mutually agreed in writing between the Bank and me/ us.
4. I/We understand that the Bank reserves the right to accept or reject any or all the tender/s either in full or in part, without assigning any reason therefor.
5. I/We understand that after empanelment, I/We would be under the obligation to supply cars/taxis to the Reserve Bank of India, Nagpur at the lowest quote given in the price bid by the co-tenderers, under each category.

Signature:

Name and seal of the applicant:

Date:

Place:



e-Tender for Empanelment of Car Hiring Agencies/Companies
for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

Part II

Price Bid only

Tender/application for Empanelment of Car Hiring Agencies/Companies for providing Car rental services on need basis to Reserve Bank of India, Nagpur.

Name of the tenderer/firm: - _____

Address:

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

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

S.No.	Item Description	Unit	Qty	Rate (in ₹)
1.	Category I (Dzire/ Ciaz) car for local duty 4hrs/40kms	Each	1	
2.	Category I (Dzire/ Ciaz) car for local duty 8hrs/80kms	Each	1	
3.	Category I (Dzire/ Ciaz) car for local duty 250hrs/2000kms- (monthly basis)	Each	1	
4.	Category I (Dzire/ Ciaz) car for outstation duty 250Kms/day	Each	1	
5.	Category I (Dzire/ Ciaz) Car- Rate for Extra KM	Each	1	
6.	Category I (Dzire/ Ciaz) Car- Rate for Extra Hour	Each	1	
7.	Category I (Dzire/ Ciaz) Car- Night Halt Charges (outstation duty only)	Each	1	
8.	Category I (Dzire/ Ciaz) Car- Airport /Railway Station Drop/Pick-up	Each	1	
9.	Category II (City) car for local duty 4hrs/40kms	Each	1	
10.	Category II (City) car for local duty 8hrs/80kms	Each	1	
11.	Category II (City) car for outstation duty 250Kms/day	Each	1	
12.	Category II (City) Car- Rate for Extra KM	Each	1	
13.	Category II (City) Car- Rate for Extra Hour	Each	1	



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S.No.	Item Description	Unit	Qty	Rate (in ₹)
14.	Category II (City) Car- Night Halt Charges (outstation duty only)	Each	1	
15.	Category II (City) Car- Airport /Railway Station Drop/Pick-up	Each	1	
16.	Category III (Crysta) car for local duty 4hrs/40kms	Each	1	
17.	Category III (Crysta) car for local duty 8hrs/80kms	Each	1	
18.	Category III (Crysta) car for local duty 250hrs/2000kms- (monthly basis)	Each	1	
19.	Category III (Crysta) car for outstation duty 250Kms/day	Each	1	
20.	Category III (Crysta) Car- Rate for Extra KM	Each	1	
21.	Category III (Crysta) Car- Rate for Extra Hour	Each	1	
22.	Category III (Crysta)Car- Night Halt Charges (outstation duty only)	Each	1	
23.	Category III (Crysta) Car- Airport /Railway Station Drop/Pick-up	Each	1	
24.	Category IV (Hycross) car for local duty 4hrs/40kms	Each	1	
25.	Category IV (Hycross) car for local duty 8hrs/80kms	Each	1	
26.	Category IV (Hycross) car for outstation duty 250Kms/day	Each	1	
27.	Category IV (Hycross) Car- Rate for Extra KM	Each	1	
28.	Category IV (Hycross) Car- Rate for Extra Hour	Each	1	
29.	Category IV (Hycross) Car- Night Halt Charges (outstation duty only)	Each	1	
30.	Category V (Fortuner) car for local duty 4hrs/40kms	Each	1	
31.	Category V (Fortuner) car for local duty 8hrs/80kms	Each	1	
32.	Category V (Fortuner) car for outstation duty 250Kms/day	Each	1	
33.	Category V (Fortuner) Car- Rate for Extra KM	Each	1	
34.	Category V (Fortuner) Car- Rate for Extra Hour	Each	1	
35.	Category V (Fortuner) Car- Night Halt Charges (outstation duty only)	Each	1	



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S.No.	Item Description	Unit	Qty	Rate (in ₹)
36.	Category VI (Camry) car for local duty 4hrs/40kms	Each	1	
37.	Category VI (Camry) car for local duty 8hrs/80kms	Each	1	
38.	Category VI (Camry) car for outstation duty 250Kms/day	Each	1	
39.	Category VI (Camry) Car- Rate for Extra KM	Each	1	
40.	Category VI (Camry) Car- Rate for Extra Hour	Each	1	
41.	Category VI (Camry) Car- Night Halt Charges (outstation duty only)	Each	1	

1. In case the contractor is not able to provide the category of car for which booking has been made by the Bank, he may provide higher category of vehicle after intimating the Bank. However, payment will be made for the category of vehicle booked by the Bank.

2. For airport drop/pick up, railway station drop/pick up, a fixed amount would only be paid. No extra charges would be paid.

3. **Quoted rates should be all inclusive but exclusive of GST** (no extra charges or taxes would be paid unless specified otherwise in this document).

4. The charges for maximum distance that can be claimed in respect of garage to point of pick-up and back to garage from drop point would be restricted to 05 Kms each side (to and fro) and bill will be paid for actual distance or 05 Kms each side (to and fro) whichever is less. This would not be applicable in the case of airport drop/pickup and railway station drop/pick up.

5. The cost of item no. 5 in the broad scope of work (mineral water bottles, face tissue papers, umbrella, first aid box, disposable face masks, alcohol-based hand sanitizer, universal mobile charger and newspapers in the vehicle) would not be paid extra.

6. **No parking charges would be paid in the case of airport/ railway station 'drop'.**

7. For Airport/Railway pick up duty, the parking charges (from up to 1 hour before scheduled/ actual flight arrival time till after picking up of guest) will be paid on



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production of original bills/receipts. The toll charges would be paid only on production of original receipt.

8. For calculation of extra hour, first additional fifteen minutes of next hour will not be considered. For example, four hours and fifteen minutes will be considered for charges of four hours only whereas, four hours and sixteen minutes will be considered as five hours for billing purpose.

9. Contractor may charge for additional cost either for extra Km or for extra hour (whichever is higher) and not both.

10. The lowest rate quoted under each category of vehicles by tenderers shall be applicable for all other tenderers (who have not quoted lowest rates) upon their consent. Only those tenderers shall be considered for empanelment who would agree in writing to work at the lowest rates quoted under each category of vehicles by other tenderer/s.

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

SIGNATURE OF TENDERER

SEAL

DATE:

PLACE: