



रिज़र्व बैंक स्टाफ महाविद्यालय / RESERVE BANK STAFF COLLEGE
प्रशासन अनुभाग, चेन्नै - 600 018 / Administration Section, Chennai - 600 018

निविदा आमंत्रित करने की सूचना (एनआईटी)

रिज़र्व बैंक स्टाफ महाविद्यालय (आरबीएससी), चेन्नई के लिए कार किराए पर देने वाली फर्मों/एजेंसियों/कंपनियों का पैनल में शामिल होना

चेन्नई स्थित रिज़र्व बैंक स्टाफ कॉलेज (आरबीएससी) द्वारा 50 लाख रुपये की अनुमानित लागत वाले कार्य के लिए "रिज़र्व बैंक स्टाफ कॉलेज (आरबीएससी), चेन्नई – 600 018) हेतु कार किराए पर देने वाली फर्मों/एजेंसियों/कंपनियों के पैनल में शामिल करने" हेतु ई-निविदा आमंत्रित की जाती है। निविदा प्रक्रिया एमएसटीसी लिमिटेड के ई-निविदा पोर्टल (<https://www.mstcecommerce.com/eproc>) के माध्यम से की जाएगी। निविदा प्रक्रिया में भाग लेने के लिए सभी इच्छुक फर्मों/एजेंसियों/कंपनियों को उपर्युक्त वेबसाइट के माध्यम से एमएसटीसी लिमिटेड के साथ पंजीकरण कराना होगा। ई-निविदा का कार्यक्रम इस प्रकार है:

निविदा की अनुसूची (एसओटी)

निविदा का नाम	रिज़र्व बैंक स्टाफ महाविद्यालय (आरबीएससी), चेन्नई के लिए कार किराए पर देने वाली फर्मों/एजेंसियों/कंपनियों का पैनल में शामिल होना
कार्य की अनुमानित लागत	जीएसटी और रिबेट वैल्यू मिलाकर ₹50 लाख
ई-निविदा सं.	आरबीआई/आरबीएससी/एस्टेट/9/2025-26/ईटी/932
निविदा का माध्यम	ई-खरीदारी प्रणाली (ऑनलाइन भाग I-तकनीकी-वाणिज्यिक बोली और भाग II - www.mstcecommerce.com/eproc के माध्यम से मूल्य बोली)
बयाना राशि	₹100,000/- (केवल एक लाख रुपये) एनईएफटी के रूप में Beneficiary Name: RBSC CHENNAI IFSC: RBIS0SCPA01 Account No.: 186003001
निविदा आमंत्रित करने की सूचना की तिथि	30 जनवरी 2026, दोपहर 2:00 बजे

(एनआईटी) पार्टियों को डाउनलोड करने के लिए उपलब्ध	
निम्नलिखित ऑन लाइन लिंक पर तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए ई-निविदा शुरू करने की तिथि www.mstcecommerce.com/eprocn	6 फरवरी 2026, दोपहर 2:00 बजे
तकनीकी-वाणिज्यिक बोली और मूल्य बोली की ऑनलाइन ई-निविदा प्रस्तुत करने की अंतिम तिथि	23 फरवरी 2026, दोपहर 2:00 बजे
बयाना राशि जमा करने की अंतिम दिनांक	23 फरवरी 2026, दोपहर 02:00 बजे
निविदा खुलने की तिथि/समय/स्थान	23 फरवरी 2026, दोपहर 03:00 बजे
लेनदेन शुल्क	एमएसटीसी लिमिटेड के निर्देशों के अनुसार

भविष्य में निविदा में यदि कोई संशोधन/शुद्धिपत्र जारी किया जाएगा तो उसे केवल आरबीआई वेबसाइट और एमएसटीसी वेबसाइट पर ही अधिसूचित किया जाएगा तथा समाचार पत्र में प्रकाशित नहीं किया जाएगा।

30 जनवरी 2026

मुख्य महाप्रबंधक/ प्रधानाचार्या
रिज़र्व बैंक स्टाफ महाविद्यालय
359 अन्ना सलाई, तेयनमपेट
चेन्नई – 600 018



रिज़र्व बैंक स्टाफ महाविद्यालय
RESERVE BANK STAFF COLLEGE
Administration Section, Chennai - 600 018

Part I

E-TENDER FOR

**Empanelment of Car Hiring Firm / Agencies / Companies for
Reserve Bank Staff College (RBSC), Chennai**

E-Tender No. RBI/RBSC/Estate/9/25-26/ET/932

Name of Bidder _____

Address _____

**Date of Pre-Bid meeting - Venue/Time: Conference Room, RBSC, Chennai
at 11:00 a.m on February 3, 2026**

Due date and time of e-Tender Submission: 2:00 p.m on February 23, 2026

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Section I: NOTICE INVITING TENDER (NIT)

Ref No.: RBI/RBSC/Estate/9/25-26/ET/932

January 30, 2026

Reserve Bank Staff College, Teynampet, Chennai - 600018 (hereinafter called "the College" or "RBSC"), invites e-tenders under Two – Bid system (Technical & Financial Bid) for "Empanelment of Car hiring Agencies for the Reserve Bank Staff College (RBSC), Chennai – 600 018", the empanelment of highly reputed and capable Car Hiring Agencies / Companies for hiring cars / utility vehicles of different variants for local and outstation tours of Bank's Executives, Staff and Guests on "need basis" for the period of one year (April 01, 2026 to March 31, 2027) subject to the terms and conditions of this Tender. However, contract can be extended on yearly basis for further period of two years (till March 31, 2029) or for further short periods subject to the satisfactory performance of duties and proper fulfilment of all terms and conditions of the agreement by the agency on mutually agreed rates and as applicable and detailed in the tender document.

The Tendering will be done through the e-Tendering portal of MSTC Ltd (<https://www.mstcecommerce.com/eprocn>). Interested tenderers must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process. The Schedule of Tender is given in page 5.

All interested tenderers should electronically submit their proposal (Tender -Part-I & Part-II), as per the instructions regarding e-Tender, along with all supporting documents, complete in all respect, through MSTC portal on or before **February 23, 2026 up to 02:00 p.m.** Estimated cost of the work is **₹50,00,000/- (Rs Fifty lakh only)**. Tenderers shall submit the tender proposal along with a refundable Earnest Money Deposit of **₹100,000/- (Rupees one lakh only)**, as prescribed in the Tender. The technical bids (Part-I) of the Tender will be opened electronically on **February 23, 2026 at 03:00 pm**. In the event of any date indicated in the schedule being declared a holiday, the next working day shall become operative for the respective purpose mentioned herein. Financial bid (Part-II) of only those tenderers, who are found to be eligible on evaluation of their Part-I documents, will be opened on a later date with due intimation to the eligible tenderers only via electronic mode.

Tender document can be downloaded from both the RBI website www.rbi.org.in, under tender section and www.mstcecommerce.com. Any Amendment(s) / Corrigendum / Clarification(s) with respect to this Tender shall be uploaded only on the RBI website / MSTC e-portal and will not be published in the newspaper. The Tenderer should check the above website / e-portal for any Amendment / Corrigendum / Clarification before submitting the bid. The College shall have the right to cancel, modify the Tender and extend the deadline for submission of Tender. Further, the College is not bound to accept the lowest Tender and reserves the right to accept any Tender, either in full or in part. The College reserves the right to reject any or all the Tenders without assigning any reason thereof.

**Chief General Manager/Principal
Reserve Bank Staff College 359,
Anna Salai, Teynampet
Chennai**

रिज़र्व बैंक स्टाफ महाविद्यालय
RESERVE BANK STAFF COLLEGE, CHENNAI
Administration Section

Disclaimer

Reserve Bank Staff College, (RBSC), Protocol and Security Cell, Chennai has prepared this document to give background information on the Contract to the interested parties. While Reserve Bank Staff College has taken due care in the preparation of the information contained herein and believes it to be in order, neither Reserve Bank of India (RBI) nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested 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 the Reserve Bank Staff College 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.

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

रिज़र्व बैंक स्टाफ महाविद्यालय
RESERVE BANK STAFF COLLEGE
Administration Section, Chennai - 600 018

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SCHEDULE OF TENDER (SOT):

a. e-Tender No.	RBI/RBSC/Estate/9/25-26/ET/932
b. Name of Tender	Tender for Empanelment of Chennai based reputed Firms / Agencies / Companies for providing Cars / Utility vehicles of different variants on hire to the Reserve Bank Staff College, Teynampet, Chennai-600 018 for local / outstation tours of Bank's Executives, Staff and Guests on "need basis".
c. Mode of Tender	e-Procurement System (Online Part I – Technical Bid and Part II – Financial / Price Bid through www.mstcecommerce.com/eprochome/rbi)
d. Date of Notice Inviting Tender (NIT) available to parties to download	January 30, 2026 from 02:00 p.m. onwards.
e. Pre-Bid meeting	February 3, 2026 at 11:00 hours at Conference Hall, Ground Floor, Reserve Bank Staff College, No.359, Anna Salai, Teynampet, Chennai 600 018.
f. Estimated Cost of the Tender	₹50 lakhs (Rupees Fifty Lakh only)
g. Earnest Money Deposit	Rs 1,00,000/- (being 2% of the total contract value shall be deposited by each bidder) in the form of NEFT. Details for NEFT Beneficiary Name: RBSC CHENNAI Beneficiary Ac No: 186003001, IFSC: RBIS0SCPA01 ('0' is Zero at both places) Note: E-mail confirming the NEFT transfer may be sent to arvindhiraajesh@rbi.org.in and CC to nabonita@rbi.org.in, diwakarupadhyay@rbi.org.in, kesavanmohan@rbi.org.in
h. Last date of submission of EMD	February 23, 2026 before 02:00 p.m
i. Date of Starting of e-Tender for submission of online Techno-Commercial Bid and Price Bid at www.mstcecommerce.com/eprochome/rbi	February 6, 2026 from 02:00 p.m.
j. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid	February 23, 2026 at 02:00 p.m.
k. Date/ time/venue of opening of Tender Part I	February 23, 2026 at 03:00 p.m. at Reserve Bank Staff College, Teynampet, Chennai – 600 018.
l. Date/ time/Venue of opening of Tender Part II	Date and time of opening of Financial bid shall be informed separately.
m. Transaction Fee	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway through /NEFT/RTGS in favour of MSTC LIMITED or as advised by M/s MSTC Ltd. Please do not transfer the transaction fee to the Reserve Bank Staff College, Chennai

IMPORTANT INSTRUCTIONS FOR E-TENDER

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

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

Process of E-tender:

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

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

1) Vendors are required to register themselves online with www.mstcecommerce.com/eprocn/
Register as Vendor -- Filling up details and creating own user id and password Submit. For further details, go to Download Guide / Video / Registration

Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/ RBI, (before the scheduled time of the e-tender).

Contact details:

Contact person (MSTC Ltd - During Office Hours only):

1. MSTC Helpline numbers: 044-28285049, 09499054103, 09499054101-104
2. Shri. J Damodaran – Mobile No. 9841002253
3. Shri. Shanmugam – Mobile No. 9176397264

Email - helpdesksro@mstcindia.in

Availability

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

Contact person (RBSC):

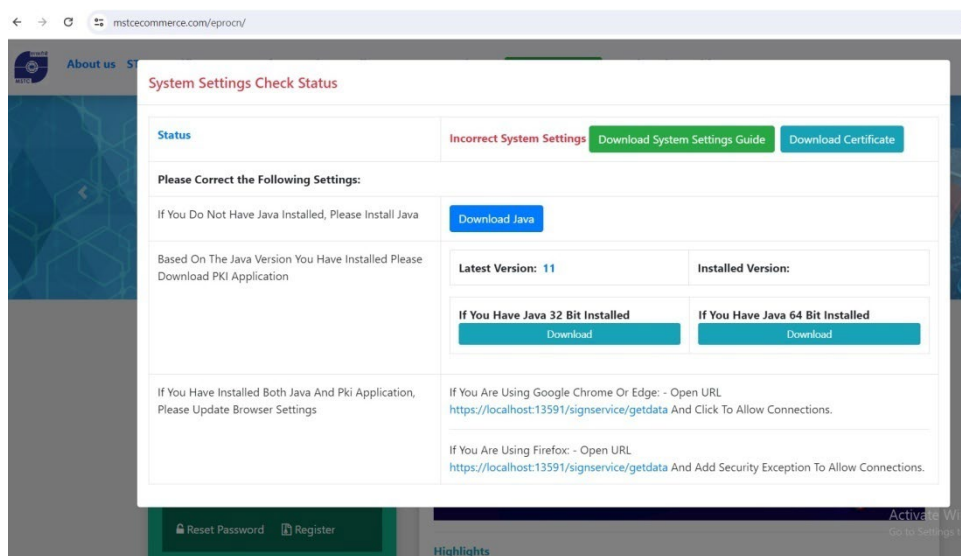
1. Smt. Nabonita Basak, AGM
(Administration) Mobile: 044-48659634
2. Shri K Mohan, Manager Mobile: 9819825698
3. Shri Diwakar Upadhyay, Assistant Manager (P&S), P & S
Cell Mobile: 9958838077
4. Shri Raajesh Arvindh J R, Assistant, P & S Cell
Mobile: 9047427965

e-mail:- arvindhraajesh@rbi.org.in and CC to nabonita@rbi.org.in,
kesavanmohan@rbi.org.in, diwakarupadhyay@rbi.org.in.

Guide.

1. System Requirement:

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



2. Special Note towards Transaction fee: The vendors shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Service Provider / Contractor / Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / Contractor / Vendor shall generate a challan by filling up a form. Service Provider / Contractor / Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, Service Provider / Contractor / Vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized.

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

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

3. Information about tenders / corrigenda 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 the MSTC Ltd. Vendors are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).

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

5. **Bidding in E-tender:**

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

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

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

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

The bidder(s) who have submitted the above fees can only submit their Techno Commercial

Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.

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

is unsuccessful, the tabs for saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

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

NOTE: - After clicking the final submission "Delete bid" option would be shown. If the vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

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

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

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

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

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

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

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

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

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Part 1

Tendering Procedures

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Form of Tender

The Principal
Reserve Bank Staff College
Teynampet
Chennai

Place:-
Date:-

Dear Sir,

We have carefully examined the conditions, specifications, scope of work, etc., to the work specified in the Memorandum hereinafter set out and having understood the said conditions, specifications, scope of work, etc., and acquired the requisite information relating thereto as affecting the Tender, we hereby offer to execute the works specified in the said Memorandum during the time specified at the rates mentioned and in accordance with all respects of specifications and instructions in writing referred to in articles of agreement, general instructions to the Tenderers and General and specific conditions, conditions herein before referred to, specification and the services as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable.

MEMORANDUM

(a)	Description of works	To provide AC vehicles such as Cars / SUVs etc. as and when requisitioned by the College / by an official authorized by the College.
(b)	Estimated cost	Rs. 50,00,000/- (Rs Fifty lakh only)
(c)	Earnest Money	Rs. 1,00,000/- (Rs One lakh only)
(d)	Validity of quoted rates	Till March 31, 2027 and till March 31, 2029 if renewed for two years on yearly basis or for further short periods.
(e)	Mode of Payment	As per Clause 6.2 of item 'C' terms of payment of Section V . 1 (General condition of contract) of Tender Document.

2. I / we undertake to offer my / our services in conformity with scope / nature of work and the Terms and Conditions set out in the tender document. I / We confirm that the tender submitted by me / us is confirming to all the terms and conditions mentioned in the tender document.
3. Should this tender be accepted, I / we hereby agree to abide by and fulfill all the Terms and Conditions of the Tender and in default thereof, to forfeit and pay to you or your successors or assignees or nominees such sums of money as are stipulated in the conditions contained in the Tender together with the written acceptance of the Contract.
4. I / We also agree that 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 between the Bank and us in writing. We also agree to keep the Bank Guarantee towards earnest money deposit valid during the entire period of validity of Tender.

5. I / We have deposited a sum of Rs. 1,00,000/- (Rs one lakh only) as earnest money with the Reserve Bank Staff College, which amount shall not bear any interest. Should we fail to execute the Contract when called upon to do so, we do hereby agree that this sum shall be forfeited by us to the Reserve Bank Staff College.
6. I / We, do hereby declare that there is no case with the Police / Court / Regulatory Authorities against me / us. Also, I / We have neither been suspended / delisted / disqualified by any organization including the Reserve Bank of India / Reserve Bank Staff College for any reason nor any such proceedings are pending or contemplated. I / We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.
7. The Tender is submitted in two parts, i.e., Part I and Part II. Part I contains all commercial terms and conditions and technical specifications and Part II contains only the Price in the Bank's e-Tender proforma.
8. The details of our bankers as per the format ([Annex-I](#)) are uploaded
9. The list of our clients with complete details as per the Bank's proforma ([Annex-IV](#)) is uploaded.
10. I / We certify that all the information furnished by me / us is / are true to the best of my / our knowledge. I have no objection to RBSC verifying any or all the information furnished in this document with the concerned authorities, if necessary.
11. I / We understand that you reserve the right to accept or reject any or all the Tender either in full or in part without assigning any reason therefore.

Dated this _____ day of _____ 2026.

For and on behalf of M/s _____

(Signature with seal)

Name _____

Designation _____

Place _____

Date _____

(Certified true copy of the Power of Attorney of the above signatory should be enclosed).

Witnesses

(1) Signature with _____

Name, address and date _____

(2) Signature with _____

Name, address and date _____

Section II: Instructions to Bidders

A. General

1	Scope of Tender	<p>1.1 The College invites e-tenders from eligible tenderers to participate in the process of empanelment of Car Hiring Agencies. The empanelment shall be for a period of one year (April 01, 2026 to March 31, 2027).</p> <p>However, contract can be extended on yearly basis for further period of two years (till March 31, 2029) or for further short periods subject to the satisfactory performance of duties and proper fulfilment of all terms and conditions of the agreement by the agency on mutually agreed rates and as applicable and detailed in the tender document.</p> <p>1.2 The detailed scope of the work is outlined in Section V.1 and Section V.2. The estimated value of the contract is ₹35 lakh per annum.</p>
2	Prohibited Practices	<p>2.1 The College requires that tenderers interested in having business relationship with the College, to observe the highest standard of ethics during the period of Contract / engagement. In pursuance of this policy, the College:</p> <p>(a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:</p> <p>(i) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;</p> <p>(ii) “fraudulent practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation</p> <p>(iii) “coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and</p> <p>(iv) “collusive practice” means an arrangement between two</p>

		<p>or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;</p> <p>(b) Will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question;</p> <p>(c) May declare a tenderer ineligible, either indefinitely or for a stated period of time, if, at any time, the College determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract.</p> <p>2.2 Furthermore, tenderers shall be aware of the provisions stated in Section V (General and Specific Conditions of Contract).</p>
3	Eligible Tenderers/ Eligibility Criteria	<p>3.1 The tenderer shall be a highly reputed and capable car Hiring Agency / company. The make / model of cars generally required by the College and the format in which the rates are required to be quoted have been listed in the financial Bid format (Form II).</p> <p>3.2 The tenderer shall have their office and set-up in Chennai for effective co-ordination in booking of vehicles and timely availability of vehicles even at very short notice. (Documentary evidence of having own office at Chennai to be uploaded on MSTC portal).</p> <p>3.3 The tenderer shall have minimum experience of three (3) years in providing cars on contractual hire to Government / semi-Government organization or Public Sector Bank / undertaking / MNC (should be supported by documentary evidence e.g., experience certificate from the institutions). The annual average turnover of last three financial years should not be less than ₹50 lakhs.</p> <p>3.4 The tenderer must be providing / have provided cars on contractual hire to at least to one government / semi-government organization or public-sector bank / undertaking / MNC during the last two years.</p> <p>3.5 The tendering firms / Agency / company should have minimum fleet of 15 (fifteen) cars owned by / or at disposal of the agency comprising of the following cars:</p>

		<p>Subcompact Sedan (Swift Dzire, Toyota Etios, Honda Amaze, Hyundai Xcent), Sedan (Hyundai Verna, Honda City, Nissan Sunny, Toyota Yaris, Maruti Ciaz, Skoda Superb, Skoda Slavia), Toyota Corolla Altis, Honda Civic, Kia Carens, Camry, Toyota Innova Crysta, Innova Hycross, Mahindra XUV 700, Hyundai Alcazar, MG Gloster, KIA Carnival etc. (attach the copies of Registration Certificates/ books). In case of cars stated to be at disposal of the agency, the bidder must provide relevant documents (agreements with car owners) along with copies of RC and the decision of RBI on adequacy of such documentation and admissibility of such vehicles under eligibility criteria would be final. The vehicles must have valid taxi permits and should also be registered as commercial vehicles.</p> <p>3.6 The agency 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 Service provider shall ensure that during the tenure of the agreement, vehicles provided are registered and comply with the Motor Vehicles Act, 1988 as amended from time to time.</p> <p>3.7 The agencies should be registered under The Tamilnadu Shops & Establishment Act, 1947 and have necessary certificate to run tour & travel services. All the cars deployed by the Service provider 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. List of such vehicles is to be furnished as per Annex-III.</p> <p>3.8 The vehicles provided to RBI should be road worthy and the age of each vehicle in the fleet, as above, shall be less than 5 years or must not have driven more than 1 lakh km, whichever is earlier.</p> <p>3.9 The tenderer must have all applicable tax registrations (viz. PAN, TIN, GSTIN, etc.).</p>
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4	Sections of Tender	<p>4.1 The Tender Document consists of Parts 1 and 2 which includes all the Sections indicated below and should be read in conjunction with any Appendices / Annex issued in accordance with Section II (Instructions to Bidders).</p> <p><u>Part 1 – Tendering Procedures</u></p> <p>Section I: Notice Inviting Tender (NIT) Section II: Instructions to Bidders (ITB) Section III: Tender Data Sheet (TDS) Section IV: Evaluation / Selection Criteria</p> <p><u>Part 2 – Conditions of Contract and Contract Forms</u></p> <p>Section V: General and Specific Conditions of contract Section VI: Standard Formats</p>
5	Clarification of Tender Document & Pre-Bid Meeting	<p>5.1 A tenderer requiring any clarification of this document shall contact the College in writing at the email address mentioned in this document or raise enquiries latest by February 3, 2026.</p> <p>Email-ids – arvindhiraajesh@rbi.org.in and CC to nabonita@rbi.org.in, diwakarupadhyay@rbi.org.in., kesavanmohan@rbi.org.in</p> <p>5.2 Pre-bid meeting will be staged at 11:00 hours on February 3, 2026 at the conference Hall, ground floor, Reserve Bank Staff College, Anna Salai, Teynampet, Chennai – 600018.</p>
6	Amendment of Tender Document	<p>6.1 At any time, prior to the deadline for submission of Tenders, the College may amend this document by issuing amendments / corrigendum on RBI website (www.rbi.org.in) / e-portal and the same will not be published in the newspaper.</p> <p>6.2 Any amendments / corrigendum issued shall be a part of this document.</p> <p>6.3 To give prospective tenderers reasonable time in which to take any / all amendments / corrigendum into account in preparing their Tenders, the College may, at its discretion, extend the deadline for the submission of Tenders.</p>

7	Cost of Tendering	7.1 The tenderer shall bear all costs associated with the preparation and submission of tender documents and the College shall not be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
8	Documents Comprising the Tender	<p>8.1 The Tender shall comprise the following:</p> <ul style="list-style-type: none"> • Notice inviting Tender • Technical bid details • Financial bid details • Earnest Money Deposit through NEFT to A/c no: 186003001, IFSC: RBIS0SCPA01 ('0' is Zero at both places). • The Tenderers need to submit necessary EMD and Transaction fees to be eligible to bid online in the e-tender. Transaction fees is non-refundable. No interest will be paid on EMD. The EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority • Offers without EMD would be considered as unresponsive and rejected.
9	Letter of Tender	9.1 The tenderer shall submit the tender document online using the class 3 digital signature via e-tendering process without any alterations. All blank spaces shall be filled in with the information requested.
10	Documents establishing the qualifications of the Tenderer	10.1 To establish their qualifications to perform the Contract in accordance with Section II (Para 3), the tenderer shall provide information in the format prescribed in Section VI (Standard Formats)
11	Validity of tender	<p>11.1 The Tender validity period shall be 90 days from the last date of the submission of tender.</p> <p>11.2 In exceptional circumstances, prior to the expiration of the tender validity period, the College may request the tenderers to extend the period of validity of their Tenders.</p> <p>The request and the responses shall be made in writing.</p>

12	EMD as tender security	<p>12.1 Tenderers need to submit necessary EMD and transaction fees to be eligible to bid online in the e-tender. Transaction fees is non- refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by the College.</p>
13	Submission Sealing and Marking of tender	<p>13.1 The Tenderers submitting tenders electronically shall follow the electronic e-tendering submission procedures specified in the instructions regarding the e-Tender.</p> <p>13.2 The tenderers may submit their Financial Bid (competitive rates) in online in prescribed format along with copies of necessary documents as indicated in the “Technical Bid” (Part - I) and Financial bid (Part - II). The e- Tender with all information shall be submitted on or before the prescribed time of the tender.</p> <p>13.3 If the desired/prescribed information is not submitted, the College will assume no responsibility for rejection of Tender.</p>
14	Deadline for Submission of Tender	<p>14.1 The Tender must be filed online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.</p> <p>14.2 The College may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.</p>
15	Late Tenders	<p>15.1 No Tender shall be allowed on the e-portal after the deadline.</p>
16	Tender opening	<p>16.1 The College shall open the Tender electronically on the notified date.</p> <p>16.2 As per the procedures laid down in Section-I hereto for opening of e-tender, the tenderer whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.</p>

17	Confidentiality	17.1 Information relating to the evaluation of Tenders shall not be disclosed to the tenderers or any other persons not officially concerned with such process until information of contract award is communicated to all tenderers.
18	Clarification of tender	18.1 To assist in the examination, evaluation, comparison of the tenders and qualification of the tenderers, the College may, at its discretion, ask any tenderer for a clarification of its tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to the request made by the College, shall not be considered. The College's request for clarification and the response shall be in writing. No change in the prices or substance of the tender shall be sought, offered or permitted, except to confirm the correction of arithmetic errors discovered by the College in the evaluation of the Tenders. 18.2 If a tenderer does not provide clarifications of its Tender by the date and time set in the College's request for clarification, its Tender shall be rejected.
19	Evaluation of tender	19.1 The College shall use the evaluation criteria indicated in Section IV of this tender.
20	Qualification of the tenderer	20.1 The College shall determine its satisfaction whether the selected tenderer meets the qualifying criteria in technical bid and financial bid.
21	The Bank / College's Right to accept any tender, to reject any or all tenders	21.1 The College reserves the right to accept or reject any tender and to annul the Tendering process and to reject any or at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further the conditional bids shall be rejected outrightly.
22	Award criteria	22.1 The College reserves the right to accept any tender, to reject and or all tenders.
23	Notification of award	23.1 The lowest rate quoted under each category of vehicles by tenderers who qualify in Technical Evaluation shall be applicable for other tenderers (who qualify in Technical Evaluation). Only such tenderers among above shall be considered for empanelment who agree in writing to work at the

		<p>lowest rates quoted under each category of vehicles by such tenderers.</p> <p>23.2 Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract.</p> <p>23.3 The hire rate table prepared by the Bank on the basis of lower rates of each category of car / vehicles and for each segment of travel as quoted by the successful tenderers of technical bid evaluation, shall be shared with them for acceptance in writing.</p>
24	Signing of contract	<p>24.1 The successful tenderer shall execute an agreement with the College on Non- Judicial stamp paper of appropriate value as applicable in the state within 7 working days of award of work. The stamp duty shall be borne and paid by the agency. However, the issue of work order by the College shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.</p> <p>24.2 The empanelment shall be for a period of one year (April 01, 2026 to March 31, 2027). However, contract can be extended on yearly basis for further period of two years (till March 31, 2029) or for further short periods subject to the satisfactory performance of duties and proper fulfilment of all terms and conditions of the agreement by the agency on mutually agreed rates and as applicable and detailed in the tender document.</p>
25	Performance Bank Guarantee	<p>25.1 The successful tenderer/s shall furnish Performance Bank Guarantee within 7 working days after award of contract (PBG- 5% of total value of the contract) which is ₹2,50,000/- (Rupees Two lakh Fifty thousand only) or deposit through NEFT (Beneficiary Name: RBSC CHENNAI, Beneficiary Ac No: 186003001, IFSC: RBIS0SCPA01 ('0' is Zero at both places), in accordance with the Section V and Section VI (Standard Formats). The PBG shall be valid for a period of 60 days after the expiry of contract period.</p>

		<p>25.2 On submission of Performance Bank Guarantee, the EMD/Security Deposit of ₹1,00,000/- (Rupees one lakh only) will be refunded to the contractor. The bank guarantee shall be renewed for a further period in case of renewal of the contract by RBSC. Failure of the successful tenderer to submit the Performance Bank Guarantee of ₹2,50,000/- (Rupees Two lakh fifty Thousand only) or sign the Contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderers for all future tenders of the College.</p> <p>25.3 The PBG shall be released without interest after 60 days of completion of the contract period only after being satisfied of the successful completion of the contract and ensuring no liabilities from the agency or its employees. In case of any complaint or pending dues, the PBG shall be discharged only after payment of all dues, liabilities etc.</p> <p>25.4 No Interest shall be payable on EMD/Security Deposit/Performance Bank Guarantee.</p>
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Section III – Tender Data Sheet

1	Scope of Tender
1.1	The tender inviting office is: Reserve Bank Staff College, No. 359, Anna Salai, Teynampet, Chennai – 600 018.
1.2	The name of the Tender is: Empanelment of Car Hiring Agencies/ Companies. Tender Reference No. RBI/RBSC/Estate/9/25-26/ET/932
1.3	Eligible Tenderers: The tenderer shall meet the eligibility criteria outlined in para number 3 of Section II.

Tender Document

2	Clarification of Tender Document, Pre-tender meeting
2.1	For clarification purposes only, the College's address is: Reserve Bank Staff College, No. 359, Anna Salai, Teynampet, Chennai – 600 018.
2.2	Contact Officials in RBSC, Chennai: 1) Smt. Nabonita Basak, AGM, P& S, Reserve Bank Staff College, No. 359, Anna Salai, Teynampet, Chennai-600018. E-mail id: nabonita@rbi.org.in ; 2) Shri K Mohan, Manager (Estate), Reserve Bank Staff College, No. 359, Anna Salai, Teynampet, Chennai-600018. E-mail id: kesavanmohan@rbi.org.in 3) Shri Diwakar Upadhyay, Assistant Manager (P&S), P & S Cell, Reserve Bank Staff College, No. 359, Anna Salai, Teynampet, Chennai-600018. E-mail id: diwakarupadhyay@rbi.org.in ; 4) Shri Raajesh Arvindh JR, Assistant, P & S Cell, Reserve Bank Staff College, No. 359, Anna Salai, Teynampet, Chennai-600018. E-mail id: arvindhiraajesh@rbi.org.in

3	Documents Comprising the Tender
3.1	The Tender shall comprise the following:
(a)	Notice Inviting Tender, Instructions to Bidders, Evaluation Criteria & General and Specific Terms and Conditions of the Contract.
(b)	Various formats for Technical and Financial Evaluation as also for Performance Bank Guarantee as per Section VI (Standard Formats)

4	Period of Validity of Tenders
4.1	The Tender validity period shall be 90 days from the last date of the submission of tender.

5	EMD / Bank Guarantee as Tender Security
5.1	The tenderer shall provide EMD of ₹1,00,000/- (Rs one lakh only) through NEFT to the 'RBSC CHENNAI' Beneficiary Ac No: 186003001, IFSC: RBIS0SCPA01 ('0' is Zero at both places).

6	Submission of Tenders
6.1	The tender, complete in all respect, shall be submitted electronically. The tenderers may submit their competitive rates along with necessary documents as indicated in the "Technical Bid".

7	Deadline for Submission of Tenders
7.1	The e-tenders, complete in all respect shall be submitted as per the following deadline: Date: February 23, 2026 at 2:00 PM.

8	Tender Opening (Part – I)
8.1	The Tender opening shall take place electronically on the date and time mentioned in the Notice Inviting Tender. Opening of Part II will be intimated separately.

Section IV: Evaluation / Selection Criteria

A Technical Bid Evaluation

1.1 The tenderers shall furnish information for Technical Evaluation as per Form 1 of the Standard Format.			
1.2 The information so given will be evaluated as per the following marks criteria (Maximum Marks-150):			
	Particulars	Range and Marks	Maximum Marks
a	Size of Fleet of well- maintained Cars as per specification of eligibility criteria (Para 3 of Section - II), including contract vehicles. (Proof of the same to be submitted)	<ul style="list-style-type: none">• 15- 24 - 10 marks• 25 - 50 – 15 marks• 51-100- 20 marks	20
b	Experience in the field of providing vehicles on hire	<ul style="list-style-type: none">• 3 to 5 years – 10 marks• More than 5 years and up to 10 years – 15 marks• More than 10 years and upto 15 years – 20 marks	20
c	Average Age of Fleet of 15 vehicles notified for the tender (from the date of manufacturing) (Proof of the same to be submitted)	<ul style="list-style-type: none">• < 2 years (and less than 1,00,000 kms) – 20 marks• >2 and < or equal to 4 years (and less than 1,00,000 kms) –15 marks• > 4 years and less than or equal to 5 years (and less than 1,00,000kms) – 10 marks.	20
d	Average Turnover of last three financial years 2022-23, 2023-24 and 2024-25 (certificate from the Chartered accountant certifying annual turn over figure of the firm/company	<ul style="list-style-type: none">• From ₹50 lakh to ₹55 lakh - 5 marks• And from ₹55 lakh up to ₹65 lakh- 10 marks• Above 65 lakh - 15 marks	15

e	Number of current Clients/ Empanelment with Government Institutions / PSUs. (Proof of the same to be submitted)	<ul style="list-style-type: none"> • More than 8- 20 marks • 5 to 8 – 15 marks • 2 to 4 – 10 marks 	20
f	Site visit evaluation by Committee constituted by RBSC Chennai will evaluate parameters like experience and feedback on drivers, management of Company, the quality of the systems and processes to be used by the bidder, cleanliness and maintenance of vehicle fleet etc	<ul style="list-style-type: none"> • Satisfactory – 15 marks • Good – 25 marks • Very Good – 35 marks 	35

Total Marks of Tenderer (A-B)

1.1 Minimum Cut-off marks without adjustment are 60.

1.2 Quality, competence and reliability of the bidders is the paramount requirement in this tender. Marks obtained in the last Parameter (Site Visit Evaluation) (in the table above), will be an entry barrier and failure to score at least 15 marks in the said parameter will result in the rejection of the tender. Price Bid of such agency who fail to score more than or equal to 15 Marks in the said parameter will not be considered for opening, despite the agencies having submitted the requisite documentary evidences for satisfying all the terms and condition of the tender as well as having a score above 60 as aggregate in all parameters.

1.3 The decision of the award of the contract would be made as under:

1.4 Only the technical proposals scoring equal to or more than 60 of the total points will be considered for Financial bid.

1.5 The Price bids for the empaneled bidders would be considered for agreement to be entered for the period April 01, 2026 – March 31, 2027.

B. Financial Bid Evaluation

2.1 This part shall contain prices in Indian Rupees only and shall be opened online after due fulfilment of condition as per Part-I tender. Change of terms and conditions and technical deviations, if any, found in Part II of the tender will not be taken into account and will be treated as null and void.

2.2 Rates should be quoted in Indian Rupees only. No request for any change in rate or conditions after the opening of the Part II tender will be entertained.

2.3 The rates quoted shall be based on the Part-II of tender and shall be firm and binding without any Escalation whatsoever till the entire Contract period.

3 The lowest rate quoted under each category of vehicles by tenderers who qualify in Technical Evaluation shall be applicable for other tenderers (who qualify in Technical Evaluation). Only such tenderers among above shall be considered for Empanelment who agree in writing to work at the lowest rates quoted under each category of vehicles and each segment of travel. Work will be allotted by rotation amongst the empanelled tenderers.

2.5 The hire rate table prepared by the College, on the basis of lowest rates for each category of vehicle as quoted by the successful tenderers of Technical Evaluation, shall be shared with them for acceptance, in writing.

2.6 The final empanelment will be done after the tenderers convey in writing that the rates fixed by the College and the terms and conditions and scope of work, specific conditions of contract and guidelines as enlisted in Section V are fully acceptable to them and that the conditions will be meticulously followed by them.

2.7 No terms and conditions should be indicated for the financial bid otherwise the same will be treated as invalid.

Part 2

Conditions of Contract

&

Contract Forms

Section V: General & Specific Conditions of Contract
1: General Conditions of Contract

- 1 1.1 The tenderer shall obtain the Tender Document from the source stated by the College in the Invitation for Tenders; otherwise the College is not responsible for the completeness of the Tender Document.
- 2 2.1 Conditional tender shall not be entertained.
- 2.2 In the event of any difference between the figures & words of quoted rates, the rate in words shall be considered for evaluating the tender.
- 3 3.1 The tenderer is expected to examine all instructions, forms, terms, and specifications in the Tender Document.
- 3.2 Failure to furnish all / any information or documentation as prescribed in the Tender Document may result in the rejection of the Tender.
- 4 4.1 The price quoted shall only be in Indian rupees and **inclusive** of all applicable taxes excluding **GST**.
- 4.2 The 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.
- 4.3 The tenderer must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority. The tenderer must not have been suspended / delisted / blacklisted / banned or any such process initiated against him/her, by any organization including the Reserve Bank of India at any location in India on any grounds (Self-declaration on letter head in this regard to be submitted).
- 4.4 The tenderer should not have rescinded / abandoned any contract awarded by any of his clients before the expiry of the 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.

B. Situations leading to disqualification / rejection of tenders

- 5 5.1 Any canvassing by or on behalf of the Tenderer or to bring political or other outside influence with regard to their selection shall lead to disqualification from the process. Such Tenderer/s shall be blacklisted for next three years. If such instances go undetected during the selection process but are detected subsequently, such disqualification will take place with retrospective effect.
- 5.2 All the tenders should be complete in all respects with all attachments / enclosures / annex. Incomplete forms, or bids received in any format other than the prescribed one or without proper documentary evidence, etc., will be out rightly and summarily rejected by the College.
- 5.3 The Tenders received by fax or email or any manner other than specified shall not be accepted and shall be summarily rejected. No correspondence will be entertained on this matter.
- 5.4 Bid proposals received without or lesser than the prescribed EMD / processing fee shall be summarily rejected.
- 5.5 The Tenders received after the due date and time shall be summarily rejected.
- 5.6 Conditional tenders shall be straightway rejected and no additional clause will be entertained.
- 5.7 No tender may be modified subsequent to the last date of submission of the tender. No tender may be withdrawn in the interval between the last date for submission of tender and the expiry of the tender validity period specified by the tenderer in the tender. Withdrawal of the tender during the interval shall result in forfeiture of the EMD.
- 5.8 Alternative Proposals / Request for extension for final date of submission shall not be permitted.

C. Terms of Payment

6 6.1 Except under cases of circumstances beyond the control of the College, the payment of complete and clear bills received at monthly intervals will be made not later than thirty days of receipt of clear and complete bills. The Trip sheet may be as per the format attached (refer Form IV) along with the invoice.

6.1. (a) As per Indian laws, taxes as applicable, shall be deducted at source and a certificate for the same shall be issued to the Service Provider.

6.1. (b) 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. No request for making advance payment on any ground shall be entertained.

6.1. (c) It shall be binding on Service provider to remit the Taxes paid by the College on bills to the respective Government Authorities.

6.2 All the payments shall be released through NEFT / RTGS channel only, for which necessary account details shall be submitted to the College.

6.3 Any objection regarding the payment received by the agency may be brought to the notice of the College within 10 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.

6.4 Any change in statutory tax after the tender process will be borne by the College.

D. Necessary Requirements to be fulfilled after award of contract

7 7.1 The successful tenderer/s shall execute a Performance Bank Guarantee or deposit through NEFT as specified in Section VI (Standard Formats)

7.2 The agreement between the successful tenderer/s and the College will be signed by written confirmation of acceptance of lowest rates. The agreement shall be executed in duplicate. The College shall retain the original and the Service Provider will be given the duplicate. The stamp duty shall be borne and paid by the Service Provider.

E. Adherence to Statutory Requirements

- 8 8.1 Compliance of regulations viz., Payment of Central Government Minimum Wages Act, Bonus Act, Employers' Liability Act, Contract Labour (Regulation & Abolition) Act, the Workmen Compensation Act, Industrial Disputes Act, Maternity Benefits Act, Employee State Insurance Act, Provident Funds and Miscellaneous Provisions Act and labour license of State and Central Government, applicable from time to time, shall be the whole and sole responsibility of the Agency. In this regard, the Agency shall indemnify the College against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database, etc., mandatory as per the law and as per the Government rules and make the same available for inspection / verification to the concerned Government Officer / Labour Enforcement Officer / Regional Provident Fund Commissioner, etc, as and when required. A copy of all such compliances, statements and payments made to the statutory authorities, etc., including registration number shall be provided to the College authority for verification and record as and when so demanded.

F. Prevention of Sexual Harassment

- 9 9.1 The agency shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of Sexual Harassment received from anyone, including staff members of the Bank/College during the use/ hire period of a vehicle against employee of the agency within the premises of the College, premises hired by the College or in the hired vehicle, the complaint will be filed before the Internal Complaints Committee constituted by the tenderer / agency and the tenderer / agency shall ensure appropriate action under the said Act in respect to the complaint. The tenderer shall confirm constitution of the Internal Complaints Committee for the purpose.

9.2 Any complaint of Sexual Harassment from any aggrieved employee of the agency against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the College.

9.3 The agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the tenderer, for

instance any monetary relief to the Bank's employee, if sexual violence by the employee of the tenderer is proved

9.4 The agency shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

G. Rights of the College

10 10.1 The College reserves the right to extend the period of tender availability and / or the date of opening of the bids.

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

10.3 The College reserves the right to split the scope of the work to more than one agency/agencies without assigning any reason whatsoever. No claim will be entertained on account of this.

10.4 The terms and conditions specified herein are indicative in nature and the same shall not restrain the College from imposing or requiring the Bidder to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Bidder, 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.

10.5 The Service Provider or its agents / employees / drivers committing any breach of terms and conditions mentioned herein and / or rendering unsatisfactory services, in the opinion of the College shall render itself liable for penalty and / or termination of the agreement forthwith without any notice or any compensation in lieu thereof.

10.6 Without prejudice to above, the Agreement can be terminated with a notice of one month on either side, during the Agreement period.

H. Dispute Resolution

11 11.1 It is to be duly noted that in case of any / all disputes on terms and condition of this tender, the English version of the tender document shall prevail (in case tender is issued in English and any other language simultaneously).

11.2 All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator i.e. The Principal, Reserve Bank Staff College, Chennai and his decision, in writing, shall be final and binding on the Service Provider. However, for any dispute / issue, not settled through arbitration, the legal jurisdiction shall be Chennai only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

I. Force Majeure

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

J. Disclaimer

13 13.1 Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any tenderer within seven (7) days from the date of NIT, it shall be considered that this document is complete in all respects.

13.2 The College reserves the right to modify, amend or supplement this document including all formats and Annex.

13.3 While this document has been prepared in good faith, neither the College nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or

omissions herein, or the accuracy, completeness or reliability of the information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

K. Confidentiality Statement

14 14.1 The information contained in this Tender Document or subsequently provided to tenderer(s) whether verbally or in documentary form by or on behalf of the College or by any of its employees, shall be subject to the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided.

14.2 The purpose of this tender document is to provide the tenderer(s) with information to assist the formulation of their proposals.

14.3 This Tender Document does not purport to contain all the information each tenderer may require.

14.4 This tender document may not be appropriate for all persons and it is not possible for the College and / or its employees to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document.

14.5 Each tenderer should conduct his / her own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and wherever necessary obtain independent advice from appropriate sources.

14.6 The Bank and employees make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document.

14.7 This document and the information provided therein are confidential and intended solely for the use of the Tenderer(s).

L. Insurance

- 15 15.1 The successful tenderer shall take "all risk policy" in the joint names of the employer and the contractor (the name of the former being placed first in the policy) against all risk policy for contractors and deposit such policy or policies with the employer before commencing the works for the contract value for one year renewable thereafter if the contract is renewed by the College. The agency shall indemnify the College for any loss or damage that occurs to persons or building or third party during the period of contract. If the agency does not provide these policies, the College reserves the right to recover the cost of loss or damage from the bill of the agencies.

M. Rates

- 16 16.1 The rates offered by the tenderers and acceptance by the College, will remain valid, for a period of one year, hereafter they may be reviewed at the time of renewal of the contract depending on prevailing circumstances at the time of renewal viz. any major changes occur in labour laws or Government decision affecting fuel pricing etc. However, this can be done only with the permission of the Principal, RBSC, Chennai.

N. Non-Disclosure

- 17 17.1 The agency shall not disclose directly or indirectly any information or materials and details of the Bank's structure / systems / equipment, etc. which may come to the possession or knowledge of the agency during discharging of its contractual obligations in connection with this agreement to any third party and shall at all times hold the same in the strictest confidence. The agency 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 the applicable laws. The agency 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 College. The agency shall indemnify the Bank for any loss suffered by the employer as a result of the disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the agency, the College shall be entitled to claim damages and pursue legal remedies. The agency 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 agency's obligation with respect to non-disclosure and confidentiality will survive the expiry or termination of this

agreement for whatever reason.

O. Insolvency or death of vendor:

18. 18.1 In the event of the Vendor being adjudged insolvent or going voluntarily into liquidation or having received order or other order under the Insolvency Act made against him or, in the name of a Company or, the passing of any resolution, or making of any order for winding up whether voluntarily or otherwise, or in the event of the vendor failing to comply with any of the conditions herein specified, the College shall have the power to terminate the contract without any previous notice. The Vendor's heirs / representatives shall not, have the right to continue to perform the duties or engagements of the vendor or under the contract in case of his death without the consent in writing of the College. In the event of the vendor, with such consent aforesaid, transferring his business, and in the event of the vendor being a company and being wound up any time during the period of this contract for the purpose and with the object of transferring its business to any persons or a company, the vendor shall make it one of the terms and stipulations of the contract for the transfer of this properties and business, that such other person or company, shall continue to perform the duties or engagements of the vendor under this contract and be subject to his liabilities there under. The Proof of death and other relevant documents to this effect shall be submitted to the College, in writing. Without prejudice to any of the rights or remedies under this contract, in case of sole proprietorship concern if the vendor dies, the College shall have the option of terminating the contract without compensation to the legal heirs, which does not amount to Breach of the contract.

P. Penalties

19. 19.1 For deficiency in services and serious inconvenience caused to the Bank and its officials or to those for whom Bank directs to provide services, penalty as explained below for the relevant instance will be imposed. The decision of the Bank regarding imposition of penalty will be final and the Contractor will not challenge the decision of the Bank in this regard. Recovery of the penalty will be done by way of deduction from the relevant bill, other pending bills or from the security deposit.

(a) ₹500/- for every next half hour or part thereof will be levied in case of late reporting.

(b) ₹500/- for each missing amenity i.e. Newspaper, Water Bottle (Bisleri / Kinley, or of any standard brand), Hand Sanitizer (Dettol or of any standard brand), Face Tissues, face

mask, Umbrella, etc. in the car allotted to the guest.

(c) ₹1000/- will be levied in case the car is found to be older than five years from the date of duty.

(d) ₹2000/- will be levied in case of wrong/ inflated entries is observed by the Bank in the Duty Slips relating to time/ Km.

(e) ₹1000/- will be levied in case Car does not report as per booking made.

(f) ₹5000/- will be levied in case the driver is reported/ found misbehaving with the guest.

(g) ₹500/- in case of inconvenience caused to the guest for non-familiarization with route.

(h) ₹500/- in case the driver is without Smart phone.

(i) ₹500/- in case the driver stops for refilling fuel within Chennai during duty.

(j) ₹1000/- in case the Contractor does not make alternate arrangements within one hour in case of breakdown of its vehicle(s). The Contractor will be responsible to compensate all expenses incurred by the bank in this regard and the same will be deducted from the bill of the Contractor. Decision of the Bank in this regard will be final and binding on the Contractor. Such compensation may be in addition to any penalty imposed as mentioned above. Penalty and compensation, if any, will be deducted from the relevant bill, other pending bills or from the security deposit.

(k) ₹5000/- will be levied in case driver is found/ reported to be under the influence of alcohol/ drugs, or any other illegal substance, and also in case the driver is reported/ found chewing paan/ gutka or smoking while driving.

(l) Half of bill amount will be levied as penalty in case any downward change found in the car type/ model ordered/ requisitioned.

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

Q. The contract shall be deemed to end in any of the following circumstances

20. 20.1 On the expiry of the contract period or terminations in terms of para 5.4 of Section V-2.

(or)

20.2 A notice at any time during the currency of contract by the Bank, in case the

services rendered by the Agency / Company are not found satisfactory and not in conformity with the general norms and the standard prescribed for the services, on the expiry of notice period.

(or)

20.3 For breach of any of the terms and conditions of the contract by the Tenderer.

(or)

20.3 On assigning the contract or any part thereof any benefit or interest therein or thereunder by the Tenderer to any third person, sub-letting the whole or a part of the contract to any third person.

(or)

20.3 On agency / company being declared insolvent by the competent Court of Law.

21. During the notice period for termination of the contract, the Tenderer shall keep on discharging his contractual obligations till the expiry of notice period. It shall be the duty of the Tenderer to remove all the persons deployed by him on termination of the contract on any ground whatsoever and ensure that no person create any disruption / hindrance / problem of any nature affecting the Bank.

Section V.2: Specific Conditions of Contract (SCC)

1	<p>1.1 The selected Tenderer/s shall provide AC vehicles such as Cars / SUVs etc. as and when requisitioned by the College / by an official authorized by the College.</p> <p>1.2 The agency / company shall provide sufficient variants of vehicles having car permits as per the requirement of the Bank, viz Subcompact Sedan (Maruti Dzire, Toyota Etios, Honda Amaze, Hyundai Xcent), Sedan (Hyundai Verna, Honda City, Nissan Sunny, Toyota Yaris, Maruti Ciaz, Skoda Superb, Skoda Slavia), Toyota Corolla Altis, Honda Civic, Kia Carens, Camry, Innova Crysta, Innova Hycross, Mahindra XUV 700, Hyundai Alcazar, MG Gloster, KIA Carnival etc.</p>
2	<p>2.1 All the vehicles should preferably have valid all India car permits whenever assigned duties outside the state of Tamil Nadu at no additional cost. The permits should be available well in advance to avoid any inconvenience to the travelling officer/ guest. All vehicles must have Fast tag with sufficient balance.</p> <p>2.1 All the vehicles should be GPS enabled and in good and proper condition with neat and clean upholstery.</p> <p>2.2 All the vehicles should have valid Pollution Under Control (PUC), fitness certificate & comprehensive vehicle insurance policy. The tenderers shall submit documentary evidence in support.</p>
3	<p>3.1 The driver shall have a valid driving license, which should be produced by him as and when demanded by the traffic personnel. Renewal of driving license from time to time shall be the sole responsibility of the Service Provider. The drivers deployed shall have reasonable experience with good driving record, shall be well- mannered, be polite, courteous and service oriented, at all times and should be able to converse in English as well as Hindi. The agency must send the details of the vehicle, mobile no. of the driver, registration no. of the vehicle etc., to the visiting official as well as to the nodal officer of the RBSC through SMS & Mail. The driver should be well conversant with the roads and routes in Chennai and</p>

	adjacent areas.
	<p>3.2 If the College or user complains of misdemeanor /misbehavior / unacceptable behavior by a driver, the Service provider shall take immediate steps to replace such driver and shall ensure that the services of the said driver are not offered to the College in future. The drivers deployed should be medically fit with good moral character, medical fitness certificate of the drivers deputed to provide services to the College shall be submitted annually.</p>
	<p>3.3 The drivers must report for duty neatly dressed in clean uniform, and at the specified time. He should be able to attend to minor repairs of vehicles en-route, in case of need. They shall maintain a proper record of mileage on a daily basis and get the same authenticated by the user (officer / staff / Guest). If for any reason whatsoever, the College is not happy with the condition of the vehicle provided, the Service provider's office will be informed immediately and they should accept the College's demand to replace it without delay. If for any reason, the Service provider is not in a position to provide a suitable substitute vehicle as demanded by the College, then the Bank / College 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 Service provider. They shall maintain duty slips with complete details of kms travelled / time of relieving, etc. duly authenticated by the officer's/ Guest's signature (refer Trip sheet- Form IV).</p> <p>3.4 The drivers / employees engaged by the Service Provider shall abide by the instructions provided by the security officers / guards of the College and vehicles / persons shall have to undergo security checks, as and when required. The driver shall always be available at the place where the car is parked and strictly follow all traffic rules.</p> <p>3.5 The driver should receive the visiting official by holding a placard containing particulars of the arriving Guest / Officer at the Airport/ Railway Station, etc. The Service Provider shall ensure that there is no room for</p>

	<p>complaints from the Guests.</p> <p>3.6 The drivers shall carry out the orders given by the authorized officers of the College and shall also observe the rules and regulations regarding safety and security. “Unacceptable Behavior” means not wearing a seat- belt, opening or closing doors (this must be done by the chauffeur), leaning out of the window of the vehicle, 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.</p>
4	<p>4.1 The vehicles shall be provided with two branded (viz. Bisleri, Kinley, Aquafina, Himalaya, etc.) Mineral Water bottles of 500 ml every day during booking of cars, face tissue paper (in pouch), first- aid box, universal mobile charger, fire-extinguisher, face mask, hand sanitizer and two newspapers – one national and one financial. No extra charges shall be paid by the College for these amenities and utilities.</p> <p>All the valid papers, viz., comprehensive insurance, registration, road tax, pollution under control certificate, permits, valid license, etc., related to each vehicle shall be readily available in each of the vehicles / with drivers.</p> <p>The service provider shall have ability to arrange emergency transport / touring facility providers, in case of breakdown of a vehicle provided to the College and should also be able to liaison with Government / Insurance agency arranging for emergency transport / touring facility providers, in case of breakdown of a vehicle provided to the College authorities. Alternate vehicles shall also be arranged immediately, in case of breakdown.</p>
5	<p>5.1 The Service provider 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 College for booking of</p>

vehicles and resolution of complaints with escalation matrix. The Service provider shall nominate experienced staff /official(s) for liaison with the College on a day- to-day basis. The contact particulars of such official / person should be provided to the College at the time of execution of this agreement. The Service provider should also depute any of their staff member(s) to act as a “coordinator(s)” to co-ordinate for any group booking(s) made by the College (vehicle requirement of 5 or more vehicles in one booking / for multiple days booking), and this person will be responsible on behalf of the Service provider for smooth operations of the vehicular requirements of the College for the captioned booking(s).

5.2 The Service Provider shall provide taxi on written or verbal instructions over phone /e-mail within the time specified therein. The Service Providers shall also be required to provide taxi on short notice from the College (say within an hour in case of emergency).

5.3 The Service provider shall ensure that the cars provided are well maintained, without dents / scratches and are not old. The mileage of the car provided shall be less than 1,00,000 kms.

5.4 The Service Provider shall ensure that the vehicles provided are registered and comply with the Motor Vehicle Act as amended from time to time.

5.5 The Service Provider shall arrange to obtain Police Verification certificate regarding the antecedents of the persons / drivers engaged by them.

5.6 The Service Provider shall convey by e-mail without fail the confirmation of booking to the Protocol & Security Office of the College and to the guest followed by SMS of car details at least four hours prior to the time specified in the requisition i.e. Car make, Car Registration No., Driver's Name and his / her mobile number.

6	<p>6.1 For airport drop / pick-up- railway station drop / pick up, only a fixed amount as per Annex "A" shall be paid. Parking charge as per the actuals shall be paid separately. 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 / arriving of 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.</p> <p>6.2 The maximum distance that can be claimed in respect of garage and point of pickup / drop is restricted to 10 kms and from garage to pick-up and drop and back to garage shall be 60 minutes in total. This shall not be applicable to airport drop / pick-up, where only fixed amount shall be paid.</p> <p>6.3 Local (Chennai City) run charges shall be charged upto 250 Kms. Beyond 250 Kms, outstation charges shall become applicable. For Outstation Sedan, SUV, etc., are required to have an average running of 250 Kms. per day, if needed.</p> <p>6.4 Toll and parking charges shall be extra only for outstation trips based on production of original receipt. The agency should be enrolled for Fast tag for automated toll in line with the guidelines issued by NHAI. All outstation cars have to be mandatorily FASTag enabled.</p> <p>6.5 The persons engaged by the Service Providers shall be the employees of the Service Provider and neither the Service Provider nor the drivers, shall have any right to claim any employment in the College / Bank.</p> <p>6.6 If the Service Provider provides on his own any other make or model of car higher than the one requested, the payment shall be made according to the rates approved for car requisitioned by the College.</p>
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	<p>6.7 The rates accepted by the College shall remain valid for a period of one year subject to review at the time of renewal of contract in view of major changes that may occur in labour laws / fuel prices. Any revision in the rate shall be at the discretion of the College.</p> <p>6.8 The Service Provider will make vehicles available from / at any other place in Tamil Nadu.</p>
7	<p>7.1 The Service Provider shall indemnify the College for any loss or damage that occurs to any third party (persons or building, etc.) and / or to the officials / guests / property of the College on account of hiring of car / cars hired during the period of Agreement. The College reserves the right to recover the amount of loss and / or damage from the bill or Performance Bank Guarantee of the Service Provider.</p>
8	<p>8.1 It shall be the sole responsibility of the Service Provider to provide taxi(es) / vehicles as and when requisitioned by the College including late-night / early morning timings. Any delay will attract penalty as deemed fit by the College.</p> <p>8.2 In case of deficiencies in service, non-sending of substitute vehicle after intimation of car booking confirmation to the College / Guest and no alternative arrangement made by the service provider, then double the pro-rata amount per day or the actual expenses incurred by the College or its official / guest whichever is more shall be deducted from the bills. If service is not made available for part of a day, no payment shall be made for that day.</p> <p>8.3 Without prejudice to the above, the Service Provider shall also make alternate arrangements in case of breakdown of vehicle(s). In case of failure, the agency shall be responsible to compensate all expenses incurred in this regard subject to the above limit. The College shall have authority to deduct such amount from any bill payable to the Service Provider. The decision of the College in this regard shall be final and binding on the Service Provider. Penalty as above shall also be imposed if vehicles breaks down on duty or the driver along with vehicle does not turn up at the appointed time.</p>

	<p>8.4 No payment for the day is admissible if the vehicle meets with an accident.</p> <p>8.5 In case, the service provider fails to provide taxi on College's request (either verbal over phone or written), the College shall be free to take penal and other action as it deems fit.</p> <p>The College shall levy the penalty only after giving reasonable opportunity to the agency. In case of dispute, an appeal can be made to the Principal, RBSC, Chennai whose verdict shall be final in the matter.</p>
9	<p>9.1 Subject to other provisions of this agreement, the College hereby enters into agreement with the Service Provider/s for a period beginning from April 01, 2026 and valid till March 31, 2027 for provision of cars on hire as per rates mentioned in Annex "A". However, the contract can be extended on yearly basis for further period till March 31, 2029 subject to the satisfactory performance of services and proper fulfilment of all terms and conditions of the agreement of the agencies.</p> <p>9.2 The Service Provider will agree to strictly abide by the Broad Scope of Work and Guidelines as above while providing cars to officers / staff and guests of the College.</p>
10	<p>The drivers/persons engaged by the agency / company will be the employees of the agency / company and neither the agency/company nor their drivers / personnel shall have any right to claim any employment in the College. There shall be no employer – employee relationship between the tenderer / persons deployed for the work and the College.</p>
11	<p>The agency / company shall ensure that its personnel do not at any time, without the consent of the College in writing, divulge or make known any trust, accounts matter, or transaction undertaken or handled by the Bank and shall not disclose to anybody any information about the affairs of Bank. This clause does not apply to the information, which becomes public knowledge.</p>
12	<p>Without prejudice to above, contract will be terminated on last day of contract period or during the contract with a prior notice of two months from either side.</p>

13	The agency / company or its agents / employees / drivers committing any breach of terms and conditions mentioned in the agreement and / or rendering unsatisfactory services in the opinion of the Bank shall be liable for termination of the agreement forthwith without any prior notice or any compensation in lieu thereof.
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Section VI: Standard Formats

Form I	Details of Technical bid
Annex I	Details of Bankers & Work Experience
Annex II	Form of Bankers' Certificate from a Scheduled Bank
Annex III	List of vehicles in the Fleet
Annex IV	Client's Certificate regarding Performance of Agency
Form II Annex A	Details of Financial bid
Form III	Proforma of Bank Guarantee for Performance Security Deposit
Form IV	Trip Sheet
	Agreement

PART I – TECHNICAL BID

NAME OF THE TENDERER: _____

ADDRESS:

CONTACT NO: _____

Technical Bid by the Tenderer
(To be given on applicant's letter head)

Name of the tenderer:

S.No.	Particulars	Details to be filled in by the tenderer
1.	Name of the Organization	
2.	<p>a) Type of organization – (whether Proprietorship / Partnership / LLP / Pvt. Ltd / Ltd. Company).</p> <p>b) Date of establishment</p> <p>c) Details of Registration (Firm, Company etc.), Registering Authority, Date, Number, etc.,(not applicable in the case of a sole proprietorship).</p> <p>Please enclose relevant documents in support of the same.</p>	
3.	Name of the proprietor / partner / directors of the organization with designation.	
4.	<p>Regd. Office / Business Address of the organization along with the Telephone No, Mobile No, Fax No and e-mail.</p> <p>a) Whether having own office in Chennai</p> <p>b) Address of the local office at Chennai</p> <p>c) Whether having own Office at any other important cities of TN (If so details thereof)</p> <p>d) Name of the authorized official and his / her telephone number.</p> <p>Please enclose relevant documents in support of the same.</p>	
5.	<p>Work Experience - Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents, and certificates.</p> <p>The details along with documentary evidence of previous experience, if any, of providing car / taxi hiring services for the Reserve Bank of India at any center or Government / semi-Government / public sector undertakings / banks / MNCs should also be given.</p>	
6.	<p>Whether average annual business turnover of last three financial years i.e. F.Y. 2022-23, F.Y. 2023-24 and F.Y.2024-25 is ₹50 lakh.</p> <p>Supporting documents should be enclosed in proof of turnover.</p>	

7.	Income Tax Returns of last three Financial years - i.e. F.Y. 2022-23, F.Y. 2023-24 and F.Y.2024-25 (Self-attested copy to be submitted)	
8.	Whether registered with Labour Department under the Contract Labour (R & A) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971, Whether MSME. If yes, indicate the date of registration. (A copy of certificate / registration to be submitted).	
9.	Name and address of the bankers. Please enclose a certificate from the banker regarding financial standing as per format attached with this tender document. Annex-I and II	
10.	Number of vehicles owned with details such as type / make / model of the vehicle. Condition / age of vehicle with their registration tax permit No., etc. (attach documentary evidence). List of vehicles / taxis in the fleet along with photocopy of their RC / fitness and permit owned to be submitted as per Annex-III	
11.	Whether the organization is registered under TN Shop and Establishment Act and having necessary certificate to run Tours and Travels.	
12.	Name and address of the existing clients along with full details. The feedback from top two existing clients is required as per Annex-IV	
13.	The bank Account (IFSC Code and Account Number) where payments would be received by the organization.	
14.	PAN and GST Details (Copies to be uploaded on MSTC portal)	

Copies of Documents required to be submitted for Technical Bid

1. Audited annual financial statements (for F.Y. F.Y. 2022-23, F.Y. 2023-24 and F.Y.2024-25)
2. Income Tax Returns for the last three Financial Years i.e. F.Y. 2022-23, F.Y. 2023-24 and F.Y.2024-25).
3. Bankers certificate on financial standing ([Annex-II](#))
4. List of clients.
5. Client Feedback ([Annex-IV](#)) (Minimum 2).
6. Incorporation documents
7. Copy of the PAN, TIN and GST Registration wherever applicable
8. List of owned cars ([Annex-III](#))
9. Any other document/s (Pl. specify)

The College reserves the right to call the proof / verify the furnished information.

DECLARATION:

1. The above information is true to the best of my / our knowledge and if any information is found untrue or false, I / We may be debarred from the tender process / being given the contract.
2. I / We agree to abide by the terms and conditions stipulated by the College.
3. I / We also agree that my / our Tender will remain valid for acceptance by the College 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 College and tenderer. I/We also agree to keep the earnest money during the entire period of validity of tender.
4. I / We understand that the College reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason therefore.
5. I / We understand that after empanelment, I / We would be under the obligation to supply taxis for the Reserve Bank Staff College, Chennai at the lowest quote given in the price bid by the co-bidders, under each category.
6. Details of Earnest Money Deposit:

Particulars	Amount	Name of Bank	Name of Bank Branch	NEFT ID
EMD	₹1,00,000/-			

Dated this _____ day of _____ 2026

(Signature with seal of Tenderer)

Name : _____
Address : _____

Details of Bankers

(To be given on the applicant's letterhead)

Particulars	Banker 1	Banker 2
Name of the Branch and its Complete postal Address including IFSC and e-mail id.		
Name and Job-title of the Branch Manager / Relationship Manager Along with his / her Telephone No(s) and e-mail id		
Type of Account and Account No		
The period from which the Service provider has been banking with the Banker (specify number of years).		
Any other information which the service provider may like to furnish about its Bankers.		

Work Experience

List of similar works executed by the tenderer during the last 3 years

Sl. No	Details of Service provided	Name and address of the organization	Name and address of the employee/officer under whom supervision services were provided	Amount (for entire annual contract)	Whether services were provided for the originally contracted length of time or not	No. of years dealing with the organization

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK (To be submitted by the Tenderer)

(To be uploaded in the Technical Bid)

1. Composition of the firm (whether Partnership / LLP / Private Limited /Proprietorship / Public Limited.)
2. Name/s of the Proprietor / Partners / Directors of the firm.
3. Turnover of the firm for the last 3 years i.e. FY. 2022-23, F.Y. 2023-24 and.2024-25.
4. Credit facility / Overdraft facility enjoyed by the firm.
5. Nature of dealings and opinion thereon.
6. The period from which the firm has been banking with the bank.
7. Any other remarks.
8. Opinion on whether the party is considered financially sound to be entrusted with the contract for works estimated to cost ₹35 lakh.

(Signature)

Authorised Signatory of the Bank Branch

Note:

1. Bankers' certificates should be on the letter head of the Bank.
2. The certificate to include names of all partners and directors of the party as recorded with the Bank.

CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF AGENCY

(To be uploaded in the Technical Bid)

1. Name & address of the Client:
2. Details of Works executed by Shri / M/s:
3. Name of work with brief particulars:
4. Agreement No. and date:
5. Agreement amount:
6. Date of commencement of contract:
7. Date of expiry of contract:
8. Duration of relationship with the Car Agency:
9. Quality of vehicles provided by the firm:
10. Quality of driver/s provided by the firm:
11. Integrity and reliability of the partners / proprietor of the firm:
12. Details (Date of levy of penalty, Amount of penalty and reasons) of penalty levied for deficiencies in services rendered:
13. Details of disputes with the agency during the contract:
14. General Feedback on the quality of service by Car Agency:
15. Rating of car services rendered: Outstanding / Very Good / Good / Satisfactory / poor
16. Recommendation, if any or any other feedback

(Authorised signatory of the Client)

Financial Bid

RATE CHART FOR CAR HIRE including applicable taxes and exclusive of GST

Particulars (Local / City rates)	Mid End Sedan	Higher End Sedan	Executive High- End Sedan	Luxury High End Sedan	MUV /SUV Segment	Higher End SUV / MUV	Luxury High End SUV	Mini Bus (15-25 seater) *	AC Bus (30 or 40 seater)
Vehicle Model	Toyota Etios/ Hyundai Xcent/ Maruti Dzire/ Honda Amaze or similar vehicle type	Honda City/ Maruti Ciaz/ Nissan Sunny/ Toyota Yaris/ Skoda Slavia or similar vehicle type	Toyota Corolla Altis/ Honda Civic or similar vehicle type	Toyota Camry/ Honda Accord/ Skoda Superb or similar vehicle type	Maruti Ertiga / Kia Carens / Mahindra Xylo/ or similar vehicle type	Toyota Innova Crysta / Mahindra XUV 700 / Hyund ai Alcazar or similar vehicle type	Toyota Innova Hycross / KIA Carnival / MG Gloster or similar vehicle type	Tempo Traveller Mini AC Bus equivalent	Any reputed bus company
2hrs/20kms									
4hrs/40kms									
8hrs/ 80kms									
Extra charges per km									
Extra charges per hour									

* Mini-Bus and AC Bus variant is not used for evaluating Financial Bid. The indicative rates may be used for future purposes, as and when needed.

Outstation charges (Minimum 250 kms per calendar day)

Per Km (extra after 250 kms per day)									
Driver Batta / allowance									
Night detention charges									

Particulars (Local / City rates)	Mid End Sedan	Higher End Sedan	Executive High-End Sedan	Luxury High End Sedan	MUV/ SUV Segment	Higher End SUV	Luxury High End SUV	Mini Bus (15-25 seater) *	AC Bus (30 or 40 seater)
Vehicle Model	Toyota Etios/ Hyundai Xcent/ Maruti Dzire or similar vehicle type	Honda City/ Maruti Ciaz / Nissan Sunny or similar vehicle type	Toyota Corolla/ Toyota Altis/ Honda Civic or similar vehicle type	Toyota Camry / Honda Accord or similar vehicle type	Maruti Ertiga/ Mahindra Xylo/ Toyota Tavera/ Toyota Innova or similar vehicle type	Toyota Innova Crysta or similar vehicle type	Toyota Innova Hycross / KIA Carnival / MG Gloster or similar vehicle type	Tempo Traveller or equivalent	Any reputed bus company
Airport pick up from OR drop to RBSC, Chennai									

1. Fixed charges for airport pick up and drop. For airport drop / pick up, a fixed amount would only be paid.
2. No parking charges would be paid in the case of airport / railway station 'drop'.
3. In case of airport pickup, parking charges would be paid for period starting maximum one hour before the scheduled flight arrival time up to the time of leaving the airport after the pickup of the guest.
4. Toll and parking charges shall be paid as per actuals only for outstation trips based on production of original receipt.
5. For airport drop / pick up, from the above mentioned locations, the fixed amount is all inclusive of taxes and parking charges, etc., excluding GST, shall be claimed for these Tamil Nadu and for All India as well. For Airport / Railway Station drop / pick up from other locations, no parking charges would be paid in the case of airport / railway station 'drop'. For Airport / Railway pick up duty, the parking charges (from up to 1 hour before scheduled / actual flight arrival time till after pick up of guest) will be paid on production of original bills/receipts. The toll charges would be paid only on production of original receipt.
6. All vehicles should be in good condition with its upholstery etc., in proper shape. It must be washed and be provided with proper seat covers.
7. The charges quoted above include cost of items mentioned in the "Scope of work" like two Mineral water bottles of 500 ml each per day from reputed brand such as Bisleri, Kinley, Aquafina, Himalaya etc., face tissue paper, one English daily and one financial newspaper of date, mobile phone for the driver on duty, fire extinguisher and first aid box in the vehicle.

8. The College reserves the right to review the case of any tenderer whose services are found to be unsatisfactory and even cancel his contract.
9. The rated quoted shall be inclusive of all taxes and exclusive of GST.
10. The College reserves the rights to source / requisition up to 60% of vehicles under different categories from the tenderer quoting lowest rates under the respective category. The hiring / requisition of vehicles will be subject to satisfactory performance of services by the Vendor and at the sole discretion of the Bank / College.
11. Any other brand/variety of car not mentioned above may be requested by the Bank / College from the empaneled agencies on need basis.
12. If the tenderer is able to provide any other make or model of car, the same may be included along with the charges under each category. In any case, if the service provider provides, whether on his own or on the asking of the Bank, any higher make or model of car, he will be paid according to the rates approved for vehicle requested by the Bank.

Proforma of Bank Guarantee for Performance Security Deposit

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

No. _____ Date _____

To:

The Principal,
Reserve Bank Staff College,
Chennai

Dear Sir,

In consideration of your agreeing to empanel M/s _____ (hereinafter referred to as "the Agency") in terms of their contract with you for EMPANELMENT OF CAR HIRING / TAXI OPERATOR AGENCIES / COMPANIES FOR PROVIDING VEHICLES TO THE RESERVE BANK STAFF COLLEGE, CHENNAI as per their Tender dated _____ and your Special Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon /set forth or referred to in your Contract dated _____ in the form of guarantee from us in the manner hereinafter contained, we (Name of the Bank) do hereby covenant and agree with you as follows:

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of **₹2,50,000/- (Rupees Two lakh Fifty thousand only)** against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the **agency** of any of the terms and conditions contained in the said Contract and in the event of the **agency** making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of **₹2,50,000/- (Rupees Two lakh Fifty thousand only)** as may be claimed by you as your losses and / or damages, costs, charges or expenses by reason of such default on the part of the agency.
2. Notwithstanding anything to the contrary, your decision as to whether the **agency** has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This guarantee shall continue and hold good until it is released by you on the application by the **Agency** after expiry of the relative guarantee period of the said Contract and after the **agency** had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force two months after the day of expiry of the contract without

prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing.

4. 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.

5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the **Agency** or to postpone for any time or from time to time any of your rights or powers against the **Agency** and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the **Agency** or any other forbearance, act or omission on your part or any indulgence by you to the **Agency** or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of **₹2,50,000/- (Rupees Two lakh Fifty thousand only)** as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the **Agency** or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the **Agency**.

7. 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 **Agency** 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.

8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the **Agency** from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, 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.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncanceled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

This guarantee shall not be affected by any change in the constitution of the **Agency** or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.

11. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

12. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.

13. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and agency or any other person.

14. Notwithstanding anything contained herein above **₹2,50,000/- (Rupees Two lakh Fifty thousand only)** Unless a written claim is lodged on us for payment under this guarantee before the expiry date, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us.

15. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED

(For & on behalf of the above named Bank)

For & on behalf of (Banker's Name & Seal)

BRANCH MANAGER

(Banker's Seal)

Address _____

Trip Sheet

1	Guest Name	
2	Trip Date	
3	Company Name	
4	Company Address	
5	Booked by	
6	Vehicle No.	
7	Vehicle Type	
8	Driver Name	
9	Driver Mobile	
10	Duty	Local / Outstation

Pick up/Drop details

Pick up address	
Pick up Time	
Pick up (starting Kilometers)	
Drop address	
Drop time	
Drop (Closing kilometers)	
Garage to pick up point (in kms)	
Drop point to garage (in kms)	

Driver Signature

Officer/Guest Signature

AGREEMENT

THIS AGREEMENT made at Chennai on this **day of** **2026** between Reserve Bank Staff College, 359 Anna Salai, Teynampet , Chennai which expression shall unless repugnant to the Context or meaning thereof be deemed to mean and include its successors and assigns (hereinafter referred to as “The College”) a Training Establishment of the Reserve Bank of India ((hereinafter referred to as “The Bank”. Which term shall include the College) constituted under the provisions of the Reserve Bank of India Act’1934, having its Central Office at Shahid Bhagat Singh Road, Mumbai -400001, of the ONE PART, represented by the authorized official-----, Assistant General Manager, Reserve Bank Staff College, Chennai -600018 and -----(name and address), carrying on the business of car/ taxi hire/rental as sole proprietor in the name and style----- (agency name) , having office at----- (address of agency) (Herein after referred to as ‘Car Hiring Agency /Company/Agency’) which expression shall unless repugnant to the context or meaning thereof be deemed to mean and includes his successors and assigns of the SECOND PART.

WHEREAS

1. The College required the services of Car Hire Agencies for providing cars/ utility vehicles of different variants, for local and out stations tours of its Executives, Staff and Guests (hereinafter collectively referred to as ‘user’) from agencies/ firms/ companies/ having experience in the business.
2. The College had called for tenders in **January 2026** from eligible Car Hire Agencies to provide services as indicated in the scope of work and other documents attached to the tender.
- 3 The Service provider and others submitted the tenders and the College has empanelled certain Car Hiring Agencies including the Service Provider herein to provide the cars/utility vehicles to the Bank for use of its executives, staff and guests.
- 4 The College wants to enter into Agreement with Car Hiring Agency/ Company to provide cars on hire basis for the use of officers and guests of Bank in Chennai and to visit other places in and around Chennai.
- 5 The Car Hiring Agency/ Company has represented that he/ she/ it is in the business of providing cars and taxis in all sizes/makes for hire/rent to various organisations in the State

of Tamil Nadu and offered to the College to provide cars/taxis for hire/rent as per College's requirement.

6 The Car Hiring Agency/ Company has further represented that he/ she/ it has all requisite and necessary license, permits and approvals for carrying out/ conducting the business of car hire/rental and related services in the State of Tamil Nadu.

AND WHEREAS in addition to the terms and conditions specified in the Tender Documents both the parties to this agreement are desirous of setting out in writing the further terms and conditions as follows and unless it is provided contrary in this agreement, the terms and conditions contained in the tender documents shall be binding and the service provider shall comply with them.

NOW THIS AGREEMENT WITNESSETH AS UNDER:

1. The Agreement is valid for a period of one year with effect from 1st April 2026 to 31st March, 2027, renewable for a further period on a yearly basis for a maximum of two year or other shorter periods, on mutual consent, subject to satisfactory performance / service rendered by the Agency. However, if the Agreement is not renewed due to any reason whatsoever, the services of the Contractor may be availed by exchange of letters between both the parties for further period as indicated in the letters on the same terms and conditions of this Agreement.

2 It is agreed that the College shall, through its designated officers, send requisition either orally or in writing or by email to the Car Hiring Agency / Company for providing of such number of cars / taxies with details of size and company of manufacture for such number of days. In case of urgency, the car Hiring Agency /Company would provide the cars/taxies at short notice also.

3. The Car Hiring Agency/Company has agreed to provide the cars/taxis to the College on hire basis as per the requirement without fail. In case, the Agency fails to provide the vehicle as per the requisition either verbal over phone or written, without prejudice to its right to take other action including the imposition of penalty under this agreement as per the tender, the College may delete the service provider from the empanelled hiring agencies without any notice and opportunity and the service provider cannot claim any compensation/ damages.

4. The rent for cars according to their size and company of manufacture shall be as per the schedule to this Agreement which shall be treated as part and parcel of this agreement.
5. The rent will be charged and paid as per the rates mentioned in the Schedule. The rates will be valid for the entire duration of the contract and request for any enhancement of the rates during the contract period will not be entertained.
6. The maximum distance that can be claimed in respect of garage and point of pick-up and back to garage would be restricted to 10 kms or the actual distance whichever less.
7. The Car Hiring Agency/ company shall submit the bill(s) to the College on monthly basis.
8. It will be mandatory on the part of the Car Hiring Agency/ Company to produce the trip sheets duly completed in all respects with the signature of the guests for the bills to be processed and settled.
9. The College shall settle all the bills and release the payment within fifteen days from the date of receipt of the bills from Car Hiring Agency/Company.
10. The payment of the bill as presented by the Car Hiring Agency/Company shall be made by the College in favour of the Car Hiring Agency/Company through National Electronic Fund Transfer (NEFT).
11. All payments shall be calculated based on the details in the trip sheet.
12. The Bank/ College or its guests are not responsible for payment of any salary or remuneration to the car/taxi driver provided by the Car Hiring Agency/Company.
13. The Car Hiring Agency/Company shall ensure that the driver of the car /taxi has got valid license to drive the vehicle and the Car Hiring Agency/Company is responsible for the conduct of the driver.
14. The drivers deployed should have reasonable experience with good driving record and should be able to preferably converse in English as well as in Hindi. He should be able to attend to minor repairs of vehicles, in case of need.

15. The driver must report for duty at the specified time in clean uniform. He should maintain a proper record of mileage on a daily basis and get the same authenticated by the user officer/staff. They should maintain duty slips with complete details of distance travelled (in Kms)/ time of relief, etc. duly authenticated by the officer's signature. Besides they should be neatly turned out and be polite, courteous and service oriented at all times.

16. The Car Hiring Agency failing to provide a car or substitute car in place of a defective/ breakdown car or dereliction of duty on the part of the driver will have to compensate the College for an amount equal to the hiring charges incurred by the College for hiring similar category of car from some other agency.

17. The Car Hiring Agency should convey without fail the car details i.e. car make & type, car registration number, driver's name and his mobile number to P & S Cell of the College and to the user of the car through SMS.

18. In very rare cases if the booked car cannot be made available on any day due to non – availability of driver/car, the agency should make alternate arrangements promptly. The Agency should intimate the changes to the concerned user and the designated officer of the College. The Agency should not refuse to provide cars of any specific make when booked by the College.

19. The driver must always be available at the place where the car is parked.

20. If the College or user complains of misdemeanour by a driver of the Agency, the agency shall take immediate steps to replace such driver and shall ensure that the services of the said driver are not offered to the College during the currency of this agreement. In case such an act is complained of against an employee of the Agency, then the agency shall ensure that the said employee is not involved in any manner in the transactions with the College arising out of this Agreement during the currency of this agreement.

21. The driver must carry a placard displaying particulars of Guest/officer at the Airport/Railway Station, etc. The agencies should ensure that there is no room for complaints from any quarters. The driver should make a phone call to get in touch with the Guest/officer to inform about his arrival at the pick-up location instead of waiting for the Guest/officer to make a call to ascertain his arrival.

22. The drivers will carry out the orders given by the designated officers of the College and will also observe the rules and regulations of the College regarding safety and security.

23. The Car Hiring Agency/Company shall ensure that the cars have valid papers including PUC, Insurance, permit, etc. No inconvenience should be caused to the College or users for want of valid papers.

24. It is agreed that all the cars/taxis provided to the College are insured with third party insurance guarantee and the Car Hiring Agency/Company is responsible for payment of any loss, damage and compensation payable in case of any accident/loss.

25. All vehicles should be in good condition with its upholstery etc. in proper shape. It must be washed and be provided with proper seat covers and it shall be insured that the vehicle provided to the College shall not be more than five years old.

The following extra amenities must be provided in the car at no extra cost:

- (i) Two Newspapers (one English Daily and one financial Newspaper of the date)
- (ii) Two water bottles of reputed brand such as Bisleri, Kinley, Aquafina, Himalaya etc.
- (iii) Tissue papers (in pouch).
- (iv) Mobile Phone for the driver on duty.

26. The Car Hiring Agency/company agrees that he/ it will replace car/ taxi in case of any trouble and further agrees that he/ it will not charge any extra amount for replacement of car/ taxi provided in case of unforeseen problems that may occur during the course of trip.

27. Punctuality of time and quality of service shall be the essence of the Agreement. Therefore, further renewal of the Agreement will also be subject to punctuality of time and satisfactory performance by the service provider. The Agency or its gents/employees/drivers committing any breach of terms and conditions mentioned herein and/or rendering unsatisfactory services or committing acts which in the opinion of the College are deemed as misdemeanour shall render the Agency liable for summary termination of the agreement forthwith without any notice or any compensation in lieu thereof.

28. It is agreed that this Agreement will not confer any right on the Car Hiring Agency/ Company to claim that the College should engage only their cars/ taxis for hire. The terms and condition under this Agreement will come into force upon the requisition of either oral or in

writing issued by the College for providing of car/ taxi. The College is at liberty to engage the cars/taxis from other tour operators also.

29. The Agency shall comply with the Contract Labour (Regulation & Abolition) Act 1970 and the Contract Labour (Regulation & Abolition) Central Rules, 1971, Minimum Wages Act 1948 and other laws, whenever applicable, while engaging the services of the persons to discharge the contractual obligation under this Agreement.

30. The Agency shall indemnify and keep indemnified the Bank/College against all losses claims, damages or compensation for breach of any provisions of the payment of Minimum Wages Act 1948, Contract labour (regulation and abolition) Act 1970 or any other labour law/ statute for the time being in force. The Service Provider shall solely be responsible for liabilities, if any, in this regard and indemnify the Bank/ College for any loss/ damages.

31. The persons engaged by the Agency shall be its employees and neither the Agency nor the persons employed by him/ it shall have any right to claim any employment in the Bank/College. The Agency agrees and undertakes that they will make it clear to all persons employed/engaged by them to perform the obligations under this agreement that they are employees of the Agency and they shall have no claim against the Bank/College and the Bank/College shall not be liable to pay wages, salary or any other type of compensation to execute the contract or provide any other statutory benefits under the labour Law and/ or any other legislation and the Agency shall be solely responsible for providing all such amenities to their employees admissible under the relevant Law/ Rules/ Service conditions.

32. For deficiency in services and serious inconvenience caused to the College and the users to whom the vehicle is provided, a penalty for the relevant instance may be imposed by the College against the Agency after giving notice and an opportunity. In case the Agency is aggrieved by the penalty, an appeal may be made to the Principal of the College, whose decision shall be final and binding on both the parties to this agreement.

33. The Car Hiring Agency/Company shall be responsible for payment of GST and any other tax, if applicable, under the law 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 during the period of this agreement including the period of extension.

34. The income tax at source in accordance with the statutory provisions as applicable as and when the Central Government notifies through Gazette Notification or orders as per the provisions of Income Tax Act from time to time shall be deducted and such deduction shall be affected from the date of applicability of the provisions.

35. The 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 College's employee/residents/trainees/guests against its employee within or outside the premises of the College, the complaint will be filed before the Internal Complaints Committee constituted by the Agency and the Agency shall ensure appropriate action under the said Act in respect to the complaint.

36. Any complaint of sexual harassment from any aggrieved employee of the Agency against any employee of the College shall be taken cognizance of by the Regional Complaints Committee constituted by the College.

37. The Agency shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Agency, for instance any monetary relief to College's employee/residents/trainees, if sexual violence by the employee of the Agency is proved. The Agency shall be responsible for educating its employees about prevention of sexual Harassment at work place and related issues.

38. The Agency shall not disclose directly or indirectly any information, materials and details of the College/Bank's officers' / systems / equipment etc., which may come to the possession or knowledge of the Agency during the course of discharging its contractual obligations in connection with this empanelment, to any third party and shall at all times hold the same in strictest confidence. The Agency 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 Agency 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 College/Bank. The Agency shall indemnify the College/Bank for any loss suffered by the College/Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Agency and the College/Bank shall be entitled to claim damages and pursue legal remedies.

39. Notwithstanding anything contained in this agreement , the College shall, in the event of the Car Hiring Agency/Company committing any breach of any of the terms and conditions

of this Agreement or if the services provided by the Car Hiring Agency/Company is considered to be unsatisfactory by the College, be entitled to terminate this Agreement by giving two month's notice in writing and the Car Hiring Agency/Company shall not be entitled for any compensation in case of such termination.

40. The Car Hiring Agency/ Company may also terminate this Agreement by giving two month's notice in writing to the College but irrespective of the reason for which the Agency is seeking to terminate the agreement, it shall continue to provide the service as required by the College as agreed under and in accordance with this Agreement till the actual termination.

41. The Car Hiring Agency/Company will be required to provide security deposit (Performance Bank Guarantee) of ₹2,50,000/- (Rupees Two lakh Fifty thousand only) in the form of Demand Draft/NEFT or through a Bank guarantee for the duration of the contract within 7 working days of award of contract or before the expiry of the Bank guarantee already submitted. No interest shall be paid on the (Performance Bank Guarantee) of ₹2,50,000/- (Rupees Two lakh Fifty thousand only) of Car Hiring Agency/ Company shall be released without interest after 60 days of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Car Hiring Agency/Company. The Bank Guarantee will be renewed for a further period of two years on yearly basis in case of renewal of the contract, by the College.

42. All disputes arising under this Agreement shall be settled amicably through discussions between the parties. In case of any unsettled disputes, the same shall be referred to the Arbitrator appointed by the Principal/Officer In-Charge, Reserve Bank Staff College, Chennai -600018 and the provisions of the Arbitration and Conciliation Act, 1996 shall be applicable to such proceedings and the decisions of the Arbitrator shall be final and binding on both the parties.

43. The courts in Chennai alone shall have jurisdiction to entertain any suit or proceedings on the issues/ disputes likely to arise under the provisions of this Agreement.

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

Name and signature with seal

For agency name

For and on behalf of
Reserve Bank Staff College, Chennai

Witnesses:

1.

2.