



भारतीय रिज़र्व बैंक, मुख्य कार्यालय भवन, गुवाहाटी में संचालकों के साथ खोजी कुत्तों की सेवाएं प्रदान करने के लिए ई-निविदा

भारतीय रिज़र्व बैंक, गुवाहाटी (इसके बाद आरबीआई/बैंक के रूप में संदर्भित) 01 सितम्बर 2026 से 31 मार्च 2027 तक की अवधि के लिए पूर्व-योग्यता मानदंडों को पूरा करने वाले पात्र ठेकेदारों से मुख्य कार्यालय भवन, आरबीआई, गुवाहाटी में हैंडलरों के साथ स्निफर डॉग्स की सेवाएं प्रदान करने के लिए ई-निविदा आमंत्रित करता है।

1	विभाग का नाम	मानव संसाधन प्रबंध विभाग, भारतीय रिज़र्व बैंक, गुवाहाटी
2	ई-निविदा सं.	RBI/Guwahati/HRMD/3/26-27/ET/141[sniffer dogs with handlers]
3	कार्यों का विवरण	मुख्य कार्यालय भवन, भारतीय रिज़र्व बैंक, स्टेशन रोड, पानबाजार, गुवाहाटी में हैंडलरों के साथ खोजी कुत्तों की सेवाएं प्रदान करने का अनुबंध
4	निविदा का तरीका	ई-खरीद प्रणाली https://www.mstcecommerce.com के माध्यम से (तकनीकी-वाणिज्यिक बोली और मूल्य बोली)
5	अनुमानित लागत	₹13,00,000/- (तेरह लाख रुपये मात्र) प्रति वर्ष, जीएसटी को छोड़कर
6	बयाना धन जमा	₹26,000/- (छब्बीस हजार रुपये मात्र) (अनुमानित लागत का 2%) [एनईएफटी / डिमांड ड्राफ्ट/ बैंकर चेक या किसी शेड्यूल्ड बैंक द्वारा जारी बैंक गारंटी के माध्यम से जमा किया जाना है; यह 'भारतीय रिज़र्व बैंक, गुवाहाटी' के पक्ष में आहरित होना चाहिए। खाता संख्या - 8692299, IFSC – RBIS0GWPA01; एनईएफटी लेनदेन टिप्पणियों में अपना नाम/ कंपनी का नाम/ निविदा का नाम अवश्य लिखें।]
7	उद्धृत दरों की वैधता	ई-निविदा के भाग I के खुलने की तारीख से 90 दिन
8	प्रदर्शन की गारंटी	₹65,000/- (अनुमानित लागत का 5%)
9	प्रेस में एनआईटी का प्रकाशन, बैंक की वेबसाइट और एमएसटीसी पोर्टल	04 जून 2026 को 11:00 बजे
10	पार्टियों के देखने के लिए उपलब्ध एनआईटी की तिथि	04 जून 2026 से 13 जून 2026 तक
11	लेन-देन शुल्क	एमएसटीसी लिमिटेड द्वारा शुल्क के अनुसार, शुल्क एमएसटीसी को प्रस्तुत किया जाएगा। लेनदेन शुल्क का भुगतान एमएसटीसी पेमेंट गेटवे के माध्यम से ऑनलाइन किया जाएगा।
12	बोली पूर्व बैठक का कार्यक्रम	23 जून 2026, 11:00 बजे स्थान – चौथी मंजिल, मानव संसाधन प्रबंध विभाग, भारतीय रिज़र्व

		बैंक, गुवाहाटी
13	भारतीय रिज़र्व बैंक की वेबसाइट पर बोली-पूर्व बैठक के कार्यवृत्त के प्रकाशन की तिथि, यदि कोई हो।	25 जून 2026
14	एमएसटीसी वेबसाइट पर ऑनलाइन जमा करने के लिए ई-निविदा शुरू होने की तिथि	04 जून, 2026 को 11:00 बजे
15	तकनीकी वाणिज्यिक बोली और मूल्य बोली जमा करने के लिए ऑनलाइन ई-निविदा के समापन की तिथि	05 जुलाई 2026 को 17:00 बजे
16	भारतीय रिज़र्व बैंक, गुवाहाटी को ईएमडी जमा करने की अंतिम तिथि	05 जुलाई 2026 को 17:00 बजे तक
17	भाग। यानी तकनीकी-वाणिज्यिक बोली के खुलने की तिथि और समय	08 जुलाई 2026 को 11:00 बजे से
18	मूल्य बोली खोलने की तिथि और समय	उचित समय पर सूचित किया जाएगा।

ई-निविदा जमा करने की अंतिम तिथि 05 जुलाई 2026 को 17:00 बजे तक है। अधिक जानकारी के लिए, कृपया आरबीआई की वेबसाइट <https://www.rbi.org.in> पर "निविदा" अनुभाग देखें।

निविदा एमएसटीसी लिमिटेड (<http://mstcecommerce.com/eprochome/rbi>) के ई-टेंडरिंग पोर्टल के माध्यम से की जाएगी। सभी इच्छुक कंपनियों/एजेंसियों/फर्मों को निविदा प्रक्रिया में भाग लेने के लिए उपर्युक्त वेबसाइट के माध्यम से एमएसटीसी लिमिटेड के साथ खुद को पंजीकृत करना होगा। कृपया यह भी ध्यान दें कि आगे का परिशिष्ट/शुद्धिपत्र केवल भारतीय रिज़र्व बैंक की वेबसाइट पर प्रकाशित किया जाएगा।

दिनांक: 04 जून 2026
स्थान: गुवाहाटी

क्षेत्रीय निदेशक
भारतीय रिज़र्व बैंक
गुवाहाटी



मानव संसाधन प्रबंध विभाग, गुवाहाटी
Human Resource Management Department, Guwahati

E-Tender invited for Providing Services of Sniffer Dogs with Handlers at Reserve Bank of India, Main Office Building, Guwahati

Reserve Bank of India, Guwahati (hereinafter referred to as RBI / the Bank) invites E-Tender for providing services of Sniffer Dogs with Handlers at Main Office Building, RBI, Guwahati from eligible Contractors fulfilling the pre-qualification criteria, for the period from September 01, 2026 to March 31, 2027.

Estimated cost of the work	Earnest Money Deposit
₹13,00,000/- (Rupees Thirteen Lakh Only) per annum excluding GST	₹26,000/- (Rupees Twenty Six Thousand Only)

The last date for submission of E-Tender is **July 05, 2026 till 17:00 hours**. For further details, please visit "Tender" Section at RBI's website <https://www.rbi.org.in>.

The tendering would be done through the E-Tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprochome/rbi>). All interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process. Please also note that further Addendum / Corrigendum will only be published on RBI website.

Place: Guwahati
Date: June 04, 2026

Regional Director
Reserve Bank of India
Guwahati



मानव संसाधन प्रबंध विभाग, गुवाहाटी
Human Resource Management Department, Guwahati

DISCLAIMER

The Bank has prepared this document to give background information on the work to the interested parties. While the Bank has taken due care in the preparation of the information contained herein and believes it to be in order, neither the Bank nor any of its authorities or any of their respective officers, employees give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries. Respondents will be required to confirm in writing that they have done so and that they do not merely rely on the information provided by the Bank while submitting the Tender. The information is provided on the basis that it is non-binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

The Bank reserves the right not to proceed with this Tender or to change the configuration of the Tender, 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. The Bank also reserves the right to reject all the tenders without assigning any reason thereof. Any amendments / corrigendum to the Tender, if any, issued in future will only be notified on the RBI Website.

This Tender document is neither an offer letter nor a legal contract, but an invitation for the proposal. No contractual obligation on behalf of the Bank whatsoever shall arise from this Tender-process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Tenderer. The Tenderer, irrespective of its participation in the Tender process, shall treat the details of the Tender documents as secret and confidential at all times. Further, the Bank will not be liable for any costs incurred by the Tenderer in the preparation of the response to this Tender.



मानव संसाधन प्रबंध विभाग, गुवाहाटी
Human Resource Management Department, Guwahati

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मानव संसाधन प्रबंध विभाग, गुवाहाटी
Human Resource Management Department, Guwahati

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

The Schedule of e-Tender is as follows

1	Name of Department	Human Resources Management Department, Reserve Bank of India, Guwahati
2	E-Tender No.	RBI/Guwahati/HRMD/3/26-27/ET/141[sniffer dogs with handlers]
3	Description of Works	Contract for providing services of Sniffer Dogs with Handlers at Main Office Building, Reserve Bank of India, Station Road, Panbazar, Guwahati
4	Mode of Tender	e-Procurement System (Techno-Commercial Bid and Price Bid) through https://www.mstcecommerce.com
5	Estimated Cost	₹13,00,000/- (Rupees Thirteen Lakh Only) per annum excluding GST
6	Earnest Money Deposit	₹26,000/- (Rupees Twenty Six Thousand Only) (2% of Estimated Cost) [To be deposited through NEFT/ Demand Draft/ Banker's Cheque or Bank Guarantee issued by a Scheduled Bank drawn in favour of the Reserve Bank of India, Guwahati in the A/c No. - 8692299, IFSC – RBIS0GWPA01 mentioning your Name/ Company Name/ Name of tender in NEFT transaction remarks]
7	Validity of Quoted Rates	90 days from the date of opening of Part I of the E-Tender
8	Performance Guarantee	₹65,000/- (5% of Estimated Cost)
9	Publication of NIT in press, Bank's website and MSTC Portal	June 04, 2026 at 11:00 hours
10	Date of NIT available to parties for viewing	June 04, 2026 to June 13, 2026
11	Transaction Fees	As charged by MSTC Ltd., fee will be submitted to MSTC. Payment of transaction fees will be paid online through MSTC payment gateway.
12	Schedule of Pre bid meeting	June 23, 2026, at 11:00 hours Venue – Fourth Floor, Human Resources Management Department, Reserve Bank of India, Guwahati



मानव संसाधन प्रबंध विभाग, गुवाहाटी
Human Resource Management Department, Guwahati

13	Date of publication of minutes of the pre-bid meeting on RBI website, if any.	June 25, 2026
14	Date of Starting of e-Tender for Online submission on MSTC website	June 04, 2026 at 11:00 hours
15	Date of closing of Online E- tender for submission of techno commercial bid and price bid	July 05, 2026 at 17:00 hours
16	Last Date of Submission of EMD to RBI, Guwahati	July 05, 2026 till 17:00 hours
17	Date and Time of Opening of Part I i.e. Techno-Commercial Bid	July 08, 2026 from 11:00 hours onwards
18	Date and Time of Opening of Price Bid	Will be communicated in due course.



PART I, SECTION I
IMPORTANT INSTRUCTIONS FOR E-TENDER

The Tenderers are requested to read the terms & conditions of this Tender before submitting their online E-Tender. Bidders who do not comply with the conditions with documentary proof (wherever required) will not qualify in the e-Tender for opening of the price bid.

1. Process of E-Tender:

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

SPECIAL NOTE:

THE TECHNICAL BID HAS TO BE SUBMITTED ONLINE at www.mstcecommerce.com. Tenderers are required to register themselves online with www.mstcecommerce.com → e-Procurement → Common Portal → Tenderer Login → Register → Filling up details and creating own user id and password → Submit
Tenderers will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.

In case of any clarification, please contact RBI/MSTC, before the scheduled time of E-Tender.

Contact person (MSTC Ltd):

MSTC Technical Help Desk – 07969066600 (for system settings)

Sl. No.	Contact Person	E-mail	Phone no.	Technical Support
1	Shri Prashant Chitranjan, M	ghyopn2@mstcindia.in	8592888286	0361 - 2221199
2	Shri Debayan Kar, AM	ghyopn3@mstcindia.in	9831149790	
3	Shri Srajan Gupta, MT	ghyopn1@mstcindia.in	9690044570	

Contact person (Reserve Bank of India, Guwahati):

Sl. No.	Contact Person	E-mail	Phone no.
1	Shri Pranjal Sarma	pranjalsarma@rbi.org.in	0361-2734470
2	Shri Hrishikesh Rabha	hrabha@rbi.org.in	



(B) System Requirement:

- a. Windows 7 or above Operating System
- b. IE-7 and above Internet Explorer
- c. Signing type digital signature
- d. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system
- e. To disable “Protected Mode” for Digital Signature Certificate (DSC) to appear in the signer box following settings may be applied.
 - Tools => Internet Options => Security => Disable protected Mode if enabled - i.e., Remove the tick from the tick box mentioning “Enable Protected Mode”.

(C) Other Settings:

- Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.
- To enable ALL active X controls and disable ‘use pop up blocker’ under Tools → Internet Options → custom level (Please run IE settings from the page <https://www.mstcecommerce.com> once).

(D) **Bidders** are advised to refer to the “Tenderer Guide” and a “Video Guide” before proceeding with the tendering process.

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

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

2. Special Note towards Transaction fee:

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

3. Transaction fee is non-refundable. A Tenderer will not have the access to online E- Tender without making the payment towards transaction fee.

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

4. Tenderers are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration with MSTC portal. Tenderers are also requested to ensure



validity of their DSC (Digital Signature Certificate).

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

6. Bidding in E-Tender:

- a. The Tenderer(s) need to submit necessary EMD, Tender fees (if any) and Transaction fees (If any) to be eligible to bid online in the E-Tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful Tenderer(s) will be refunded by the Tender inviting authority.
- b. The process involves Electronic Bidding for submission of Technical and Commercial Bid.
- c. The Tenderer(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → Common Portal → Tenderer Login → Register → My menu → Auction Floor Manager → live event → Selection of the live event.
- d. The Tenderer should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the Technical bid, if this application is not run, then the Tenderer will not be able to save/submit his Technical bid.
- e. After filling the Technical Bid, Tenderer should click 'save' for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then Tenderer should click on "save" to record their Commercial bid. Then once both the bids have been saved, the Tenderer can click on the "Final submission" button to register their bid.
- f. Tenderers are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- g. In all cases, Tenderer should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- h. During the entire E-Tender process, the Tenderers will remain completely anonymous to one another and also to everybody else.
- i. The E-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. All electronic bids submitted during the E-Tender process shall be legally binding on the Tenderer. Any bid will be considered as the valid bid offered by that Tenderer and acceptance of the same by the Bank will form a binding contract between the Bank and the Tenderer for execution of supply.
- j. It is mandatory that all the bids are submitted with Digital Signature Certificate, otherwise the same will not be accepted by the system.
- k. The Bank 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.
- l. No deviation of the terms and conditions of the Tender document is acceptable. Submission of bid in the E-Tender floor by any Tenderer confirms his acceptance of terms & conditions of the Tender.



- m. Any order resulting from this E-Tender shall be governed by the terms and conditions mentioned therein.
- n. The Tender inviting authority has the right to cancel this E-Tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- o. Tenderers are requested to read the Tenderer guide and see the video in the page <https://www.mstcecommerce.com/eprochome> to familiarize them with the system before bidding.
- p. No deviation to the technical and commercial terms & conditions are allowed.
- q. Submission of bid in the e-tender floor by any Tenderer confirms his acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.
- r. The bid will be evaluated based on the filled-in technical & commercial formats.
- s. The documents uploaded by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidders.
- t. Tenderers are requested to read the Tenderer guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.



PART I, SECTION II

INSTRUCTIONS TO TENDERERS

- 2.1** Reserve Bank of India, Human Resource Management Department, Guwahati invites online e-tenders on <https://www.rbi.org.in/> and www.mstcecommerce.com/eprochome/rbi in two part from the eligible tenderers. Eligible Tenderers have to submit the tender in two parts i.e. Techno-commercial bid and Price bid online.
- 2.2 E-TENDER Document:**
- (i) TENDER consist of documents which contains techno-commercial conditions (all sections and annexures) along with any schedules, addendum or corrigendum etc. issued by RBI for the purpose and Price bid. E-Tender Document / Notice Inviting Tender may be downloaded from <https://www.rbi.org.in/> and www.mstcecommerce.com/eprochome/rbi
- (ii) Tenderers are advised to study the E-TENDER documents thoroughly.
Submission of e-tender shall be deemed to have been done after careful study and examination of the e-tender documents with full understanding of its implications, by the tenderer.
- 2.3 Pre-bid Meeting**
Reserve Bank of India shall conduct pre-bid meeting(s) at the time and venue mentioned in schedule of Notice Inviting Tender, to answer any queries / provide clarifications that the prospective Tenderer may have in connection with the Tender and give them relevant information regarding the same.
- 2.4 Amendment to E-TENDER Document**
- (i) At any time prior to the deadline for the submission of Bids, RBI may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Tenderer, modify the E-TENDER by an amendment and same will be uploaded in the form of Corrigendum on the RBI website for information of prospective bidders.
- (ii) In order to provide prospective Tenderers reasonable time for preparing their Bids after taking into account such amendments, the Bank may, at its discretion, extend the deadline for the submission of Bids.
- 2.5 Preparation of Tender**
- (i) **Techno – Commercial bid**
- a) All Sections and Annexures are the part of Technical – Commercial bid. All the sections and annexures must be signed by the Tenderers.
- b) Tenderer must fill all the details specified in different sections and attach the leaflet/ necessary documents/brochure etc.
- c) EMD shall be part of Technical – Commercial bid. The amount of EMD is indicated in schedule of Notice Inviting Tender,
- d) Tenderers must submit all documents regarding eligibility criteria and other



documents as stated in the tender by uploading scanned copy of all documents on www.mstcecommerce.com/eprochome/rbi

(ii) **Price Bid:**

- a) **Currency of Bid:** Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket/ mobilization expenses, tools, uniforms of worker, all other logistic as mentioned in the tender, all taxes (**Exclusive of GST**), charges, levies, cess, insurance, transportation, entry taxes, Labour, other Govt Taxes, Minimum wages at the rate prescribed by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government or the other statutory authorities from time to time and EPF / ESI contribution, etc. **as applicable as per rules.**
- b) The price should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity.
- c) The tenderer should ensure that all columns of the price schedule are duly filled, and no column is left blank. After opening of the Part II/Financial Bid, no clarifications whatsoever shall be entertained by the RBI.
- d) If any column of the price schedule is found blank then the tender of the respective Tenderer shall be treated as non-responsive and will be summarily rejected by the RBI and the EMD of the said tenderer(s) shall be forfeited. However, Bank may also review matter as per Tender Clause, if required.

(iii) **It will be imperative on each tenderer to fully acquaint itself with all the local conditions** and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price shall be entertained, on account of any local condition or factor once the offer is accepted by the Tenderers.

2.6 Period of Validity of Bids

- (i) The tender validity period shall be Ninety (90) days from the date of opening of tender.
- (ii) In exceptional circumstances, prior to the expiry of the tender validity period, the Bank may request Tenderers to extend the period of validity of their tender. The request and the responses shall be made in writing.

2.7 Earnest Money Deposit (EMD) / Bid security:

- (i) The Tenderer shall provide EMD of ₹26,000/- to be deposited through NEFT/ Demand Draft/ Banker's Cheque or Bank Guarantee issued by a Scheduled Bank drawn in favour of the Reserve Bank of India, Guwahati in the A/c No. - 8692299, IFSC – RBIS0GWPA01 mentioning your Name/ Company Name/ Name of tender in NEFT transaction remarks]. No interest on EMD shall be paid.
- (ii) Bids not accompanied by EMD, shall be treated as non-responsive, and will be summarily rejected by the RBI.
- (iii) The EMD of unsuccessful Tenderer shall be refunded to unsuccessful tenderers after issuance of work order to successful tenderer.



2.8 The EMD may be forfeited in the following circumstances:

- (i) If the tenderer makes misleading or false representations in the forms, statements and attachments submitted, suppresses any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria; or
- (ii) A tenderer leaves blank the column of the Price Bid or submits multiple financial bids or
- (iii) A Tenderer withdraws its Bid during the period of Bid Validity, or
- (iv) The Tenderer has been blacklisted by any government agency, PSU and the blacklisting is still in force or
- (v) In the case of the Successful Tenderer, if it fails to complete the work within the prescribed time limit.

2.9 Procedure for Submission of Bids

It is proposed to have **two part** for this tender

(i) Techno – Commercial Bid (PART I) consist of following items

- (a) Techno – Commercial Bid (all sections and annexures) “**(Techno – Commercial bid and name of work as mentioned in the tender document)**” Please note that prices should not be indicated in the Techno – Commercial Bid. Techno- Commercial bid may be submitted on www.mstcecommerce.com/eprochome/rbi.
- (b) Documentary proof of Pre-qualification must be uploaded online on www.mstcecommerce.com/eprochome/rbi
- (c) The payment details of EMD shall be attached.

(ii) Price Bid (PART II)

Price Bid “**(Price Bid and name of the work as mentioned in tender document)**” may be submitted on www.mstcecommerce.com/eprochome/rbi

2.10 No conditional/ optional quote shall be accepted.

2.11 Tenderers shall not be permitted to alter or modify their bids after receipt of Bids.

2.12 Those who have downloaded the tender is required to submit the eligibility criteria.

2.13 Receipt of E-Tenders

The e-tender bids will be accepted till the scheduled time and date as referred to **the notice inviting E-Tender**. The e-tenders received thereafter shall not be entertained in any circumstances.



2.14 Opening of Techno- Commercial Bid and Price Bid

The Technical – Commercial bids will be opened on the scheduled time and date as referred to in the notice inviting E- Tender at 4th floor, Human Resource Management Department, RBI Guwahati. The time and date for opening of Price Bid shall be informed later to the qualified bidders. The Tenderers or their authorized representatives may be present, if they so desire.

2.15 Scrutiny of the Bid

- (i) The tenders shall be evaluated on the basis of the documents uploaded by the Tenderers as per the Checklist provided at Annexure 1, 2 & 3 vis-à-vis the conditions mentioned in the Tender document.
 - (ii) The Price bid (Part-II) of the successful bidders in the technical-bid will be opened on MSTC website with prior intimation to the bidders qualified in the technical-bid.
 - (iii) In case the quoted amounts in the financial bids of more than one agencies becomes L1, then the work will be awarded to the agency which gets the higher score in the Evaluation Matrix (Annex 3).
 - (iv) RBI has the right to vary quantities at the time of placing Order/signing of Contract.
 - (v) Bank's right to accept any Bid and to reject any or all Bids
- Notwithstanding anything mentioned above, RBI reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Tenderer or Tenderers. The Bank shall not assign any reason for rejection of any or all the Bids.

2.16 RBI reserves the right to cancel/annul the selection process, at any stage prior to the award of the Contract on account of the following:

- (i) In case no Bid is received.
- (ii) Occurrence of any event due to which it is not possible to proceed with the selection process.
- (iii) Any evidence is received of a possible collaboration/mischief on the part of the Tenderers, manipulating the competition and transparency of the selection process or any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process.
- (iv) On occurrence of any such event, RBI shall notify all the Tenderers within 7 days or within reasonable time of such decision. RBI shall also promptly return the EMD submitted by the Tenderers within 15 days or within reasonable time of issue of such notice. RBI is not obligated to provide any reason or clarification to any tenderer on this account. Liability of the RBI under this clause is restricted to returning the EMD and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.
- (v) The Bank further reserves the right to re-tender the process or get the work done by a Government agency or Quasi Government agency if the Bank is of the opinion that the bids received are not economically or otherwise feasible or not acceptable due to



reasons as mentioned in clauses (a) to (d) above.

- (vi) The Bank discourages the stipulation of any additional conditions by the tenderer.
- (vii) With a view to maintain transparency and fairness, it is necessary to finalise the acceptability of the tenderers in respect of the qualifying criteria during evaluation and comparison of bids, the Bank may, at its discretion, ask the bidder for clarifications on the bid. The request for clarification shall be given in writing, asking the tenderer to respond by a specified date, and also mentioning therein that, if the tenderer does not comply or respond by the date, his tender will be liable to be rejected. Depending on the outcome, such tenders are to be ignored or considered further. No change in prices or substance of the bid including specifications, shall be sought, offered or permitted. No post-bid clarification at the initiative of the bidder shall be entertained. The shortfall information/ documents should be sought only in case of historical documents which pre-existed at the time of the tender opening and which have not undergone change since then. So far as the submission of documents is concerned with regard to qualification criteria, after submission of the tender, only related shortfall documents should be asked for and considered. For example, if the bidder has submitted a contract without its completion/ performance certificate, the certificate can be asked for and considered. However, no new contract should be asked for so as to qualify the bidder. After completing the exercise of short-listing of the qualifying tenderers, the intimation of rejection to the rejected tenderers shall be given in writing.



PART I, SECTION III
ELIGIBILITY CRITERIA

- 1) **Eligibility** - The intending Tenderer must be a company/firm with minimum five years' experience in undertaking work of similar nature and providing services to Government Departments/Public/Private Sector institutions with a contract value of not less than Rs 5.00 lakh per year per institution. They also need to satisfy the eligibility conditions and submit documentary evidence/upload declaration for the below mentioned eligibility criteria in the absence of which the bid is subject to rejection

i) Registration: -	The tenderer should be registered with the appropriate Government authority and should be a well-established organization. (Note: - Documentary evidence for the registration should be uploaded on the MSTC Portal)
ii) Experience: -	The tenderer should have the experience in providing services of Sniffer Dogs with Handlers at reputed Organizations (Government Departments (Central or State)/ Public Sector Undertakings/ Reputed private sector companies/ Multinational corporations/ Public or Private Sector banks) for a continuous period of a minimum of five years during last five financial years i.e., F.Y.2021-22, F.Y.2022-23, F.Y. 2023-24, F.Y.2024-25 and F.Y. 2025-26 Tenderer should furnish their client list, as per specified format in Annexure-I , showing the details of work carried out by them during the last five financial years i.e., F.Y.2021-22, F.Y.2022-23, F.Y. 2023-24, F.Y.2024-25 and F.Y. 2025-26. Note: - Documentary evidence for such experience in providing services of Sniffer Dogs with Handlers and relevant work experience certificates of having successfully completed similar works (providing services of sniffer dogs with handlers)/ contracts basis for a continuous period of a minimum of five years, during the last five financial years i.e., F.Y.2021-22, F.Y.2022-23, F.Y. 2023-24, F.Y.2024-25 and F.Y. 2025-26, along with Annexure-I, shall be uploaded on MSTC portal.
iii) Client Certificate:-	The tenderer have to upload / submit the Client Certificate(s) as per specified format in Annexure-II having successfully completed similar works (providing services of sniffer dogs with handlers)/ contracts for providing services of Sniffer Dogs with Handlers at Government Departments/ Public Sector - Central or State/



	<p>reputed private sector companies/ Multinational corporations/ Public or Private Sector Banks round-the-clock basis during last five financial years i.e., F.Y.2021-22, F.Y.2022-23, F.Y. 2023-24, F.Y.2024-25 and F.Y. 2025-26 which should be either of the following:</p> <p>One (01) work or more for providing services of Sniffer Dogs with Handlers costing not less than the amount equal to 80% of the estimated cost.</p> <p>OR</p> <p>Two (02) works or more for providing services of Sniffer Dogs with Handlers each costing not less than the amount equal to 50% of the estimated cost.</p> <p>OR</p> <p>Three (03) works or more for providing services of Sniffer Dogs with Handlers each costing not less than the amount equal to 40% of the estimated cost.</p> <p>Documentary evidence for the above as per specified format Annexure-II should be uploaded on the MSTC Portal without which the e-tender is liable for rejection at the discretion of the Bank without assigning further reasons thereof.</p>
<p>iv) Annual Turnover and Creditworthiness of the Tenderer: -</p>	<p>The tenderer must have annual turnover equivalent or more than 100 percent of the estimated cost ₹13,00,000/- (Rupees Thirteen Lakh Only) of the contract during last five financial years i.e., F.Y.2021-22, F.Y.2022-23, F.Y. 2023-24, F.Y.2024-25 and F.Y. 2025-26 (Upload the Income Tax Return Certificate/ Assessment Order/ CA Certified statement of accounts/ audited Balance Sheet on MSTC Portal in proof of their creditworthiness and turnover for last five years)</p>
<p>v) Service Set up</p>	<p>Certificate in support of having a full-fledged service set up in Guwahati should be uploaded. (To be uploaded on MSTC Portal)</p>
<p>vi) Composition of the firm</p>	<p>Full particulars (whether Tenderer is an individual, or a partnership firm, or a company etc.) of the composition of Tenderer in detail should be uploaded along with name(s) and address (es) of the partners, copy of the Articles of Association / Power of Attorney / any other relevant document. (To be uploaded on MSTC Portal)</p>



vii) Name and Address of the Banker and their present contact executive	Written information about the names and addresses of their bankers along with full details, like names, postal addresses, e-mail IDs, telephone nos. (landline and mobile), fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their banker by the Bank in case it is so needed) should be uploaded. (To be uploaded on MSTC Portal)
viii) Banker's Certificate: -	The tenderer must also upload Banker's Certificate as given in Annexure III of the value equivalent to or more than 100 percent of the estimated cost ₹13,00,000/- (Rupees Thirteen Lakh Only) of the tender, to prove their credit worthiness. (Upload the Banker's certificate as per specified Format on MSTC Portal)
ix) Profit: -	The tenderer must be profitable during last five financial years i.e., F.Y.2021-22, F.Y.2022-23, F.Y. 2023-24, F.Y.2024-25 and F.Y. 2025-26 (Upload duly certified by CA/ certified copy of balance sheet on MSTC Portal)
x) Current Bank Account: -	The tenderer should have current bank account in scheduled commercial bank (Full particulars of their bank accounts, like account No., type, date of opening, etc., should be uploaded).
xi) PAN: -	The tenderer should have valid PAN. (Upload the scanned copy of the PAN on MSTC portal.)
xii) GST Registration: -	The tenderer should have valid GST registration. (Upload the GST Registration Certificate on MSTC portal.)
xiii) EPF Registration: -	The tenderer should have valid Employee Provident Fund (EPF) Registration. (Upload the EPF Registration Certificate on MSTC portal.)
xiv) ESI Registration: -	The tenderer should have valid Employees State Insurance Corporation (ESI) Registration. (Upload the ESI Registration Certificate on MSTC portal.)
xv) Certification: -	The tenderer shall possess valid ISO Certification as applicable for the similar scope of work. The certificates shall be valid on the last date of submission of tender. (Upload the relevant certificate on MSTC portal.)
xvi) Earnest Money Deposit (EMD): -	The tenderer should deposit Earnest Money Deposit (EMD) of ₹ 26,000/- (Rupees Twenty Six Thousand Only). The E-Tender without the EMD will be Rejected by the Bank.
xvii) Undertaking/ Declaration: -	The tenderer should upload / submit the Undertaking/ Declaration as specified in Annexure-IV on the letter head of the agency/company/ firm that there should not be any case/ neither any charge under investigation/ enquiry/ trial against the



	agency/company/firm, nor it be convicted in a Court of Law or suspended/ blacklisted by any organization on any grounds. Concealment of facts and subsequent detections will lead to annulment of the contract/ rejection of the bid forthwith. (Upload the Undertaking/ Declaration on the Letter Head of the Bidder as per specified Format on MSTC Portal)
xviii) Kennel Club Registration	The explosive detection dogs should be registered with the Kennel Club of India (KCI)/Royal Kennel Club of India (RKCI)/National Kennel Club of India (NKCI). (Upload the relevant certificate on MSTC portal.)

- a) **THE TENDERS SUBMITTED BY THE TENDERERS WHO DO NOT FULLFIL THE ELIGIBILITY CRITERIA AND WITHOUT DOCUMENTARY EVIDENCE IN SUPPORT OF ALL THE ABOVE SPECIFIED ELIGIBILITY CRITERIA AND ALSO THE OTHER TERMS AND CONDITIONS ENUMERATED IN THE TENDER MAY BE SUMMARILY REJECTED BY THE BANK.**
- b) The tenderer should ensure that they fulfil the eligibility criteria before submitting the e-tender online and they should also submit all the relevant details/ information along with the e-tender and **must upload the documentary evidence on MSTC portal.**
- c) The opinion/ decision of the Bank regarding the bids shall be final and conclusive. The Bank reserves the right to reject any or all the bids any time without assigning any reason thereof.
- d) The tenderer should upload the **list of clients** served (current and previous) as per the specified format given at [Annexure I](#). The list of clients, present and past assignment certificates from clients with respect to performance of the tenderer **not older last five financial years i.e., F.Y.2021-22, F.Y.2022-23, F.Y. 2023-24, F.Y.2024-25 and F.Y. 2025-26**, should be submitted. The Bank reserves its right to contact any of these clients for confirmation/ satisfaction of the experience certificate submitted by the Agency. The Bank may obtain reports on past performance of the tenderer from its clients and bankers. The Bank may evaluate the said reports before opening of the Part-II of the tenders. If any tenderer is found not meeting the required eligibility for participating in the tendering process at any point of time and/or its performance reports received from its clients and/or its bankers are found unsatisfactory, the Bank reserves the right to reject its offer even after opening of Part-I of the tender and EMD shall be returned to the tenderer as it is. The Bank is not bound to assign any reason for doing so.
- e) The tenderer should have a procedure to conduct police verification of its workforce (to be deployed for the purpose) and will be responsible for their conduct/ irregular behavior. All the worker/ members employed by the successful tenderer must have proper police verification and periodic medical checkup (to be renewed from time to time). The successful tenderer shall provide a certificate in this regard to the Bank.
- f) The track record of a tenderer should be clean without any involvement in illegal activities or financial frauds. There should not be any case with the Police/ Court/ Regulatory authorities



against the tenderer or proprietors / partners in case of Proprietorship/Partnership firm.

- g) The tenderer must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority **over past 10 years**.
- h) The tenderer must not have been suspended / delisted / blacklisted by any organization including Reserve Bank of India at any location in India on any grounds over past 10 years.
- i) The tenderer should not have rescinded / abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract over past 10 years. The tenderer shall give details of all disputes he/she had with his/her clients and furnish the status thereof.
- j) The Bank reserves the right to reject incomplete e-tender forms or bids where the tender has been left blank in place or if information furnished is found to be misleading.
- k) If the performance of the tenderer is found to be unsatisfactory for any reason, in any organization, the Bank reserves the right to reject the bid submitted by the tenderer.
- l) The opinion/ decision of RBI regarding the bid shall be final and conclusive. The Bank reserves the right to accept or reject any tender and to annul the tendering process and reject all tenders at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further, the bids shall be rejected out rightly if information furnished is found to be wrong or misleading or bids are conditional.



PART-I, SECTION-IV
EVALUATION MATRIX

1 Evaluation Matrix for Technical Bid Evaluation:

Internal Evaluation Parameters Set by the Bank and Weightage Score are as below:

Sr. No.	Evaluation Parameter	Weightage
1.	Average Turn Over in last 5 years	
	a ₹1.0 crore and above	10
	b ₹50.0 lakh and above but less than ₹1.0 crore	8
	c ₹13.0 lakh and above but less than ₹50.0 lakh	5
2.	Average Net Profit in last 3 years	
	a ₹25.0 lakh and above	10
	b Above ₹10.0 lakh but less than ₹25.0 lakh	8
	c Less than ₹10.0 lakh	5
3.	Number of years in Sniffer Dog services business (as on March 31, 2026)	
	a 15 years and above	10
	b More than 7 years but less than 15 years	7
	c 5 years and above but less than 7 years	5
4.	Type of incorporation of the agency	
	a Limited Company	10
	b Proprietorship/Partnership Firm	5
5.	Whether Directorate General Resettlement (DGR) empaneled agency (optional)	
	a Yes	10
	b No	5
6.	Number of sniffer dogs deployed by the agency	
	a 50 and above	10
	b 25 and above but less than 50	7
	c 10 and above but less than 25	5
	d Less than 10	2



7.	Quality Certification (as on March 31, 2026)		
	a	ISO 9001 / SA 8000 / OHSAS 18001 / any other related to sniffer dog service (obtained within last 5-10 Years)	10
	b	ISO 9001 / SA 8000 / OHSAS 18001 / any other related to sniffer dog service (obtained within last 5 Years)	7
8.	Client Certificate for deployment of Sniffer Dogs		
	a	One (01) work or more for providing services of Sniffer Dogs with Handlers costing not less than the amount equal to 80% of the estimated cost.	10
	b	OR Two (02) works or more for providing services of Sniffer Dogs with Handlers each costing not less than the amount equal to 50% of the estimated cost. OR	7
	c	Three (03) works or more for providing services of Sniffer Dogs with Handlers each costing not less than the amount equal to 40% of the estimated cost.	5
9.	Certificate from other RBI offices (one mark for each satisfactory service certificate)		10 (maximum)
10.	Training Set Up for dogs		
	a	Agency having own authorised training set up	10
	b	Agency having tie-up arrangement with other agency having training set-up	5

2) Evaluation Criteria:-

The tender submitted by the tenderer shall be evaluated as described below:

- First, Part-I (Technical bid) will be evaluated. Tenderers shall furnish all the information for Technical Evaluation as specified in the eligibility criteria.
- Supporting documents for the various items mentioned in the Eligibility Criteria must be uploaded on the MSTC Portal for Technical evaluation. The tenders **uploaded without documentary evidence mentioned in the tender documents may be REJECTED BY THE BANK.**
- The Bank shall scrutinize the information and documents submitted by the tenderer vis-à-vis eligibility criteria and take the decision regarding qualification in Technical Bid Evaluation.
- The Bank may, at its discretion, ask any tenderer for a clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a bidder, that is not reasonable to the Bank shall not be considered. The Bank'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.



e. If a tenderer does not provide clarifications of its Tender by the date and time set by the Bank, **its Tender shall be liable to rejection.**

f. Scoring of marks for Technical Bid evaluation will be based on criteria mentioned in **evaluation matrix of the tender document.**

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

Note: - Scanned copy of the supporting documents must be uploaded while submitting e-tender online through MSTC E-Commerce portal.

3) Part-I, Technical Bid Evaluation: -

a. The tenderers who fulfil the eligibility criteria and score minimum 40 marks out of 100 in Technical Bid evaluation shall be qualified for next stage of opening of Part-II Financial Bids.

b. The tenderers who get less than 40 marks in Technical Bid Evaluation shall stand rejected from further process of bid evaluation.

c. The total marks obtained by a tenderer in the Technical Bid Evaluation shall be allocated 30% of weightage for further selection of the successful tenderer.

d. Illustration-1:

If a tenderer has secured 70 marks out of the total 100 marks in Technical Bid Evaluation, then his **Technical Bid Value** shall be **21** (30% X marks obtained in Technical evaluation).

$$\text{TBv} = 30\% * 70 = 21$$

e. **The tenderers who are qualified in the Technical Bid evaluation stage shall only be called for opening of the Part-II, Financial Bid Evaluation.** The Bank will intimate the tenderers, the time/ venue for the opening of Financial Bid by e-mail.

4) Part-II, Financial Bid Evaluation: -

a. The total value obtained by a tenderer in the Financial Bid evaluation shall be allocated 70% of weightage for the selection of successful tenderer.

b. The valid tenderer (fulfilling criteria in 3 above) with the **lowest Financial Bid price (L1) shall be assigned value of 70** (i.e. 70% x 100).

c. The **Financial Bid value** of the other tenderer shall be computed as under:

$$\text{FBv} = (\text{Lowest Bid Price} / \text{Quoted Bid Price}) \times 70$$



d. The Value of Financial bid shall be as given in Illustrations below

Illustration -2:

If the price quoted by lowest bidder is Rs.50,00,000/- then its Financial Bid value is

$$\text{FBv} = (50,00,000 / 50,00,000) \times 70 = 70$$

Illustration-3:

If a tenderer has quoted 50,50,000/- as its price bid and lowest bid price is 50,00,000/- then its Financial Bid value is

$$\text{FBv} = (50,00,000 / 50,50,000) \times 70 = 69.31 \text{ (rounded-off to two decimal places)}$$

5) Selection of Successful Tenderer:-

a) For the selection of the successful tenderer, 30% weightage will be given for Technical Bid and 70% weightage for the Financial Bid, thereby making a total of 100% weightage for the evaluation of bids.

b) The **Total Evaluation value** of the tenderer for ranking shall be given as below: -

Illustration-4:

If the tenderer in Illustration-1 and Illustration-3 whose **Technical Bid value is 21** and **Financial Bid value is 69.31** then its **Total Evaluation value** will be

$$\text{TEv} = \text{TBv} + \text{FBv}$$

$$\text{TEv} = 21 + 69.31 = 90.31$$

c) The tenderer's ranking shall be arranged depending on the **Total Evaluation value (highest to lowest)** obtained by each of the tenderer.

d) **The work will be awarded to the tenderer who gets Highest Total Evaluation Value [Technical Bid Value Plus Financial Bid Value].**

e) **The tenderer with highest Total Evaluation Value shall be considered as the Successful Bidder (L-I).**

f) **The contract will be awarded to the Successful Bidder.**

g) In case the situation arises, where the **Total Evaluation Value** of two or more tenderer are same, in that case the Bank will give **first preference to the firm with higher marks in Technical Bid Evaluation**. Further, in case of equal marks in Technical Bid Evaluation; the preference will be given to the tenderer having **higher average annual turnover in last five financial years i.e., F.Y.2021-22, F.Y.2022-23, F.Y. 2023-24, F.Y.2024-25 and F.Y. 2025-26**.



PART-I, SECTION-V

TERMS AND CONDITIONS

I. GENERAL TERMS AND CONDITIONS

- 1) The Tenderer has to deploy **two Explosive Sniffer Dogs with two Trained Handlers at Bank's Main Office Gate** for sniffing the vehicles of visitors and staff members, the duty hours will be from 07:00 AM to 07:00 PM. The timings may extend beyond/ before the normal duty hours depending on the requirement of the Bank. The standard duty hours (from 07:00 AM to 07:00 PM), may subject to change as per requirement of the Bank.
- 2) **Service hours** - The dogs should be available for duty as and when required by the Bank during the working hours mentioned above. Further, the services of sniffer dogs may be utilized on any non-working day i.e. Saturday/Sunday/Public holiday depending upon the requirement of the Bank. The Bank shall, if felt necessary utilize the dogs for sanitation work at any of the Bank's premises. Services of the sniffer dogs may be utilised within and outside the Bank's premises as required.
- 3) **Age** - The dogs should be **under the age of 6 years** and should be subjected to physical fitness and olfactory tests by a certified veterinary doctor and a certificate to this effect should be submitted to the Bank every six months.
- 4) **Periodic test** -The dogs deployed should undergo periodical test checks by Govt. / Police Bomb Dog Squad/Railway Protection Force at Tenderer's cost. This test report should be submitted before deployment and subsequently at half yearly intervals without fail.
- 5) The necessary Olfactory Test certificates as well as Dog Health certificates should be submitted to the Bank before deployment and subsequently at half yearly intervals without fail.
- 6) The explosive detection dog should undergo **recertification every six months**. Imprinting of canines in real explosive detection is mandatory.
- 7) The explosive detection dogs and the handlers should be well trained and certified.
- 8) **Registration** - The explosive detection dogs should be registered with the Kennel Club of India (KCI)/Royal Kennel Club of India (RKCI)/National Kennel Club of India (NKCI).
- 9) **Training** - The dogs and the handlers should have undergone training initially for two months and thereafter dogs and handlers should undergo refresher training every six months and a certificate regarding training should be furnished to the Bank within a week of completion of such training.
- 10) The sniffer Dogs should be trained to detect all kinds of low and high explosives e.g. Ammonium/ Potassium Nitrate, RDX, TNT Gunpowder, PEK, Pentaerythrotil Trinitrate(PETN), Triacetone Triper Oxide (TATP) etc. (the list is not exhaustive but indicative) and their proficiency should be explicitly determined and checked at the initial deployment as well as at regular intervals thereafter with mock drills and realistic surprise checks.
- 11) **Simulation** - The dogs should be put through simulated exercises of detecting explosive substance concealed in human being, hidden inside vehicle etc., with the help of training aids on a regular basis. The tenderer will have to provide training kit duly authenticated at the RBI location in this regard or else they will have to arrange to bring the training kit at RBI premises for training and testing of sniffer dogs and handlers at regular interval as specified in the agreement document. Each dog is required to conduct at least one practice search every month



and proper documentation to be done for the same. The practice search has to be conducted in the presence of the Bank's Security Officer.

- 12) **Duty hours** - The Sniffer Dogs will be deployed for twelve hours daily in such a manner that each dog performs duty for six hours per day. The duty hours will be from 07:00 AM to 07:00 PM from Monday to Saturday. Each dog will be deployed for at least 6 hours daily, on two hourly duty followed by two hourly rest on rotation basis at the Main Office premises of RBI. Thus, at any given point of time only one dog shall be on duty. The other one shall be available in the dog kennel provided by the Bank. However, during morning rush hours both the dogs may be deployed for duty. Duty hours may also extend more than twelve hours depending on the requirement.
- 13) **Kennel** - The Bank will provide kennel/resting place for the dogs in the office premises. The grooming of the dogs and cleaning/maintenance of kennel/resting place and litter, if any inside the Bank's premises will be the responsibility of the Tenderer, on daily basis. Making available the Kennel/resting place by the Bank shall not create any relationship of tenancy/licensee and the Tenderer shall hand over the vacant and peaceful possession of the Kennel/Resting place to the Bank on conclusion/termination of the contract with it.
- 14) The Tenderer shall provide well trained dog handlers. The handlers should be highly disciplined and well mannered. While on duty, the handlers shall always be present in authorized uniform provided by the tenderer. **An indicative list of unacceptable behavior/conduct/act/omissions in the premises of the Bank and colonies is furnished in [Annexure - VI](#).** In case any public complaint is received attributable to misconduct/misbehavior of the handlers and is assessed as true by the Bank, a penalty of Rs.1000/- for each such incident may be levied and the same shall be deducted from contractor's bill. Besides, the handler found involved in the incident shall be removed from the Premises immediately.
- 15) It shall be the responsibility of the Tenderer to provide food and water to the dogs and meals/tiffin/tea/coffee to the dog handlers. The tenderer should provide a balanced diet chart of the sniffer dogs duly certified by a veterinarian to the Bank which the Bank can get cross checked as and when required.
- 16) Medical emergency support for the dogs/handlers shall be provided by the Tenderer. Also dogs will have to be provided with medical fitness certification duly certified from Veterinary doctor on regular interval.
- 17) **Medical Fitness** - The Tenderer shall submit medical certificates & vaccination record for the dogs as well as the Handlers, before deployment, stating that they do not suffer from any illness which will hamper their efficient functioning and the dogs are immunized.
- 18) The Tenderer should get the medical examination done for its workforce (to be deployed for the purpose) on a half yearly basis and submit medical fitness certificate to the Bank. The Trained dog handlers deployed by the Tenderer should not be suffering from any communicable disease. The cost of the health checkup is to be borne by the Tenderer and not by RBI.
- 19) The Bank shall not be responsible for any injury or accident that may take place during the duty hours and will not be liable for paying compensation for injury to dogs/handlers.
- 20) The handlers deployed by the Tenderer for the services mentioned above shall be the employees of the Tenderer for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the Tenderer and in no case, shall a relationship of employer and employee between the said persons and the RBI, Guwahati shall accrue/arise



implicitly or explicitly. It will be the responsibility of the Tenderer to ensure that no liability on this count should devolve on RBI, Guwahati in respect of workers deployed by him. The Tenderer shall obtain a declaration from the persons deployed of having understood the same and also undertaking that they shall not raise or make any such claims against RBI, Guwahati, and submit the declaration and undertaking to the Bank.

- 21) The Tenderer should ensure that the handlers so deployed, shall restrict their duties to their authorized charter. At no point during their deployment shall they engage in any kind of commercial/ quid pro quo business/ duress with any staff members of the Bank/contractual employees engaged in the Bank.
- 22) The Tenderer shall ensure that the handlers deployed exhibit good etiquette, are properly groomed, have good communication skills, courtesy, and maintain adequate personal hygiene and discipline.
- 23) In case any of the handlers deployed under the contract is (are) absent, a substitute arrangement of similar standard shall be provided by the Tenderer immediately. In case non-provisioning of the substitute, the Bank reserves the right to impose a penalty equal to double the amount of daily wages of the absent personnel and the same shall be deducted from the Tenderer's bills.
- 24) In case it is observed that the handlers are repeatedly late in reporting for work or leave the premises without completing their work and before scheduled timings, the Bank reserves the right to impose a monetary penalty upto the amount equal to the admissible daily wage.
- 25) **The Tenderer will provide a mobile set with adequate balance to the dog handlers. Bank shall not bear any cost in this regard.**
- 26) **Credentials** - The Tenderer shall submit details, such as names, parentage, residential address, age etc., along with recent photograph of the dog handlers deploy by it in the premises of the RBI, Guwahati. For the purpose of proper identification of the employees of the Tenderer deployed for the work, it shall issue identity cards bearing their photographs / identification etc. and such employees shall display their identity cards at the time of duty.
- 27) **Police Verification** - The Tenderers should have complete information on the Dog Handlers engaged by them. They should have a procedure to get police verification done of the dog handlers (to be deployed for the purpose) every year and will be responsible for their conduct/ irregular behavior. A certificate to the effect that Police verification has been done and is available with the Tenderer and that they are fully responsible for the conduct of their Dog handlers, will have to be given before deploying any new Dog handler. Also, they should be able to furnish Police verification certificates of their Dog handlers to the Bank, if required. Failure to do so may result in levy of monetary penalty or cancellation of contract or both.
- 28) The Tenderers shall be responsible for any loss or damage, caused by any act or default, on their part or on the part of their employees/agents/sniffer dogs to the Bank's property and shall make good any loss caused to the Bank. The Bank shall have right to quantify such loss and appropriate the amount from the amount payable to the Tenderer.
- 29) In the event of any loss occasioned to the Bank, as a result of any lapse on the part of the Tenderer, the said loss shall be claimed from the Tenderer up to the value of the loss. The decision of the RBI, Guwahati will be final and binding on the Tenderer.
- 30) Any liability arising out of any litigation or any act of the Tenderer's personnel shall be directly borne by the Tenderer including all expenses/fines. The concerned Tenderer's



personnel shall attend the court as and when required.

- 31) If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws or Regulations, be directed to be paid by the Bank, such money shall be deemed to be payable by the Tenderer to the Bank within fifteen days. The Bank shall be entitled to recover this amount from the Tenderer by deduction from money due to the Tenderer.
- 32) The Bank shall not be under any obligation for providing employment to any of the worker of the Tenderer after the expiry of the contract. The Bank does not recognize any employee employer relationship with any of the workers of the Tenderer. If the Tenderer provides employment to any ward of the employee of the RBI, the same must be immediately reported to the Bank and without the permission of the Bank the concerned person shall not be, in any case, deployed at any of the work area as stipulated in the contract. If any violation of the clause comes to the notice of the Bank, the same shall be viewed seriously and appropriate action may be taken against the Tenderer.
- 33) The Tenderer shall not engage any sub-Tenderer or transfer the contract to any other person in any manner.
- 34) If as a result of post payment audit any overpayment is detected in respect of any work done by the Tenderer or alleged to have done by the Tenderer under the tender, it shall be recovered by the Bank from the Tenderer.
- 35) In the event of any provisions of the contract requiring modification after the agreement has been signed, the same shall be made in writing and signed by the Bank represented by its authorized officer and the Tenderer or his authorized representative. Such modifications will not be effective until the same have been signed by both the parties.
- 36) The Tenderer shall ensure uninterrupted services considering the holidays followed by the Bank. In the event of poor/deficient service, the Bank reserves the right to terminate forthwith the agreement to be entered into with the successful Tenderer.
- 37) If the handler posted at the premises goes on leave, the Tenderer shall provide a suitable reliever at its cost, keeping the Bank informed.
- 38) The handler will ensure that in due course of the deployment, the dogs shall not become friendly with any staff member/ contractual staff/ visitors. It will be ensured that no patting, feeding or any kind of exchange of gesture will be allowed between the dogs and anyone other than the dog handlers.
- 39) The Tenderer shall ensure that the sniffer dog does not bite any employee of the Bank or any visitor to the Bank. In case the dog bites any employee/visitor, the Tenderer will be responsible for the payment of damages and/or compensation that may be payable to the victim and the Bank shall be absolved of all responsibilities and liabilities in this matter.
- 40) In case any of the handler so deployed by the Tenderer does not come up to the mark or does not perform their duties properly or commit misconduct or indulge in any unlawful acts or disorderly conduct, the Tenderer shall immediately withdraw and take suitable action against such persons on the report of the RBI, Guwahati in this respect. Further, the Tenderer shall immediately replace the particular person so deployed on the demand of the RBI, Guwahati in case of the aforesaid acts on the part of the said persons.
- 41) If the dog or handler is unable to attend duty due to sickness/ill health/ unsatisfactory performance, the Tenderer shall provide suitable substitute having the same capability and



competence. Failure to do so may result in wage cut/ penalty or both from the amounts payable to the Tenderer.

- 42) The Tenderer shall ensure that the handlers deployed by him do not take any property out of the RBI premises without a gate pass signed by the designated officials of the RBI, Guwahati.
- 43) The Tenderer shall take all reasonable precautions to prevent any riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of RBI, Guwahati.
- 44) The Tenderer shall remove all Dogs with Handlers deployed by it on termination of the contract or on expiry of the contract from the premises of the RBI, Guwahati and ensure that no disruption/hindrance/problem of any nature is created in the RBI, Guwahati either explicitly or implicitly.
- 45) Local representative of the Tenderer must be available in Guwahati at all times.

46) Liquidated Damages

- a. For deficiency in services and serious inconvenience caused to the Bank and its officials, liquidated damages not exceeding 25% of the estimated bill for the relevant month may become leviable. However, the Bank will levy it only after giving due notice. In case of dispute, an appeal may be made to the Regional Director, whose decision will be final in the matter.
- b. The Bank also reserves the right to impose liquidated damages upto 10% of the contract amount in case of serious / major deficiency on the part of Tenderer. In the event of liquidated damages reaching 10% of the contract amount, the Bank reserves its right to terminate the contract and the Tenderer shall be liable to risk and cost.
- 47) **Penalty** - Failure to render service in accordance with the terms of the contract, failure to submit required documents for health check-up of handler, police verification, olfactory tests and dog health certificates can invite imposition of monetary penalty at the rate of Rs.1500/- per day during which the failure/default continues and the amount so calculated shall be recovered from the amount payable to the Tenderer. In the event the monetary penalty so imposed exceeds Rs. 45000/-, the Bank reserves the right to terminate the contract. The decision of the Regional Director, Reserve Bank of India, Guwahati, in this regard shall be final.

48) **Contract Period** - The contract, if awarded shall be initially **valid for a period of 12 (twelve) months i.e. from September 01, 2026 to March 31, 2027**. The Bank reserves the right to extend the period of contract for a further period of two years (one year at a time) on terms mutually agreed upon. However, the extension of contract shall be at the sole discretion of the Bank and in no case more than total of three years' contract shall be provided.

49) **Application containing false or inadequate information is liable for rejection** together with forfeiture of EMD. Further, Bank reserves right to reject incomplete tender forms, or bids where the tender form has been left blank in places or if information furnished is found to be wrong or misleading.

50) **Agreement** - The Tenderer shall, at its/his own cost, execute an agreement on a non-judicial stamp paper of ₹5,000/- as per extant statutory regulations (the amount is subject to change as per statutory regulations) for due performance of the contract within a week of award of work.

51) If the Tenderer selected fails to sign the formal agreement within the stipulated period from the award of contract or fails to undertake the work on due date, the letter of intent shall be treated as cancelled and the Tenderer shall be liable for risk and cost.



- 52) **Statutory Payments** - The Tenderer shall be liable for the payment of wages and all other dues to its employees which they are entitled to receive under the provisions of Minimum Wages Act at the rate prescribed by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government or other relevant statutory authorities from time to time. The Tenderer shall comply with or cause to be complied with the Notifications issued by Govt. from time to time in regard to payment of wages, wage period deductions from wages, recovery of wages not paid and deductions unauthorized made, maintenance of wages book, wage slip, publications of scale of wages and terms of employment, inspection and submission of periodical returns to the authorities concerned. The Tenderer should pay the minimum wages stipulated by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government or the other statutory authorities from time to time and **submit monthly compliance certificate** (with details of wages paid) on payment of minimum wages for the persons / handlers deployed in the Bank's premises and also for having made statutory payments for the previous month. This is an important binding condition for processing of the bill of the selected tenderer.
- 53) The Tenderer shall comply with the provisions of the Factories Act, 1948, Contract Labour (Regulation and Abolition) Act 1970, Child Labour (Prohibition and Regulation) Act 1986, ESI Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Minimum Wages Act, 1948, Payment of Wages Act, 1936, Payment of Bonus Act, 1965, Payment of Gratuity Act, 1972 and the Rules made there under or any other Laws and Rules as may be applicable to the contract workmen from time to time. The Tenderer shall produce registers and records and comply with other directions issued by the Bank for compliance of the statutory provisions.
- 54) **Insurance to Dog Handlers:** The Contractor shall at his own expense, arrange to effect and maintain entire contract with an approved insurance company the following insurance policy in the joint name of the Bank and himself with the Bank being first (Principal) and deposit such policy or policies with the Bank from time during the currency of this contract.
- All risks as per Standard all risk Policy for Contractors
 - Workmen Compensation Policy for all handlers deployed at site
 - Third Party Liability Policy as per following details:
 - For injury to persons – ₹2.00 Lakh per person per accident.
 - For damage to property – ₹5.00 Lakh per accident.

Subject to overall ceiling as per extant Insurance guidelines.

Note: These policies shall be valid until the completion of the work. If the contractor does not provide these policies (within 15 days of issue of work order), the Bank may impose monetary penalty of ₹1000 per day also. The Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the bill of the contractor



- 55) The Tenderer should submit a certificate every month along with the invoice of previous month stating that the salary to all the staff deployed in the Bank have been paid complying all Govt. Rules and Regulations and according to Minimum Wages Act, 1948. Without this certificate, the payment of the bill may be withheld and will not be processed.
- 56) The proof of remittance of statutory contribution of PF (Employer and Employee) and ESI to the appropriate authorities, for those workers deployed by the Tenderer to execute the contract work in the Bank, must be provided by the Tenderer to the Bank every month along with the claim bill, failing which the claim bill shall not be settled.
- 57) **Terms of Payment** - The payment of the bill to the tenderer will normally be done by the Bank within 30 days from the receipt of the bill by the Bank, subject to submission of all the required documents. However, if there is a delay of more than 45 days for any reason, it may be immediately brought to the notice of the Bank.
- 58) The RBI, Guwahati will deduct tax at source and all other taxes, duties as applicable from time to time from the amount payable to the Tenderer and provide a TDS certificate to the Tenderer.
- 59) The Tenderer shall furnish applicable certificate of registration/license from the competent Government authorities. They will ensure compliance with all laws relating to animal safety and prevention of cruelty to animals. It shall be the responsibility of the Tenderer to obtain requisite license/permissions, if any, from the concerned authorities for deployment of sniffer dogs in the Bank's premises. RBI will not be liable for breach of any prevalent laws.
- 60) The agreement with the selected tenderer shall stand terminated in the case of insolvency of the Tenderer or it entering into any arrangement/compromise with its creditors.
- 61) While deciding upon the selection of Tenderers, emphasis will be given on the ability and competence to render good service.
- 62) The tender application form shall be signed by a person on behalf of the tenderer who is duly authorized to do so.
- 63) **Non-Disclosure Clause:** The Tenderer shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems/ equipment etc., which may come to the possession or knowledge of the Tenderer during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Tenderer 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 Tenderer shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Tenderer shall indemnify the Bank for any loss suffered by the 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 Tenderer and the Bank shall be entitled to claim damages and pursue legal remedies. The Tenderer 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 Tenderer's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

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

65) **Termination –**

a. Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate the agreement by written notice of 30 days without assigning any reason and without payment of any compensation, if in the opinion of the Bank, which shall not be called in question by the selected bidder and shall be binding on the selected bidder, the selected bidder fails or refuses to implement the agreement to the Bank's satisfaction and/ or the selected bidder commits a breach of any terms and conditions of the said agreement

b. **and /or**

for any reason whatsoever, the selected bidder becomes disentitled in law to perform its obligations under the said agreement

c. **and/or**

there is any variation in the ownership/partnership or management of the selected bidder or its business without the prior approval in writing of the bank to such variation.

66) **Compliance with Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013**

a. The Tenderer shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Tenderer and the Tenderer shall ensure appropriate action under the said Act in respect to the complaint. In case the Tenderer has not constituted internal complaint committee, the complaint will be filed before the Local Complaint Committee constituted by the



Government.

- b. Any complaint of sexual harassment from any aggrieved employee of the Tenderer against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
 - c. The Tenderer 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 Bank's employee, if sexual violence by the employee of the Tenderer is proved. The Tenderer shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
 - d. The Tenderer shall provide a complete and updated list of its employees who are deployed within the Bank's premises along with supporting documents.
- 67) The Tenderer shall ensure compliance with the requirements of the Child Labour (Prohibition and Regulation) Act 1986 and shall not engage a person below the age of 18 years.
- 68) The Tenderer shall make the payment of wages etc., to its employees by 7th of succeeding month without waiting for the release of payment by the Bank and shall furnish copies of wage register/ muster roll etc., to the RBI, Guwahati as proof for having paid all the dues to the persons deployed by him for the work under the agreement. This obligation is imposed on the Tenderer to ensure that he is fulfilling his commitments towards his employees so deployed as per the provisions of Contract Labour (Regulation & Abolition) Act, 1970. The Tenderer must comply with the provisions of Contract Labour (Regulation & Abolition) Act 1970 at his own cost and the rules made there under by the Govt. from time to time.
- 69) The Tenderer shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees state Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employers' Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act 1961, Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013 and/or any other rules/regulations and/or statutes that may be applicable to them. The Tenderer shall be solely responsible for any violation of the provision of the above mentioned legislative enactments or any other statutory provisions and shall further keep the RBI, Guwahati indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. In case of tenderer's failure to fulfill any of the obligations hereunder and/or under the said Acts, rules/regulations/or any bye-laws or rules framed thereunder, the RBI, Guwahati shall be entitled to recover any of the such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury due to such failure, from the Tenderer's monthly payment and the Tenderer shall not object to such appropriation/



adjustment.

- 70) In the event of the Tenderer committing a default or breach of any of the provisions of the Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time or in furnishing any information, or submitting or filing any statement under the provisions of the said Acts, Regulations and Rules thereunder., which is materially incorrect, he shall without prejudice to any other liability, pay to the Regional Director of the RBI, Guwahati, a sum as may be claimed by RBI, Guwahati, provided the amount so claimed shall be proportionate to the default/breach committed by the Tenderer.
- 71) The Tenderer shall keep the RBI, Guwahati indemnified against all claims whatsoever in respect of the persons/sniffer dogs deployed by the Tenderer. In case any employee/persons of the Tenderer so deployed enter into dispute of any nature whatsoever, it will be the primary responsibility of the Tenderer to contest the same. In case RBI, Guwahati is made party and is supposed to contest the case, the RBI, Guwahati will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses, which shall be paid in advance by the Tenderer to RBI, Guwahati on demand and the Bank also reserves its right to appropriate the amount from the amounts payable to the Tenderer. Further the Tenderer shall ensure that no financial or any other liability comes on RBI, Guwahati in this respect of any nature whatsoever and shall keep RBI, Guwahati indemnified in this respect.
- 72) The Tenderer understands that he fulfills all the requirements of the tender documents and is in a position to execute the work immediately upon receipt of approval letter from the Bank. Upon receipt of in-principle approval from the Bank, the Tenderer shall be bound to produce the required number of qualified sniffer dogs and dog handlers, within three days of the receipt of the letter from the Bank and before the final award of the work. The sniffer dogs and dog handlers so produced should meet the eligibility criteria stipulated in the tender document. In case any of sniffer dogs or dog handlers is not found fit for deployment, the Tenderer shall arrange for the substitute arrangement and produce such sniffer dog/ dog handler on the same day. It should be agreed by the Tenderer that mere receipt of in-principle approval does not guarantee award of work, the work will be finally awarded upon satisfaction of the Bank that the Tenderer is/will be in a position to meet the requirements of the tender. In the event the Tenderer fails to commence the work upon award of the contract, the Bank reserves the right to withdraw the in-principle approval and forfeit the EMD amount furnished by the Tenderer, the Tenderer shall also be liable to risk and cost. The Bank also reserves its right to debar such defaulting Tenderer from participating in any future contract in the Bank for a period of three years, however, before doing so the Bank may serve a seven days show cause notice (SCN) on the Tenderer and consider the reply if any given by the Tenderer to such notice.
- 73) **Surprise Inspection/Check**
The Bank may authorize any of its Officers to conduct a surprise check with or without



coordination of the Tenderer to ascertain the suitability of the sniffer dogs and the handlers deployed in the Bank's premises.

74) **Integrity Clause:** Promise on the part of Bank (a) not to seek or accept any benefit, which is not legally available (b) to treat all the bidders with equity and reason; Promise on the part of bidders (a) not to offer any benefit or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc. (b) not to pass any information provided by Bank as part of business relationship to others and not to commit any offence under PC/ IPC Act (c) to disclose the payments to be made by them to agents/brokers or any other intermediary (d) to disclose any transgression with any other company that may impinge on the anticorruption principle (e) Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.

II. FINANCIAL BID:

1. Part-II Financial Bid of the e-tender should contain only the service provider's quoted rates.
2. **Service Charges quoted by the bidders should be equal to or more than 3% of the total manpower charges. The service charges should include Insurance charges, Uniform charges, Cost of tools or any other expenses as applicable. The tender of the bidders who quote the service charges less than 3% of the total manpower charges, may be REJECTED by the Bank.**
3. **Contractor's Profit:** The Tenderers are allowed to quote their profit percentage at 15% of the total manpower charges.
4. Financial Bids not in conformity with the statutory obligations like Minimum Wages as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government notification dated March 30, 2026, are liable to be rejected.
5. Service charge quoted in the Financial Bid will remain fixed during the entire period of the contract. The Bank will not entertain the contractor's claim for revision of service charges during the period of the contract under any circumstances.
6. While calculating the Price Bid, the Tenderer should factor all wage components as notified by the GoI, Ministry of Labour & Employment, Office of the Chief Labour Commissioner, New Delhi **notification dated March 30, 2026**, and other mandatory charges i.e., EPF, ESI, EDLI, Bonus, reliver charges, uniform charges, etc. are in conformity with the corresponding statutory provisions.
7. The calculation may be done as per minimum wages applicable for "WATCH & WARD (without arms)". **Guwahati is presently placed in Area "B"**.
8. The service charges quoted in the Financial Bid shall be final and will not be enhanced under any pretext during the period of the contract. However, in case of future revisions



(increase or decrease as the case may be) in wages, if any, as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government, only the wage component will be revised if the increased minimum wages is more than the wages quoted by the Tenderer. **The service charges and other rates will remain unchanged during the period of contract.**

9. The price bid of the tender shall be evaluated based on the 'Total Cost of Work' quoted by the bidder.

10. The quoted rates shall be inclusive of Statutory Liabilities such as Minimum Wages (as notified by the Chief Labour Commissioner, Ministry of Labour and Employment, Central Government notification dated March 30, 2026) ESI, EPF contributions, reliever charges, bonus, etc. as applicable. A reference may be made to all Central Government laws/ guidelines in this regard updated from time to time.

11. All statutory deductions, as applicable shall be made from the bills submitted by the agency/ contractor/ company/ firm to the Bank.

12. Services charges shall be inclusive of the cost of managerial charges, administrative charges for running the business, amenities to workers, incidental charges, telephone charges, stationery or printing charges, identity cards, bidder's profit and other charges provided by the agency/ contractor/ company/ firm to the personnel deployed by them.

III.Currency of Bid:

1) Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket/mobilization expenses, tools, uniforms of worker, all other logistic as mentioned in the tender, all taxes (exclusive of GST), charges, levies, cess, insurance, transportation, entry taxes, Labour, other Govt taxes, Minimum wages of Central Government, and EPF/ESI contribution, etc. as applicable as per rules.

2) The price should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity.

3) The Tenderer should ensure that all columns of the Financial Bid are duly filled, and no column is left blank. After opening of the Part-II Financial Bid, no clarifications whatsoever shall be entertained by the RBI.

4) If any columns of the Part-II Financial Bid are found blank, then the tender of the respective Tenderers shall be treated as non-responsive and will be summarily rejected by the Bank and further EMD may be forfeited. However, Bank may also take the review in this matter as per Tender Clause, if required.

IV.Pre-Bid Meeting: An offline pre-bid meeting of the intending Tenderers will be held on **June 23, 2026 at 11:00 hrs** at Video Conference Room, Fourth floor, Reserve Bank of India, Guwahati. The Bank will clarify any points/ doubts raised by the bidders in respect



of the tender. No separate communication will be sent for this meeting. The Tenderers are expected to get their all issues/doubts clarified during this meeting.

V. Visit of Sites: - The bidder is advised to visit and acquaint himself with the site conditions.

VI. Canvassing: - Canvassing or offer of an advantage or any other inducement by any person with a view to influencing acceptance of a bid will be an offence under Laws of India. Such action will result in the rejection of bid, in addition to other punitive measures.

VII. Before submitting the e-tender, the tenderer should go through the terms and conditions of this e-tender document based on which the work will be awarded by the Bank and required to be executed by the successful bidder. The tenderer may satisfy themselves as to the eligibility and evaluation (Technical bid and Financial bid) criteria prescribed therein. It may also be noted that the terms and conditions specified herein are not exhaustive and the same shall not restrain the Bank 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 tenderer, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work to be awarded under this tender. Stamp paper agreement shall be executed in duplicate, and the Bank shall retain the original and the agency / contractor/company/ firm shall retain the duplicate.

VIII. Falsification/suppression of information shall lead to disqualification of the tenderer / cancellation of contract even after the award of work and during the currency of the contract.

IX. In case of partnership firms, the e-tender submitted on behalf of a firm should be signed by all the partners of the firm or a partner who has the necessary authority on behalf of the firm to enter into the proposed contract failing which the e-tender shall be rejected.

X. Tenderers shall not have any conflict of interest. Tenderers found to have a conflict of interest as mentioned below will be disqualified from the e-tendering process.

i) Tenderers submitting two different applications and having controlling shareholders in common.

ii) The Tenderers (including their personnel and sub-Contractors) who have a family relationship with such members of the Bank who are directly or indirectly involved in the contract will not be awarded the contract.

XI. Risk and Cost Clause: - Notwithstanding anything contained in any other clause, Bank reserves the right to terminate the contract due to any failure on the part of the contractor in discharging its obligations under the contract or in the event of it becoming insolvent or going into liquidation. The decision of the Bank about the failure on the part of the contractor shall be final and binding on the contractor. If there is any stoppage of service in any area of the operation, for any reason, the contractor is liable for penal action as decided by Bank. In the event of any failure on the part of the contractor, Bank shall have the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the contractor. The additional cost, loss, if any, incurred by Bank



shall be recovered from the amount payable to the contractor or from the security deposit and the Contractor shall not have objection to such recovery.

XII. Opening of Tender: -

- 1) Part-I Technical Bid will be opened on **July 08, 2026, at 12:00 hrs** at RBI, Guwahati. The bids of those Tenderer(s) who have not complied with one or more of the conditions prescribed in the eligibility criteria and terms & conditions of this e-tender may be summarily rejected.
- 2) The Part-II Financial Bid of only those Tenderers, who fulfil the eligibility criteria and scores minimum 40 and above marks in Technical Bid Evaluation, will be opened on a subsequent date, for which intimation would be given to the qualified Tenderers.
- 3) No deviations/ conditions shall be stipulated by the Tenderers in both Part-I (Technical Bid) and Part-II (Financial Bid) and conditional bids will be summarily rejected.
- 4) The Bank reserves the right to accept or reject any or all tender parts without assigning any reasons whatsoever and its decision shall be final and binding to all the parties.
- 5) Decision in this regard will be at the sole discretion of the Bank.

XIII. Earnest Money Deposit (EMD): - Earnest Money Deposit (EMD) of ₹26,000/- (Rupees Twenty Six Thousand Only) is to be submitted by **July 05, 2026, upto 17:00 hrs** in the form of NEFT. The EMD amount is to be transferred via NEFT only (in account details are given above). Failure to comply with this condition will render the Tender void and the Tender will be rejected. The amount of EMD will be returned to all the Tenderers after the completion of the Tender process. No interest shall be paid on this deposit.

XIV. Period of Validity of Tenders:

- 1) The tender validity period shall be Ninety (90) days from the date of opening of tender.
- 2) In exceptional circumstances, prior to the expiry of the tender validity period, the Bank may request Tenderers to extend the period of validity of their tender. The request and the responses shall be made in writing.

XV. Submission of Tenders:

- 1) Tenderers have to submit the tenders electronically and shall follow the electronic tender submission procedures specified in the Instructions regarding E-Tender.
- 2) The Tenderers shall submit their Part II – Financial Bid in the online portal ONLY. The Financial bid in the tender document is for illustrative purpose only. The scanned copies of the necessary documents as indicated in the tender document shall be uploaded in the portal. E-Tender with all information shall be submitted on or before the prescribed time and date.
- 3) If desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of tender.

XVI. Deadline for Submission of Tenders

- 1) Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.
- 2) The Bank may, at its discretion, extend the deadline for the submission of e-tenders by



amending the Tender Document.

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

XVIII. Bid Evaluation Criteria

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

(Note: Information relating to the evaluation of tenders shall not be disclosed to Tenderers or any other persons not officially concerned with such process until information on Contract award is communicated to all Tenderers)

XIX. Clarification of Tenders

- 1) To assist in the examination, evaluation, comparison of the tenders and qualification of the Tenderers, the Bank may, at its discretion, ask any Tenderer for a clarification regarding its tender, allowing a reasonable time for response. Any clarification submitted by a Tenderer that is not in response to a request by the Bank shall not be considered. The Bank'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 Bank in the evaluation of the tenders
- 2) If a Tenderer does not provide clarifications of its tender by the date and time set in the Bank's request for clarification, its tender shall be liable to be rejected.

XX. AWARD OF CONTRACT

- 1) The Bank will award the contract to the successful evaluated bidder as per fulfilment of all the terms and conditions to this tender. The successful Tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value not less than ₹5,000/- within 14 days of award of work. The stamp duty shall be borne and paid by the successful Tenderer. However, the issue of intimation of award of work by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.
- 2) The Bank will communicate the decision through a "Letter of Offer".
- 3) The successful bidder will be required to execute a contract within a period of 14 days from the date of issue of Letter of Offer.
- 4) The successful bidder shall be required to furnish a Performance Bank Guarantee within 14 days of receipt of "Letter of Offer" for an amount equivalent to 5% of Estimated Cost in favour of Regional Director, RBI, Guwahati.
- 5) Failure of the successful Tenderer to submit the Performance Bank Guarantee of an amount equivalent to 5% of Estimated Cost or to sign the Contract within the stipulated time shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such Tenderer.
- 6) The Performance Bank Guarantee shall remain valid for a period of Sixty (60) days beyond the date of completion of all contractual obligations. The PBG shall be released without interest after Sixty (60) days of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the successful Tenderer or its employees. In case of any complaint or pending dues, the Performance Bank Guarantee will be treated as security deposit and shall be discharged only after adjusting all dues, liabilities, etc.
- 7) In case the contract period is extended further, the validity of Performance Bank Guarantee shall also be extended by the successful bidder accordingly.
- 8) In case of delays in submission of PBG, charge for delay shall be recovered from the bills of the successful tenderer at Bank rate.



9) The successful bidder shall mention, in the prescribed Proforma, the number of personnel including supervisor it proposes to deploy on day to day basis, for the smooth execution of the work.

10) The successful bidder shall mention the list of cleaning equipment, major tools that he proposes to use and cleaning materials required in smooth execution of work.

XXI. ARBITRATION

1) Any dispute and/or difference arising out of or relating to the contract (to be entered into between the Bank and the Tenderer) will be resolved through joint discussion of the authorised representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator to be appointed by the Regional Director, Reserve Bank of India, Guwahati.

2) The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding's shall be governed by Indian Arbitration and Conciliation Act, 1996 as amended from time to time.

3) The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the Tenderer shall continue to be made in terms of the contract.

4) The agreement (to be entered into between the Bank and the Tenderer) shall be subject to the jurisdiction of the Hon'ble High Court of Gauhati at Assam.

XXII. DISCLAIMER

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 Notice inviting e-tender, it shall be considered that this document is complete in all respects.

2) The Bank reserves the right to modify, amend or supplement this document including all formats and Annex.

3) While this document has been prepared in good faith, neither the Bank nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

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

I/We have read the Scope of Work, Terms & Conditions and other information explicitly mentioned above and accept the same to execute the contract, if awarded.

Place:

Signature and Seal of the Tenderer

Date:

(Name of Authorized Signatory)



PART I, SECTION VI
TECHNICAL BID

(To be read and filled in relevance to e-Tendering process)

Sr. No.	Particulars	Details
1.	Name of the company/ proprietorship/ firm -	
	i) Address and telephone number of Registered Office.	
	ii) Address of the office through which work with RBI would be handled.	
2.	Type of Organization – (Whether company/proprietorship/firm) and date of establishment.	
3.	Name of the Proprietor/ Partners/ Directors of the organization	
4.	Date of Incorporation/ constitution	
5.	Registration No. of the agency/ contractor. (Upload the documentary evidence on MSTC portal)	
6.	Work Experience in providing services of Sniffer Dogs with Handlers in Government Departments/ Public Sector -Central or State/ Reputed private sector companies/ Multinational corporations/ Public or Private Sector banks. Details of work experience as per the requirements in the, criteria supported by documents/ certificates. The details in the eligibility criteria supported by documents/certificates along with documentary evidence of previous experience, if any, at any other Centre of Reserve Bank of	
7.	List of clients served by the agency/ contractor as per specified format in Annexure-I as described in paragraph 1(iii) in Part-I Section-III (Upload the duly filled Annexure-I on MSTC portal)	
8.	Details of Client certificate(s) as per specified format in Annexure-II as described in paragraph 1(iv) in Part-I Section-III (Upload the Client Certificate(s), on MSTC portal)	



9.	Yearly turnover of the agency/contractor for the last five (05) financial years (Upload the audited balance sheet duly certified by CA on MSTC portal)	
	FY 2025-26	
	FY 2024-25	
	FY 2023-24	
	FY 2022-23	
	FY 2021-22	
10.	Income Tax return of the agency/contractor for the last five (05) financial years (Upload the Income Tax Returns on MSTC portal)	
	FY 2025-26	
	FY 2024-25	
	FY 2023-24	
	FY 2022-23	
	FY 2021-22	
11.	Profit and Loss Accounts for last five (05) financial years: - (Please enclose the certified copies)	
	FY 2025-26	
	FY 2024-25	
	FY 2023-24	
	FY 2022-23	
	FY 2021-22	
12.	Details of Bankers certificate uploaded as specified in Annexure III issued by the agency / tenderer's Bank. (Upload the Banker's certificate on MSTC portal)	
13.	PAN No. of agency / contractor (Upload the documentary evidence on MSTC portal)	
14.	GST registration number of the agency / contractor. (Upload the documentary evidence on MSTC portal)	
15.	Employee Provident Fund (EPF) registration number of the agency / contractor. (Upload the documentary evidence on MSTC portal)	
16.	Employees State Insurance Corporation (ESI) registration number of the agency / contractor. (Upload the documentary evidence on MSTC portal)	
17.	ISO Certification as applicable for the similar scope of work. The certificates shall be valid on the last date of submission of tender.	



	(Upload the relevant certificate on MSTC portal.)	
18.	Whether registered with Labour Department?	
	Registration No. and Date of Registration (attach the copy of registration certificate)	
19.	Number of staff/ employees engaged by the Company/ Firm/ Agency at present	
	Of the above how many are skilled/semi-skilled/unskilled staff and supervisory staff	
	Skilled	
	Semi-Skilled	
20.	Details of the EMD (Earnest Money Deposit) ₹26,000/- (Rupees Twenty Six Thousand Only) deposited by the agency / tenderer: -	
	UTR No.	
	Date of Transactions	
	Name of the bank branch with IFSC code	
21.	Undertaking on the letter head of the agency / contractor as specified in Annexure-IV	
22.	Bankers Details of the Company/ Firm/ Agency along with the account number, account type, IFSC code of the bankers along with full details like names, postal address and e-mail/telephone no (Landline and Mobile numbers).	
23.	Whether registered with the Kennel Club of India (KCI)/Royal Kennel Club of India (RKCI)/National Kennel Club of India (NKCI)	
24.	Any other relevant Information regarding the Company/ Firm/ Agency	

Note – Documentary evidence for the above as specified in the eligibility criteria must be uploaded on the MSTC Portal. The details of document to be uploaded are as below: -

- i. Registration Certificate of the Company/ Firm/ Agency.
- ii. List of Clients served by the Company/ Firm/ Agency in [Annexure I](#).
- iii. Client Certificate / Feedback as per the specified format given in [Annexure II](#).
- iv. Annual turnover statements of the Company/ Firm/ Agency **(for last 05 financial years ending on 31st March 2026)**
- v. Income Tax Return of the Company/ Firm/ Agency **(for last 05 financial years ending on 31st March 2026)**
- vi. Profit and Loss Account of Company/ Firm/ Agency **(for last 05 financial years ending on 31st March 2026)**
- vii. Bankers certificate on financial standing in [Annexure III](#).



- viii. Registration details of the Company/ Firm/ Agency under Contract Labour (Regulation and Abolition) Act, 1970,
- ix. PAN No. of Company/ Firm/ Agency.
- x. GST registration number of the Company/ Firm/ Agency.
- xi. Employee Provident Fund (**EPF**) registration number of the Company/ Firm/ Agency
- xii. Employees State Insurance Corporation (ESI) registration number of the Company/ Firm/ Agency.
- xiii. Undertaking / Declaration on the letter head of the Company/ Firm/ Agency as per [Annexure-IV](#).
- xiv. Any other document/s.

(Documentary evidence in support of the eligibility criteria requirements as prescribed above must be uploaded on the MSTC Portal. The tender without documentary evidence will not be considered by the Bank. The Bank reserves the right to call for proof/verify the information furnished by the Tenderer).

Declaration by the Tenderer:

I/We before signing this e-tender have read and understood all the above terms and conditions contained herein and undertake myself / ourselves to abide by them in case the above-mentioned contract is executed to me/us. I/We understand that the Bank reserve the right to accept or reject any or all the e- tender either in full or in part without assigning any reason thereof.

Place:

Signature and Seal of the Tenderer

Date:

(Name of Authorized Signatory)



Annexure I

LIST OF CLIENTS/ DETAILS OF PREVIOUS EXPERIENCE: -

List of similar contracts entered into by the applicant during the last 5 years (including order on hand at present) each costing Rs.5.00 lakh or more per year:

Sl. No.	Number of Dogs (breed) along with Handlers (Dog Squad) supplied	Cost of deployment per year	The name and full address of the Organisation to whom the services were provided

N.B.: It may be noted that only one tender per Tenderer will be accepted and the tender should be strictly as per the format of the Bank.



CLIENT'S CERTIFICATE REGARDING PERFORMANCE OF TENDERER
(On Client's letter Head)

Name & address of the Client

Details of Works executed by Shri/M/s

1. Name of work with brief particulars
2. Agreement No. and date
3. Agreement amount
4. Date of Commencement of work
5. Stipulated date of completion
6. Actual date of completion
7. Details of compensation levied for delay (indicate amount) if any
8. Gross amount of the work completed and paid
9. Name and address of the authority under whom works executed
10. Whether the tenderer employed qualified Staff/Overseer during execution of work
11. i) Quality of work (indicate grading) : Outstanding/Very Good/Good/Satisfactory/
poor
ii) Amt. of work paid on reduced rates, if any
12. i) Did the tenderer go for arbitration?
ii) If yes, total amount of claim
iii) Total amount awarded
13. Comments on the capabilities of the tenderer
 - a) Technical proficiency : Outstanding/Very Good/Good/Satisfactory/poor
 - b) Financial soundness : Outstanding/Very Good/Good/Satisfactory/poor
 - c) Mobilization of adequate Service : Outstanding/Very Good/Good/Satisfactory/



poor

d) Mobilization of manpower : Outstanding/Very Good/Good/Satisfactory/poor

e) General behavior : Outstanding/Very Good/Good/Satisfactory/poor

Signature of the Reporting Officer*

with Office seal

*Regarding performance report/clients certificate, for works carried out for Government/public sector companies, the certificate should be signed by the concerned authorized officer. For works carried out for Private companies, Copy of TDS has to be submitted for proving the credentials/contracts amount.

- (i) All columns should be filled properly.
- (ii) The Client's Certificates should be uploaded on MSTC portal for each of the Prequalification work/s.



Annexure III

FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

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

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

(Signature)
For the Bank

Note:

1. Banker's certificate should be on letter head of the Bank, sealed in cover addressed to enlistment authority.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.

Scanned copy (PDF format) of the original Banker's certificate must be uploaded while submitting the e-tender online through MSTC Portal.



FORMAT OF UNDERTAKING/ DECLARATION
(To be uploaded by the tenderer on MSTC portal on its letter head)

To,

The Regional Director
Reserve Bank of India
Human Resource Management Department
Guwahati – 781001

Madam / Dear Sir,

- i)** I/we confirm of having read and understood the above stated terms and conditions as given in the e-tender document.
- ii)** I/We hereby agree to abide by all terms and conditions laid down in tender document.
- iii)** This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ ourselves abide by the said terms and conditions.
- iv)** Further, the facts stated above by us in the e- tender application is true to the best of my/ our knowledge.
- v)** I / We declare that there is no case/ charge under investigation/ enquiry/ trial against the agency/ Company/ Firm.
- vi)** I/ We are not involved in any illegal activities or financial frauds.
- vii)** I/ We have not been banned and de-listed by any Government Department/ Financial Institution/ Public sector undertakings/ Private Sector Undertakings/ MNCs have not been convicted by any Court of Law/ have no case pending before the court of law/ Police authorities for the last 10 years.
- viii)** I/ We have not been terminated in the past by any organization during the contract period due to unsatisfactory performance.
- ix)** I/ We have not been not have been put in negative list by any government organization/ bank/ any other entity for breach of applicable laws or violation of regulatory prescriptions or breach of agreement or for any reason whatsoever.
- x)** I/We abide by the provisions of Minimum Wages Act (as notified by Central Govt.), Contract Labour (Regulation and Abolition) Act 1970 and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the Workers deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation. I/We shall keep the Reserve Bank of India indemnified of all the expenses incurred due to lapse, of any kind, on the part of the Bidder or his workers.



Place:

Signature and Seal of the Tenderer

Date:

(Name of Authorized Signatory)



PROFORMA OF PERFORMANCE BANK GUARANTEE

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

Place: _____
Date: _____

The Regional Director
Reserve Bank of India
Guwahati-781001

Madam,

Contract for providing service of Sniffer Dogs with Handlers at Reserve Bank of India, Main Office Building including Annex Building at Station Road, Pan Bazar, Guwahati

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, (hereinafter called "the RBI") has awarded the contract for the captioned work(hereinafter called the "Contract") to M/s _____(Name of the Contractor) (hereinafter called " the said Contractor" which expression shall include its successors and assigns). AND Whereas the contractor is bound by the said contract to submit to RBI a Performance Security for a total amount of ₹._____(Rupees _____(amount in figures and words) for the due fulfilment by the said contractor of the terms and conditions contained in the contract. We _____(Name of the Bank), (hereinafter called "the Bank"), at the request of M/s _____, the Contractor, do hereby undertake to pay to the RBI an amount not exceeding ₹ _____as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We (Name of the Bank) do hereby agree with and undertake to RBI, their successors, assignees that in the event of RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the contract or have committed a breach thereof, which conclusion shall be binding on us as well as the said contractor; we shall on demand by the RBI, pay without demur to RBI a sum of ₹ _____(Rupees _____ only) or any lower amount that may be demanded by RBI.
Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the contractor under the said Contract, provided, that our liability against such sum shall not exceed the sum of ₹ _____(Rupees _____ only).
2. We also agree to undertake and confirm that the sum not exceeding ₹ _____(Rupees _____ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from RBI on receipt of a notice in writing stating that the



amount is due to them and we shall not ask for any further proof or evidence and the notice from RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to RBI under this guarantee shall be independent of the agreement or agreements or other understandings between RBI and the contractor.
4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.
5. We hereby further agree that –
 - a) Any forbearance or commission on the part of RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said contract and/or hereunder or granting of any time or showing of any indulgence by RBI to the contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____ (Rupees _____ only).
 - b) Our liability under these presents shall not exceed the sum of ₹ _____ (Rupees _____ only).
 - c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations there under or by dissolution or change in the constitution of our said constituents.
 - d) This guarantee shall remain in force up to (60 days beyond the Defect liability period) provided that if so desired by RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
 - e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by RBI alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

In witness whereof, I/We of the Bank have signed and sealed this guarantee on the day of (Month) (Year) being herewith duly authorized.

For and on behalf of (Name of the Bank)

Signature of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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



Witness 1

Signature

Name

Address

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



Annexure - VI

LIST OF ACTS/ OMISSIONS FOR WHICH FINES CAN BE IMPOSED IN ACCORDANCE WITH CONTRACTOR'S LABOUR REGULATIONS

1. Willful insubordination or disobedience, whether alone or in combination with other.
2. Theft, fraud or dishonesty in connection with the Contractors beside a business or property of Reserve Bank of India.
3. Taking or giving bribes or any illegal gratifications.
4. Habitual late attendance.
5. Drunkenness fighting, riotous or disorderly or indifferent behavior.
6. Habitual negligence.
7. Smoking near or around the area where combustible or other materials are locked.
8. Habitual indiscipline.
9. Causing damage to work in the progress or to property of the Reserve Bank of India or of the Contractor.
10. Sleeping on duty.
11. Giving of false information regarding name, age, father's name, etc.
12. Habitual loss of wage cards supplied by the employers.
13. Making false complaints and/or misleading statements.
14. Engaging on trade within the premises of the establishments.
15. Holding meeting inside the premises without previous sanction of the employers.
16. Threatening or intimidating any workman or employer during the working hours within the premises.



PART II – FINANCIAL BID / PRICE BID

Name of Work: Deployment of Sniffer Dogs with Handlers at RBI, Guwahati

(To be read only with the purpose of e-tendering on MSTC portal only and not for uploading PDF)

TABLE-I

Sr. No.	Descriptions	Unit of Measure	No. of Persons Required	Rate (₹)	Total Amount (₹)
A	B	C	D	E	F
1.	Basic Minimum Wages plus VDA, EPF, ESIC, EPF Admin., EDLI, and Bonus including reliever charges	Monthly (30 days)	02 Handlers	(enter this amount on MSTC website)	
2.	Dog Maintenance charges for 02 dogs	Monthly (30 days)	02 dogs	(enter this amount on MSTC website)	
3.	Total Monthly Charges (1+2)				
4.	Service Charge for 01 (One) month (Insurance charges, Uniform charges, Cost of tools or any other expenses as applicable)	Monthly (30 days)	NA	(enter this amount on MSTC website)	
5.	Contractor's Profit for 1 (One) month	Monthly (30 days)	NA	(enter this amount on MSTC website)	
6.	Total Cost for 01 (one) month (3+4+5)				
7.	Total Cost for 01 (one) year				

NOTE: -

1. The price for dog handlers to be quoted as per the central minimum wages latest notification under WATCH AND WATCH (without arm) for Area B.
- 2 Price quoted at above should include all statutory obligations of the Tenderer under various Labour laws: Contract Labour (Regulation & Abolition) Act, 1970; The minimum Wages Act 1948 (Higher of the current and applicable minimum wages (including Variable Dearness Allowance) announced by Central Government periodically by way of notification); Employee State Insurance Act, 1948; Payment of wages Act 1936; Workman's Compensation Act 1923; The Employee's Provident Fund Act (Miscellaneous Provisions) 1952; Payment of Bonus Act



1965; Employer's Liability act 1938 and or any other rules/regulations and /or statues that may be applicable to them from time to time.

3. Bids having prices quoted below the minimum wages (including statutory obligations as mentioned above) are liable to be rejected.

Table 2: The statutory components of wages are subject to applicable statutory guidelines which are indicated below. These are subject to change and latest guidelines shall be followed by the tenderer.

1.	12%	EPF contribution @ 12% of Basic Minimum Wages plus VDA	(Subject to maximum ceiling of ₹15,000/- salary per month or any other amount specified by EPFO from time to time)
2.	0.5%	EPF administrative charges @ 0.5% of Basic Minimum Wages plus VDA	(Subject to maximum ceiling of ₹15,000/- salary per month or any other amount specified by EPFO from time to time)
3.	0.5%	EDLI contribution @ 0.5% of Basic Minimum Wages plus VDA	(Subject to maximum ceiling of ₹15,000/- salary per month or any other amount specified by EPFO from time to time)
4.	3.25%	Employer contribution to Employee State Insurance (ESI) including admin charges, if any @ 3.25% of Basic Minimum Wages plus VDA	(Not applicable if salary (Basic+VDA) exceeds ₹21,000/- per month or any other amount specified by ESIC from time to time)
5.	8.33%	Bonus @ 8.33% of Basic Minimum Wages plus VDA	(Not applicable if salary (Basic+VDA) exceeds ₹21,000/- per month or any other amount updated by Bonus Act from time to time.)

INSTRUCTIONS AND CONDITIONS: -

- 1) Wages are subject to amendments as and when promulgated from time to time by Statutory Authorities. Increase of VDA by Ministry of Labour and Employment, Govt. of India vide notification dated March 30, 2026 has been incorporated in the category wise wage calculation and any further increase of VDA will become the part of monthly consolidated wages.
- 2) The rates quoted should be inclusive of reliever charges. The rates may be quoted for 30 days in financial bid above. No extra amount will be paid for the reliever.
- 3) Service charge quoted by the agency will remain fixed during the entire period of contract.
- 4) The tender of the bidder who quotes service charge less than 3% of the total manpower charges, may be rejected by the Bank.
- 6) The bidder should ensure compliance with local laws, works contract tax, etc. except GST imposed/to be imposed by Central/State Government/ Local Bodies and the contractor shall pay the said taxes to the government and the Bank will not entertain any claim thereof for reimbursement of the same to the contractor. If the contractor fails to include such taxes and duties in the bill, no claim thereof will be entertained by the Bank afterwards.
- 7) The Bank would establish the reasonableness of the rates in relation to the estimated rates, prevailing market rates, economic indices of the raw material/ Labour and other input costs etc., Accordingly, the Bank may, at its discretion, ask any bidder to furnish the breakup and rationale based on which the quoted rates have been arrived.
- 8) Agency needs to provide Wage Slip along with the NEFT details of payment pertaining to its staff on monthly wages.
- 9) Documents supporting payment of PPF/ESI/EPF etc. needs to be produced with the bills.



I / We hereby confirm that the Basic Minimum Wages plus VDA quoted above are not less than the current minimum wages for Industrial Workers (Building Operations) (for skilled / un-skilled workers) stipulated by the Chief Labour Commissioner, Ministry of Labour and Employment, Government of India, and that other mandatory charges i.e., EPF, ESI, EDLI, Bonus are in conformity with the corresponding statutory provisions.

I/We agree that the Financial Bid is liable to be rejected if any of the above rates and percentage are found not to be in compliance with the respective statutory laws.

I/We have gone through the terms and conditions of the e-tender and is agreeable to them.

Place:

Signature and Seal of the Tenderer

Date:

(Name of Authorized Signatory)