



## ई-निविदा आमंत्रित करने की सूचना [एनआईटी]

भारतीय रिजर्व बैंक, देहरादून के कार्यालय परिसर में हैंडलर सहित खोजी कुत्तों की सेवाएँ प्रदान करने के लिए वार्षिक रखरखाव अनुबंध हेतु ई-निविदा

भारतीय रिजर्व बैंक, देहरादून के कार्यालय परिसर में हैंडलर सहित खोजी कुत्तों की सेवाएँ प्रदान करने के लिए वार्षिक रखरखाव अनुबंध हेतु ई-निविदा आमंत्रित करता है। अनुबंध की अवधि **01 अप्रैल 2026 से 31 मार्च 2027** तक होगी। उक्त अनुबंध को वार्षिक आधार पर दो साल की अवधि अर्थात् 2026-27 (अप्रैल से मार्च) और 2027-28 (अप्रैल से मार्च) के लिए नवीनीकृत किया जा सकता है, जो वर्ष 2025-26 और 2026-27 के दौरान ठेकेदार के संतोषजनक प्रदर्शन और निविदा दस्तावेज में विस्तृत अन्य नियमों और शर्तों के अधीन है। इस निविदा की अनुमानित लागत लगभग **₹12,84,250/-** सभी करों सहित 12 महीनों के लिए रहेगी।

2. ऑनलाइन निविदाएं **24 नवंबर 2025** को अप्राह 03:00 बजे से सभी बोलीदाताओं को देखने/डाउनलोड करने के लिए उपलब्ध होंगी। पात्रता मानदण्डों और तकनीकी मूल्यांकन का अनुपालन न करने वाले बोलीदाताओं पर भाग-॥ की वित्तीय बोली निविदा खोलने पर विचार नहीं किया जाएगा।

3. जो बोलीदाता तकनीकी बोली के साथ बयाना राशि जमा (ईएमडी) प्रस्तुत नहीं करते हैं, उन्हें निविदा खोलने के लिए विचार नहीं किया जाएगा। एनईएफटी द्वारा भुगतान किया गया ईएमडी (प्रमाण के साथ) **02 जनवरी 2026** दोपहर 02:30 बजे तक हम तक पहुंचने चाहिए। इसके लिए ईमेल – [estatedehradun@rbi.org.in](mailto:estatedehradun@rbi.org.in) के माध्यम से सूचना भेज सकते हैं।

4. इच्छुक बोलीदाताओं की प्री-बिड मीटिंग (ऑफ-लाइन मोड) **22 दिसंबर 2025** को अप्राह 12:00 से 01:00 बजे भारतीय रिजर्व बैंक, प्लॉट नंबर 16-17, आईटी पार्क, सहस्रधारा रोड, देहरादून में आयोजित की जाएगी।

5. निविदा दस्तावेज में उल्लिखित सभी दस्तावेज एमएसटीसी साइट यानी [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn) पर अपलोड किए जाने चाहिए। इसे बैंक द्वारा मूल्यांकन के लिए डाउनलोड किया जाएगा।

6. जांच के बाद, यदि बोलीदाता में से कोई भी आवश्यक पात्रता के अधिकारी नहीं पाया जाता है, तो बैंक द्वारा उनकी निविदाओं को अस्वीकार किया जा सकता है।

7. निविदाओं का भाग-। दिनांक **02 जनवरी 2026** को अप्राह 03:15 बजे बोलीदाताओं के अधिकृत प्रतिनिधि जो निविदा के भाग । को खोलने के समय उपस्थित होना चाहते हैं की उपस्थिति में ऑन-लाइन खोला जाएगा। पात्र बोलीदाताओं की भाग-॥ (मूल्य बोली) बाद की तारीख को खोली जाएगी जिसकी सूचना बोलीदाताओं को अग्रिम रूप से दी जाएगी।

8. बैंक न्यूनतम निविदा स्वीकार करने के लिए बाध्य नहीं है और किसी भी निविदा को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। बैंक बिना कोई कारण बताए सभी निविदाओं को अस्वीकार करने का अधिकार भी सुरक्षित रखता है।

दिनांक: 24 नवंबर 2025

क्षेत्रीय निदेशक  
भारतीय रिजर्व बैंक  
देहरादून



## निविदा की अनुसूची

क. ई-निविदा नं.	RBI/DEHRADUN REGIONAL OFFICE/Estate/7/25-26/ET/641
ख. कार्य का नाम	भारतीय रिजर्व बैंक, देहरादून के कार्यालय परिसर में हैंडलर सहित खोजी कुत्तों की सेवाएँ प्रदान करने के लिए वार्षिक रखरखाव अनुबंध हेतु ई-निविदा
ग. निविदा की प्रक्रिया	ई-प्रापण प्रणाली (ऑनलाइन भाग-। और भाग-॥- <a href="http://www.mstcecommerce.com/eprocn">www.mstcecommerce.com/eprocn</a> के माध्यम से मूल्य बोली)। निविदा दस्तावेज में ई-निविदा के लिए दिशा-निर्देश दिए गए हैं।
घ. बोलीदाताओं के लिए निविदा के डाउनलोड हेतु उपलब्ध होने की तिथि	<b>24 नवंबर 2025 को अप्राह 03:00 बजे</b>
च. बयाना राशि	प्रत्येक बोलीदाता से ₹25,685/-
छ. बयाना राशि जमा करने की अंतिम तिथि।	<b>02 जनवरी 2026 को 02:30 दोपहर तक</b>
ज. बोली पूर्व बैठक की तिथि	<b>22 दिसंबर 2025 को अप्राह 01:00 बजे</b>
झ. बैंक की वेबसाइट पर बोली-पूर्व बैठक के कार्यवृत्त का प्रकाशन	<b>23 दिसंबर 2025</b>
ट. ई-निविदा के बोली लगाने हेतु खुलने की तिथि	<b>24 नवंबर 2025 को अप्राह 03:00 बजे</b>
ठ. भाग । (तकनीकी-वाणिज्यिक बोली) और भाग ॥ (मूल्य बोली) जमा करने के लिए ऑनलाइन ई-निविदा के समापन की तिथि	<b>02 जनवरी 2026 को अप्राह 03:00 बजे</b>
ड. ई-निविदा भाग । और ॥ के खुलने की तिथि	<b>02 जनवरी 2026 को अप्राह 03:15 बजे</b>  निविदा का भाग ॥ बाद की तारीख में खोला जाएगा जिसे बोलीदाताओं को ईमेल के माध्यम से अग्रिम रूप से सूचित किया जाएगा, यदि आवश्यक हो।
ढ. पात्रता मानदंड	एमएसटीसी के पक्ष में एमएसटीसी भुगतान गेटवे / एनईएफटी / आरटीजीएस के माध्यम से एमएसटीसी पोर्टल में उल्लिखित लेनदेन शुल्क का भुगतान सीमित।

दिनांक: 24 नवंबर 2025

क्षेत्रीय निदेशक  
भारतीय रिजर्व बैंक  
देहरादून



**Reserve Bank of India  
Estate Department  
Dehradun  
[www.rbi.org.in](http://www.rbi.org.in)**

**e-Tender for Providing Services of Sniffer Dogs with Handlers at the Office Premises of Reserve Bank of India, Dehradun**

Reserve Bank of India, Dehradun invites e-tender for "Providing Services of Sniffer Dogs with Handlers at the Office Premises of Reserve Bank of India, Dehradun". The e-tendering shall be done through the e-tendering portal of MSTC Ltd. (<https://www.mstcecommerce.com/eprocn/>). All eligible and interested companies / agencies / firms must register themselves with MSTC Ltd. through the above-mentioned website to participate in the e-tendering process. The Schedule of e-tender is as follows:

<b>Estimated cost of the work</b>	₹12,84,250/- (Rupees Twelve Lakh Wighty-Four Thousand Two Hundred Fifty Only) inclusive of GST
<b>Date of Starting of e-Tender for submission of online Techno-Commercial Bid and Price Bid</b>	<b>03:00 PM on November 24, 2025</b>
<b>Date of Pre-Bid meeting</b>	<b>December 22, 2025, from 12:00 PM to 01:00 PM</b>
<b>Last date for submission of e-tender</b>	<b>03:00 PM on January 02, 2026</b>
<b>Date and Time of opening of Part-I of the Online applications. Part-II of the eligible companies/agencies/ firms will be opened subsequently on a later date after scrutinizing the Part-I of the tender</b>	<b>03:15 PM on January 02, 2026</b>  Shall be opened at a later date that will be intimated to the bidders in advance through email, if required

Please note that Addendum / corrigendum or any other communication will only be published on RBI website.

Date:

Regional Director



**Reserve Bank of India  
Estate Department  
Dehradun**

e-Tender No: RBI/DEHRADUN REGIONAL OFFICE/Estate/7/25-26/ET/641

**e-Tender for Providing Services of Sniffer Dogs with Handlers at the  
Office Premises of Reserve Bank of India, Dehradun**

**PART-I Techno-Commercial Bid**

Name of Tenderer: .....

Address: .....

.....

Date of Notice Inviting Tender: **03:00 PM on November 24, 2025**

Last date and time of submission of tender: **03:00 PM on January 02, 2026**

Date and time of opening of Technical Bid (Part I): **03:15 PM on January 02, 2026**

Date of Pre-bid Meeting: **December 22, 2025, from 12:00 PM to 01:00 PM**

Venue of Pre-Bid Meeting - **Main Office building, RBI Dehradun**

Note: Digitally signed/Scanned and Signed copy of the tender document is to be uploaded on MSTC website.

## **DISCLAIMER**

Reserve Bank of India, Estate Department, Dehradun (hereafter called “the Bank”), has prepared this document to give background information on the contract 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 agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, expressed or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by the Bank in 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. In the case of conflict of meanings between Hindi and English versions of the document, interpretation of English version will prevail.

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

## Section-I

### Notice inviting e-Tender

Reserve Bank of India, Dehradun invites **e-Tender for Annual Maintenance Contract for Providing Services of Sniffer Dogs with Handlers at the Office Premises of Reserve Bank of India, Dehradun in two parts (Part-I and Part-II) from eligible bidder**. The tendering would be done through the e-Tendering portal of MSTC Ltd. (<https://www.mstcecommerce.com/eprocn/>). All the eligible firms/ contractors shall ensure to register themselves with MSTC Ltd. to participate in the tendering process. The schedule of the e-Tender is as follows:

a. E-tender No.	RBI/DEHRADUN REGIONAL OFFICE/Estate/7/25-26/ET/641
b. Name of work	<b>e-Tender for Providing Services of Sniffer Dogs with Handlers at the Office Premises of Reserve Bank of India, Dehradun</b>
c. Mode of Tender	e-Procurement System (Online Part I and Part II - Price Bid through <a href="https://www.mstcecommerce.com/eprocn">www.mstcecommerce.com/eprocn</a> ). Guidelines for e-tender has been provided in the tender document.
d. Date of NIT available to bidders for download	<b>03:00 PM on November 24, 2025</b>
e. Earnest Money Deposit	<b>₹ 25,685/-</b> from each bidder. <b>No exemption from the submission of EMD will be granted to MSEs</b>
f. Last date of submission of EMD.	<b>02:30 PM on January 02, 2026</b>
g. Pre-Bid Meeting	<b>December 22, 2025, from 12:00 PM to 01:00 PM</b>
h. Publication of Pre-Bid Meeting Minutes on the Bank's Website	<b>December 23, 2025</b>
i. Date of starting of e-tender for submission of online Techno-Commercial Bid and price Bid at <a href="https://www.mstcecommerce.com/eprocn">www.mstcecommerce.com/eprocn</a>	<b>03:00 PM on November 24, 2025</b>
j. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	<b>03:00 PM on January 02, 2026</b>
k. Date & time of opening of Tender Part I (i.e., Techno-Commercial Bid) Part II (i.e., Price Bid)	<b>03:15 PM on January 02, 2026</b>  Shall be opened at a later date that will be intimated to the bidders in advance through email, if required.
l. Transaction Fee	Payment of Transaction Fee as mentioned in the MSTC portal through MSTC payment gateway / NEFT / RTGS in favour of MSTC Limited.

**Note- 1. Please note that there is no tender fees to download the tender document from Portal.**

2. Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their candidature.
3. Amendments/ corrigendum / other information related to the tender, if any, issued in future will only be notified on the RBI Website (<https://www.rbi.org.in>) as given above, and will not be published in the newspaper.

## **Section-II** **Important instructions for E-tender**

This is an e-procurement event of Reserve Bank of India, Dehradun. The e-procurement service provider is MSTC Limited.

You are requested to read and understand the Notice Inviting Tender and subsequent Corrigendum, if any, before submitting your online tender. Tenderers who do not comply with the conditions with documentary proof (wherever required) will not qualify in the Tender for opening of price bid.

1.	<p><b>Process of e-tender:</b></p> <p><b>A) Registration:</b> The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC/RBI, Dehradun is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p><b>SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE ONLY AT <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a></b></p> <p>1). Vendors are required to register themselves online with <a href="https://www.mstcecommerce.com">www.mstcecommerce.com</a> → e-Procurement → PSU/govt.depts. → RBI Dehradun → Register as Vendor Filling up details and creating own user id and password → Submit.</p> <p>2). Vendors will receive a system generated mail confirming their registration in their email which has been provided while filling the registration form.</p> <p>In case of any clarification, please contact MSTC/RBI, DEHRADUN, (before the scheduled time of the e-tender).</p> <p><b>MSTC Central Helpdesk Numbers-033-23400020/23400021/23400022</b></p> <p><b>Email id- <a href="mailto:helpdesk@mstcindia.co.in">helpdesk@mstcindia.co.in</a></b></p> <p><b>Contact person (MSTC):</b></p> <table><tbody><tr><td>Mr. Nitin Anand</td><td>Shri Pankaj Kumar</td></tr><tr><td>Manager (NRO)</td><td>Assistant Manager (NRO)</td></tr><tr><td>Mobile no: 9769760074</td><td>Mobile no- 7229068247</td></tr><tr><td>Email: <a href="mailto:bmcdgmstc@mstcindia.co.in">bmcdgmstc@mstcindia.co.in</a></td><td>Email- <a href="mailto:pankajkumar@mstcindia.co.in">pankajkumar@mstcindia.co.in</a></td></tr></tbody></table> <p><b>Contact person (RBI Dehradun):</b></p> <p>i) Capt. R S Bangari, Assistant General Manager, Mob: 8989792746.</p> <p>ii) Maj. Pankaj Chand, Manager, Mob: 9771431573.</p> <p>iii) Shri Sonusingh Yadav, Manager, Mob: 8141228253</p> <p><b>B) System Requirement:</b></p> <p>i) Windows XP-SP3 &amp; above/Windows 7 Operating System</p> <p>ii) IE-7 and above Internet browser.</p> <p>iii) Signing type digital signature</p> <p>iv) JRE 8 (x86 Offline) and above software to be downloaded and installed in the system. To enable ALL active X controls and disable 'use pop up blocker' under Tools → Internet Options → custom level.</p> <p>For more details, vendor may refer to the <b>Vendor Guide</b> and <b>FAQ</b> available at <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a></p>	Mr. Nitin Anand	Shri Pankaj Kumar	Manager (NRO)	Assistant Manager (NRO)	Mobile no: 9769760074	Mobile no- 7229068247	Email: <a href="mailto:bmcdgmstc@mstcindia.co.in">bmcdgmstc@mstcindia.co.in</a>	Email- <a href="mailto:pankajkumar@mstcindia.co.in">pankajkumar@mstcindia.co.in</a>
Mr. Nitin Anand	Shri Pankaj Kumar								
Manager (NRO)	Assistant Manager (NRO)								
Mobile no: 9769760074	Mobile no- 7229068247								
Email: <a href="mailto:bmcdgmstc@mstcindia.co.in">bmcdgmstc@mstcindia.co.in</a>	Email- <a href="mailto:pankajkumar@mstcindia.co.in">pankajkumar@mstcindia.co.in</a>								
2.	(A) Part I Techno-Commercial bid will be opened electronically on specified date and time as given in								

	<p>the NIT.</p> <p>(B) Part II Price bid will be opened electronically of only those bidder(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by RBI, DEHRADUN. Such bidder(s) will be intimated date of opening of Part II Price bid, through valid email confirmed by them.</p> <p><b>Note:</b></p> <p>The tenderers are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive prices while submitting the price bid. However, in case the lowest rate appears to be reasonable taking into account the prevailing market conditions, the order may be awarded to the lowest bidder and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.</p>
3.	All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
4.	<p><b>Special Note towards Transaction fee:</b> Payment of Transaction fee is online on MSTC site. After making the payment for transaction fee, the vendor should enter the transaction fee details by using the “Transaction Fee entry” Link under “My Menu” in the vendor login. Here the vendor may select the particular tender in which they want to participate by clicking on the tick box at the right and then Clicking on the “Submit” Button at the bottom of the page. Then the page appears where the vendors are required to fill up the transaction details, namely the UTR No, Date of Transaction, And the Remitting Bank in the given fields and then clicking on the “Confirm” Button.</p> <p><b>NOTE:</b> The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC. Vendors are advised not to deposit cash in bank as it becomes difficult to ascertain the details of the remitter from such cash transactions.</p> <p>Bidders may please note that the transaction fee should be deposited by debiting the account of the bidder only; transaction fee deposited from or by debiting any other party's account will not be accepted. <b>Transaction fee is non-refundable.</b> In case of failure to make payment towards Transaction fee for any reason, the vendor, in term, will not have the access to online e-tender.</p>
5.	<p>Bidder(s) are advised to make remittance of MSTC fee and EMD (if any) through separate NEFT/Mobile banking in advance to the Reserve Bank of India Dehradun.</p> <p>Vendors are instructed to use <b>Upload Documents</b> link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB. Once documents are uploaded in the library, vendors can attach documents through <b>Attach Document</b> link against the particular tender. Please note that if the documents are not attached to any tender, the same cannot be downloaded by RBI Dehradun and it will be deemed that the vendor has not submitted the documents. For further assistance please follow instructions of vendor guide.</p>
6.	All notices and correspondence to the bidder(s) shall be sent by email only during the process till finalization of tender by RBI, DEHRADUN as well as by MSTC (e-procurement service provider). Hence the bidders are required to ensure that their email address provided is valid and updated at the stage of registration of vendor with MSTC (i.e., Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).
7.	<p>(i) Please note that there is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, bidders are requested to see the web site once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. <b>The responsibility of downloading the related corrigendum, if any, will be of the bidders only.</b></p> <p>(ii) No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer (s) who have downloaded the documents from web site. Please see website <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> of MSTC Ltd.</p>
8.	E-tender cannot be accessed after the due date and time mentioned in NIT.
9.	<p><b>Bidding in e-tender</b></p> <p>a) Bidder(s) need to submit necessary EMD (if any), Tender fees (If ANY) and Transaction separately for the e-tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI, DEHRADUN.</p> <p>b) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as</p>

	<p>Price Bid.</p> <p>c) The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website <a href="http://www.mstcecommerce.com">www.mstcecommerce.com</a> → e-procurement new → My menu → Auction Floor Manager → live event → Selection of the live event → Techno Commercial Bid.</p> <p>d) The bidder should allow to run an application by accepting the risk and clicking on run. This exercise has to be done twice immediately after reaching the bid floor. If this application is not run, then the bidder will not be able to save/submit his bid. (For details refer vendor guide &amp; FAQ).</p> <p>e) First the vendor needs to fill up the Commercial specification if any and save it. Then the vendor should fill up the Techno-commercial bid. After filling the Techno-Commercial Bid, bidder should click 'save' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on "save" to record their price bid. Then once both the Techno-Commercial bid &amp; price bid has been saved, the bidder can click on the "Final Submission" button to register their bid.</p> <p><b>NOTE:</b> - After clicking the final submission two more options will show up, "Withdraw bid" and "Delete bid". If the vendor wants to withdraw its bid permanently then they should click withdraw bid link. He/she will not be able to bid again. If the vendor wants to delete the bid after final submission and re submit the bid, then he/she should click delete bid and resubmit the same and again click final submission.</p> <p>f) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>g) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.</p> <p>h) The e-tender floor shall remain open from the pre-announced date &amp; time and for as much duration as mentioned above.</p> <p>i) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter <b>SUPPLIER/CONTRACTOR</b>.</p> <p>j) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>k) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>l) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms &amp; conditions for the tender.</p> <p>m) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.</p>
10.	Any order resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.
11.	No deviation to the technical and commercial terms & conditions are allowed.
12.	RBI, DEHRADUN has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
13.	The online tender should be submitted strictly as per the terms and conditions and procedures laid down on the website <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a>
14.	The bidders must upload all the documents required as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
15.	The bid will be evaluated based on the filled-in technical & commercial formats.
16.	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 (if any) of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidder.

**Section-III**  
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## General Instructions to Bidders

<b>A. General</b>	
<b>1. Scope of Tender</b>	<p>1.1 The Bank Invites e-tenders from the eligible reputed agencies for providing services of sniffer dog with Handlers squad at the office premises of RBI, Dehradun. The estimated value of contract for the contract period is ₹ 12,84,250/- (Rupees Twelve Lakh Eighty-Four Thousand Two Hundred Fifty Only)) including GST. Detailed terms and conditions of the work have been provided at Section V of this tender document.</p>
	<p>1.2 Details of number of Dogs &amp; Dog Handlers Required are provided in <a href="#">Annexure-I</a>. The Bank reserves the right to increase/ decrease the size of Sniffer Dog/Handlers Squad.</p>
	<p>1.3 Details Scope of Works and Services are enumerated in <a href="#">Annexure-II</a>.</p>
<b>2. Prohibited Practices</b>	<p>2.1 The Bank requires that tenderers, suppliers, contractors, interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank</p> <p>(a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:</p> <p>(i) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;</p> <p>(ii) "fraudulent practice" means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;</p> <p>(iii) "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and</p> <p>(iv) "collusive practice" means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;</p> <p>(b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question;</p>

	<p>(c) may declare a tenderer ineligible, either indefinitely or for a stated period, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract.</p> <p>2.2 Furthermore, tenderers shall be aware of the provisions stated in Section V (General and Specific Conditions of Contract).</p>
<p><b>3. Eligible Tenderers/ Eligibility Criteria</b></p>	<p>The Agency participating in the bidding process should have been registered as a company/firm/proprietor with the statutory body concerned. In the case of a company, the Certificate of Incorporation, Certificate of Commencement of Business, Memorandum and Article of Association of the company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In the case of partnership firm, the partnership deed, power of attorney, if any and particulars of all the partners constituting the firm; and in the case of Proprietorship concern, the particulars of the individual(s) involved therein along with the name(s) and address(es), etc., are required to be submitted. During the duration of contract, the agency shall maintain the registrations/licenses valid by renewing, where applicable. Bidders intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bid. Bidders participating in the tender need to authorize an official to sign the tender documents and upload them on MSTC. The authorization letter to this effect needs to be uploaded on MSTC web site.</p> <p>The basic minimum requirements to qualify to participate in the tender are as follows:</p> <p><b>3.1 Experience</b></p> <p>(a) The agency must be providing services of Sniffer dog with Handlers handling in any one of the following segments (i) Five Star or above Hotels, (ii) International/Domestic Airports, (iii) Metro Railway Stations, (iv) Luxury shopping malls, (v) Reputed Public/Private Sector banks/enterprises, (vi) Educational Institutions/ Campuses/ Hostels, etc.</p> <p>(b) Should have minimum 5 years of experience of executing above work in any one of the above-mentioned places up to the last day of the month previous to the month when tender was invited (i.e. September 30, 2025). The Agency should furnish their client list showing the details of work carried out by them during the last five years as per the <a href="#">Annexure-XII</a>. At least one completion certificate/ work order/ copy of agreement to be compulsorily uploaded to establish that the company is in the business of Sniffer Dog with Handlers service on or before October 01, 2020.</p>

**3.2 Minimum years of each completed work**

(a) Experience of having successfully completed similar work should be any of the following:

(i) One similar work costing not less than 80% of the estimated cost (i.e. 12,84,250/- and above)

or

(ii) Two similar works individually costing not less than 50% of the estimated cost (i.e. 12,84,250 and above)

or

(iii) Three similar works individually costing not less than 40% of the estimated cost (i.e. 12,84,250 and above)

(b) Client reports for satisfactory completion/performance are to be uploaded as per [Annexure-X](#) towards establishing minimum eligibility. **Labour Licenses obtained for clients (whose performance certificates have been submitted towards establishing minimum eligibility) need to be compulsorily submitted if 20 or more dog handlers were supplied.**

(c) The other satisfactory completion/performance certificates (i.e. other than those submitted towards establishing minimum eligibility) are to be uploaded separately.

**3.3 Location of the office.** The tenderer should have registered itself for supply of sniffer dog service, among others, in any part of India. The full address along with the details of a contact person of the office/sub-office nearest to Dehradun should be provided.

**3.4 Annual Turnover.** Should have a minimum annual turnover of amount equal to ₹12,84,250 (Rupees Twelve Lakh Eighty-Four Thousand Two Hundred Fifty Only), from provision of Sniffer Dog/Security Services activities, during the last 3 years i.e., up to March 31, 2025. The document regarding this needs to be certified by a chartered accountant as per [Annexure-XII](#).

**3.5 ISO Certification, SA 8000, OHSAS 18001.** The bidder having a quality certification, viz., ISO-9001 / SA-8000 / OHSAS-18001 / any other certification applicable to sniffer dog services, will have to upload it while submitting the online tender. This is not a mandatory requirement but will be taken into consideration for evaluation of the tender.

	<p><b>3.6 ESIC, EPFO Registration.</b> The Agency must be registered with ESIC and EPFO.</p> <p><b>3.7 Training Setup.</b> The agency should have its own training set up for providing necessary training to dogs. Documentary evidence of the same shall have to be uploaded during online submission of the tender. In the absence of own training facility, the agency should have tie-up with any authorized training facility for this purpose. The evidence of agreement/MoU, etc., needs to be uploaded in this case.</p> <p><b>3.7 Certificate of Registration of Establishment.</b></p> <p>3.7.1 The Agency should be in possession of a valid certificate of registration of Establishments from Dehradun Labour Administration and Commercial Establishments Act, 1958 and/or any other applicable law, such as, Contract Labour (R&amp;A) Act 1970 and Contract Labour (Regulation and Abolition) Act, Factories Act, etc.</p> <p>3.7.2 If the agency does not have a registration of establishment from Dehradun administration, it should be willing to open a sub-office within 30 days from award of contract, if maintaining a sub-office/additional place of business required to comply with statutory guidelines of any authority of Govt of India or Dehradun UT. Towards this, an undertaking needs to be provided while submitting online tender.</p> <p>3.7.3 In the case of failure to do so, when required, the Bank may withdraw the award of tender to the agency and/or penalise the agency by way of forfeiting EMD or invoking bank guarantee or by any other appropriate means.</p> <p><b>3.8 Banker Details and Banker's Financial Credibility Certificate.</b> Written information about the names and address of the Bankers with full details like names, present contact / postal addresses, e-mail IDs, telephone (landline and mobile) nos.,etc., of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished as per <a href="#">Annexure-XI</a>.</p> <p>The Agency should furnish the above-mentioned certificate issued by the applicant's banker, specifically for the work, for an amount equivalent to annual value of the work estimated to be ₹ 12,84,250(Rupees Twelve Lakh Eighty Four Thousand Two Hundred Fifty Only) not older <b>than six months from the date of this tender.</b></p>
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#### **B. Contents of Tender Document**

<b>4. Sections of Tender Document</b>	<p>The tender document consists of two parts which include all the Sections indicated below and should be read in conjunction with any Article/Section issued in accordance with General Instructions</p>
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	<p>to Bidders.</p> <p><u>Tendering Procedures (Part-I)</u></p> <ul style="list-style-type: none"> <li>•Section-I: Schedule of Tender</li> <li>•Section-II: Important Instructions regarding E- Tender</li> <li>•Section-III: General Instructions to Bidders</li> <li>•Section-IV: Evaluation / Selection Criteria</li> <li>•Section-V: General and Specific Conditions of Contract (<a href="#">Annexure-I to IV</a>)</li> <li>•Section-VI: Standard Formats (<a href="#">Annexure-V to XII</a>). <u>Tendering Procedures (Part-II)</u></li> <li>•Section VII: Financial Bid</li> </ul>
<b>5. Clarification of Tender Document</b>	Bidders may get their queries clarified during the pre-bid meeting.
<b>6. Amendment of Tender Document</b>	<p>6.1 At any time prior to the deadline for submission of Tenders, the Bank may amend this document by issuing amendments / corrigendum on RBI website (<a href="http://www.rbi.org.in">www.rbi.org.in</a>) and MSTC website.</p> <p>6.2 Any amendments / corrigendum issued shall be a part of this document.</p> <p>6.3 To give prospective tenderers reasonable time to take any / all amendments / corrigendum into account in preparing their Bids, the Bank may, at its discretion, extend the deadline for the submission of Tenders.</p>
<b>C. Preparation of Tenders</b>	
<b>7. Cost of Tendering</b>	The tenderer shall bear all costs associated with the preparation and submission of its Tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.
<b>8. Documents Comprising the Tender</b>	<p>The Tender shall comprise the following documents:</p> <ul style="list-style-type: none"> <li>• Tender Notice</li> <li>• Technical Bid Details</li> <li>• Financial Bid Details</li> <li>• Earnest Money Deposit (EMD)</li> <li>• Performance Bank Guarantee to be furnished after award of contract by the successful tenderers.</li> <li>• Contract Agreement (after award of contract by the successful tenderers).</li> <li>• Any other such document issued in this regard during the currency of the contract</li> </ul>

<b>9. EMD as Tender Security and Transaction Fee</b>	<p>9.1 Tenderers need to submit necessary EMD and Transaction fees to be eligible to bid online in the e-tender. Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded. EMDs of successful bidder can be converted to Security Deposit and the balance of security deposit has to be deposited by the successful bidder. EMD can be returned to the successful bidder on submission of Performance Bank Guarantee of specified amount.</p> <p>9.2 Tenders without EMD will not be considered as a bona fide tender and hence, will not be accepted under any circumstances.</p> <p>9.3 Transaction fee is non-refundable. A vendor will not have the access to online e-tender without making the payment of transaction fee.</p> <p>9.4 EMD shall be forfeited, if the bidder withdraws his bid during the period of tender validity or fails to execute the contract on award of work.</p> <p>Intending tenderer has to deposit a sum of Rs.25,685/- (Rs. Twenty Five Thousand Six Hundred Eighty Five Only) along with the Part I/ Technical – Commercial Bid as EMD by NEFT towards:</p> <p>Beneficiary Name: Reserve Bank of India, Dehradun.  IFSC: RBIS0DNPA01 (Fifth and tenth characters are Zero)  Account No: 186003001  <i>{Intimate/ forward the transaction details on <a href="mailto:estatedehradun@rbi.org.in">estatedehradun@rbi.org.in</a>}</i>  • <b>Please Write “EMD for Tender of Sniffer Dog Squad” in narration</b></p>
<b>10. Letter of Tender</b>	<p>The tenderer shall submit the Tender using the class 3 digital signature via e-tendering process without any alterations. All blank spaces shall be filled in with the information requested.</p>
<b>11. Documents Establishing the qualifications of the Tenderer</b>	<p>To establish its qualifications to perform the Contract in accordance with Section-III (Para 3), the tenderer shall provide the information in the format prescribed in the annexures to Section-V &amp; VI (Standard Formats).</p>
<b>12. Visit to Department</b>	<p>The bidder is required to provide services of Sniffer Dog Squad and is advised to visit and acquaint himself with the operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to the Department and is aware of the operational conditions prior to the submission of the tender documents.</p>
<b>13. Period of validity of Tenders</b>	<p>13.1 The validity of tender along with the prices shall be 90 days from the last date of the submission of tender.</p> <p>13.2 In exceptional circumstances, prior to the expiration of the</p>

	<p>Tender validity period, the Bank may extend the period of validity of their Tenders subject to feasibility of MSTC ecommerce website. The request and the responses shall be made in writing.</p> <p>13.3 The Tenderer shall not cancel or withdraw the tender during this period or change the quoted rates.</p>
<b>D. Submission and Opening of Tenders</b>	
<b>14. Submission, Sealing and Marking of Tenders</b>	<p>14.1 Tenderers submitting Tenders electronically shall follow the electronic Tender submission procedures specified in the Instructions regarding E-Tender.</p> <p>14.2 The tenderers may submit their online Technical and Financial Bid, (competitive rates) along with copies of necessary documents as mentioned in prescribed format mentioned at (Part-I, <a href="#">Annexure-VI</a> and Part II <a href="#">Annex XIV</a> respectively). E-Tender with all information shall be submitted on or before the prescribed time and date. Incomplete Tenders will be summarily rejected.</p> <p>14.3 The tenderers shall quote rates inclusive of all components factored as mentioned in <a href="#">Annexure-XIV</a>.</p> <p>14.4 If desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of Tender.</p>
<b>15. Deadline for Submission of Tenders</b>	<p>15.1 Tenders must be filled online through e-tendering process mentioned in this document, not later than the date and time indicated in this document.</p> <p>15.2 The Bank may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.</p>
<b>16. One Bid per Bidder</b>	Each bidder shall submit only one tender either by himself or as a partner in joint venture. If a bidder or if any of the partners in a joint venture participate in more than one bid, the bids are liable to be rejected.
<b>17. Late Tenders</b>	No Tender after the deadline shall be allowed on the website.
<b>18. Tender Opening</b>	<p>18.1 The Bank shall open the Tender (Part-I) electronically on the notified date. Part-II will be opened for those bidders who qualify in Part-I. Date of opening of Part-II will be notified by email to the successful bidders on their valid email address.</p> <p>18.2 The tender documents which do not comply with the conditions prescribed in the tender form will be summarily rejected. Conditional bids will also be summarily rejected.</p>
<b>E. Examination of Tenders</b>	
<b>19. Confidentiality</b>	Information relating to the evaluation of Tenders shall not be disclosed to other tenderers or any other person not officially concerned with such process until information on Contract award is

	communicated to all tenderers.
<b>20. Clarification of Tenders</b>	<p>20.1 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 of 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.</p> <p>20.2 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.</p>
<b>F. Tender Evaluation and Comparison</b>	
<b>21. Evaluation of Tenders</b>	<p>21.1 The tenders shall be evaluated on the basis of documents uploaded by the vendors as per the Checklist provided at <a href="#"><u>Annexure VI</u></a> vis-à-vis the conditions mentioned in the Tender document.</p> <p>21.2 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.</p> <p>21.3 In case, the quoted amounts in the financial bids being equal for more than one agencies, then the work will be awarded to the agency which has higher turnover.</p>
<b>22. Qualification of the Tenderer</b>	The Bank shall determine, to its satisfaction, whether the selected tenderer meets the qualifying criteria in accordance with Section III (Para 3).
<b>23. Bank's Right to Accept Any Tender, or to Reject Any or All Tenders</b>	<p>23.1 The Bank reserves the right to accept or reject any tender, or to annul the Tendering process or to reject all Tenders at any time prior to award of contract, without thereby incurring any liability to tenderers or assigning any reason thereof. Further the conditional bids shall be rejected out-rightly.</p> <p>23.2 The Bank is not bound to accept the lowest tender and reserves the right to accept any tender either in full or in part. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.</p>
<b>G. Award of Contract</b>	
<b>24. Award Criteria</b>	<p>24.1 The tenderer who qualifies in the evaluation process as mentioned at Para 21 above shall be awarded the tender.</p> <p>24.2 Prior to deployment of Dog Squad, the Bank will require the service provider to mandatorily organize a sniffing &amp; detection capability test of the Dogs in the office premises of the Bank and</p>

	<p>the contract will be awarded only after the satisfactory performance of the Dog Squad.</p> <p>24.3 If the Dog Squad fails to perform in the sniffing test up to the satisfaction of the Bank, the Bank reserves the right to reject the L1 tenderer.</p>
<b>25. Notification of Award</b>	<p>25.1 The award of contract will be notified to the selected tenderer through written communication.</p> <p>25.2 Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract. The successful tenderer shall take over entire work on the date as specified by the Bank.</p>
<b>26. Signing of Contract</b>	<p>The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value as applicable within 15 days of award of work. The stamp duty shall be borne and paid by the contractor. 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. The agreement and rates will be initially valid for first year and extendable up to two more years subject to annual review of the performance of the contractor(s) by the Bank and mutual consent.</p>
<b>27. Performance Security</b>	<p>27.1 The successful tenderer shall furnish along with the contract Performance Bank Guarantee (PBG) of 5% of contract amount as per format placed at <a href="#">Annexure-XIII</a>.</p> <p>27.2 This PBG has been calculated for 12 months of tender value. In the case of extension of contract for one more year, the PBG amount will be increased proportionately, and the agency has to resubmit the PBG for the enhanced amount.</p> <p>27.3 Failure of the successful tenderer to submit the Performance Bank Guarantee or to sign the Contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderer.</p> <p>27.4 The PBG shall be released without interest after 2 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the agency or its employees. In the case of any complaint or pending dues, the PBG shall be discharged only after adjusting all dues, liabilities, etc.</p>

## Section-IV: Evaluation/ Selection Criteria

### Technical Bid Evaluation

1.	<p>1.1 First, Part-I (Technical bid) will be evaluated. Tenderers shall furnish information for Technical Evaluation as per Standard Formats in Section VI.</p> <p>1.2 Supporting documents for the various items indicated in the checklist (<a href="#">Annexure-VI</a>) should be submitted for technical evaluation.</p> <p>1.3 The Bank shall scrutinize the information and documents submitted by the tenderer vis-à-vis eligibility criteria and evaluate the feedback from bankers, if and when obtained directly from the bankers, existing clients if required, and the findings from site visit, if undertaken; to arrive at a decision regarding qualification in Technical Evaluation.</p> <p>1.4 To assist in the examination, evaluation, comparison of the Tenders and qualification of the tender, the Bank may, at its discretion, ask any bidder for any 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.</p> <p>1.5 If a bidder 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.</p> <p>1.6 The financial bids of all the technically qualified firms/agencies/bidders will be opened for financial evaluation. The work will be awarded to a bidder as per financial/price bid evaluation as per the terms and conditions mentioned in the Part II (Financial Bid) of the tender. In case the quoted amounts in the financial bids of more than one agency becomes L1, then the work will be awarded to the agency which has higher turnover.</p> <p>1.7 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.</p>
2.	<p>2.1 The Bank's Officials may conduct site visits to assess the quality and other aspects of the existing contracts of bidders as per the above criteria.</p> <p>2.2 A list of such places i.e., complete address details of clients in Dehradun along with contact details of the contact person should be provided.</p>

**Section V**  
**GENERAL AND SPECIFIC CONDITIONS OF CONTRACT**

**Annexure-I**

**Details of Sniffer Dog with Handlers Squad Required: -**

<b>Place of Deployment</b>	<b>Composition of Dog Squad</b>
RBI Main Office Building, Dehradun	02 Dogs with 02 handlers

Dog Squad will be required to perform duties from 9 am to 5 pm on all days excluding Sundays and Holidays, which is subject to change as per requirement of the Bank.

## Scope of Works and Services

**Broad Scope of Work:** The Agency is advised to visit the site before quoting their rates to assess the quantum of work. The scope of work shall include the following:

1. All Dog Squad will report for duty ten minutes before their duty start time and will be well turned out, The Sniffer Dog will take rounds of the periphery, parking area and office premises to carry out sanitization in the morning hours before taking up position at the main gate area.
2. At the main gate area, the Sniffer Dogs will check all the vehicles entering in the Main Office Premises including the boot space of cars for any explosive materials. The Dog Handler will give command/instructions to the Dogs and take the sniffer dog around the car to detect any explosives and after satisfying that the vehicle is free from any explosives, the Dog Handler will signal the driver of the vehicle to proceed ahead.
3. Dog Handler shall request the driver of the vehicle/car to switch off the ignition of the car/vehicle in case the Dog is reluctant to check the vehicle because of noise of the engine.
4. Checking of all incoming vehicles, including cash/bullion van entering in the main office premises at any time.
5. Checking of cars of dignitaries/ VIPs during various administrative meetings held at the main office premises. During such occasion both the Sniffer Dogs with handlers are required to be present for smooth functioning.
6. Taking rounds in the Banking Hall of the main building and other areas where general public interface is present in order to ensure that these areas are free from any explosive materials.
7. Respond in any emergency for detection or identification of explosives /unattended bags in the main office premises.
8. Dog handlers will carry out basic exercises of the dogs in morning/evening hours to maintain the dogs in fit condition.
9. The dogs should be available for any other duties as and when instructed by the Bank and its authorities.
10. Any other duty pertaining to sniffing by dog as and when required by the office.

### **Terms and Conditions of the Contract**

- (1) The Agency will provide the services of 02 sniffer dogs (preferably Labradors) with 02 handlers to the Bank. The Agency should possess complete documentation confirming the breed and parental history of each sniffer dog deployed by it with the Bank. A certificate in this regard should be deposited with the Bank before deployment.
- (2) The successful bidder must deploy the Sniffer dogs with Handlers at the Bank's main gate and at any other place/s as desired by the Bank from 9 am to 5 pm on all working days including Saturdays. The Bank may ask for increasing the number of Dogs & their Handlers as per its requirement in future, at the cost, as quoted by the successful bidder in financial bid. Accordingly, the work orders and such other documents will be modified.
- (3) The entire responsibility of presenting the Dog and Dog Handlers on continuous duty at the Bank's premises will be borne by the service provider (successful bidder).
- (4) Prior to induction & deployment of Dogs' Squads, the service provider shall organize Dogs' sniffing & detection capability tests of Dogs in the Bank's premises. This is an essential condition of the tender and the contract will be awarded only after their satisfactory performance.
- (5) The dogs should be within the age of 1 to 6 years and should have been subjected to physical and medical fitness test by authorized veterinary doctor. **The Agency shall submit medical certificates for the dogs as well as handlers before they are pressed into service, stating that they do not suffer any illness which will hamper their sufficient functioning and that the dogs are immunized once before initial deployment and further at periodic intervals as per the government guidelines on immunization of pets.**
- (6) **The dog and handler should have undergone basic training at least for two months at an authorized training school. The dog and handler should also undergo refresher training every two years.**
- (7) **The dog should be put through simulated exercises on a regular basis for detecting explosive substance hidden inside vehicle, etc., with the help of training aids. The approved training Kit should be provided by the vendor. Both the sniffer dogs shall undergo Explosive Detection Test Bi-Annually conducted in the Bank premises under the supervision of the Security Manager of the Bank.**
- (8) The dogs should be available for duty as and when required by the Bank during the working hours or otherwise in the case of an urgency. The Bank may, if required, utilize the dogs for sanitizing Bank's premises.
- (9) The grooming of dogs and maintenance/cleaning of kennel where-ever provided by vendor and litter, if any, on daily basis shall be the responsibility of the Agency.
- (10) If a dog or handler is unable to attend duty due to sickness/ill health, the Agency shall provide suitable substitute with same capabilities and competence.
- (11) The Agency must submit an undertaking to the effect that it is following the applicable provisions of **Prevention of Cruelty to Animals Act, 1960**.
- (12) The responsibility of providing food and water to dogs and meal/tea/coffee to handlers will be with the Agency. Dogs' food brands will be Royal canine/drools premium/pedigree premium.
- (13) The sniffer dogs should be trained to detect all kinds of explosives, i.e., RDX, TNT, Gunpowder, PEK, etc. (the list is only indicative and not exhaustive).

(14) The Agency has to submit the proof of contact no/names of officials handling the Contract.

(15) A representative of the agency should visit every six months / at the instance of the Bank to carry a hygiene and sanitation inspection of the living area of handlers and kennel.

(16) The dogs deployed should undergo medical fitness tests and checks including olfactory test periodically at the cost of the service provider.

(17) Applying Agencies will have to satisfy the Bank with documentary evidence in support of their required eligibility and in the event of their failure to do so the Bank reserves the right to reject their bid.

**(18) The agency shall be responsible to provide minimum two sets of uniform (as approved) each for winter and summer respectively and ensure that the Handlers are always in proper uniform to be supplied by the Agency, while on duty. In this regard, the Agency shall at its own cost must provide to the dog suitable covering and dog handler 02 sets of uniforms, Shoes, Socks, jackets for winter, Raincoats for monsoon and Name plates. The Dog handling equipment like Dog collars, strap/ chains, Dog feed, dog medicines etc., or any other required equipment, shall be provided by agency and for the proper maintenance of the same the agency alone shall be liable. The Bank shall not have any liability in this regard.**

(19) If the handler posted at the premises goes on leave, the Tenderer shall provide a suitable reliever at his cost. If not provided, the Bank is not bound to pay their wages or such other dues charged in the Bill and may invoke penal action as mentioned in tender terms.

(20) The agency 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 Agency will be responsible for the payment of damage and/or compensation that may be payable to the victim and the Bank shall be absolved of all responsibilities and liabilities in this matter.

(21) The Sniffer Dog with Handlers Squad provided shall be the employees of the Agency and all statutory liabilities will be adhered to by the agency such as ESI, EPF, Workmen's Compensation and other statutory payments i.e. Bonus, etc.

(22) The agency shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages Act, 1948 (Central Govt. rates) and Contract Labour (Regulation & Abolition) Act 1970, EPF, etc., with regard to the Sniffer Dog Squad engaged by him for works and any other statutory obligation placed on the Agency by any Government Authority. Failure by the agency on any of these terms shall constitute enough grounds for termination of the agency.

(23) As far as EPF is concerned, it shall be the duty of the agency to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel deployed and an equal employer's amount of contribution should be deposited with the respective PF authorities within 7 days of close of every month, with full particulars of employees engaged. In the case of any penalty/ liability on account of noncompliance on this aspect, the onus shall lie on the agency.

(24) The receipts of depositing employer's and employee's contribution towards EPF/ESI, etc., will be required to be furnished by the agency to the Bank every month along with monthly bill.

(25) The eight hours shift generally will be from 09:00 Hrs to 1700 Hrs with half an hour break. But the timings of the shift are changeable and shall be fixed by the Bank

from time to time depending upon the requirements. Prolonged duty hours (more than 8 hours at a stretch) shall not be allowed.

- (26) No medical Facility / Gratuity etc., will be provided by Reserve Bank of India.
- (27) **The Bank shall arrange for Dog Kennel for Sniffer Dogs and appropriate rooms / infrastructure for the comfortable stay of its Handlers inside the premises. However, no extra additional cost other than this will be borne by the Bank.**
- (28) The list of staff going to be deployed shall be made available to the Bank along with the essential documents, i.e., ID proof, Police Verification, EPF, ESI, Medical Fitness certificate issued by Medical Officer.
- (29) Any change being made in the list of staff deployed shall be done in consultation with the Bank officials.
- (30) The agency shall change the Sniffer Dog Squad in the case of any adverse observations made by the Bank, dereliction of duty, etc., or for any other reason pointed by the Bank.
- (31) In the case of any Attendant/Dog being on leave/absent, the Agency shall ensure that a substitute is provided. The service provider will ensure that Sniffer Dog Squad staff should not be changed on ad-hoc basis. If not provided, the Bank is not bound to pay their wages or such other dues charged in the Bill and may invoke penal action as mentioned in tender terms.
- (32) The Agency's Staff/Dog shall perform duties according to the detailed Standard Operating Procedures prepared by the Security Officer of the Bank.
- (33) It shall be the responsibility of the contractor to ensure that the Dog Squad staff deployed by him are physically & medically fit, active, healthy, smart, and intelligent with good bearing, honest and competent, free from any disease contagious or otherwise. The responsibility of their discipline will be that of the Contractor. The persons provided should have proper knowledge of their job. Persons so engaged by the contractor shall be properly trained Sniffer Dog and Handlers Squad of high integrity and good conduct and preferably below the age of 55 years. In no circumstances, Dog Handlers below 18 years of age should be employed.
- (34) The Regional Director, Reserve Bank of India, Dehradun or any other persons authorized by the Regional Director shall be at liberty to carry out surprise check on the persons as deployed by the contractor to ensure that persons deployed by it are doing their duties effectively.
- (35) The antecedents of handler staff shall be verified by the agency from concerned police authority before they are deployed, and an undertaking in this regard shall be submitted to the Bank by the agency.
- (36) The agency will maintain suitable registers on which day to day deployment of personnel at Bank. This will be countersigned by the security officer in the Bank building. While raising the bill, the deployment of the personnel engaged during each month, shift wise, should be shown. The agency must give an undertaking (on the format), duly countersigned by the officer of the Bank, regarding payment of wages as per applicable rules and laws in force.
- (37) All liabilities arising out of accident or death while on duty shall be borne by the agency. For this purpose, the agency shall maintain adequate insurance cover. The Bank shall not be responsible for payment of any compensation for death or injury or

accident to any of the Dog/Dog Handler which may arise out of and in the course of their duties and employment.

(38) The agency shall at its own expense, arrange to effect and maintain comprehensive insurance (workmen compensation policy for salary quoted) for its Sniffer Dog and Handlers Squad, etc., reflecting Reserve Bank of India as the Principal Employer. A copy of the same shall be provided to the Bank.

(39) The Agency shall depute a single nodal point of contact in its office for interacting with the Bank. The agency should depute its authorized official once in a week to interact with the Bank for sorting out issues if any.

(40) Agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Bank and shall not knowingly lend to any person or company any of the effects of the properties being managed.

**(41) The agency shall be responsible to provide minimum two sets of uniform (as approved) each for winter and summer respectively and ensure that the Handlers are always in proper uniform to be supplied by the Agency, while on duty. In this regard, the Agency shall at its own cost must provide to the dog suitable covering and dog handler 02 sets of uniforms, Shoes, Socks, jackets for winter, Raincoats for monsoon and Name plates. The Dog handling equipment like Dog collars, strap/ chains, Dog feed, dog medicines etc., or any other required equipment, shall be provided by agency and for the proper maintenance of the same the agency alone shall be liable.**

(42) The Sniffer Dog Handler or any other employee of the agency shall not accept any gratitude or reward in any shape / form / cash / kind.

(43) Under the terms of their employment agreement with the agency the Dog Squad shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the agency and for the Bank as long as they are deployed at Bank's premises.

(44) That in the event of any loss occasioned to the Bank, because of any lapse on the part of the agency which will be established after an enquiry conducted by the Bank, the said loss can be claimed from the agency up to the value of the loss. The decision of the Bank will be final and binding on the agency.

(45) The agency shall do and perform all such Sniffing/Area Sanitization and allied services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the Bank may issue from time to time, and which have been mutually agreed upon between the two parties.

(46) The agency may remove, re-deploy or manage its employees deployed at the Bank's premises only after the consent of In-Charge (P&SO). While the agency will also be maintaining the agreed strength, however the service provider will ensure the Dog Squad are not changed on ad-hoc basis.

(47) The personnel engaged by the agency shall always while deployed at the Bank's premises, will follow the duties as mentioned by the Bank in agreement with the Agency, failing which penalty(ies) as mentioned in the Working Penalty Clause will be imposed. The penalty on this account shall be deducted from the agency's bills.

(48) The personnel engaged must be courteous with pleasant mannerism in dealing

with the Bank's staff / visitors, etc., and should project an image of utmost discipline. The staff deployed by the agency should be properly, cleanly and smartly attired and should display their identity cards while on duty. Their uniforms should be ironed, and shoes should be black and polished.

(49) The contractor shall submit police verification details and other details, such as names, parentage, residential address, age, etc., along with recent photograph of the persons deployed by him, within one month from the date of award of tender. For proper identification of the employees of the contractor deployed for the work, he shall issue identity cards bearing their photographs/identification, etc., and such employees shall display their identity cards at the time of duty.

(50) The payment would be made at the end of every month based on the actual shift manned/ operated by the personnel supplied by the agency and based on the documentary proof jointly signed by the representative of the Bank and the agency/ its representative /personnel authorized by it. No other claim on whatever account shall be entertained by the Bank.

(51) In case any of agency's personnel(s) deployed under the contract is (are) absent, a penalty as mentioned in the Working Penalty Clause shall be levied by the Bank and the same shall be deducted from the agency's bills. An official warning letter shall also be issued by the Bank to the agency as it will be construed as exposing the Security of Bank' property to funder extreme "Higher Risk" level.

(52) In case any of agency's personnel deployed under the contract fails to report in time and agency is unable to provide suitable substitute in time for the same it will be treated as absence and a penalty as mentioned in the Working Penalty Clause shall be levied.

(53) In case any complaint is received attributable to misconduct / misbehavior of agency's personnel, a penalty as mentioned in the Working Penalty Clause shall be levied and the same shall be deducted from agency's bill. Further the concerned personnel may have to be removed if desired by the Bank. An official warning letter can also be issued to the agency by the Bank.

(54) Any liability arising out of any litigation (including those in consumer courts) due to any act of agency's personnel shall be directly borne by the agency including all expenses / fines.

(55) If any amount 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 agency. The Bank shall be entitled to recover the amount from the agency by deduction from money due to the contractor or from the Performance Security.

(56) The agency shall not engage any such sub-contractor or transfer the contract to any other person in any manner.

(57) The agency shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Bank, etc.

**(58) Abiding by the provisions of Sexual Harassment of Women (Prevention, Prohibition and Redressal) Act, 2013 at workplace:**

- The Successful Bidder shall be solely responsible for full compliance with the provision of 'Sexual Harassment for women at workplace (Prevention, Prohibition & 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 Successful Bidder the Successful Bidder shall ensure appropriate action under the said Act in respect of the complaint.

- Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- The Successful Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee of the Successful Bidder, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Successful Bidder is proved.
- The Successful Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
- The Successful Bidder shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

(59) The contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the Reserve Bank of India, Dehradun indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expenses arising out from the non-compliance of the aforesaid statutory provisions. Contractor's failure to fulfil any of the obligations hereunder and/or under the said Acts, rules/regulations and/or any bye-laws or rules framed under or any of these, the Reserve Bank of India, Dehradun 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, from the contractor's monthly Payment and Security Deposit, if any.

(60) The Agency shall abide by the provisions of the Child Labour (Prohibition and Regulation) Act 1986, shall not deploy any person in violation of the provisions of the said act.

(61) The Agency shall comply with the provisions of the Factories Act 1948, Contract Labour (Regulation and Abolition) Act 1970, Child Labour (Prohibition and Regulation) Act 1986, Employees State Insurance Act 1948, Workmen's Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Employees Liability Act, 1938, Employment of Children Act 1938, Minimum Wages Act 1948, Payment of Wages Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Maternity Benefit Act 1961 and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time. The Agency shall produce registers and records and comply with other directions issued by the Bank for compliance of the statutory provisions.

(62) Working penalty: As mentioned in [Annexure-IV](#).

(63) **Period of contract:**

- (a) The contract, if awarded shall be initially valid from April 01, 2026 to March 31, 2027.
- (b) The Bank may extend the period of the contract for a further period of up to two years (one financial year at a time i.e., 2027-28 and 2028-29) on terms mutually agreed upon and subject to, satisfactory performance of the agency as assessed by the Bank.

(c) Either party shall be at liberty to terminate the agreement by giving three clear calendar months' notice in writing.

(64) **Risk Clause:** Notwithstanding anything contained in any other clause, RBI reserves the right to terminate the contract due to any failure on the part of the Agency in discharging its obligations under the contract or in the event of it becoming insolvent or going into liquidation. The decision of the RBI about the failure on the part of the Agency shall be final and binding on the Agency. This termination can be done at a notice of 10 working days. In the event of any failure on the part of the Agency, RBI shall have the right, without any prejudice, to get the work done through any other alternate Agency at the risk and cost of the Agency. The additional cost, loss, if any incurred by RBI would be recovered from the Agency.

(65) **Payment to the agency:** The charges quoted will cover the cost of the services of manpower deployed shall be payable on monthly basis subject to submission of invoice and allied mandatory documents. The payment thereon will be made after the same is duly certified by the Bank's Officers that the services provided have been satisfactory and after deducting all statutory dues/taxes, etc. The payment would be made on monthly basis for actual shifts manned/operated by the personnel supplied by the contractor and based on the attendance sheets duly verified by the P&SO and other supporting documents. No other claim on whatever account shall be entertained by the Bank. The agency will strictly ensure payment of entitled wages to the staff deployed in Sniffer Dog Squad by 10<sup>th</sup> day of next month without waiting for disbursal by the Bank. Also, the applicable bonus payment shall be done timely (once in year). In view of this, the following procedure will be adopted. The bills shall be submitted along with the following documents in respect of the contractual employees deployed at RBI Dehradun, mandatorily:

- (a) Current month Invoice in original.
- (b) Current month Attendance sheet.
- (c) Previous month wage disbursal record (bank a/c debit statement along with summary report). No cash payment should be made in any circumstances.
- (d) **Previous month wage slips duly signed by the individual contract Labourers, having received the amount mentioned in the wage slip.**
- (e) Previous month ESI remittance challan, as applicable, with consolidated and breakup details.
- (f) previous month EPF remittance challan, as applicable, with consolidated and breakup details.
- (g) Proof of any other payments (bonus, etc.) made to the contractual employees.
- (h) A letter regarding disbursement of payment to respective Bank account to handlers and declaration by the agency stating that it is adhering to the applicable norms under the Minimum Wages Act, 1948 (XI of 1948) and all the applicable rules under the Act issued by the Government of India from time to time, EPFO, ESIC (if applicable), Bonus and all other Act/Rules issued by the Government of India in connection with employment of labours.

(i) Any other periodic returns submitted to Labour Commissioner, Shram Suvidha website, EPFO & ESIC, etc., in respect of the deployed labourers to be submitted within 07 days of filing (as and when applicable).

(66) The claims in bills regarding taxes and GST, if applicable, shall be necessarily accompanied with documentary proof pertaining to the concerned month's bill. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of Bank. The Agency shall raise the bill on completion of every month and the payment shall generally be made within 15 days from the date of submission of complete and correct bill with all supporting documents. The Bank follows National Electronic Fund Transfer (NEFT) method only. No request for making advance payment on any ground shall be entertained. Under no circumstances the Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract. Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, Bonus, GST, etc., will be binding on both the parties and will be paid by the Bank accordingly.

**67. Renewal of Contract:** The period of contract is from April 01, 2026 to March 31, 2027. The Bank may extend the period of the contract for a further period of up to two years (one financial year at a time i.e., 2027-28 and 2028-29) on terms mutually agreed upon, subject to, satisfactory performance of the agency as assessed by the Bank and as per below mentioned conditions:

(i) **For “Total Labour Charges” – column ‘1’ of price bid,** the Bank shall give the Contractor extant Minimum wages (prevailing at the time of renewal) as prescribed by the Chief Labour Commissioner (Central), Ministry of Labour & Employment and the associated liabilities like Bonus, PF and ESI components.

(ii) **For “Yearly Maintenance Cost for two dogs” – column ‘2’ of price bid,** the revision of rates may be escalated/ increased as per discretion of the Bank.

(iii) **For “Charges for service / Contractors Profit” – column ‘3’ of price bid,** it shall remain unchanged during the whole tenure of the contract and during/ upon renewal of contract (if any), irrespective of the change in components mentioned at (i) & (ii) above.

(68) **Audit:** If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the Bank from the agency. If any underpayment is discovered, the amount shall be duly paid to the agency by the Bank.

(69) **Outsourcing:** Each Bidder is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. If the Bank subsequently finds to the contrary, it reserves the right to cancel the contract immediately. RBI reserves the right to assess the capacity and capability of the parties. The Bank also reserves the right to accept any or reject any/ all the applications or any part thereof at any stage of process without assigning any reason thereof. The Bank has no obligation to accept the lowest financial application. RBI's decision in this regard shall be final and binding.

(70) **Non-Disclosure:** The agency and its staff shall not disclose, divulge, reveal or use for any purpose any information relating to the Bank, which would reasonably be

considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the agency and/or its staff have obtained, except as authorized by the Bank or as required by law. This obligation on the part of the agency and its staff shall apply during the term of agreement and indefinitely after the term of agreement. The agency and its staff shall also not disclose directly or indirectly any information of [Annexure-I to XIII](#) and details of the Bank's infrastructure / systems/ equipment, etc., which may come to its possession or knowledge during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. It 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. It 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. It 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 and the Bank shall be entitled to claim damages and pursue legal remedies.

**(71) Arbitration:**

- (a) Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the Scope of Work, Terms & Conditions, herein before mentioned and as to the quality of service or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, Scope of Work, Terms & Conditions, instructions, orders or otherwise concerning the works or the execution of/ failure to execute the same whether arising during the progress of the contract or after the completion thereof shall be referred to the sole arbitration of the Regional Director, Dehradun or to the sole arbitration of some other person appointed by the Regional Director, Dehradun willing to act as such arbitrator. The case referred to arbitration shall be other than those for which the decision of the General Manager/ Dy General Manager (HRMD) is expressed in the contract to be final and conclusive. There will be no objection if the arbitrator so appointed an employee of RBI is and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed views on all or any of the matters in dispute or difference. The arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, such Regional Director, Dehradun as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the state at which it was left by his predecessor.
- (b) Subject as aforesaid the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.
- (c) It is a term of the contract that the party involving arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.
- (d) The arbitrator(s) may from time to time with consent of the parties enlarge the

time, for making and publishing the award.

- (e) The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings and no payment due to be payable to the Agency shall be withheld on account of such proceedings.
- (f) The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing.
- (g) The Arbitrator shall give a separate award in respect of each dispute or difference referred to him.
- (h) The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion.
- (i) The award of the arbitrator shall be final, conclusive and binding on all parties to this contract. In the case of any unresolved dispute between the Agency and RBI it shall fall in the jurisdiction of the District Courts, Dehradun.

(72) **Jurisdiction of court:** This agreement is subject to jurisdiction of the District Courts, Dehradun.

### Working Penalty Clause

**Withholding of Payments:** The Bank may withhold the payment to an extent that, it reasonably believes when, the Agency is in breach of the obligations as per this Agreement. If the breach is such that the same can be remedied, the Agency is given 07 (seven) days' notice for remedy of the deficiency.

**Deductions from Payment:** The Bank may deduct from the Agency's Bill, amounts on account of claims of penalty as per the mentioned Service Level Agreement (SLA), costs or claims, losses, damages, defective services carried out by the Agency, etc., directly incurred by the Bank ('The Direct Damages') that arise from the negligence of the Agency. In case the Agency fails to remedy the breach, as mentioned, the Bank has the discretion, without further notice, to deduct such amounts from the Agency's Bill, and this right is in addition to any other right available to the Bank under this Agreement.

**Operational Working Penalty:** Working penalty limiting to the operational requirements are specified as follows:

SI No.	Service Level Agreement (SLA) General	Failure Tolerance Level	Risk	Penalty per Month
1	Failure to attend time duty at bank in two shift system.	Zero	High	Minimum 0.5% to Maximum 5% of the bill value.
2	Staff Missing from duty/ post.	Zero	High	Minimum 0.5% to Maximum 5 % of the bill value.
3	Failure to intimate of incidents immediately to Security Officer	Zero	High	Minimum 0.5% to Maximum 5% of the bill value.
4	Staff found to be sleeping on duty and not remaining alert at all times	Zero	High	Minimum 0.5% to Maximum 5% of the bill value.
5	Misbehavior by the Dog Squad with any employee / visitors, etc.	Zero	Medium	Minimum 0.3% to Maximum 3% of the bill value.
6	Failure of the Dog Squad in handing and taking over of duties during shift change and failure in follow up of SOPs	Zero	Medium	Minimum 0.3% to Maximum 3% of the bill value.
7	Misuse of Bank property/ equipment.	Zero	Medium	Minimum 0.3% to Maximum 3% of the bill value.

8	Non-conduct of Periodic refresher training for dogs and dog handlers	Zero	Low	Minimum 0.2% to Maximum 2% of the bill value.
9	Non-conduct / non-submission Periodic sniffing test & its report.	Zero	Low	Minimum 0.2% to Maximum 2% of the bill value.
10	Failure to ensure Team performance & discipline at all the times	Zero	Low	Minimum 0.2% to Maximum 2% of the bill value.
11	Staff not in Proper Uniform with ID card at all times.	Zero	Low	Minimum 0.2% to Maximum 2% of the bill value.
12	Not providing proper food, medicines, coverage & other such facilities etc., to the dogs or providing inadequate / substandard food, medicines, coverage & other such facilities to the dogs.	Zero	Low	Minimum 0.2% to Maximum 2% of the bill value.

#### **Penalty per Month**

S L A	High Risk	Minimum 0.5% to a Maximum of 5% of the monthly bill value and not exceeding more than 10% of the total bill value.
	Medium Risk	Minimum 0.3% to a Maximum of 3% of the monthly bill value and not exceeding more than 10% of the total bill value.
	Low Risk	Minimum 0.2% to a Maximum of 2% of the monthly bill value and not exceeding more than 10% of the total bill value.

**Implementation:** The above-mentioned SLA are to be monitored by the Protocol & Security Cell, RBI, Dehradun.

**Working Penalty (Statutory compliances):** Working penalty limiting to the statutory compliances are specified as follows:

S No	Statutory requirements	Failure Tolerance Level	Risks	Penalty per Month
1.	Failure to comply with the statutory requirement regarding maximum number of hours of service of 8 hours per day.	Zero	High	Minimum 0.5% to Maximum 5 % of the bill value.
2.	Failure to deploy at least one dog at any point of time.	Zero	High	Minimum 0.5% to Maximum 5 % of the bill value.

3.	Failure to maintain attendance as per requirement of the Bank	Should not be less than 95% attendance on monthly basis	Medium	Minimum 0.3% to Maximum 3% of the bill value.
4.	Failure to comply with the Applicable Statutory laws	Zero	Medium	Minimum 0.3% to Maximum 3% of the bill value.
5.	Deploying the Staff/ employees without giving weekly-off.	Zero	High	Minimum 0.5% to Maximum 5% of the bill value.
6.	Non-maintenance of Attendance Register	Zero	Medium	Minimum 0.5% to Maximum 3% of the bill value.
7.	Non-submission of Statutory requirement documents such as, EPFO, ESIC, Minimum Wages or any other document deemed necessary.	Zero	High	Minimum 0.5% to Maximum 5% of the bill value.
8.	Non-Participation in the Vendor Compliance Audit.	Zero	High	Minimum 0.5% to Maximum 5% of the bill value.
9.	Failure to pay the salary with In 7th of each month	on or before 10th every month	Medium	Minimum 0.3% to Maximum 3% of the bill value.

#### **Penalty per Month**

SLA	High Risk	Minimum 0.5% to a Maximum of 5% of the monthly bill value and not exceeding more than 5% of the total bill value.
	Medium Risk	Minimum 0.3% to a Maximum of 3% of the monthly bill value and not exceeding more than 5% of the total bill value.
	Low Risk	Minimum 0.2% to a Maximum of 2% of the monthly bill value and not exceeding more than 5% of the total bill value.

**Implementation:** The above-mentioned SLA is to be monitored by the Protocol & Security Cell, RBI, Dehradun.

**Section VI  
STANDARD  
FORMATS**

**Scanned copy (PDF format), duly signed, must be uploaded while submitting e-tender online through MSTC E-Commerce website.**

**Annexure-V**

**Letter of Undertaking to be given on tenderer's letter head**

To  
The Regional Director  
Reserve Bank of India  
Dehradun 248013

**E-Tender for Service Contract for Providing Sniffer Dog Squad at RBI Dehradun**

In response to the above and in full agreement with the conditions as stipulated by Reserve Bank of India, Dehradun:

1. I/ We certify that before signing/uploading this bid, I/ We have read and fully understood all the terms and conditions of the tender laid down in tender document both Technical and Financial Bids in general and specifically the schedule of tender (Section-I), instruction regarding e-tender (Section-II), general instructions to bidders (Section-III), Evaluation criteria and Evaluation of Technical Bid (Section-IV), requirement of dog squad ([Annexure-I](#)), scope of works ([Annexure-II](#)) terms and conditions of the contract ([Annexure-III](#)), the penalty clause ([Annexure-IV](#)) and Section-VII (Financial Bid) and agree to abide by them
2. I/We have understood the evaluation process to be followed by the Bank as mentioned in the [Annexure-IX](#), the conditions mentioned Section III/IV and evaluation criteria of the tender document. I / We also understand that the Regional Director, Reserve Bank of India, Dehradun has the right to accept or reject my/ our tender bid without assigning any reasons whatsoever and his decision will be binding on me/us.
3. I/ We understand that the minimum wages will be required to be paid as per the terms and conditions stipulated by the Central Government/ other authorities concerned from time to time. In addition, I/We also understand that all statutory payments like EPF /ESI /Bonus, uniform, etc., also need to be paid as prescribed under various statutes, by me / us. I/We will abide by all the statutory and obligatory requirements specified from time to time in various acts applicable in undertaking the service.
4. I / We fulfil the statutory registration requirements with corresponding government authorities in respect of Employees Provident fund/ Employees State Insurance, GST, Labour Department, etc., to undertake the work and all the documents submitted/uploaded in this behalf are genuine and valid.

5. I/We have visited the place of deployment of the sniffer dogs with handlers and made ourselves fully aware of the requirements. If our bid is accepted, I/ We agree to deploy the security personnel within 15 days or the date specified by the Bank while fulfilling all the other conditions of the Bank.

6. The Earnest Money Deposit (EMD) of a sum of Rs.25,685/- (Rs. Twenty Five Thousand Six Hundred Eighty Five) has been deposited along with the Part I/ Technical – Commercial Bid as EMD by NEFT towards: Beneficiary Name: Reserve Bank of India, Dehradun. IFSC: RBIS0DNPA01 (Fifth and tenth characters are Zero) Account No: 186003001.

7. On receiving the award of contract, I/We will furnish a Performance Bank Guarantee ([Annexure-XIII](#)) In lieu of Security Deposit of 5% of contract amount which shall be valid for the entire period as mentioned in the said Annexure.

8. I/ We also understand that the Bank Guarantee, in lieu of security deposit, will be invoked in the event of failure on my/ our part to execute the agreement within the specified time or in the case of breach attributable to me/ us of the terms and conditions.

Yours faithfully,

Date: \_\_\_\_\_ Authorized Signatory (With Name/Designation & Seal)

**Scanned copy (PDF format) must be uploaded while submitting e-tender online through MSTC E-commerce website.**

**Annexure-VI**

**Checklist for the Documents to be Uploaded on MSTC E- Commerce Website.**

Scanned copy of Original Documents to be uploaded online through 'MSTC e-commerce' website in PDF format while submission of E-tender (Each file size should not exceed 5 MB):

<b>Sl. No.</b>	<b>Checklist</b>	<b>Whether Uploaded Yes / No)</b>
1.	The Earnest Money Deposit (EMD) of a sum of Rs.25,685 /- (Rs. Twenty Five Thousand Six Hundred Eighty Five) (upload scanned copy of deposit slip/NEFT proof, etc.) No Exemption is allowed for MSMEs.	
2.	Basic Information of the participating agency	
3.	Self-attested copy of valid Certificate of Incorporation/ MoA & AoA/Partnership deeds, as applicable, for companies/firms	
4.	Address/contacts/email of registered office	
5.	Address/contacts/email of local office / nearest office (Labour Reg.)	
6.	Name (s) and address (es) of the proprietor/ partner/ director of the company	
7.	Power of Attorney/authorization with the seal of the company/firm in the name of the persons signing the tender documents.	
8.	Self-attested copy of the PAN card issued by the Income Tax Department	
9.	Self-attested copy of Income- Tax Returns (acknowledgements only) for last 3 FYs i.e., up to FY 2024-25.	
10.	Self-attested copy of GST registration.	
11.	Self-attested copy of EPFO registration	
12.	Self-attested copy of ESIC registration	
13.	Details of training facility for Dog squad.	
14.	Permission / License for handling explosives and related material for dog training	

15.	Labour Registration from statutory authorities	
16.	Labour licenses obtained for other clients	
17.	Letter of undertaking to Regional Director, RBI, Dehradun containing acceptance of conditions of the tender	
18.	Audited balance sheet (Asset- Liability Statement and P&L Statement only) for last 3 years	
19.	CA certified turnover and net profit certificate for containing figures of last 3 years	
20.	Details of previous experience of similar works	
21.	Performance Certificate/Work order/Agreement towards establishing 05 years of work experience	
22.	Performance certificates from clients for establishing minimum eligibility	
23.	Performance certificates from clients	
24.	Quality Certificate - ISO 9001 / SA8000 / OHSAS 18001/ any other sniffer dog services related, if any	
25.	EPF/ESI role (only front-page indicating number of handlers/employees) as per the latest EPF/ESI paid challan	
26.	DGR empanelment document, if any	
27.	Banker details	
28.	Financial Credibility / Solvency certificate issued by the tenderer's banker specifically for this work for an amount equivalent to the estimated cost of 12,84,250/-, for indicating financial soundness of the tenderer not older than six months from the date of this tender.	
29.	Self-attested copies of litigations/civil suits/disputes, if any. Otherwise mention "nil" in <a href="#">Annexure-VII</a>	
30.	Any other information the tenderer wishes to furnish.	

I/We hereby declare that I/We have read and understood all the above instructions and uploaded the documents stated above. I/We have also uploaded the documents mentioned in the corrigendum (if issued)

Date: \_\_\_\_\_ Authorized Signatory (With Name/Designation & Seal)

**Scanned copy (PDF format), duly filled on the letter head, must be uploaded while submitting e-tender online through MSTC E-commerce website.**

**Annexure-VII**

**Basic Information of the Tendering Company/Firm  
(To be given on Tenderer's letter head)**

<b>Sl. No.</b>	<b>Particulars of company/agency/firm</b>	<b>Details to be filled by the company/agency/firm</b>
1.	Name of the company/agency/firm	
2.	Registration (firm/ company), Registration Authority, Date, Number, etc.	
3.	Type of Company whether, Proprietorship, Partnership, etc., (copy of Memorandum and Articles of Association and Partnership Deed in the case of companies and firms respectively, Power of Attorney, etc.)	
4.	Name and address of the Proprietor/ Partners/ Directors of the Company	
5.	Registered office address and telephone number & email address,	
6.	Local Office address, telephone number & email address (Office address through which the work will be handled)	
7.	PAN Number	
8.	GST registration number	
9.	EPFO registration number	
10.	ESCI registration number	
11.	Dehradun Labour registration number	
12.	Total staff deployed/ available on the roll of the organization (manpower as per latest EPF/ESI paid challan)	
13.	Indicate if involved in any litigation, including the disposed cases, during last 3 years	
14.	Any disputes / suits pending with clients and/or any statutory authorities and details of the stage of proceedings	
15.	Time required to place the service, if engaged. (Should be <= 15 days)	

Date:

Authorized Signatory (With Name/Designation & Seal)

**Scanned copy (PDF format), duly filled, must be uploaded while submitting e-tender online through MSTC E-commerce website.**

**Annexure-VIII**

**Details of Bankers**

**(To be given on Tenderer's letter head)**

<b>Particulars</b>	<b>Banker</b>
Account No. and Type of Account	
Name of the Bank, Branch, IFS Code and its complete postal address	
Name and Job-title of the Contract Person along with his/her Telephone No(s) and Fax No.(s), etc.	
Whether Credit Facility/Overdraft facility enjoyed by the agency.	
The period from which the agency has been banking with the Banker.	
Any other information which the vendor may like to furnish about its Bankers.	

Date:

Authorized Signatory (With Name/Designation & Seal)

**Authenticated scanned copy of this document (PDF format) issued by clients must be uploaded while submitting e-tender online through MSTC E-commerce website.**

Annexure-IX

**(CONFIDENTIAL, WHEN FILLED)**

**CLIENT'S CERTIFICATE REGARDING JOB PERFORMANCE OF THE AGENCY.**

To  
Regional Director  
Reserve Bank of India (or) to whomsoever it may concern  
Dehradun – 248013

<b>Sl No.</b>	<b>Particulars</b>	<b>Comments</b>
1.	Name and address of the agency supplying sniffer dog services	
2.	Place (s) where service is/was availed	
3.	Period of agreement and renewals, if any	
4.	Maximum number of personnel deployed at any point of time during the contract	
5.	Value of service (Total/year wise)	
6.	Comments regarding adherence of terms and conditions of contract	Satisfactory/Unsatisfactory
7.	Any penalty imposed or any deductions made or any litigations pending for non- adherence to the terms and conditions of contract. (Applicable only if the comments/performance is unsatisfactory)	
8.	Overall performance	Satisfactory/Unsatisfactory
9.	Any other information	

Yours Faithfully,

Date: \_\_\_\_\_ Signature of client with seal  
Full address of the Client

***The performance/completion certificates obtained from other clients can be in any format other than the one specified above, but the certificates should mandatorily contain the information sought above. The copy of relevant work order/agreement can be attached to establish the missing information. If the certificates uploaded are not able to establish the information sought above, those will not be accepted.***

***Authenticated scanned copy of this document issued by a scheduled bank must be uploaded (PDF format) while submitting e-tender online through MSTC E-commerce website.***

**Annexure-X**

**FINANCIAL CREDIBILITY / SOLVENCY CERTIFICATE FROM THE BANKER  
(On the Scheduled Bank's Letter Head – Not older than six months from the date of this tender)**

To  
Regional Director  
Reserve Bank of India  
Dehradun

We certify that M/s ..... (name and address of the applicant) is/are maintaining a Savings Bank Account/Current Account (strike off whichever is not applicable) No. ..... with us since ..... . The said account is satisfactorily operated by ..... (Name of the applicant). Their financial position for business operations in providing manpower for various services is good and they are capable of doing a turnover of Rs 12,84,250/- (Rupees Twelve Lakh Eighty Four Thousand Two Hundred Fifty Only) in providing manpower for various services.

This certificate is issued without any guarantee or responsibility on the bank or any of its offices.

For the bank with Name, Designation & Seal

**Scanned copy (PDF format) must be uploaded while submitting e-tender online through MSTC e-commerce website.**

**Annexure-XI**

**Turnover and Experience Certificate**

S N	Year	Total number of dogs deployed	Turnover from dog squad services (in ₹)	Total number of personnel (dog squad + all other security) deployed	Total turnover of the company (in ₹)	Net Profit (in ₹)	Remarks
1.	2022-23						Upload IT return and CA certificate regarding <i>total turnover</i> and <i>net profit</i> for all the 3 years
2.	2023-24						
3.	2024-25						

Value of each completed work experience of having successfully completed similar works during last 05 years (Refer Section-III Para 3)

Sl. No .	Period of Work (example :20 23-24)	Name, address & Telephone number of the client (Govt. / Semi-Govt/ bank/ others)	No. of Dog and Dog handlers deployed	Value of Work from the Dog Squad services (in ₹)	Remarks
					Upload separate client certificate (s) for each work

Date:

Authorized Signatory (With Name/Designation & Seal)

### Proforma for Performance Bank Guarantee

(On Non-Judicial Stamp Paper of appropriate value purchased in the name of the  
Issuing Bank)

<u>करार की शर्तें</u>	<u>Articles of Agreement</u>
<p>यह करार वर्ष 202_ के .....दिन एक तरफ से भारतीय रिजर्व बैंक, प्लॉट संख्या 16 और 17, आईटी पार्क, देहरादून जिसका केंद्रीय कार्यालय मुंबई में है - 400 001। (इसके बाद इसे "नियोक्ता" कहा गया है) और दूसरी तरफ....., एक कंपनी जिसका पंजीकृत कार्यालय _____ में स्थित है (इसके बाद "ठेकेदार" कहा गया है) के बीच किया गया है।</p> <p>जबकि नियोक्ता भारतीय रिजर्व बैंक द्वारा तैयार किए जाने वाले कार्य का वर्णन करते हुए विनिर्देशों के अनुसार बैंक के कार्यालय.....में.....यह कार्य प्रदान करने का इच्छुक है।</p> <p>और जबकि ठेकेदार निविदा/कोटेशन/यहां उल्लिखित शर्तों (इसके पश्चात इन सभी को कथित शर्तों के रूप में संदर्भित किया गया है) के अधीन कार्य करने के लिए सहमत है। यह कार्य वह यहां आगे उल्लिखित संबंधित दरों पर जो कि ..... के बराबर है, ..... की अवधि के लिए कोटेशन/कार्य आदेश में कोट की गई दर पर या इसके अंतर्गत देय होने वाली अन्य किसी राशि पर निष्पादित करने के लिए सहमत है।</p> <p>अब इस पर निम्नानुसार सहमति हुई है:-</p> <ol style="list-style-type: none"> <li>उक्त शर्तों में निर्धारित समय और तरीके से भुगतान की जाने वाली उक्त संविदा राशि को ध्यान में रखते हुए, ठेकेदार उक्त शर्तों के अधीन उक्त विनिर्देशों में दर्शाए गए और वर्णित कार्य</li> </ol>	<p>ARTICLES OF AGREEMENT made the day of , 20 between the RESERVE BANK OF INDIA, PLOT NO. 16 &amp; 17, IT PARK, DEHRADUN having its Central Office at Mumbai - 400 001. (Hereinafter called "the Employer") of the one part and ..... a Company having its Registered Office at ..... (hereinafter called the "Contractor") of the other part.</p> <p>WHEREAS the Employer is desirous of awarding the work of ..... at Bank's ..... as per the specifications describing the work to be done to be prepared by Reserve Bank of India.</p> <p>AND WHEREAS the Contractor has agreed to execute the subject to the conditions set forth in the tender / quotation / herein (all of which are collectively hereinafter referred to as "the said conditions") at the respective rates therein set forth amounting to the sum of Rupees..... as applicable for the period from to at the rate quoted in the quotation / work order / as therein arrived at of such other sum as shall become payable there under.</p> <p>NOW IT IS HEREBY AGREED AS FOLLOWS: -</p> <ol style="list-style-type: none"> <li>In consideration of the said</li> </ol>

<p>को निष्पादित और पूरा करेगा।</p> <p>2. नियोक्ता ठेकेदार को उक्त संविदा राशि या ऐसी अन्य राशि का भुगतान करेगा, जो निविदा शर्तों में निर्दिष्ट समय और तरीके से देय होगी।</p> <p>3. उपर्युक्त शर्तों में, संपदा विभाग, भारतीय रिज़र्व बैंक, प्लॉट संख्या 16 और 17, आईटी पार्क, देहरादून के प्रभारी सहायक महाप्रबंधक (संपदा) नियोक्ता की ओर से कार्य करेंगे।</p> <p>4. उक्त शर्तों और उनके परिशिष्ट को इस करार के हिस्से के रूप में पढ़ा और समझा जाएगा और इसके पक्षकार क्रमशः उक्त शर्तों का पालन करेंगे, उन्हें मानेंगे और उक्त शर्तों में क्रमशः अपनी ओर से करारों का पालन करेंगे।</p> <p>5. संविदा और यहां उल्लिखित दस्तावेज इस संविदा का आधार बनेंगे।</p> <p>6. नियोक्ता अपने पास कार्य की प्रकृति को बदलने का अधिकार सुरक्षित रखता है जिसमें कार्य की किसी भी वस्तु को जोड़ सकता या हटा सकता है या उसके कुछ हिस्सों को इस संविदा पर प्रतिकूल प्रभाव डाले बिना करवा सकता है।</p> <p>7. इस अनुबंध के तहत नियोक्ता द्वारा सभी भुगतान केवल देहरादून में किए जाएंगे।</p> <p>8. इस करार से उत्पन्न होने वाले या किसी भी तरह से जुड़े सभी विवादों को देहरादून में उत्पन्न माना जाएगा और केवल देहरादून के न्यायालयों के पास इसे निर्धारित करने का अधिकार क्षेत्र होगा।</p> <p>9. कि इस संविदा के कई हिस्सों को ठेकेदार द्वारा पढ़ा गया है और ठेकेदार द्वारा पूरी तरह से समझा गया है।</p>	<p>Contract Amount to be paid at the times and in the manner set forth in the tender conditions, the Contractor shall upon and subject to the said Conditions execute and complete the work shown and described in the said specifications.</p> <p>2. The Employer shall pay the Contractor the said Contract Amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions.</p> <p>3. In the said Conditions herein before mentioned, the Assistant General Manager (Estate) in charge of the Estate Department, Reserve Bank of India, Plot No. 16 &amp; 17, IT Park, Dehradun shall act on behalf of the Employer.</p> <p>4. The said conditions and Appendix thereto shall be read and construed as forming part of this Agreement and the parties hereto shall respectively abide by, submit themselves to the said Conditions and perform the agreements on their part respectively in the said Conditions contained.</p> <p>5. The Agreement and the Documents mentioned herein shall form the basis of this Contract.</p> <p>6. The Employer reserves to itself the right of altering the nature of the work by adding to or omitting any items of work or having portions of the same carried out without prejudice to this Contract.</p> <p>7. All Payments by the Employer under this Contract will be made only at Dehradun.</p> <p>8. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen at Dehradun and only Courts</p>
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<p>10. भविष्य में नवीनीकरण बैंक के नियमों के अनुसार होगा।</p> <p>11. कार्य आदेश पत्र सं.....इस करार का हिस्सा होगा।</p> <p>12. निविदा /कोटेशन में एमसी से संबंधित सभी नियम और शर्तों को भी ठेकेदार द्वारा माना जाएगा।</p> <p>13. <b>गैर-प्रकटीकरण खंड:</b> ठेकेदार प्रत्यक्ष या अप्रत्यक्ष रूप से बैंक की बुनियादी सुविधा/प्रणालियाँ / उपकरणों आदि की किसी भी जानकारी, सामग्री और विवरण का खुलासा नहीं करेगा, जो इस करार के संबंध में अपने संविदात्मक दायित्वों के निर्वहन के दौरान ठेकेदार के कब्जे या जानकारी में आ सकता है और हर समय पूरी तरह से गोपनीय रखेगा। ठेकेदार संविदा के विवरण को निजी और गोपनीय मानेगा, केवल इसे छोड़कर जो इसके तहत उसके दायित्वों को पूरा करने या लागू कानूनों का पालन करने के लिए आवश्यक हो। ठेकेदार नियोक्ता की पूर्व लिखित सहमति के बिना किसी भी व्यापार या तकनीकी पत्र या कहीं और कार्यों के किसी भी विवरण को प्रकाशित, प्रकाशित करने की अनुमति या प्रकट नहीं करेगा। ठेकेदार किसी भी गोपनीय जानकारी के प्रकटीकरण के परिणामस्वरूप नियोक्ता को होने वाले किसी भी नुकसान के लिए नियोक्ता की क्षतिपूर्ति करेगा। उपर्युक्त का पालन नहीं करने पर ठेकेदार की ओर से संविदा का उल्लंघन माना जाएगा और नियोक्ता नुकसान का दावा करने और कानूनी उपाय करने का हकदार होगा। ठेकेदार यह अपने कर्मचारियों के संबंध में सभी प्रकार की उचित कार्रवाई करेगा जिससे यह सुनिश्चित हो सके कि इस करार के तहत गोपनीय</p>	<p>in Dehradun shall have jurisdiction to determine the same.</p> <p>9. That the several parts of this Contract have been read by the Contractor and fully understood by the Contractor.</p> <p>10. Future renewals will be as per Bank's rules.</p> <p>11. The work order letter no. .....dated ..... will form part of the agreement.</p> <p>12. All terms and conditions pertaining to AMC in the tender/ quotation will also be honoured by the Contractor.</p> <p>13. <b>Non-disclosure clause:</b> "The contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/Systems/equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The contractor shall indemnify the Employer for any loss suffered by the Employer as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies.</p>
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<p>जानकारी के गैर-प्रकटीकरण का दायित्व पूरी तरह से पूरा हो गया है।</p>	<p>The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied.</p>
<p>गैर-प्रकटीकरण और गोपनीयता के संबंध में ठेकेदार के दायित्व किसी भी कारण से इस करार की समाप्ति या इसे समाप्त किए जाने के बाद भी बना रहेगा।</p>	<p>The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason."</p>
<p><b>14. लैंगिक उत्पीड़न खंड:</b></p>	<p><b>14. <u>SEXUAL HARASSMENT</u></b></p>
<p>सेवा प्रदाता / एजेंसी "कार्यस्थल पर महिलाओं का लैंगिक उत्पीड़न (रोकथाम, निषेध और निवारण) अधिनियम, 2013" के प्रावधानों का पालन करेगी। सेवा प्रदाता एजेंसी बैंक परिसर में अपने कर्मचारी के खिलाफ लैंगिक उत्पीड़न की किसी भी शिकायत के मामले में "कार्यस्थल पर महिलाओं का उत्पीड़न (रोकथाम निषेध और निवारण) अधिनियम 2013" के प्रावधानों के पूर्ण अनुपालन के लिए पूरी तरह से जिम्मेदार होगी। सेवा प्रदाता/एजेंसी द्वारा गठित आंतरिक शिकायत समिति के समक्ष शिकायत दर्ज की जाएगी और सेवा प्रदाता/एजेंसी शिकायत के संबंध में उक्त अधिनियम के तहत उचित कार्रवाई सुनिश्चित करेगी।</p>	<p>The Contractor / Agency shall comply with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor/Agency shall ensure appropriate action under the said Act in respect to the complaint.</p>
<p>बैंक के किसी भी कर्मचारी के खिलाफ सेवा प्रदाता के किसी भी पीड़ित कर्मचारी से लैंगिक उत्पीड़न की किसी भी शिकायत पर बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान लिया जाएगा।</p>	<p>Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.</p>
<p>सेवा प्रदाता किसी भी मौद्रिक मुआवजे के लिए जिम्मेदार होगा जो उसे सेवा प्रदाता के कर्मचारियों के इसमें शामिल होने की स्थिति में भुगतान करने की आवश्यकता हो सकती है, उदाहरणतः यदि सेवा प्रदाता के कर्मचारी द्वारा लैंगिक उत्पीड़न सिद्ध हो जाने पर बैंक कर्मचारी को कोई मौद्रिक राहत देनी पड़े। सेवा प्रदाता कार्यस्थल पर लैंगिक उत्पीड़न की रोकथाम और संबंधित मुद्दों के बारे में अपने कर्मचारी को शिक्षित करने के लिए जिम्मेदार होगा।</p>	<p>The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the contractor is proved. The contractor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.</p>

<p>15. शासी भाषा: यह करार अंग्रेजी और हिंदी में निष्पादित किया गया है। यदि इस संविदा का हिंदी अनुवाद अंग्रेजी संस्करण के साथ विरोध करता है या इसमें अंग्रेजी संस्करण के अतिरिक्त या उससे अलग शब्द शामिल हैं, तो अंग्रेजी संस्करण को माना जाएगा।</p> <p>इसके साक्ष्य में, नियोक्ता ने अपने विधिवत प्राधिकृत अधिकारी के माध्यम से इस पर हस्ताक्षर किए हैं और ठेकेदार ने इस पर अपनी कँमन मुहर लगाई है और इसे उपर्युक्त दिन और वर्ष को दो प्रतियों में निष्पादित किया है।</p>	<p>English version, the English version shall prevail.</p> <p>16. IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Contractor has caused its common seal to be affixed hereunto and the said two duplicates/ has caused these presents and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written.</p>
<p>ठेकेदार की ओर से हस्ताक्षरित एवं के हस्ते सुपुर्दु</p>	<p>SIGNED AND DELIVERED BY the Contractor by the hand of</p>
<p>श्री ..... (नाम एवं पदनाम) इनकी उपस्थिति में हस्ताक्षर किए गए</p> <p>1) ..... पता ..... ..... .... 2) ..... पता ..... ..... .... (साक्षी)</p>	<p>Shri _____ _____ Address _____ _____  in the presence of 1) ..... Address _____ _____ 2) ..... Address _____ _____ (Witnesses)</p>
<p>SIGNED AND DELIVERED BY the Reserve Bank of India by the hand of Shri _____</p>	<p>SIGNED AND DELIVERED BY the Reserve Bank of India by the hand of Shri _____</p>

(Name & Designation)	(Name & Designation)
in the presence of	in the presence of
1) _____	3) _____
Address	Address
2) _____	4) _____
Address	Address
_____	_____
(Witnesses)	(Witnesses)

## PART – II: FINANCIAL BID

### Section VII

#### Terms and Condition of Financial/Price Bid

1. The bidders are required to calculate the wages as per the central government wage guidelines *prescribed for watch & wards without arms (w.e.f. 01.10.2025)*, and applicable to Dehradun UT (Area B). Rates declared by state governments are not to be quoted.
2. Any future increase or decrease in these statutory rates like Minimum Wage, VDA, EPF, ESI, Bonus, GST, etc., by the appropriate authorities will be binding on both the parties and will be paid by the Bank accordingly.
3. The bidders should quote the Overheads / Profits / Service Charge keeping in mind the expenses involved in providing managerial/ supervisory/ administrative services to get the work done through the deployed dog squad, expenses on maintenance of dogs, their immunization, sniffing test, accommodation, transportation, etc., and expenses towards uniforms, accessories, etc., to be provided to the dogs and handlers, as mentioned in the detailed terms and conditions of the tender document. The Bank will not entertain any claim regarding revision of this amount during the period of the contract under any circumstances.
4. **The bidders shall fill the highlighted cells only in the Price Bid (Part-II) at MSTC e-commerce website.**
5. A bidder being L1 merely by financial/price bid will not be sufficient ground for becoming eligible for award of contract. In case bidders fail to quote the correct figures in line with latest statutory guidelines, their financial/price bids are liable to be rejected.
6. After opening of financial/price bid online, the bidders shall submit the calculation sheet when called for by the Bank to check the validity of the amount quoted as per prevailing statutory rates and decide upon the award of contract. At this stage no change/correction of amount submitted online will be allowed.

## Financial Bid Format

**Contractors are advised to quote their rates after the site visit confirming to the conditions and the detailed scope of work stated in Part-I.**

<b>Part II (Price Bid)</b>		
<b>Tender for Providing Services of Sniffer Dogs with Handlers at the Office Premises of Reserve Bank of India, Dehradun</b>		
<b>Name of Firm</b>		
<b>Sr. No.</b>	<b>Description of items</b>	<b>Amount</b>
1	Total Labour Charges (inclusive of wages, PF ESIC, Bonus, uniform charges without GST) for two dog handlers for 12 months.	₹ 6,46,389.12
2	Yearly Maintenance Cost for two dogs <b>(please quote amount without GST)</b>	
3	Charges for service / Contractors Profit for Providing Services of Sniffer Dogs with Handlers at the Office Premises, in percentage (%) only. <b>(Please do not write amount in this column)</b>	

**\*No amount is to be quoted in column '1'.**

**\*\*The evaluation of the financial bid will be on the basis of Total Cost inclusive of all arrived at, after adding amount fixed as per serial '1', amount quoted in serial no. '2', adding the percentage (%) quoted in serial no. '3' and charging the applicable GST on the 1+2+3 above.**

**Fill only the green highlighted fields in Price Bid of MSTC portal and the system will do automatic calculations as per formula inserted.**

- A. GST will be calculated & paid, as applicable.
- B. Percentage of profit can be quoted up to 2 decimals. Percentage profit as '0' (Zero), 0.10, 0.50, 0.90, etc., will be treated as invalid.
- C. Minimum Wages have been considered for 26 days in a month.
- D. In the event of tie, i.e., firm quoting equal percentage profit, the firm with highest average turnover for the last 3 year will be declared as L1 bidder.