



## निविदा आमंत्रण सूचना (एनआईटी)

**01 जुलाई 2025 से 31 मार्च 2026 की अवधि के लिए आरबीआई कोलकाता क्षेत्रीय कार्यालय के अधिकार क्षेत्र के अंतर्गत औषधालयों द्वारा क्रेडिट स्लिप पर सेवानिवृत्त/कर्मचारियों और उनके पात्र आश्रितों को जारी की गई दवाओं की आपूर्ति और घर पर सुपुर्दगी के लिए ई-निविदा**

**ई-निविदा सं.: आरबीआई/कोलकाता क्षेत्रीय कार्यालय/एचआरएमडी/2/25-26/ईटी/32**

दिनांक – 11 अप्रैल 2025

भारतीय रिज़र्व बैंक, कोलकाता, (जिसे आगे "बैंक" कहा जाएगा), 01 जुलाई 2025 से 31 मार्च 2026 की अवधि के लिए आरबीआई कोलकाता क्षेत्रीय कार्यालय के अधिकार क्षेत्र के अंतर्गत औषधालयों द्वारा क्रेडिट स्लिप पर सेवानिवृत्त/कर्मचारियों और उनके पात्र आश्रितों को जारी की गई दवाओं की आपूर्ति और घर पर सुपुर्दगी के लिए आपूर्तिकर्ताओं/केमिस्ट/ड्रुगिस्ट/स्टॉकिस्ट (जिन्हें संक्षिप्तता के लिए केमिस्ट कहा जाएगा) से दो-बोली प्रणाली (तकनीकी और वित्तीय बोली) के अंतर्गत खुली ई-निविदा आमंत्रित करता है। क्रेडिट स्लिप पर जारी की गई दवाओं की आपूर्ति और घर पर सुपुर्दगी संबंधी संविदा को 01 जुलाई 2025 से 31 मार्च 2026 की अवधि के केमिस्ट को प्रदान किया जाएगा। इसके बाद, संविदा को केमिस्ट(टों) के साथ आपसी सहमति के आधार पर प्रतिवर्ष एक वर्ष की अवधि के लिए नवीनीकृत किया जा सकता है, जिसे समान नियमों और शर्तों पर अधिकतम दो वर्षों (31 मार्च 2028 तक) की अवधि के लिए बढ़ाया जा सकता है, जो कि बैंक द्वारा समय-समय पर मूल्यांकन किए गए केमिस्ट(टों) के संतोषजनक कार्य-निष्पादन के अधीन होगा। किसी भी पक्ष द्वारा तीन महीने की नोटिस अवधि देकर संविदा को समाप्त किया जा सकता है।

2. निविदा प्रक्रिया एमएसटीसी लिमिटेड के ई-निविदा पोर्टल (<https://www.mstcecommerce.com/eprocn/>) के माध्यम से निष्पादित की जाएगी। इच्छुक निविदाकर्ताओं को निविदा प्रक्रिया में भाग लेने के लिए उपरोक्त वेबसाइट के माध्यम से एमएसटीसी लिमिटेड के साथ खुद को पंजीकृत करना होगा। इसके अलावा, बोलीकर्ताओं को सूचित किया जाता है कि वे डिजिटल हस्ताक्षर प्रमाणपत्र (डीएससी) के लिए स्वयं व्यवस्था करें, जो कि एमएसटीसी पोर्टल तक पहुंचने के लिए आवश्यक हो सकता है। निविदाकर्ता को अपने ई-निविदा (भाग I और भाग II दोनों अर्थात् तकनीकी और वित्तीय बोलियां) को ई-निविदा संबंधी निर्देशों के अनुसार, सभी सहायक दस्तावेजों के साथ, सभी तरह से पूर्ण, **19 मई 2025 (सोमवार) को 14:00 बजे तक या उससे पहले** प्रस्तुत करना होगा। केवल एमएसटीसी पोर्टल के माध्यम से प्रस्तुत निविदाएं ही उपर्युक्त प्रक्रिया के लिए स्वीकार की जाएंगी। यदि

निविदाएं (किसी भी तरीके से) उक्त तिथि और समय के बाद प्राप्त होती हैं, तो बैंक द्वारा उन्हें स्वीकार नहीं किया जाएगा। निविदाकर्ता **19 मई 2025 (सोमवार) को 12:00 बजे तक या उससे पहले ₹19,00,000 (रुपये उन्नीस लाख)** की वापसी योग्य **बयाना राशि (ईएमडी)** जमा करेंगे। तकनीकी बोली (भाग I) **20 मई 2025 (मंगलवार) को सुबह 11:30 बजे** संभावित बोलीकर्ताओं की उपस्थिति में इलेक्ट्रॉनिक रूप से खोली जाएगी। यदि ऊपर बताई गई निविदा खोलने की तिथि को अवकाश घोषित किया जाता है, तो निविदा अगले कार्य दिवस पर खोली जाएगी।

3. निविदा दस्तावेज को आरबीआई की वेबसाइट '[www.rbi.org.in](http://www.rbi.org.in)' और '[www.mstcecommerce.com](http://www.mstcecommerce.com)' से डाउनलोड किया जा सकता है। इस निविदा के संबंध में कोई भी संशोधन/शुद्धिपत्र/स्पष्टीकरण केवल बैंक की वेबसाइट/एमएसटीसी ई-पोर्टल पर अपलोड किया जाएगा और समाचार पत्र में प्रकाशित नहीं किया जाएगा। निविदाकर्ता को किसी भी संशोधन/शुद्धिपत्र/स्पष्टीकरण/परिशिष्ट के लिए उपरोक्त वेबसाइट/ई-पोर्टल को नियमित रूप से देखना चाहिए और उसके सत्यापन के बाद बोली प्रस्तुत करनी चाहिए। बैंक बिना कोई कारण बताए किसी भी या सभी कोटेशन को पूरी तरह या आंशिक रूप से अस्वीकार करने का अधिकार सुरक्षित रखता है।

**क्षेत्रीय निदेशक  
भारतीय रिज़र्व बैंक  
कोलकाता**

## निविदा की अनुसूची (एसओटी)

ए	ई-निविदा सं.	आरबीआई/कोलकाता क्षेत्रीय कार्यालय/एचआरएमडी/2/25-26/ईटी/32
बी	निविदा का नाम	01 जुलाई 2025 से 31 मार्च 2026 की अवधि के लिए आरबीआई कोलकाता क्षेत्रीय कार्यालय के अधिकार क्षेत्र के अंतर्गत औषधालयों द्वारा क्रेडिट स्लिप पर सेवानिवृत्त/कर्मचारियों और उनके पात्र आश्रितों को जारी की गई दवाओं की आपूर्ति और घर पर सुपुर्दगी के लिए ई-निविदा
सी	निविदा का तरीका	ई-खरीद प्रणाली  (ऑनलाइन - भाग I - तकनीकी बोली और भाग II - मूल्य/वित्तीय बोली, एमएसटीसी ई-कॉमर्स <a href="https://www.mstcecommerce.com/eproc/"><u>https://www.mstcecommerce.com/eproc/</u></a> के माध्यम से)
डी	आरबीआई की वेबसाइट पर देखने/डाउनलोड करने के लिए उपलब्ध ई-निविदा आमंत्रण सूचना की तिथि	11 अप्रैल 2025
ई	बोली-पूर्व बैठक की तिथि (हाइब्रिड मोड, ऑफलाइन और ऑनलाइन वेबएक्स मोड दोनों)	06 मई 2025, दोपहर 03:00 बजे
एफ	ऑफलाइन भागीदारी के लिए बोली-पूर्व बैठक का स्थान	आरबीआई मुख्य भवन, 15, नेताजी सुभाष रोड, फेयरली प्लेस, बीबीडी बाग, कोलकाता, पश्चिम बंगाल 700001
जी	बोली-पूर्व बैठक (ऑनलाइन वेबएक्स मोड)	जो वेंडर ऑनलाइन मोड के माध्यम से बोली-पूर्व बैठक में शामिल होना चाहते हैं, वे अपनी ईमेल आईडी, जहां वे वेबएक्स लिंक प्राप्त करना चाहते हैं, को <a href="mailto:rajarshiadhikari@rbi.org.in"><u>rajarshiadhikari@rbi.org.in</u></a> ; <a href="mailto:barkhagupta@rbi.org.in"><u>barkhagupta@rbi.org.in</u></a> ; <a href="mailto:abirmallick@rbi.org.in"><u>abirmallick@rbi.org.in</u></a> ; <a href="mailto:aparya@rbi.org.in"><u>aparya@rbi.org.in</u></a> ; और <a href="mailto:ceskolkata@rbi.org.in"><u>ceskolkata@rbi.org.in</u></a> पर 05 मई 2025 तक या उससे पहले भेज सकते हैं।
एच	निविदा का अनुमानित मूल्य	₹9,50,00,000/- (रुपये नौ करोड़ पचास लाख) लगभग
आई	बयाना जमा राशि (ईएमडी)	₹19,00,000 (रुपये उन्नीस लाख) (भारतीय रिज़र्व बैंक, कोलकाता के पक्ष में प्रत्येक बोलीकर्ता द्वारा कुल संविदा मूल्य का 2% एनईएफटी/डिमांड ड्राफ्ट/बैंक गारंटी (संलग्न प्रारूप के अनुसार तैयार) अनुसूचित बैंक द्वारा जारी, के रूप में जमा किया जाएगा।)
	लाभार्थी खाता संख्या:	186003001

		आईएफएससी: RBIS0KLPA01 (बाएं से 5वें और 10वें स्थान पर अंक शून्य है)
		लाभार्थी का नाम: भारतीय रिज़र्व बैंक, कोलकाता
		डिमांड ड्राफ्ट और बैंक गारंटी कोलकाता में देय "क्षेत्रीय निदेशक, भारतीय रिज़र्व बैंक, कोलकाता" के पक्ष में होना चाहिए। <b>नोट:</b> एमएसएमई/उद्यम पंजीकृत बोलीकर्ताओं को ईएमडी के भुगतान से कोई छूट नहीं है। ईएमडी जमा करने का प्रमाण एमएसटीसी पोर्टल पर अपलोड करना होगा और आवश्यक विवरण के साथ एक पुष्टि मेल <a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a> ; <a href="mailto:rajarshiadhikari@rbi.org.in">rajarshiadhikari@rbi.org.in</a> ; <a href="mailto:barkhagupta@rbi.org.in">barkhagupta@rbi.org.in</a> ; <a href="mailto:abirmallick@rbi.org.in">abirmallick@rbi.org.in</a> और <a href="mailto:apayra@rbi.org.in">apayra@rbi.org.in</a> पर 19 मई 2025 को 12:00 बजे या उससे पहले भेजना होगा।
<b>जे के</b>	ईएमडी को जमा करने की अंतिम तिथि और समय हस्ताक्षरित सत्यनिष्ठा समझौते की भौतिक प्रति प्रस्तुत करने की अंतिम तिथि और समय	<b>19 मई 2025 को दोपहर 12 बजे</b> या उससे पहले <b>19 मई 2025 को दोपहर 12 बजे</b> या उससे पहले
<b>एल</b>	लेनदेन शुल्क	एमएसटीसी पोर्टल में विनिर्दिष्ट लेनदेन शुल्क का भुगतान एमएसटीसी भुगतान गेटवे के माध्यम से/एनईएफटी/आरटीजीएस के माध्यम से, एमएसटीसी लिमिटेड के पक्ष में या मेसर्स एमएसटीसी लिमिटेड द्वारा सूचित किए गए अनुसार किया जाएगा। <b>कृपया लेनदेन शुल्क भारतीय रिज़र्व बैंक, कोलकाता को अंतरित न करें।</b>
<b>एम</b>	ई-निविदा (तकनीकी बोली और वित्तीय बोली) <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> पर ऑनलाइन रूप में जमा करने की आरंभिक तिथि।	11 अप्रैल 2025 को शाम 6 बजे से
<b>एन</b>	वेबसाइट पर ई-निविदा की उपलब्धता की अंतिम तिथि	19 मई 2025 को 14:00 बजे तक
<b>ओ</b>	ई-निविदा (तकनीकी-वित्तीय बोली और वित्तीय बोली) को ऑनलाइन जमा करने की समाप्ति की तिथि और समय।	19 मई 2025 को 14:00 बजे तक
<b>पी</b>	भाग-I खुलने की तिथि एवं समय (तकनीकी बोली)	20 मई 2025 को पूर्वाह्न 11:30 से
<b>क्यू</b>	भाग-II (वित्तीय बोली) खोलने की तिथि	भाग-II (वित्तीय बोली) इलेक्ट्रॉनिक रूप से केवल उन बोलीकर्ताओं की खोली जाएगी, जिनका भाग-I (तकनीकी बोली) आरबीआई, कोलकाता द्वारा

		स्वीकार्य योग्य पाई गई हो। ऐसे बोलीकर्ता(ओं) को उनके द्वारा प्रदान की गई वैध ई-मेल आईडी के माध्यम से भाग-II (वित्तीय बोली) खोलने की तिथि के बारे में सूचित किया जाएगा।
<b>आर</b>	प्रश्न, यदि कोई हो, इस ई-मेल पर भेजा जा सकता है	<a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a>
<b>एस</b>	संचार के लिए पता	क्षेत्रीय निदेशक भारतीय रिज़र्व बैंक 15, नेताजी सुभाष रोड, फेयरली प्लेस, बीबीडी बाग, कोलकाता, पश्चिम बंगाल-700001
<b>नोट:</b> बैंक बिना कोई कारण बताए किसी भी या सभी निविदाओं को पूर्ण या आंशिक रूप से स्वीकार या अस्वीकार करने का अधिकार सुरक्षित रखता है। सभी निविदाकर्ता कृपया ध्यान दें कि यदि भविष्य में ई-निविदा में कोई संशोधन/शुद्धिपत्र जारी किया जाता है, तो उसे केवल आरबीआई और एमएसटीसी की वेबसाइट पर अधिसूचित किया जाएगा, जैसा कि ऊपर दिया गया है और समाचार पत्र में प्रकाशित नहीं किया जाएगा।		



बेटी बचाओ  
बेटी पढ़ाओ

**RESERVE BANK OF INDIA/ भारतीय रिजर्व बैंक  
CENTRAL ESTABLISHMENT SECTION/ केंद्रीय स्थापना अनुभाग  
KOLKATA/ कोलकाता**

**Notice Inviting Tender (NIT)**

**E-tender for Supply and Door-step delivery of medicines issued to Retirees/Employees and their eligible dependents on Credit Slips by Dispensaries under the purview of RBI Kolkata Regional Office for the period July 01, 2025 – March 31, 2026**

**E-Tender No: RBI/Kolkata Regional Office/HRMD/2/25-26/ET/32 [Medicine supply-  
Credit Slips]**

Date – April 11, 2025

Reserve Bank of India, Kolkata, (hereinafter called “the Bank”), invites Open e-tender under Two – Bid system (Technical & Financial Bid) from Suppliers/ Chemists / Druggists/ Stockists (hereinafter referred to as Chemists for brevity) for Supply and Door-step delivery of medicines issued on credit slips to the Retirees/Serving employees and their eligible dependents by the Dispensaries under the purview of Reserve Bank of India, Kolkata during the period July 01, 2025 to March 31, 2026. The contract for supplying and door-step delivery of medicines issued on credit slips would be awarded to the Chemist(s) for the period July 01, 2025, to March 31, 2026. Subsequently, the contract may be renewed annually with the Chemist(s) based on mutual consent for a period of one year at a time, extendable up to a maximum period of two years (till March 31, 2028) on same terms and conditions, subject to satisfactory performance of the Chemist(s) as evaluated by the Bank from time to time. The contract may be terminated by giving three months’ notice period by the either side.

2. The Tender process will be executed through the e-Tendering portal of MSTC Ltd. (<https://www.mstcecommerce.com/eprocn/>). Interested tenderers must register themselves with MSTC Ltd. through the aforementioned website to participate in the tendering process. Further, bidders are advised to make their own arrangement for Digital Signature Certificate



बेटी बचाओ  
बेटी पढ़ाओ

**RESERVE BANK OF INDIA/ भारतीय रिजर्व बैंक  
CENTRAL ESTABLISHMENT SECTION/ केंद्रीय स्थापना अनुभाग  
KOLKATA/ कोलकाता**

(DSC) which may be required to access the MSTC portal. The tenderers shall submit their e-tender (both Part I and Part II i.e., Technical and Financial Bids) as per the instructions regarding e-Tender, along with all supporting documents, complete in all respects, **on or before May 19, 2025 (Monday) up to 14:00 hrs.** Tenders submitted only through the MSTC portal will be accepted for the captioned process. Tenders, if received (in any mode) after the said date and time, will not be accepted by the Bank. The tenderers shall remit refundable **Earnest Money Deposit (EMD) of ₹19,00,000 (Nineteen Lakhs) on or before May 19, 2025 (Monday) up to 12:00 hrs.** The Technical Bid (Part I) will be opened electronically on **May 20, 2025 (Tuesday) 11:30 A.M** onwards in presence of prospective bidders. In the event of tender opening date indicated above being declared a holiday, tender shall be opened on the next working day.

3. The Tender document can be downloaded from the RBI website '[www.rbi.org.in](http://www.rbi.org.in)' and '[www.mstcecommerce.com](http://www.mstcecommerce.com)'. Any amendment / corrigendum / clarification with respect to this tender shall be uploaded on the Bank's website / MSTC e-portal only and will not be published in the newspaper. The tenderer must regularly check the above website / e-portal for any amendment / corrigendum / clarification/addendum and submit the bid after verification of the same. The Bank reserves the right to reject any or all the quotations either in whole or in part without assigning any reason thereof.

**Regional Director  
Reserve Bank of India  
Kolkata**



बेटी बचाओ  
बेटी पढ़ाओ

**RESERVE BANK OF INDIA/ भारतीय रिजर्व बैंक  
CENTRAL ESTABLISHMENT SECTION/ केंद्रीय स्थापना अनुभाग  
KOLKATA/ कोलकाता**

**DISCLAIMER**

The Bank has prepared this document to give background information to the interested parties on the tender for **“Supply and Door-step delivery of medicines issued to Retirees/Employees and their eligible dependents on Credit Slips by Dispensaries under the purview of RBI Kolkata Regional Office”**.

2. While the Bank has taken due care in preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, 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.

3. 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 solely 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 Reserve Bank of India or any of its authorities or agencies or any of their respective officers, employees, agents, or advisors.

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





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बेटी पढ़ाओ

**RESERVE BANK OF INDIA/ भारतीय रिजर्व बैंक  
CENTRAL ESTABLISHMENT SECTION/ केंद्रीय स्थापना अनुभाग  
KOLKATA/ कोलकाता**

**SCHEDULE OF TENDER (SoT)**

<b>A</b>	E-tender no.	<b>RBI/Kolkata Regional Office/HRMD/2/25-26/ET/32 [Medicine supply- Credit Slips]</b>
<b>B</b>	Name of Tender	E-tender for Supply and Door-step delivery of medicines issued to employees/retirees and their eligible dependents on Credit Slips by Dispensaries under the purview of RBI Kolkata Regional Office for the period July 01, 2025 – March 31, 2026
<b>C</b>	Mode of Tender	e-Procurement System  (Online - Part I - Technical Bid and Part II - Price/Financial Bid through MSTC E-Commerce ( <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> ))
<b>D</b>	Date of Notice Inviting E-tender available for viewing/download on RBI website	April 11, 2025
<b>E</b>	Date of Pre-Bid meeting (Hybrid mode both offline and online Webex mode)	May 06, 2025, at 03:00 PM
<b>F</b>	Venue of Pre-Bid meeting for Offline participation	RBI Main Building, 15, Netaji Subhas Rd, Fairley Place, B.B.D. Bagh, Kolkata, West Bengal 700001
<b>G</b>	Pre-Bid meeting (online Webex mode)	Vendors who would like to join pre-bid meeting via online mode may send in their email ids, where they would like the Webex link to be shared, at <a href="mailto:rajarshiadhikari@rbi.org.in">rajarshiadhikari@rbi.org.in</a> ; <a href="mailto:barkhagupta@rbi.org.in">barkhagupta@rbi.org.in</a> ;



बेटी बचाओ  
बेटी पढ़ाओ

**RESERVE BANK OF INDIA/ भारतीय रिजर्व बैंक**  
**CENTRAL ESTABLISHMENT SECTION/ केंद्रीय स्थापना अनुभाग**  
**KOLKATA/ कोलकाता**

		<a href="mailto:abirmallick@rbi.org.in">abirmallick@rbi.org.in</a> ; <a href="mailto:aparya@rbi.org.in">aparya@rbi.org.in</a> ; and <a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a> on or before May 05, 2025	
H	Estimated value of tender	₹9,50,00,000/- (Nine Crores Fifty Lakhs) approximately	
I	Earnest Money Deposit (EMD)	₹19,00,000 (Nineteen Lakhs)	
		(being 2% of the total contract value shall be deposited by each bidder) in the form of NEFT/Demand Draft/Bank Guarantee (prepared as per enclosed format) issued by a Scheduled Bank drawn in favour of Reserve Bank of India, Kolkata.	
		Beneficiary account no:	186003001
		IFSC:	RBIS0KLPA01 (Numeric Zero at 5th and 10th place from left)
		Beneficiary name:	Reserve Bank of India, Kolkata
		Demand Draft and Bank Guarantee has to be in favour of “THE REGIONAL DIRECTOR, RBI, Kolkata” payable at Kolkata <b>Note:</b> There is no exemption to MSME/UDYAM registered bidders from the payment of EMD. The proof of having remitted EMD is to be uploaded on MSTC portal and a confirmation mail with necessary details to be mailed at <a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a> ;	



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**RESERVE BANK OF INDIA/ भारतीय रिजर्व बैंक**  
**CENTRAL ESTABLISHMENT SECTION/ केंद्रीय स्थापना अनुभाग**  
**KOLKATA/ कोलकाता**

		<a href="mailto:rajarshiadhikari@rbi.org.in">rajarshiadhikari@rbi.org.in</a> ; <a href="mailto:barkhagupta@rbi.org.in">barkhagupta@rbi.org.in</a> ; <a href="mailto:abirmallick@rbi.org.in">abirmallick@rbi.org.in</a> and <a href="mailto:apayra@rbi.org.in">apayra@rbi.org.in</a> on or before 12:00 hours on May 19, 2025.
<b>J</b>	Last date and time of submission of EMD	On or before <b>12:00 hrs of May 19, 2025.</b>
<b>K</b>	Last date and time of submission of physical copy of signed Integrity Pact	On or before <b>12:00 hrs of May 19, 2025.</b>
<b>L</b>	Transaction fees	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED or as advised by M/s MSTC Ltd. <b>Please do not transfer the transaction fee to the Reserve Bank of India, Kolkata.</b>
<b>M</b>	Date of Starting of online submission of E-tender (Technical Bid and Financial Bid) at ( <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> ).	April 11, 2025, 6 P.M onwards
<b>N</b>	Last date of availability of E-tender on website	May 19, 2025, till 14:00 Hrs
<b>O</b>	Date & time of closing of online submission of E-tender (Technical Bid and Financial Bid).	May 19, 2025, till 14:00 Hrs
<b>P</b>	Date & time of opening of Part-I (Technical Bid)	May 20, 2025, 11:30 AM onwards
<b>Q</b>	Date of opening of Part-II (Financial Bid)	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Kolkata. Such bidder(s) will be informed regarding date of opening of Part-II (Financial Bid) through valid e-mail IDs provided by them.
<b>R</b>	Email query, if any, may be sent to	<a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a>
<b>S</b>	Address for Communication	The Regional Director



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**RESERVE BANK OF INDIA/ भारतीय रिजर्व बैंक  
CENTRAL ESTABLISHMENT SECTION/ केंद्रीय स्थापना अनुभाग  
KOLKATA/ कोलकाता**

		Reserve Bank of India 15, Netaji Subhas Rd, Fairley Place, B.B.D. Bagh, Kolkata, West Bengal- 700001
<b>Note:</b> The Bank reserves the right to accept or reject any or all the tenders in full or part without assigning any reasons. All the tenderers may please note that any amendments/ corrigendum to the e-Tender, if issued in future, will only be notified on the RBI and MSTC Website as given above and will not be published in the newspaper.		



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CENTRAL ESTABLISHMENT SECTION/ केंद्रीय स्थापना अनुभाग  
KOLKATA/ कोलकाता**

**E-TENDER FOR**

**Supply and Door-step Delivery of Medicines issued on credit slips to  
employees/retirees and their eligible dependents by the Bank's Dispensaries in Kolkata**

**E-Tender No. - RBI/Kolkata Regional Office/HRMD/2/25-26/ET/32 [Medicine supply-  
Credit Slips]**



**RESERVE BANK OF INDIA/ भारतीय रिजर्व बैंक  
CENTRAL ESTABLISHMENT SECTION/ केंद्रीय स्थापना अनुभाग  
KOLKATA/ कोलकाता**

**E-Tender for Supply and Door-step Delivery of Medicines issued on credit slips to employees/retirees and their eligible dependents by the Bank's Dispensaries in Kolkata**

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KOLKATA/ कोलकाता**

**Section I**

**SCHEDULE OF TENDER (SoT)**

<b>A</b>	E-tender no.	<b>RBI/Kolkata Regional Office/HRMD/2/25-26/ET/32 [Medicine supply- Credit Slips]</b>
<b>B</b>	Name of Tender	E-tender for Supply and Door-step delivery of medicines issued to employees/retirees and their eligible dependents on Credit Slips by Dispensaries under the purview of RBI Kolkata Regional Office for the period July 01, 2025 – March 31, 2026
<b>C</b>	Mode of Tender	e-Procurement System  (Online - Part I - Technical Bid and Part II - Price/Financial Bid through MSTC E-Commerce ( <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> ))
<b>D</b>	Date of Notice Inviting E-tender available for viewing/download on RBI website	April 11, 2025
<b>E</b>	Date of Pre-Bid meeting (Hybrid mode both offline and online Webex mode)	May 06, 2025, at 03:00 PM
<b>F</b>	Venue of Pre-Bid meeting for Offline participation	RBI Main Building, 15, Netaji Subhas Rd, Fairley Place, B.B.D. Bagh, Kolkata, West Bengal 700001
<b>G</b>	Pre-Bid meeting (online Webex mode)	Vendors who would like to join pre-bid meeting via online mode may send in their email ids, where they would like the Webex link to be shared, at <a href="mailto:rajarshiadhikari@rbi.org.in">rajarshiadhikari@rbi.org.in</a> ; <a href="mailto:barkhagupta@rbi.org.in">barkhagupta@rbi.org.in</a> ;



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**CENTRAL ESTABLISHMENT SECTION/ केंद्रीय स्थापना अनुभाग**  
**KOLKATA/ कोलकाता**

		<a href="mailto:abirmallick@rbi.org.in">abirmallick@rbi.org.in</a> ; <a href="mailto:aparya@rbi.org.in">aparya@rbi.org.in</a> ; and <a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a> on or before May 05, 2025	
<b>H</b>	Estimated value of tender	₹9,50,00,000/- (Nine Crores Fifty Lakhs) approximately	
<b>I</b>	Earnest Money Deposit (EMD)	₹19,00,000 (Nineteen Lakhs)  (being 2% of the total contract value shall be deposited by each bidder) in the form of NEFT/Demand Draft/Bank Guarantee (prepared as per enclosed format) issued by a Scheduled Bank drawn in favour of Reserve Bank of India, Kolkata.	
		Beneficiary account no:	186003001
		IFSC:	RBIS0KLPA01 (Numeric Zero at 5th and 10th place from left)
		Beneficiary name:	Reserve Bank of India, Kolkata
		Demand Draft and Bank Guarantee has to be in favour of "THE REGIONAL DIRECTOR, RBI, Kolkata" payable at Kolkata <b>Note:</b> There is no exemption to MSME/UDYAM registered bidders from the payment of EMD. The proof of having remitted EMD is to be uploaded on MSTC portal and a confirmation mail with necessary details to be mailed at <a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a> ;	





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**KOLKATA/ कोलकाता**

		<a href="mailto:rajarshiadhikari@rbi.org.in">rajarshiadhikari@rbi.org.in</a> ; <a href="mailto:barkhagupta@rbi.org.in">barkhagupta@rbi.org.in</a> ; <a href="mailto:abirmallick@rbi.org.in">abirmallick@rbi.org.in</a> and <a href="mailto:apayra@rbi.org.in">apayra@rbi.org.in</a> on or before 12:00 hours on May 19, 2025.
<b>J</b>	Last date and time of submission of EMD	On or before <b>12:00 hrs of May 19, 2025.</b>
<b>K</b>	Last date and time of submission of physical copy of signed Integrity Pact	On or before <b>12:00 hrs of May 19, 2025.</b>
<b>L</b>	Transaction fees	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway/NEFT/RTGS in favour of MSTC LIMITED or as advised by M/s MSTC Ltd. <b>Please do not transfer the transaction fee to the Reserve Bank of India, Kolkata.</b>
<b>M</b>	Date of Starting of online submission of E-tender (Technical Bid and Financial Bid) at ( <a href="https://www.mstcecommerce.com/eprocn/">https://www.mstcecommerce.com/eprocn/</a> ).	April 11, 2025, 6 P.M onwards
<b>N</b>	Last date of availability of E-tender on website	May 19, 2025, till 14:00 Hrs
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<b>P</b>	Date & time of opening of Part-I (Technical Bid)	May 20, 2025, 11:30 AM onwards
<b>Q</b>	Date of opening of Part-II (Financial Bid)	Part-II (Financial Bid) will be opened electronically of only those bidder(s) whose Part-I (Technical Bid) is found acceptable by RBI, Kolkata. Such bidder(s) will be informed regarding date of opening of Part-II (Financial Bid) through valid e-mail IDs provided by them.
<b>R</b>	Email query, if any, may be sent to	<a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a>
<b>S</b>	Address for Communication	The Regional Director



**RESERVE BANK OF INDIA/ भारतीय रिजर्व बैंक  
CENTRAL ESTABLISHMENT SECTION/ केंद्रीय स्थापना अनुभाग  
KOLKATA/ कोलकाता**

		Reserve Bank of India 15, Netaji Subhas Rd, Fairley Place, B.B.D. Bagh, Kolkata, West Bengal- 700001
<b>Note:</b> The Bank reserves the right to accept or reject any or all the tenders in full or part without assigning any reasons. All the tenderers may please note that any amendments/ corrigendum to the e-Tender, if issued in future, will only be notified on the RBI and MSTC Website as given above and will not be published in the newspaper.		



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**Section II**

**IMPORTANT INSTRUCTIONS FOR E-TENDERING**

This is an e-Tendering event of Reserve Bank of India, Kolkata Office. The e-Tendering Service Provider / Contractor / Vendor is MSTC Limited. Bidders are requested to read the terms & conditions of this tender and subsequent Corrigendum/addendum, if any, before submitting their online tender. Further, all the bidders may please note that any amendments/corrigendum to this e-tender, if issued in future, will be notified on the RBI Website and MSTC portal as given above and will not be published in the newspaper. It shall also be noted that the terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the bidder/s to agree upon such further or other terms and conditions at the time of executing the agreement with the successful bidder/s, or to alter, amend, modify or omit the terms and conditions contained herein, including formats and Annex, as are considered necessary for the due and proper execution of the work to be awarded under this Tender.

**Process of E-tender:**

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



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**SPECIAL NOTE:** The technical bid and the commercial bid have to be submitted on-line at [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn)

- i). Tenderers are required to register themselves online with [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-Procurement → PSU/Govtdepts → Select RBI Logo → Register as Vendor by Filling up details and creating own user id and password → Submit.
- ii). Tenderers will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.
- iii). In case of any clarification, please contact MSTC/RBI, Kolkata, (before the scheduled time of the e-tender)

**Contact person (RBI, Kolkata Office):**

- i). Shri. Rajarshi Adhikari, AGM, HRMD-CES  
Mobile: 8114535121, [rajarshiadhikari@rbi.org.in](mailto:rajarshiadhikari@rbi.org.in)
- ii). Smt. Barkha Gupta, Manager, HRMD-CES  
Mobile: 8800330570, [barkhagupta@rbi.org.in](mailto:barkhagupta@rbi.org.in)
- iii). Shri. Ansuman Parya, Assistant Manager, HRMD-CES  
Mobile: 9007844998, [aparya@rbi.org.in](mailto:aparya@rbi.org.in)

**Contact person (MSTC Ltd):**

- i) Shri. Sabyasachi Mukherjee; Mobile No.- 7278030407; Email id: [smukherjee@mstcindia.co.in](mailto:smukherjee@mstcindia.co.in)
- ii) Shri. Kranti Kumar; Mobile No: 9174009882; email: [kkkumar@mstcindia.co.in](mailto:kkkumar@mstcindia.co.in)

**The MSTC Helpdesk numbers are: 9499054101/2/3/4**

**The bidders can also submit their issues vide e-mail at [helpdesk@mstcindia.co.in](mailto:helpdesk@mstcindia.co.in)**



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**2. System Requirements:**

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

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

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

Other Settings:

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

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

For more details, vendor may refer to the **Vendor Guide** and **FAQ** available at [MSTC E-Commerce \(mstcecommerce.com\)](http://MSTC E-Commerce (mstcecommerce.com))

3. The Technical and the Financial / Price Bid shall have to be submitted online at [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn). Tenders will be opened electronically on the specified date and time as given in the Tender.

4. All entries in the tender must be entered in online Technical & Financial/Price Formats without any ambiguity.



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**5. Transaction fee:**

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

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

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

6. Information about tenders / corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the tenderers are required to ensure that their Email ID provided is valid and updated at the time of registration of vendor with MSTC. Tenderers are also requested to ensure validity of their DSC (Digital Signature Certificate).

7. e-Tender cannot be accessed after the due date and time mentioned in NIT.

**8. Bidding in e-Tender:**

a) Vendor(s) need to submit necessary Earnest Money Deposit (EMD) and Transaction fees (if any) to be eligible to bid online in the e-Tender. Tenderers are advised to remit EMD well in



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advance to avoid last minute hassle. Transaction fees is non-refundable. No interest will be paid on EMD. The EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority within 15 days of awarding the Contract to a successful bidder.

b) The process involves Electronic Bidding for submission of Technical and Financial / Price Bid.

c) The vendor(s) who have submitted the transaction fee can only submit their Technical Bid and Financial Bid through internet in MSTC website [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-procurement → PSU / Govtdepts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.

d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms / Commercial specification and save the same. After that, they should click on the Technical bid. If this JAVA application does not run, then the vendor will not be able to save / submit his Technical bid.

e) After filling the Technical Bid, tenderers have to click 'save' for recording their Technical Bid. Once the above is done, the Commercial Bid link becomes active and the details has to be filled up, tenderers have to click on "save" to record their Commercial bid. After both the Technical bid & Commercial bid have been saved, vendor has to click on the "Final submission" button to register the bids.

f) Tenderers are instructed to use the *Attach Doc button* to upload documents. Multiple documents can be uploaded.

g) In all cases, tenderers are advised to use their own ID and Password along with Digital Signature at the time of submission of their bids.

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

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



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j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Bank will form a binding contract between the Bank and Vendor for execution of the work.

k) It is mandatory that all the bids are submitted with digital signature certificate, otherwise the same will not be accepted by the system.

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

m) Vendors are requested to read the vendor guide and see the video in the page [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi) to familiarize themselves with the system before bidding.

9. No deviation from the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms its acceptance of terms & conditions for the tender.

10. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.

11. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.

12. The bids will be evaluated based on the Technical & Financial Bids. Vendors are requested to quote uniform discount rate on MRP. No change in quoted rates will be accepted.





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**Notice Inviting Tender (NIT) will be available to parties for viewing/downloading from  
April 11, 2025 (Friday) from 06:00 PM onwards.**



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**Section III  
INTEGRITY PACT**

RBI has adopted Integrity Pact as per the guidelines of Central Vigilance Commission and this bid will be covered under an Integrity Pact. The vendors are required to sign the Integrity Pact document and submit the same to the RBI along with the bids.

- i. All bidders need to sign the Integrity Pact before the bids are opened by the Bank. Bids without the signed Integrity Pact are liable to be rejected.
- ii. Bidders are requested to sign the Integrity pact as per the relevant [Annex IV](#) and the **original hard copy (either physically or via post\*)** of the same needs to be submitted to Bank **on or before 12 P.M. of May 19, 2025 (Monday)**.

The Integrity Pact envisages, the appointment of Independent External Monitor (IEM) who would independently review the extent to which the two parties to the contract (the bidder and the Bank) have complied with their obligations under the Integrity Pact. As approved by the Central Vigilance Commission, Shri Nageshwar Rao Koripalli, IRS (Retd.) and Shri Pramod Shripad Phalnikar, IPS (Retd.) have been appointed as Independent External Monitors (IEMs) in RBI from April 01, 2024, for a period of three years. Either of them may act as IEM for this e-Tender process. The bidder may contact them at [knageshwarrao@gmail.com](mailto:knageshwarrao@gmail.com)/[pramodphalnikar@gmail.com](mailto:pramodphalnikar@gmail.com) respectively.

**\*Note:** For submission of signed integrity pact via post, the bidder must send the same to the following address and it should reach Bank on or before 12 P.M of May 19, 2025:

To  
Medical Desk, CES Kolkata  
7<sup>th</sup> Floor, Main Office building,  
Reserve Bank of India, Kolkata Regional Office  
15, NS Road, Kolkata-700001



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**Section IV**

**ELIGIBILITY CRITERIA FOR CHEMISTS TO PARTICIPATE IN E-TENDER**

- i) The chemist must hold valid licenses as on the date of application in specified forms (Form 20, 20-B, 21, 21-B and 21-C as applicable) for various categories of allopathic drugs issued by the Drug Control Authority of the State under the provisions of Drugs and Cosmetics Act, 1940 as applicable and any other law in force. They must hold all other licenses, clearances and permissions as may be necessary to carry out the trade of dealing with / selling of medicines. The successful chemists will further ensure and undertake that their licenses remain valid till the end of the contract period.
- ii) The tenderers must not have been convicted by the State Drugs Authorities and no case should be pending under the Drugs and Cosmetics Act 1940 and Rules made thereunder as well as under the Drugs (Price Control) Order 1955 or Drugs (Price Control) Order, 2013 or any other Orders issued or any other laws in force from time to time. The Chemist shall bear good character and should not be convicted of any offence under any other law.
- iii) The tenderers shall give details of all disputes he/she had with his/her clients and furnish the status thereof, in the absence of the same a declaration to that effect to be furnished.
- iv) The tenderers shall have minimum yearly turnover (as specified in [Annex VI](#)) successively for the last three financial years equal to 50% of the Expected Procurement value.
- v) Earnest Money Deposit (EMD) of ₹19,00,000/- (Rs Nineteen Lakhs) should be deposited within the stipulated time and as per terms & conditions mentioned in this document.
- vi) The tenderers shall submit the Banker's Certificate from its banker (certifying solvency amount as specified in [Annex VI](#)). The Bank may at its discretion verify the same during scrutiny of the bid.



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- vii) The tenderers must have undertaken a similar business arrangement i.e., supply of medicines with at least one Government / Semi-Government / Public Sector organization during the last two years. Supporting Document of the same should be provided while applying for the e tender. Please refer [Annex II](#) for the format. The Bank may at its discretion verify the same during scrutiny of the bid.
- viii) The tenderers shall agree to supply all the medicines and consumables that the Bank indents (either through bulk order or through credit slips) irrespective of the brands or manufacturers. Failure to do so after execution of the purchase contract as described elsewhere in the document will result in automatic forfeiture/Invocation of the Performance Guarantee.
- ix) The tenderers must not have been debarred / black-listed by any Government / Semi-Government / Public Sector organization. Undertaking as per [Annex V](#) needs to be submitted by the chemists at the time of applying for the e-tender.
- x) The tenderer must have at least one shop / establishment situated in Kolkata.
- xi) Valid GST registration certificate should be available with the tenderer.
- xii) The tenderer shall have a computerized billing system.
- xiii) The tenderer /shop must have been established/operational for at least three years in the business of selling medicines.
- xiv) The bidder agrees to all the terms and conditions of the Tender document and non-adherence to any of them shall lead to disqualification.



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**Section IV.A**

**Details of Technical Bid (Part I)**

**Technical Bid documents by the Tenderer**

The following documents should be submitted in the MSTC portal.

- a) Application form for Supply and door-step delivery of medicines for Reserve Bank of India, Kolkata as per format in [Annex I](#)
- b) Self-attested copies of valid license held by the chemist as on the date of application.
- c) Copy of No Conviction Certificate from State Drugs Controller that no case is pending against the firm under the Drugs and Cosmetics Act and Rules made there under as well as under the Drugs (Price Control) Order, 1995 issued from time to time. An affidavit to the affect is acceptable in lieu thereof. The affidavit must be made on or after the date of publishing of this tender document.
- d) Copy of GST registration certificate.
- e) A copy of PAN allotted to the chemist.
- f) Copies of the audited Balance sheets and Profit and Loss statements (giving Annual turnover) for the last three financial years i.e., 2021-2022, 2022-23, 2023-24 and 2024-25 (if available) duly certified by a Chartered Accountant.
- g) Details of all disputes the tenderer had with his/her clients and the status thereof, in the absence of the same a declaration to that effect to be furnished.



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- h) Client certificate from one or more client(s) in support of experience of executing similar orders as specified in para vii under section IV and as per format in [Annex II](#)
- i) Banker's certificate from the Chemist's banker (certifying solvency amount as specified in [Annex VI](#)) as per format provided in [Annex III](#)
- j) Copy of Professional Tax Certificate for the last three financial years i.e., FY2021-2022, 2022-2023, 2023-2024 and 2024-25 (if available).
- k) ITR documents of last three financial years i.e., FY2021-2022, 2022-2023, 2023-2024 and 2024-25 (if available).
- l) Signed copy of Integrity pact as per the format in [Annex IV](#) and the **original physical copy** of the same to be submitted to the Bank **on or before 12 P.M of May 19, 2025**.
- m) An undertaking/ declaration of debarment of Public Institutions to be submitted by tenderers on their letters head duly sealed and signed by authorised signatory as per format provided in [Annex V](#).
- n) Copy of Registration of the firm/ partnership/ proprietorship/ Chemist/ Vendor.
- o) Earnest Money Deposit (EMD) of ₹19,00,000/- (Rs. Nineteen Lakhs) should be deposited within the stipulated time and as per terms & conditions mentioned in this document.
- p) The bidder should upload a signed and scanned copy of **Form I** along with all the eligibility documents as specified under section IV - IV.A on the MSTC portal to enable the Bank to download the same.



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**Section V**

**SCOPE OF WORK AND TERMS & CONDITIONS**

**1. Scope of work**

The Bank will enter into the purchase contract with one or more vendors/suppliers who offer the highest uniform discount. The chemists will supply the medicines /drugs at the agreed discount rate in the stipulated time and at the specified place based on the credit slips issued from time to time by RBI, Kolkata. It may be noted that the Bank is not bound to procure all its requirements of medicines only from the bidder offering the highest discount. The Bank also reserves the right to split / divide its purchases among two or more bidders. The Bank also reserves the right to accept any or reject any or all the offers that it may receive without giving any reasons.

**2. Delivery of Supplies**

- i. On receipt of credit slips from the Bank, the delivery of supplies in full shall be made. Medicines should be delivered in sealed packets to Office/ home of employees/ retirees and their eligible dependents within a stipulated timeline, at no extra cost to the Bank. At least 90% of the all the medicine orders on credit slips for delivery within Kolkata Municipal Limits should be delivered within same day or maximum next day of credit slip issuance. In exceptional cases like non-availability of certain medicines, logistical issues, etc., a maximum of 10% of all the orders on credit slips for delivery within Kolkata Municipal Limits may be allowed to exceed the same day/ next day delivery requirement, however all such orders must be delivered within a maximum of three days. The medicines to be delivered in areas outside the Kolkata Municipal Limits should be delivered within a maximum of four days from issuance of credit slips. Supplies are required to be made in original packing of manufacturer.



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- ii. The order will be placed directly by the Bank through credit slips (by sharing a physical copy or electronic copy of the same) and the medicines will have to be delivered directly to the doorstep of the employees / retirees (at the address specified on the credit slips) within the stipulated timeline as stated above. Credit slips must be collected by the vendor on a daily basis from the respective dispensaries. Original physical copy of the credit slips along with the invoices raised against that credit slip, which should be duly signed by the respective employees / retirees, their eligible dependents or their representative, confirming their receipt of the medicines, should be submitted to the Bank on a monthly basis while claiming the payment.
- iii. Further, the Chemists will have to supply bulk medicines /drugs (for use in emergency) in full at the quoted uniform discount rate within the stipulated time and place specified on the indents issued from time to time by Bank's dispensaries. The supplies at the designated Bank's dispensary to which the indent pertains, have to be made during the working hours of the dispensary as soon as possible but not later than seven (7) working days from the date of receipt of the indent. The Chemist must have their office in Kolkata to execute the order and replace the rejected material, if any, on priority. The failure of timely delivery shall attract consequences which may include, but is not limited to, rescission of the contract as time is the essence of the contract.

**3. Non-substitution / confirmation with Schedule M**

- (a) Supply of medicines issued through credit slips - Exact medicines prescribed by Bank's Medical Officer (BMO) /Bank's Medical Consultant (BMC) or specialist doctors and sourced from reputed pharmaceutical companies should be supplied and any alternative may be supplied only with prior approval of BMO/BMC.
- (b) Supply of bulk medicines issued through indents - In case of indent for specific brand of medicines, the brand shall not be substituted. In all other cases, medicines





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confirming to schedule M specifications of the Central Drugs Standard Control Organization only shall be supplied.

**4. Packed Supplies**

Supplies of medicines are required to be made in the original packaging of manufacturers. The packaging should exactly match the total quantity demanded of any particular medicine/drug issued on the Credit Slip. For bulk procurement, the packing should approximately be nearest to the total quantity demanded of any medicine/drug in the Purchase order (PO).

**5. Life Period of Medicines Supplied**

Every medicine has its own shelf-life period mentioned on the label of medicine. The shelf life of medicines supplied should not have passed more than half of its shelf life at the time of supply.

**6. Indent and Supply of Medicines**

- i. Sufficient stock of standard quality medicines at all times will have to be maintained by the chemist, to avoid inconvenience to the Bank or any beneficiaries.
- ii. On receipt of credit slips from the Bank, the delivery of supplies in full shall be made. Medicines should be delivered in sealed packets to Office/ home of employees/ retirees within stipulated timeline (as indicated in para 2 under Section V), at no extra cost to the Bank. Supplies are required to be made in original packing of manufacturer.
- iii. Efforts must be made to supply all the items in the credit slip in one lot.
- iv. In case of partial supply of medicines in the credit slip, suppliers must indicate the quantity of medicine supplied and the remaining quantity to be supplied specifically



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in the credit slip. Remaining quantity must be supplied at the earliest and not later than three days (four days in case of place of supply is outside the Kolkata Municipal limits) from the date of issue of the credit slip. In such cases, the Chemist shall furnish the invoices against that particular credit slip to the Bank for payment, only after all the medicines enumerated in such credit slip have been delivered by the Chemist.

- v. On receipt of indent/PO for **bulk supply** from the Bank, the delivery of supplies in full shall be made at the designated Bank's dispensary to which the indent pertains, during the working hours of the dispensary as soon as possible but not later than seven (7) working days from the date of receipt of the indent.
- vi. The chemist shall indicate batch number, name of manufacturer, manufacturing date and date of expiry in the indents at the time of supplying the medicines / drugs to the concerned Dispensaries.
- vii. The chemist should not stop the supplies of the medicine/drugs without giving 90 days' notice.
- viii. The chemist should agree to supply **all the medicines** and consumables that the Bank indents (either through bulk order or through credit slips) irrespective of the brands or manufacturers. Failure to do so after execution of the purchase contract as described in the document will result in automatic forfeiture of the Performance Bank Guarantee.

## **7. Presentation of Bills**

- i. The chemist shall present the bills to the Office of the Bank for the supplies made. The GST invoices/ bills should clearly indicate the details of the supplies made each day such as name of the item, name of manufacturer, batch No., date of manufacture & expiry date, rate, discount as per contract etc., prescription/credit slip no (wherever



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applicable) and any other information as required by the Bank.

- ii. The invoices/bills raised against credit slips may be submitted to the RBI, Kolkata every month (by the 10th of the following month), for payment and shall necessarily be supported by the original credit slips duly signed by the Bank's authorized official (BMO/BMCs) under his/her signature and date. The original credit slips have to be collected by the vendor on a daily basis from the respective dispensaries. Further, the invoices raised against each credit slip should be duly signed by the respective employees / retirees, their eligible dependents, or their representative, confirming their receipt of the medicines.
- iii. Bills for bulk supplies should be supported by the original PO/indent along with the certificate from the Bank's authorized official / in charge of the dispensary under his/her signature with date, seal of the office for receipt of the items indented.
- iv. Incomplete bills not accompanied by any of the particulars mentioned in (i) to (iii) above will not be entertained.
- v. While making payment, the RBI, Kolkata will deduct applicable taxes at source and issue certificate in this regard.

## **8. Pricing**

In response to Bank's e-tender, the bidder (Chemist) should quote discount on retail price printed on Strip / Bottle / Unit packed, in percentage term in respect of all items of supplies (through credit slips or through indents) to be made under the contract irrespective of their brands or manufacturers. It should be noted that the liability to pay any duties, levies or taxes leviable under the law would be that of the chemist. The chemists shall also have to bear all the expenses etc. connected with proper packaging, carting, transportation, delivery etc. in connection with supply to any place specified by the Bank. **The Bank will only pay the labelled**



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**MRP (which includes GST) minus agreed discount allowed thereon after deducting all applicable taxes. The quoted offer (discount) shall remain valid for the entire duration of the contract.** Under no circumstance will a request for an alteration to the discount rate be accepted/considered.

**9. Performance Bank Guarantee**

On entering into the purchase contract with the Bank, as specified above, the Chemist(s) will have to furnish a Performance Bank Guarantee (PBG) for an amount as specified in [Annex VI](#), in favor of '**Regional Director, Reserve Bank of India, Kolkata**' valid for **18 months** issued by a Scheduled Bank (as per the format in Form III). No claim shall be made against the Bank (Regional Director, RBI, Kolkata) in respect of interest, if any, due on the Performance Security. The Performance Guarantee should remain valid at least up to six months beyond the validity of the contract.

The amount of Performance Security shall be liable to be forfeited if the medicines supplied by the authorized Chemist against the credit slips/POs/indents placed to them in pursuance of this contract are subsequently found as having been stolen from anywhere or are not conforming to the desired quality. Performance Security is also liable to be forfeited in the case the authorized chemist:

- i) Fails to adhere to the terms and conditions of the Contract or
- ii) Supplies any sub-standard, spurious drugs or the substitute medicines.
- iii) Delays supplies
- iv) Over charges
- v) Is found to have supplied expired medicines.



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**10. Deductions for Delay/Defaults**

- (i) **Delay in Supply:** On receipt of credit slips from the Bank, the delivery of supplies in full shall be made. Medicines should be delivered in sealed packets to Office/ home of employees/ retirees within stipulated timeline (as indicated in para 2 under Section V), at no extra cost to the Bank. On receipt of indent for bulk supply from the Bank, the delivery in full shall be made at the premises of the Bank's dispensary to which the indent pertains, during the working hours of the dispensary as soon as possible but not later than seven (7) working days from the date of receipt of the indent at the opening hours of Bank's dispensary. In the event of delay in supply of indented/credit slips medicines, subsequent orders will be curtailed, and the Annual Performance Review will be adversely affected.
- ii. **Quality of medicines:** The medicines/drugs to be supplied will be of standard quality. In case it is found that any particular medicine's date is expired or is near the date of expiry, found not of standard quality, substandard or spurious, chemist's (Appointed Authorized Chemist) firm will be liable to be debarred with immediate effect besides other legal action that may be initiated.
- iii. **Failure to supply the medicines:** In case the chemist fails to supply the drugs/medicines indented or issued on credit slips, the Bank will be entitled to procure the same from another chemist/s and the chemist will be liable to reimburse in full the price paid by the Bank. However, the chemist will be allowed to claim what would be payable to him for the medicines as per the agreed terms and conditions. Further, unused medicines shall be returned to the Chemist for which payment will not be made by the Bank, however, if the payment has been made for such unused medicines the amount will be adjusted from the next bill. For medicines nearing expiry, the chemist will be bound to either return or



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replace the medicine. In case the Chemist is unable to replace medicines and non-medicine items nearing expiry the amount will be adjusted from the next bill or the Chemist has to issue a credit note in lieu of the same. The Chemist must have their office in Kolkata to execute the order and replace the rejected material, if any, on priority.

- iv. **Specific brand of medicines:** In case of indent for specific brand of medicines, the same shall not be substituted without the explicit permission in writing from the Bank's Medical Officer/Medical Consultant. If any such case is noticed during subsequent scrutiny after or before the payment, then the medicine will be returned, payment (if already made) for the said medicines will be recovered from the next bill and subsequent orders will be curtailed.
- v. **Shelf life of medicines:** The shelf life of medicines supplied should not have passed more than half of its shelf life at the time of supply. In case of failure to adhere to this condition, the supplier will be liable to replace such medicines at its own cost. In case of recurrence of non-adherence to this condition, more stringent action, including, but not limited to, imposition of higher penalty and/or debarment, besides initiation of appropriate legal action may be undertaken by the Bank.
- vi. **Refusal to supply the medicines:** In case of failure or refusal on chemist's part to supply the medicines to the purchaser/ beneficiaries within the time as prescribed above or as provided in the respective PO/credit slips, the contract is liable to be terminated /cancelled at chemist's risk and cost. Any extra cost involved in arranging supply from an alternative source will be recovered from the chemist.

## **11. Termination for Default**

The Bank may, without prejudice to any other remedy for breach of contract, by written



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notice (three months) of default sent to the bidder/s terminate the Contract/s in whole or part:

- i. If the bidder fails to provide any or all of the services within the period(s) specified in the Contract.
- ii. If the bidder fails to perform any other obligation(s) under the Contract.
- iii. If the bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- iv. The Contract is further liable to be terminated in case
  - a) of Supply of sub-standard / spurious / substitute medicines,
  - b) of delay in supply / refusal to supply / non-supply of medicines,
  - c) of over charging in the bill,
  - d) It is found that any particular medicine's date expired or is near the date of expiry.

If any such case indicated in (iv) above is noticed during subsequent scrutiny after or before the payment, then the chemist shall refund the disputed / excess amount already paid by the Bank and replace the medicines in question. The Bank may stop payment due or recover the cost of such supplies from the amounts due to the chemist.

**12. Reservation of Right for Appointment of one or More than one Chemists**

The Regional Director, Reserve Bank of India, Kolkata reserves the right to enter into contracts with any number of chemists. The Regional Director, RBI, Kolkata also reserves the right to allocate, reallocate the dispensaries, existing and new ones that may be set up during the currency of the contract. The Regional Director, RBI, Kolkata also reserves the right to decide which supplier shall normally serve which dispensary. It may be noted that



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the Bank is not bound to procure all its requirements of medicines only from the bidder offering the highest discount. The Bank also reserves the right to split / divide its purchases among two or more bidders. The Bank also reserves the right to accept any or reject any or all the offers that it may receive without giving any reasons.

**13. Period of Contract**

- i. Based on both Technical evaluation and Financial bid, the contract for supplying medicines would be awarded to the successful vendor/s for a period from July 01, 2025, to March 31, 2026. Subsequently, the contract may be renewed annually on mutual consent for a period of one year at a time, extendable up to a maximum period of two years on the same terms and conditions, subject to satisfactory performance of the supplier/s, as evaluated by the Bank from time to time.
- ii. In respect of the purchase contract, supply orders will be placed against the contract up to last date of the contract. Orders received even on the closing date should be honored in accordance with the terms of the contract though the last date of the contract may be expired on the date of supply of medicines.

**14. Indemnity**

The bidder shall indemnify the Bank against all actions, suits, claims and demands brought or made against it in respect of anything done or committed to be done by the bidder in execution of or in connection with the work of this contract and against any loss or damage to the Bank in consequence to any action or suit being brought against the bidder for anything done or committed to be done in the execution of this contract. The bidder will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the bidder's negligence. The bidder will pay all indemnities arising from such incidents without any extra cost to the Bank and will not hold the Bank responsible or obligated. The Bank may at its





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discretion and entirely at the cost of the bidder defend such a suit, either jointly with the bidder or single in case the latter chooses not to defend the case.

**15. Payment**

The authorized Chemist shall claim payments after supply of medicines. Payments of the bills presented will normally be arranged within 15 working days from the date of presentation of the bill to the concerned department. However, the authorized chemist shall make no claim from the Bank in respect of interest or damages in case the payment is delayed for any reasons. The payment has to be made through ECS/NEFT for which the bidder should give requisite details of bank address, Account No., IFS Code, type of the bank account (Current/Savings).

**16. Applicability of Best Prices**

If the chemist with whom the Bank has entered into an annual purchase contract offers a higher discount or sells or even offers to sell medicines following conditions of sale similar to those of the Bank's contract, to any person or organization during the currency of the rate contract, the discount rate applicable to the Bank will be automatically increased with effect from that date for all the subsequent supplies under the contract and the contract amended accordingly. Other parallel contract holders, if any, will be given an opportunity to reduce their price as well, by notifying the reduced price to them and giving them 15 (fifteen) days' time to intimate their revised prices, if they so desire, in sealed cover to be opened in public on the specified date and time and further action taken as per standard practice. The Chemist shall also replace the expired medicines as per the stipulated terms and shall also comply with the terms and conditions of the agreement that will be entered between the Bank and the Chemist.



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**17. Corrupt, Fraudulent or Unethical Practices:**

The Bank requires that the chemist observes the highest standards of ethics during the procurement and execution of contract for supply of medicines. The medicines/drugs to be supplied will be of standard quality. In pursuance thereof, the terms are set forth as follows:

a) The chemist shall not resort to offering, giving, receiving or soliciting of anything of value to influence the action of any official of the Bank in the E-tendering process or in contract execution.

b) The chemist shall not resort to misrepresentation of facts in order to influence the tendering process or execution of a contract to the detriment of the Bank.

c) The Bank will declare a chemist ineligible, either indefinitely or for a specified period of time, for award of contract, if at any time, it determines that the chemist has engaged in corrupt and fraudulent practices in executing the contract.

d) The Bank may, without prejudice to any other remedy for breach of contract, at its sole discretion, terminate the contract in whole or part in respect of any chemist for any of the following reasons:

i) Supply of sub-standard / spurious / substitute medicines,

ii) Delay in supply / refusal to supply / non-supply of medicines,

iii) Over charging in the bill,

iv) In case it is found that any particular medicine's date expired or is near the date of expiry.

v) If the chemist fails to perform any other obligation(s) under the contract,

vi) If in the judgement of the Bank the Chemist has engaged in corrupt or fraudulent practice, including, but not limited to, misrepresentation of fact and/or submission of factually incorrect information.

vii) If the Chemist breaches and/or not adheres to and/or fails to uphold the terms and



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conditions laid out in the tender document.

e) If any such case indicated in (d) above is noticed during subsequent scrutiny after or before the payment, then the chemist shall refund the disputed / excess amount already paid by the Bank, replace the medicines in question. The Bank may stop payment due or recover the cost of such supplies from the amounts due to the chemist.

**18. Arbitration**

The contract is based on mutual trust and confidence. Both the parties agree to carry out the assignment in good faith. If any dispute or difference of any kind whatsoever (the decision whereof is not herein otherwise provided for) shall arise between the Bank and the Bidder in connection with or arising out of the contract, whether during the contract period or completion and whether before or after the termination, abandonment or breach of the contract, shall be referred to the Regional Director, Reserve Bank of India, Kolkata (arbitrator in this case) and settled through arbitration, who shall give written award of his decision to the Bidder. The decision of the Regional Director will be final and binding.

**19. Non – Disclosure Clause**

The Bidder 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 Bidder during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in the strictest confidence. The Bidder shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Bidder shall not publish, permit to be published, or disclose any



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particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Bidder shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above, shall be treated, as breach of contract on the part of the Bidder and the Bank shall be entitled to claim damages and pursue legal remedies. The Bidder shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Bidder's obligations with respect to non- disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason. **Compliances with the Provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013**

**20. Compliances with the Provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013**

- i. The Chemist shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act 2013". In case of any complaint of sexual harassment against its employees or agents or supply personnel or delivery personnel within the premises of the Bank or at the place of delivery, the complaint shall be referred to the appropriate committee constituted under the said Act. The chemist shall ensure appropriate action under the said act in respect of the complaint.
- ii. Any complaint of sexual harassment from any aggrieved employee of the chemist against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- iii. The chemist shall be responsible for any monetary compensation that may need to



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be paid in case the incident involves the employees or agents or supply personnel or delivery personnel of the chemist, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the chemist is proved.

- iv. The chemist shall be responsible for educating its employees or agents or supply or delivery men about prevention of sexual harassment at workplace and related issues.
- v. The chemist shall provide a complete and updated list of its employees or agents or supply or delivery personnel who are deployed for the purposes of the contract.

**21. Statutory compliance to Labour laws**

The Contractor shall comply with the necessary statutory provisions of Contract Labor (Regulation & Abolition) Act, 1970; Employees state Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employees Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act and/or any other rules/regulations and/or statutes that may be applicable to them. The contractor shall be solely responsible for any violation of provision of the above-mentioned legislative enactments or any other statutory provisions and shall further keep the RBI, Kolkata indemnified from all acts of omission, fault, breaches and / or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Contractor's failure to fulfil any of the obligations hereunder and / or under the said Acts, rules/ regulations/ or any bye-laws or rules framed under or any of these, the RBI, Kolkata shall be entitled to cover 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.

22. The authorized Chemist(s) shall not resort to sub-contracting of any order/purchase order received from the Bank.



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23. The authorized Chemist(s) agrees to immediately report to the Bank any change in their ownership structure and/or key management/partners/directors.

**24. Other Instructions and Conditions**

1.	Cost of Tendering	1.1 The tenderer shall bear all costs associated with the preparation and submission of tender documents and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.
2.	Submission - Sealing and Marking of tender	<p>2.1 The Tenderers submitting tenders electronically shall follow the electronic e-tendering submission procedures specified in the instructions regarding the e-Tender.</p> <p>2.2 The tenderers may submit their Financial Bid (competitive rates) in online in prescribed format along with copies of necessary documents as indicated in the Technical Bid (Part - I) and Financial bid (Part - II). The e-Tender with all information shall be submitted on or before the prescribed date and time of the Tender.</p> <p>2.3 If the desired / prescribed information is not submitted, the Bank will assume no responsibility for rejection of Tender.</p>
3.	Deadline for submission of Tender	<p>3.1 The Tender must be filed online through e- tendering process mentioned in this document, not later than the date and time indicated in this document.</p> <p>3.2 The Bank may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.</p>
4.	Late Tenders	4.1 No Tender shall be allowed on the e-portal after the deadline.



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5.	Tender opening	5.1 The Bank shall open the Tender electronically on the due date and time as notified in this document. Bidders may nominate a representative to be present on the occasion.
6.	Confidentiality	6.1 Information relating to the evaluation of Tenders shall not be disclosed to the tenderers or any other persons not officially concerned with such process until information of contract award is communicated to all tenderers.
7.	Clarification of tender	<p>7.1 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 the request made 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>7.2 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 rejected.</p>
8.	Evaluation of tender	8.1 The Bank shall use the evaluation criteria indicated in Section IV of this Tender along with network, past records, client recommendations, number of distributorships as applicable.



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9.	Qualification of the tenderer	9.1 The Bank shall determine its satisfaction whether the selected tenderer meets the qualifying criteria in technical bid and financial bid.
10.	The Bank's Right to accept any tender, to reject any or all tenders	10.1 The Bank reserves the right to accept or reject any or all of the tender and to annul the Tendering process and to reject any or at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further the conditional bids shall be rejected out rightly.
11.	Award criteria	11.1 The Bank reserves the right to accept any, to reject any or all tenders without assigning any reasons thereof. Fulfilling the above terms & conditions and offering the highest discount does not necessarily mean qualifying for the award of the Contract.
12.	Notification of award	12.1 The Bank will evaluate the bidder based on both technical evaluation and Financial- bids.
13.	Signing of contract	<p>13.1 The successful tenderer/s shall execute an agreement (as per the format in <b>Form IV</b>) with the Bank on Non-Judicial stamp paper of appropriate value. However, the issue of work order 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.</p> <p>13.2 The contract shall be for a period of one year (July 01, 2025 to March 31, 2026). The stamp duty shall be borne and paid by the tenderer. However, the contract can be renewed annually for a further period of one year or maximum of two years on same Terms and Conditions, subject to the performance of the Vendor</p>





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		as reviewed by the Bank from time to time. The uniform discount rate quoted by you shall remain firm and valid for the period.
14.	Earnest Money Deposit	<p>14.1 Earnest Money Deposit (EMD) of <b>₹19,00,000/- (Nineteen Lakhs only)</b> must be submitted along with the Bids through NEFT/Demand Draft/Bank Guarantee issued by a scheduled Bank drawn in favour of Reserve Bank of India, Kolkata <b>on or before May 19, 2025, at 12 P.M.</b> Bids without EMD will not be considered and will be rejected. EMD of unsuccessful bidders will be returned within 15 days of awarding the Contract to a successful bidder/s. EMD of the bidders not honouring their commitment / quotations may be forfeited at the discretion of the Regional Director, Reserve Bank of India, Kolkata who is not bound to assign any reasons for his action. The pro forma of Bank Guarantee for EMD is given in <a href="#">Annex VII</a>.</p> <p>14.2 After submission of the EMD, a line of confirmation, stating the name of the e-tender for which EMD has been submitted, and all other necessary details may be sent via an email to <a href="mailto:ceskolkata@rbi.org.in">ceskolkata@rbi.org.in</a>; <a href="mailto:rajarshiadhikari@rbi.org.in">rajarshiadhikari@rbi.org.in</a>; <a href="mailto:barkhagupta@rbi.org.in">barkhagupta@rbi.org.in</a>; <a href="mailto:abirmallick@rbi.org.in">abirmallick@rbi.org.in</a> and <a href="mailto:apayra@rbi.org.in">apayra@rbi.org.in</a> on or before 12:00 hrs of May 19, 2025.</p>



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15.	Performance Bank Guarantee	<p><b>15.1 The successful tenderer/s on entering into a purchase contract</b> with the Bank, will have to furnish a Performance Bank Guarantee (PBG) for an amount of an amount ₹95,00,000/- (Rupees Ninety-Five Lakhs only) (as specified in <a href="#">Annex VI</a>), in favor of '<b>Regional Director, Reserve Bank of India, Kolkata</b>' <b>valid for 18 months</b> issued by a Scheduled Bank. <b>The PBG has to be furnished within a period of 15 days from award of the Annual contract.</b> The Performance Guarantee should remain valid at least up to six months beyond the validity of the contract. The EMD of such tenderers will be returned on receipt of PBG. The format for PBG is provided in <b>Form III</b>.</p> <p>15.2 The PBG shall be released without interest after expiry of the contract period only after being satisfied of the successful completion of the contract and ensuring no liabilities from the vendor or its employees. In case of any complaint or pending dues, the PBG shall be discharged only after payment of all dues, liabilities, etc.</p> <p>15.3 No Interest shall be payable on EMD / Security Deposit / Performance Bank Guarantee.</p>
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**SECTION VI**

**PRICE BID/ FINANCIAL BID (for reference only)**

The Bidder have to fully read and understand, the terms, conditions and other details and offer to supply medicines /drugs issued by Bank's dispensary located at Kolkata at the rate which is the Printed Retail Price less the discount. The amount of discount will be arrived on the basis of the QUOTED (in percentage term) Uniform Discount offered on the Printed Retail Price on all items of supply.

**For Bidding, the Chemists are requested to Enter the Uniform Discount (in % term) offered on the Maximum Retail Price printed on Strip/Bottle/Unit packed in respect of all items of supplies to be made under the contract irrespective of the brand and manufacturer. Then the system will indicate the 'Total Site Cost' as: 100 minus the offered Uniform Discount'.**

The Bidder undertake to bear packing, cartage, transportation and delivery expenses and also bear all taxes, as required or may be required under law, on aforesaid supplies. He shall not charge any such taxes from the purchaser (the Bank).



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**SECTION VII**

**General and Specific Conditions of Contract**

**A: General Conditions of Contract**

- 1 1.1 The tenderer shall obtain the Tender Document from the source stated by the Bank in the Invitation for Tenders; otherwise the Bank is not responsible for the completeness of the Tender Document.
- 2 2.1 Conditional tender shall not be entertained.  
  
2.2 In the event of any difference between the figures & words of quoted rates, the rates in words shall be considered for evaluating the tender.
- 3 3.1 The tenderer is expected to carefully read and understand all instructions, forms, terms, and specifications in the Tender Document before submitting the bids.  
  
3.2 Failure to furnish all / any information or documentation as prescribed in the Tender Document may result in the rejection of the Tender.
- 4 4.1 The track record of a tenderer should be clean without any involvement in illegal activities or financial frauds. There should not be any such case with the Police / Court / Regulatory authorities against the tenderer or proprietors / partners / directors in case of Proprietorship / Partnership firm / company.  
  
4.2 The tenderer must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority. The tenderer must not have been suspended / delisted / blacklisted / banned or any such process initiated against him/her, by any organization including the Reserve Bank of India at any location in India on any grounds ((Self-declaration on letter head in this regard to be submitted as per format given in [Annex V](#))



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4.3 The tenderer should not have rescinded / abandoned any contract awarded by any of his clients before the expiry of the prescribed period of contract. The tenderer shall give details of all disputes he / she had with his / her clients and furnish the current status thereof.

**B. Situations leading to disqualification / rejection of tenders**

5 5.1 Any canvassing by or on behalf of the tenderer or to bring political or other outside influence with regard to their selection shall lead to disqualification from the process. Such Tenderer/s shall be blacklisted for next three years. If such instances go undetected during the selection process but are detected subsequently, such disqualification will take place with retrospective effect.

5.2 All the tenders should be complete in all respects with all attachments / enclosures / annexures. Incomplete forms, or bids received in any format other than the prescribed one or without proper documentary evidence, etc., will be out rightly and summarily rejected by the Bank.

5.3 The tenders received by fax or email or any manner other than specified shall not be accepted and shall be summarily rejected. No correspondence will be entertained on this matter.

5.4 Bid proposals received without or lesser than the prescribed EMD / processing fee shall be summarily rejected.

5.5 The tenders received after the due date and time shall be summarily rejected.

5.6 Conditional tenders shall be straightway rejected, and no additional clause will be entertained.

5.7 No tender may be modified subsequent to the last date of submission of the tender. No tender may be withdrawn in the interval between the last date for submission of tender and the expiry of the tender validity period specified by the tenderer in the tender. Withdrawal of the tender during the interval shall result in forfeiture of the EMD.



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5.8 Alternative Proposals / Request for extension for final date of submission shall not be permitted.

5.9. The bidders/tenderers who do not qualify in the Eligibility criteria and who do not adhere to the Integrity Pact will be disqualified.

**C. Terms of Payment**

6 6.1 Except under cases of circumstances beyond the control of the Bank, the payment of complete and clear bills received at monthly intervals will be made not later than fifteen (15) days of receipt of clear and complete bills by the concerned department.

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

(b) The invoice / bill issued should be serially numbered and it should contain the name and address of the service provider, service receiver, description of service, value of taxes payable thereon, etc. No request for making advance payment on any ground shall be entertained.

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

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

6.3 Any objection regarding the payment received by the vendor may be brought to the notice of the Bank within ten (10) days of the date of the payment. In case, no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.



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**D. Necessary requirements to be fulfilled after award of contract**

- 7 7.1 The successful tenderer/s shall execute a Performance Bank Guarantee or deposit through NEFT as specified in Section VI.
- 7.2 The agreement between the successful tenderer/s and the Bank will be signed by written confirmation of acceptance. The agreement shall be executed in duplicate. The Bank shall retain the original and the Service Provider will be given the duplicate. The stamp duty shall be borne and paid by the Service Provider.

**E. Rights of the Bank**

- 8 8.1 The Bank reserves the right to extend the period of tender availability and / or the date of opening of the bids.
- 8.2 The Bank reserves the right to accept or reject any / all applications or annul the tendering process without any liability or assigning any reason thereof.
- 8.3 The terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the Bidder to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Bidder, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this Tender.
- 8.4 The Service Provider or its agents / employees / drivers committing any breach of terms and conditions mentioned herein and / or rendering unsatisfactory services, in the opinion of the Bank shall render itself liable for penalty and / or termination of the agreement forthwith without any notice or any compensation in lieu thereof.
- 8.5 Without prejudice to above, the Agreement can be terminated with a notice of three months on either side, during the Agreement period.



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**F. Force Majeure**

- 9 9.1 Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder, if such delay is caused by circumstances beyond its reasonable control (including without limitation any delay caused by the acts of Governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared)) provided however that any delay by the supplier of the Party so delaying shall not relieve that Party from liability for delay except where such delay is beyond the reasonable control of the supplier concerned.

**G. INSURANCE**

- 10 10.1 The successful tenderer/s shall take "all risk policy" for the contract value for one-year renewable thereafter if the contract is renewed by the Bank. The vendor shall indemnify the Bank for any loss or damage that occurs to persons or building or third party during the period of contract. If the vendor does not provide these policies, the Bank reserves the right to recover the cost of loss or damage from the bill of the vendor.

**H. Rates**

- 11 11.1 The rates offered by the tenderers and acceptance by the Bank, will remain valid, for a period of the contract, hereafter they may be reviewed at the time of renewal of the contract depending on prevailing circumstances at the time of renewal viz. any major changes occur in labour laws or Government decision affecting fuel pricing etc. However, this can be done only with the permission of the Regional Director, RBI, Kolkata.

**I. Non - Disclosure**

- 12 12.1 The vendor shall not disclose directly or indirectly any information or materials and details of the Bank's structure / systems / equipment, etc. which may come to the possession or knowledge of the vendor during discharging of its contractual obligations in





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connection with this agreement to any third party and shall at all times hold the same in the strictest confidence. The vendor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with the applicable laws. The vendor shall not publish, permit to be published or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The vendor shall indemnify the Bank for any loss suffered by the employer as a result of the disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the vendor, the Bank shall be entitled to claim damages and pursue legal remedies. The vendor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The vendor's obligation with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

**J. Insolvency or death of vendor:**

- 13 13.1 In the event of the Vendor being adjudged insolvent or going voluntarily into liquidation or having received order or other order under the Insolvency Act made against him or, in the name of a Company or, the passing of any resolution, or making of any order for winding up whether voluntarily or otherwise, or in the event of the vendor failing to comply with any of the conditions herein specified, the Bank shall have the power to terminate the contract without any previous notice. The vendor's heirs / representatives shall not have the right to continue to perform the duties or engagements of the vendor or under the contract in case of his death without the consent in writing of the Bank. In the event of the vendor, with such consent aforesaid, transferring his business, and in the event of the vendor being a company and being wound up any time during the period of this contract for the purpose and with the object of transferring its business to any persons or a company, the vendor shall make it one of the terms and stipulations of the contract for the transfer of this properties and business, that such other person or company, shall continue to perform the duties or engagements of the vendor under this contract and be subject to his liabilities there under. The proof of death and other relevant documents to this effect shall be submitted to the Bank, in writing. Without prejudice to any of the rights or remedies under this contract, in case of sole proprietorship concern if the vendor dies, the Bank shall have



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the option of terminating the contract without compensation to the legal heirs, which does not amount to Breach of the contract.

**K. Disclaimer**

- 14 14.1 Though adequate care has been taken while preparing this document, the tenderers shall satisfy themselves that the document is complete in all respects.

Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any tenderer within seven (7) days from the date of NIT, it shall be considered that this document is complete in all respects.

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

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

14.4 All the expenses required for execution of this contract shall be borne solely by the vendors/chemist.



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**SECTION VIII: STANDARD FORMATS & OTHER ANNEXURES**

<b><u>Form/Annexures</u></b>	<b><u>Description</u></b>	<b><u>Page No</u></b>
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**Form I**

Undertaking format to be submitted with Technical Documents  
(Signed & scanned copy on the tenderer's letter head to be uploaded on MSTC)

To  
The Regional Director  
Reserve Bank of India  
Central Establishment Section  
15, Netaji Subhas Road  
Kolkata- 700001

**E-tender for Supply and Door-step delivery of medicines issued to Retirees/Employees/Eligible dependents on Credit Slips by Dispensaries under the purview of RBI Kolkata Regional Office for the period July 01, 2025 – March 31, 2028**

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

- a) I/ We certify that before signing this bid, I/ We have read and fully understood all the terms and conditions and instructions laid down in the tender document and undertake to abide by them.
- b) The Earnest Money Deposit (EMD) of ₹ \_\_\_\_\_/- (**Rupees \_\_\_\_\_ only**) is submitted in the form of \_\_\_\_\_ on \_\_\_\_\_ day of \_\_\_\_\_ month, 2025.
- c) On receiving the award of contract, I/We will furnish a Performance Bank Guarantee In lieu of Security Deposit **for ₹ \_\_\_\_\_/- (Rupees \_\_\_\_\_ only)** which shall be valid for a period of eighteen months from the date of the Contract.
- d) I / We also understand that the Regional Director, Reserve Bank of India, Kolkata 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.
- e) I/ We have valid registration in respect of GST etc. I/We also undertake that we abide by and strictly comply with all the applicable Central/ State/ municipal/ statutory laws/



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guidelines issued from time to time. In case of noncompliance arisen, I/We shall be liable to face the consequences arising thereof, at our own costs.

- f) 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 case of breach attributable to me/ us of the terms and conditions, or failure on my/ our part to duly execute the work.
- g) I/ We undertake to bear packing, cartage, transportation and delivery expenses and also bear all taxes, GST/Sales Tax, etc. as required or may be required under law, on aforesaid supplies. The Bank will pay only the Printed Retail Price less the quoted uniform discount rate. The bidder will not charge any such taxes from the Bank.
- h) I/ We undertake to keep the above quoted rate of discount on the Printed Maximum Retail Price on all items of supplies valid till duration of this contract.
- i) I/ We undertake that all the medicines shall be provided as per credit slips/ indent / Purchase Order and no “substitute medicines” will be supplied.

Yours faithfully,

Date:

Authorized Signatory (Name & Seal)

Place:

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



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**Annex I**

**APPLICATION FORM FOR CHEMIST FOR SUPPLY AND DOOR-STEP DELIVERY OF  
MEDICINES ISSUED ON CREDIT SLIPS BY BANK'S DISPENSARIES UNDER THE  
PURVIEW OF RESERVE BANK OF INDIA, KOLKATA**

SL. No.	Item	Details
1	Name of Chemist	
2	Constitution (Company / Partnership / Proprietorship)	
3	Details of Registration (Registering Authority, Registration No. & Date)	
4	Year of commencement of business	
5	Copy of Profession Tax Certificate	
6	GST Registration No.	
7	PAN	
8	Whether Manufacturer / Authorized distributor / Dealer / Agency/ Retailer	
9	Details of Dealership / Distributorship, as applicable (To be submitted on original company letter head on current date by addressing RBI, Kolkata). Bank may verify the same at its discretion	



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10	Name (s) of the Proprietor/ Partner/ Director/ Official with designation authorized to make commitment to the Bank.	
11	Telephone No.  Mobile No.  E-mail address	
12	Mailing address	
13	Whether the chemist holds valid license (s) on the date of application for various categories of allopathic drugs issued by the Drug Control Authority of the State under the provision off Drugs and Cosmetics Act, 1940. Please furnish detail of licenses.	
14	Copy of Income Tax  Returns filed for the last 3 years	
15	a) Copies of the Balance Sheets for the last three financial years duly certified by a Chartered Accountant  b) Whether the chemist has minimum annual turnover of ₹4,75,00,000 (Four Crore Seventy-Five Lakhs) for the last three years?	
16	Whether the chemist has been convicted by the State Drug Controller or any case is pending against the chemist under the Drugs and Cosmetics Act and Rules made thereunder as well as under the Drugs Price Control Order issued from time to time.	
17	Whether the billing system is computerized.	



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18	Names of Government / Public Sector / Corporate clients of the chemist for bulk/retail supply of medicines.  Also provide name and contact number of the contact person.	
19	Name, address and phone number of the Principle Banker.	
20.	Agreement to best prices norm (refer to Section V para 16)	

I have read and understood the notice issued by the Reserve Bank of India, Kolkata, containing the eligibility criteria and all the terms and conditions for contracting chemists / druggists for supply and delivery of drugs / medicines. I fully accept all the terms and conditions. I also understand that the Bank reserves the right to accept any or reject any or all of the applications without assigning any reason.

Name:

Signature

Designation:

Date:





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**Annex II**

**PROFORMA OF CLIENT'S CERTIFICATE REGARDING PERFORMANCE (can be filled and printed separately on the Client's Letter Head)**

Name and address of the client:

Details of works executed by Shri / Mrs. ----- name of the chemist)

1. Name of the work with brief particulars:
2. Agreement No. and date:
3. Agreement amount (approximates are also acceptable):
4. Details of penalties levied (indicate amount) if any for non-performance or non-adherence to terms:
5. Name, address, telephone number and e-mail ID of the authority under whom supply executed:

Name and Designation:

Telephone no.: Land -

Mobile-

E-mail ID:

6. Comments on the capabilities of the chemist:

- a) Technical proficiency
- b) Financial soundness
- c) Adherence to timelines
- d) Quality of Work
- e) General behaviour

The undersigned is competent to issue this certificate.

**\* "Countersigned"**

**Signature of the Reporting Officer with seal  
Name and Designation:  
Contact number/s**



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**Annex III**

**To  
The Regional Director  
Reserve Bank of India  
Central Establishment Section  
15, Netaji Subhas Road  
Kolkata- 700001**

**Banker's Certificate from a Scheduled Bank**

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

For the bank

(Signature with seal)

Date:

Name & Designation:

For the bank

**Note: 1. Banker's certificate should be on letter head of the Bank, sealed in cover and addressed to enlistment authority.**

**2. In case of partnership firm, certificate to include names of all partners as recorded with the bank.**



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**Annex IV**

**Integrity Pact**

(on Rs.100 bond paper)

This Agreement (hereinafter called the Integrity Pact) is made on this \_\_\_\_\_ Day of \_\_\_\_\_ Month, 20\_\_\_\_,

Between

Reserve Bank of India (RBI), established on April 1, 1935, in accordance with the provisions of the Reserve Bank of India Act, 1934 having its Regional Office at Kolkata 700001 (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the FirstPart

And

M/s. \_\_\_\_\_ represented by Mr. / Mrs. \_\_\_\_\_, Chief Executive Officer / Authorized Representative (hereinafter called the "BIDDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure medicines for Bank's dispensaries in Kolkata; and the BIDDER/SELLER is willing to offer/has offered to supply medicines for Bank's dispensaries in Kolkata. The BUYER needs to adhere with all relevant laws of land, rules, regulations, economic use of resources and of fairness in its relations with the BIDDER.

WHEREAS the BIDDER is a Private Company / Partnership / LLP / LLC, constituted in accordance with the relevant law in the matter and the BUYER is a statutory body performing its functions under the Reserve Bank of India Act, 1934 and other relevant legislations.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from



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any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

Enabling the BUYER to obtain the desired said services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

**1. Commitments of the Buyer**

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 The BUYER will treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the BUYER will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

1.4 In case any such preceding misconduct on the part of such official(s) is reported by the



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BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

1.5 In the event of any dispute between the BUYER and the BIDDER where Integrity Pact is applicable, in case, both the parties are agreeable, they may try to settle dispute through mediation before the panel of Independent External Monitors (IEMs) in a time bound manner. The BUYER shall not approach the Courts while representing the matters to IEMs and shall await their decision in the matter. In case, the dispute remains unresolved even after mediation by the panel of IEMs, the Bank may take further action as per the terms & conditions of the contract. The fees/expenses on dispute resolution shall be equally shared by both the parties i.e the BUYER and the BIDDER

1.6 The BUYER shall provide the IEMs access to all documents/records pertaining to the contract for which a complaint or issue is raised before them, as and when warranted.

## **2. Commitments of BIDDERS**

2.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

- The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly



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or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
- BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- BIDDERS shall disclose the payments to be made by them to agents / brokers or any other intermediary, in connection with this bid / contract.
- The BIDDER further confirms and declares to the BUYER that the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual firm, company in respect of any such intercession, facilitation or recommendation.
- The BIDDER, either while presenting the bid or during negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.



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- The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals, and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be closed by the BIDDER at the time of filing of bid. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.
- In the event of any dispute between the BUYER and the BIDDER where Integrity Pact is applicable, in case, both the parties are agreeable, they may try to settle dispute through mediation before the panel of Independent External Monitors (IEMs) in a time bound



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manner. The BUYER shall not approach the Courts while representing the matters to IEMs and shall await their decision in the matter. In case, the dispute remains unresolved even after mediation by the panel of IEMs, the Bank may take further action as per the terms & conditions of the contract. The fees/expenses on dispute resolution shall be equally shared by both the parties i.e the BUYER and the BIDDER.

**3. Previous Transgression**

3.1. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the bid process. The BIDDER shall also report the pending transgression(s) for which cognizance was taken even before the said period of three years.

3.2. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the bid process or the contract, if already awarded, can be terminated for such reason.

**4. Earnest Money**

While submitting the bid, the BIDDER shall submit a bank guarantee as may be specified by the BUYER as Earnest Money/Security Deposit, with the BUYER.

**5. Sanctions for Violations**

5.1. Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:

- To immediately call off the contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would





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continue.

- The Security / Performance Bank Guarantee (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason, therefore.
- To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- To recover all sums already paid by the BUYER with interest thereon at 1% higher than the prevailing Base Rate of a Scheduled Commercial Bank, while in case of a BIDDER from a country other than India with interest thereon at 1% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other services, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- To encash the Security / Performance Bank Guarantee / Warranty Bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation / rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- To debar the BIDDER from participating in future bidding processes of RBI for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or Agent or Broker with a view to securing the contract.



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- In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- Forfeiture of Performance Bank Guarantee in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.2. The BUYER will be entitled to take all or any of the actions mentioned in Section

- a. of this Pact also on the Commission by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3. The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **6. Fall Clause**

The BIDDER undertakes that it has not supplied / is not supplying similar product / services or sub-services in similar quantity, at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU or PSB and if it is found at any stage that similar product / services or sub- services was supplied by the BIDDER to any other Ministry / Department of the Government of India or a PSU or PSB at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

## **7. Independent External Monitors (IEMs)**

7.1. The BUYER has appointed Independent External Monitor (hereinafter referred to as



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IEM) for this Pact in consultation with the Central Vigilance Commission viz., Shri Nageshwar Rao Koripalli, IRS (Retd.) 38, The Trails, Manikonda, R.R. District, Hyderabad - 500 089 (Email - knageshwarrao@gmail. Com) and Shri Pramod Shripad Phalnikar, IPS (Retd.) A-2,602 Phase - I, Aditya Shagun, CHS, NDA-Pashan Road, Bavdhan, Pune, Maharashtra - 411 021 (Email - pramodphalnikar@gmail.com)

7.2. The task of the IEMs shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

7.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

7.4. Both the parties accept that the IEMs have the right to access all the documents relating to the procurement, including minutes of meetings.

7.5. As soon as the IEMs notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

7.6. The BIDDERS accept that the IEMs has the right to access without restriction to all Procurement documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the IEMs, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The IEMs shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

7.7. The BUYER will provide to the IEMs sufficient information about all meetings among the parties related to the Procurement provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the IEMs the option to participate in such meetings.

7.8. The IEMs will submit a written report to the designated Authority of BUYER within 8 to 10



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weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

**8. Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

**9. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER, i.e. Kolkata.

**10. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

**11. Validity**

The validity of this Integrity Pact shall be from date of its signing and extend up to 12 months after the last payment under the contract to the successful bidder as part of the overall contract whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after the appointment of the successful bidder.

Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

**12.** The parties hereby sign this Integrity Pact at Kolkata on \_\_\_\_\_



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BUYER

BIDDER

Reserve Bank of India(Legal  
entity)

Name of the Officer:

Name of Authorised Signatory:

Designation:

Designation:

Department:

Witness:

Witness



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**Annex V**

**Undertaking / Declaration of debarment of Public Institutions  
(To be submitted by tenderers on their letters head duly sealed and signed  
by authorised signatory)**

To  
The Regional Director  
Reserve Bank of India  
Kolkata Regional Office  
15, NS Road, Kolkata-700001

Dear Sir,

**Subject: Supply of medicines issued by Bank's dispensaries at Kolkata**

**I/We certify that... (Name of the Bidder)**

- a) have not been suspended / delisted / blacklisted/ banned or any such process initiated against the company/entity or its directors, by any Statutory Authorities/organizations including Reserve Bank of India at any location in India on any grounds for last 5 years.
- b) do not have any proceedings pending or order passed by any Authority/Court for violation/deficiency of statutory provisions such as EPF, ESI, Bonus, Minimum Wages, or other payments for last 5 years.
- c) have not rescinded/abandoned any contract awarded by any of our clients before the expiry of prescribed period of contract for last 5 years.
- d) have been maintaining a clean tract record without any involvement in unlawful/ illegal activities or financial Banking frauds. We do not have any case with the Police/ Court/ Regulatory authorities against the bidder or proprietor/partners/directors in case of Proprietorship/Partnership firm/company respectively involving the above.

2. I/ We know and understood that, if this Undertaking / Declaration /Certificate submitted by us is found to be false, the Bank shall free to reject/ terminate our tender/ Work Order and that the Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit/ Performance



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Bank Guarantee/ Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

Signature and name of the authorized signatory of the Bidder with Rubber Stamp.

Date:

Place:



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**Annex VI**

**Details of Expected Procurement Value, Turnover and Solvency required, amount of Performance Bank Guarantee (PBG) and Earnest Money Deposit (EMD)**

<b>Expected amount of Procurement Value</b>	<b>Turn over required for eligibility</b>	<b>Amount of Performance Bank Guarantee **</b>	<b>Amount of EMD to be Submitted till submission of PBG*</b>	<b>Amount of Minimum Solvency required</b>
₹9,50,00,000 (Nine Crore Fifty Lakhs)	₹4,75,00,000 (Four crore Seventy-Five Lakhs)	₹95,00,000/- (Ninety five Lakhs)	₹19,00,000/- (Nineteen Lakhs)	₹3,20,00,000/- (Three crore Twenty lakhs)

**\*Amount of EMD (Earnest Money Deposit) will be refunded on submission of PBG (Performance Bank Guarantee).**

**\*\* The amount of PBG will be divided equally among the Chemists/ Dealers, who will be finally awarded the contract by the Bank.**





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Form II

**Price/Financial Bid**

**E-tender for Supply and Door-step delivery of medicines issued to Retirees/Employees/Eligible dependents on Credit Slips by Dispensaries under the purview of RBI Kolkata Regional Office for the period July 01, 2025 – March 31, 2028**

**Note: The rates have to be filled in by the tenderer online in the MSTC portal only**

**Kindly do not upload this document.**

In response to the above and in full agreement with the terms and conditions and the pre-qualification criteria as stipulated by you, I/We state as under-

Sl. No.	Description	Quantity	Unit of measurement	Uniform Discount Rate (a)	Total cost (100-a)
1	Bidder's offered Uniform Discount Rate on MRP. Cost of procurement of medicines/ drugs for Bank's dispensaries at Kolkata applicable on medicines/ drugs/ medical items (Cost including packing, cartage, transportation and delivery expenses and also bear all taxes, GST/Sales Tax)	1	Percentage (%)		

Uniform discount rate means the discount rate offered for supply of all medicines to RBI dispensaries at Kolkata.

**Please note: Do not quote the rates here. Quote on (Column 'a') to be entered in MSTC website only. The total cost will be calculated automatically by the system. The above format is given only for illustrative purpose. Uploading financial bid along with Form I documents may lead to disqualification of tender.**



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**FORM-III**

**PROFORMA OF PERFORMANCE BANK GUARANTEE FORM**

**(For an amount of Rs. \_\_\_\_\_ /-)**

To,

The Regional Director  
Reserve Bank of India  
Kolkata-700001

WHEREAS \_\_\_\_\_ (Name of successful bidder) hereinafter called "Successful Bidder" has undertaken, Annual Contract No. \_\_\_\_\_ dated \_\_\_\_\_ 2025 to \_\_\_\_\_ (Description of Services) hereinafter called "the Contract" in pursuance of the Documents of Notice Inviting Tender no \_\_\_\_\_ dated \_\_\_\_\_ issued by \_\_\_\_\_.

AND WHEREAS it is one of the terms of the tender document that the successful bidder has to submit a performance bank guarantee from a scheduled bank for entering into a contract.

AND WHEREAS it has been stipulated by you in the said contract that the successful bidder shall furnish you with a bank guarantee from a scheduled bank for the sum specified therein as security for the compliance with the successful bidder's performance obligations in accordance with the contract.

AND WHEREAS we have agreed to give guarantee for the successful bidder.

THEREFORE WE hereby affirm that we are guarantors and responsible to you up to a total sum of Rs. \_\_\_\_\_ /- (Rupees \_\_\_\_\_ only) and we undertake to pay you, upon your first written demand declaring the successful bidder to be in default under the contract and without demur cavil or argument, any sum or sums within the amount as aforesaid, without your needing to prove or to show the grounds or reasons for your demand or the sum specified therein.



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2. A letter from your office that the successful bidder has committed default in the due and faithful performance of all or any of its obligations under and in accordance with the contract shall be conclusive, final and binding on us. We further agree that you shall be the sole judge as to whether the successful bidder is in default in due and faithful performance of its obligations under the contract and your decision that he is in default shall be final and binding on us notwithstanding any differences between you and successful bidder or any disputes between you and him pending before an Arbitrator or any other court or tribunal or authority.
3. In order to give effect to this guarantee you will be entitled to act as if we are the principal debtor and any change in our constitution or that of successful bidder shall not, in any way, or manner affect our liability or obligation under this guarantee.
4. You shall have liberty, without affecting in any manner our liability under this guarantee, to vary at any time, the terms and conditions of the contract or to extend the time or period for compliance or to postpone for any time the exercise of any of your rights or enforce or forbear from enforcing any of the terms and conditions of the contract and we shall not be released from our liability or obligation under this guarantee by any exercise of such liberty by you or other forbearance, indulgence, act or omission on your part.
5. We undertake not to revoke this guarantee during its currency.
6. Any notice by way of request, demand or otherwise hereunder may be sent by post addressed to us at above referred branch, which shall be deemed to have been duly authorized to receive such notice and to effect payment thereof forthwith, and if sent by post it shall be deemed to have been given at the time when it ought to have been delivered in due course of post and in proving such notice, when given by post, it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by any of your officers that the envelope was so posted shall be conclusive.
7. This guarantee shall come into force with immediate effect and shall remain in force and effect for a period of one year or until it is released by you pursuant to the provisions



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of the contract.

Signed and sealed this \_\_\_\_\_ day of \_\_\_\_\_ 2025 at

**SIGNED, SEALED AND DELIVERED**

For and on behalf of

By:

(Signature)

(Name)

(Designation)

**Signed and seal of the Purchaser**

**Signed and seal of the Supplier**

Witness by:

1. Signature:

Name:

Address:

2. Signature:

Name:

Address:



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**Form IV**

**ANNUAL CONTRACT FORM**

THIS AGREEMENT made on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Between

\_\_\_\_\_

(Name and address of purchaser)

hereinafter “the Purchaser” of the one part and

\_\_\_\_\_

(Name and address of chemist)

hereinafter called “the Supplier” of the other part:

WHEREAS the Purchaser is desirous of purchasing certain medicines, drugs etc. on a discounted price and has accepted a bid by the Supplier for the supply of those goods.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this agreement, viz.:

2.1 The e-Tender Document dated \_\_\_\_\_ submitted by the  
Supplier; Terms and conditions of the bids

2.2 The Purchaser’s Notification of Award



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3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the contract.

4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the contract price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

5. Particulars of the goods and services which shall be supplied / provided by the Supplier are as enlisted in tender document condition.

.....



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**Annex VII**

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

(On Non-Judicial Stamp Paper of appropriate value)

Place: \_\_\_\_\_

Date: \_\_\_\_\_

The Regional Director  
Reserve Bank of India  
Kolkata-700001

Dear Sir,

Name of Work:

.....  
.....

Ref.: NIT/Advt.No.

date

**WHEREAS**

The Reserve Bank of India, having its Regional Office at 15, N.S. Road, Kolkata (hereinafter called the "RBI") has invited tenders for the captioned work (hereinafter called "the said tender") on the terms and conditions mentioned in the said tender documents.

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



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

**NOW THIS GUARANTEE WITNESSETH**

1. We \_\_\_\_\_ (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer; we shall on demand by the RBI, pay without demur to the RBI, a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

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

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

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

We hereby further agree that –





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a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only).

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

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

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

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

Yours faithfully,

For and on behalf of \_\_\_\_\_ Bank.

Authorised Official (with seal)



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

\*\*\*\*\*