



## **Notice Inviting Tender**

**Annual Contract for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat and Union Territory of Dadra and Nagar Haveli and Daman and Diu for the period from April 01, 2025 to March 31, 2026**

Reserve Bank of India, Ahmedabad invites e-tenders under Two Bid system (Techno-Commercial & Price Bid) from eligible tenderers for "Annual Contract for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat and Union Territory of Dadra and Nagar Haveli and Daman and Diu (**hereinafter the term 'Gujarat' shall include 'Union Territory of Dadra and Nagar Haveli and Daman and Diu' for the purpose of this tender**)" for a period of twelve months i.e., **from April 01, 2025 to March 31, 2026. The estimated procurement value during the contract period through credit slips is ₹1.65 Crore (Rupees One Crore Sixty-five Lakhs only).**

The tender will be available for viewing/ download from April 11, 2025 (11:00 am) to April 28, 2025 (11:00 am) on the Bank's website: [www.rbi.org.in](http://www.rbi.org.in) and MSTC website <https://www.mstcecommerce.com/eprocn>. The tenderer should upload duly completed applications along with necessary enclosures (as instructed in Annex VII of tender document) on MSTC website. Tenderers shall submit tender proposal along with an **Earnest Money Deposit (EMD) of ₹3,30,000/- (Rupees Three Lakhs Thirty Thousand Only)** as prescribed in the tender. The techno-commercial bid (Part I) will be opened electronically on April 28, 2025 (12:00 pm) at RBI, Ahmedabad. Price bid of only those tenderers, who are found to be eligible on evaluation of their documents will be opened on a later date, after intimating the eligible tenderers.

Any amendment (s)/ corrigendum/ clarifications with respect to this tender shall be uploaded on the bank's website/ e-portal (MSTC) only. The tenderer should regularly check RBI website/ e-portal for any amendment(s)/ corrigendum/ clarifications and submit the bid after verification of the same. The Bank reserves the right to cancel/ reject any or all the tenders without assigning any reason thereof.

**Regional Director  
Reserve Bank of India  
Ahmedabad**



**भारतीय रिज़र्व बैंक / Reserve Bank of India**

**मानव संसाधन प्रबंधन विभाग / Human Resource Management Department**

**अहमदाबाद / Ahmedabad**

**(केवल ई-निविदा / E-Tendering only)**

**निविदा दस्तावेज़ / Tender Document**

**गुजरात और केंद्र शासित प्रदेश दादरा और नगर हवेली तथा दमन और दीव में 01 अप्रैल 2025 से 31 मार्च 2026 तक की अवधि के लिए क्रेडिट स्लिप (बैंक की डिस्पेंसरियों और सेवानिवृत्त/ सेवारत कर्मचारियों/ पात्र आश्रितों को) पर दवाइयों की डोर-स्टेप डिलीवरी के लिए वार्षिक अनुबंध**

**Annual Contract for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat and Union Territory of Dadra and Nagar Haveli and Daman and Diu for the period from April 01, 2025 to March 31, 2026**

**e-Tender No. - RBI/Ahmedabad Regional Office/Others/1/25-26/ET/12[supply on credit slip]**

**अनुबंध की अवधि 01 अप्रैल 2025 से 31 मार्च 2026**

**Period of contract is from April 01, 2025 to March 31, 2026**

तिथि जिससे एमएसटीसी वेबसाइट पर ई-निविदा उपलब्ध होगी Date from which e-Tender will be available on MSTC website	11 अप्रैल 2025 (सुबह 11:00 बजे) April 11, 2025 (11:00 am)
बोली-पूर्व बैठक की तिथि एवं समय Date & time of Pre-bid meeting	21 अप्रैल 2025 (सुबह 11:00 बजे) April 21, 2025 (11:00 am)
ई-निविदा प्रस्तुत करने की अंतिम तिथि Last date of submission of e-Tender	28 अप्रैल 2025 (सुबह 11:00 बजे) April 28, 2025 (11:00 am)



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## निविदा आमंत्रण सूचना

गुजरात और केंद्र शासित प्रदेश दादरा और नगर हवेली तथा दमन और दीव में 01 अप्रैल 2025 से 31 मार्च 2026 तक की अवधि के लिए क्रेडिट स्लिप (बैंक की डिस्पेंसरियों और सेवानिवृत्त/ सेवारत कर्मचारियों/ पात्र आश्रितों को) पर दवाइयों की डोर-स्टेप डिलीवरी के लिए वार्षिक अनुबंध

भारतीय रिज़र्व बैंक, अहमदाबाद 12 महीने की अवधि यानी 01 अप्रैल 2025 से 31 मार्च 2026 तक के लिए "गुजरात और संघ शासित प्रदेश दादरा और नगर हवेली तथा दमन और दीव (इसके बाद इस निविदा के प्रयोजन के लिए 'गुजरात' शब्द में 'संघ शासित प्रदेश दादरा और नगर हवेली तथा दमन और दीव' शामिल होंगे) में क्रेडिट स्लिप (बैंक की डिस्पेंसरियों और सेवानिवृत्त/ सेवारत कर्मचारियों/ पात्र आश्रितों को) पर दवाइयों की डोर-स्टेप डिलीवरी के लिए वार्षिक अनुबंध" के लिए पात्र निविदाकारों से दो बोली प्रणाली (तकनीकी-वाणिज्यिक और मूल्य बोली) के तहत ई-निविदाएं आमंत्रित करता है। अनुबंध अवधि के दौरान क्रेडिट स्लिप के माध्यम से अनुमानित खरीद मूल्य लगभग ₹1.65 करोड़ (एक करोड़ पैंसठ लाख रुपये मात्र) है।

निविदा 11 अप्रैल 2025 (सुबह 11:00 बजे) से 28 अप्रैल 2025 (सुबह 11:00 बजे) तक बैंक की वेबसाइट: <https://www.rbi.org.in/tenders> और MSTC वेबसाइट <https://www.mstcecommerce.com/eproc> पर देखने/ डाउनलोड करने के लिए उपलब्ध होगी। निविदाकर्ता को आवश्यक अनुलग्नकों के साथ विधिवत पूर्ण आवेदन एमएसटीसी वेबसाइट पर अपलोड करना होगा। निविदाकर्ताओं को निविदा में निर्धारित **₹3,30,000/- (रुपये तीन लाख और तीस हज़ार केवल) की ईएमडी** के साथ निविदा प्रस्ताव प्रस्तुत करना होगा। तकनीकी-वाणिज्यिक बोली 28 अप्रैल 2025 (दोपहर 12:00 बजे) भारतीय रिज़र्व बैंक, अहमदाबाद में इलेक्ट्रॉनिक रूप से खोली जाएगी। केवल उन्हीं निविदाकर्ताओं की मूल्य बोली, जो अपने दस्तावेजों के मूल्यांकन में पात्र पाए जाएंगे, निविदाकारों को सूचित करने के बाद, बाद की तारीख में खोली जाएगी।

इस निविदा के संबंध में कोई भी संशोधन/ शुद्धिपत्र/ स्पष्टीकरण केवल बैंक की वेबसाइट/ ई-पोर्टल (एमएसटीसी) पर अपलोड किया जाएगा। निविदाकर्ता को किसी भी संशोधन/ शुद्धिपत्र/ स्पष्टीकरण के लिए नियमित रूप से भारतीय रिज़र्व बैंक की वेबसाइट/ ई-पोर्टल की जांच करनी चाहिए और उसके सत्यापन के बाद बोली प्रस्तुत करनी चाहिए।



बैंक बिना कोई कारण बताए किसी भी या सभी निविदाओं को अस्वीकार करने का अधिकार सुरक्षित रखता है।

**क्षेत्रीय निदेशक**  
**भारतीय रिज़र्व बैंक**  
**अहमदाबाद**



## **Notice Inviting Tender**

**Annual Contract for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat and Union Territory of Dadra and Nagar Haveli and Daman and Diu for the period from April 01, 2025 to March 31, 2026**

Reserve Bank of India, Ahmedabad invites e-tenders under Two Bid system (Techno-Commercial & Price Bid) from eligible tenderers for "Annual Contract for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat and Union Territory of Dadra and Nagar Haveli and Daman and Diu (**hereinafter the term 'Gujarat' shall include 'Union Territory of Dadra and Nagar Haveli and Daman and Diu' for the purpose of this tender**)" for a period of twelve months i.e., **from April 01, 2025 to March 31, 2026. The estimated procurement value during the contract period through credit slips is ₹1.65 Crore (Rupees One Crore Sixty-five Lakhs only).**

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**Regional Director  
Reserve Bank of India, Ahmedabad**



## अस्वीकरण

बैंक ने यह दस्तावेज इच्छुक पक्षों को "गुजरात में 01 अप्रैल 2025 से 31 मार्च 2026 की अवधि के लिए क्रेडिट स्लिप (बैंक की डिस्पेंसरियों और सेवानिवृत्त/ सेवारत कर्मचारियों/ पात्र आश्रितों को) पर दवाइयों की डोर-स्टेप डिलीवरी के लिए वार्षिक अनुबंध" के लिए निविदा पर पृष्ठभूमि की जानकारी देने के लिए तैयार किया है।

यद्यपि बैंक ने इसमें निहित जानकारी को तैयार करने में उचित सावधानी बरती है तथा यह मानता है कि यह सही है, फिर भी न तो भारतीय रिज़र्व बैंक, न ही इसके किसी प्राधिकारी या एजेंसी, न ही इनके संबंधित अधिकारी, कर्मचारी, एजेंट या सलाहकार इस दस्तावेज में निहित जानकारी या इसके साथ प्रदान की गई किसी जानकारी की पूर्णता या सटीकता के बारे में कोई वारंटी देते हैं या कोई अभिव्यक्त या निहित प्रतिनिधित्व करते हैं।

जानकारी संपूर्ण होने का आशय नहीं है। इच्छुक पार्टियों को अपनी स्वयं की पूछताछ करने की आवश्यकता है और उत्तरदाताओं को लिखित रूप में पुष्टि करनी होगी कि उन्होंने ऐसा किया है, और वे निविदा जमा करते समय केवल बैंक द्वारा प्रदान की गई जानकारी पर आश्रित नहीं रहेंगे। जानकारी इस आधार पर प्रदान की जाती है कि यह भारतीय रिज़र्व बैंक या उसके किसी प्राधिकारी या एजेंसी या उनके किसी संबंधित अधिकारी, कर्मचारी, एजेंट या सलाहकार पर गैर-बाध्यकारी है।

बैंक अनुबंध के साथ आगे न बढ़ने, कार्य के विन्यास को बदलने, इस दस्तावेज़ में दर्शाई गई समय सारिणी को बदलने या लागू की जाने वाली प्रक्रिया या प्रक्रिया को बदलने का अधिकार सुरक्षित रखता है। बैंक रुचि व्यक्त करने वाले किसी भी पक्ष के साथ मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी सुरक्षित रखता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की कोई प्रतिपूर्ति नहीं दी जाएगी।





## **DISCLAIMER**

The Bank has prepared this document to give background information to the interested parties on the tender for **“Annual Contract for door-step delivery of medicines on credit slips (to Bank’s Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat for period April 01, 2025 to March 31, 2026”**.

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.

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

The Bank reserves the right not to proceed with the Contract, cancel the tender, 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. Bank 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.



## ई-टेंडर की अनुसूची

(केवल ई-टेंडरिंग पोर्टल पर ऑनलाइन भरा जाना है)

1	ई-निविदा संख्या	RBI/Ahmedabad Regional Office/Others/1/25-26/ET/12[supply on credit slip]
2	निविदा का नाम	गुजरात में 01 अप्रैल 2025 से 31 मार्च 2026 की अवधि के लिए क्रेडिट स्लिप (बैंक की डिस्पेंसरियों और सेवानिवृत्त/सेवारत कर्मचारियों/ पात्र आश्रितों को) पर दवाइयों की डोर-स्टेप डिलीवरी के लिए वार्षिक अनुबंध
3	निविदा का तरीका	ई-प्रोक्योरमेंट सिस्टम (दो-भाग निविदा) ऑनलाइन भाग I - तकनीकी-वाणिज्यिक बोली और भाग II - मूल्य-बोली, के माध्यम से <a href="https://www.mstcecommerce.com/eprocn">https://www.mstcecommerce.com/eprocn</a>
4	भा.रि.बैं. और एमएसटीसी वेबसाइट पर देखने/डाउनलोड करने के लिए उपलब्ध निविदा की तिथि	11 अप्रैल 2025 (सुबह 11:00 बजे)
5	तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने की आरंभिक तिथि	11 अप्रैल 2025 (सुबह 11:00 बजे) हालांकि, प्री-बिड मीटिंग के बाद मूल्य-बोली प्रस्तुत करना उचित है।
6	बोली-पूर्व बैठक की तिथि और स्थान	21 अप्रैल 2025 (सुबह 11:00 बजे) मीटिंग रूम, द्वितीय तल, भारतीय रिज़र्व बैंक, गांधी ब्रिज के पास, आयकर सर्किल, आश्रम रोड, अहमदाबाद - 380014 में आयोजित किया जाएगा। जो प्रतिभागी बोली-पूर्व बैठक में भाग लेने के इच्छुक हैं, उनसे अनुरोध है कि वे निर्धारित बैठक स्थान, तिथि और समय पर उपस्थित रहें।
7	अनुमानित वार्षिक खरीद मूल्य	क्रेडिट स्लिप पर अनुमानित वार्षिक खरीद - ₹1,65,00,000/- (केवल एक करोड़ पैंसठ लाख रुपये) (लगभग) (सभी स्थानों को मिलाकर)
8	बयाना राशि जमा (अनुमानित वार्षिक खरीद मूल्य का 2%)	₹3,30,000/- (रुपये तीन लाख तीस हजार मात्र) NEFT के माध्यम से जमा की गई EMD लाभार्थी का नाम: CES <स्पेस> फर्म का नाम IFSC कोड: RBIS0AHPA01 (कृपया पाँचवाँ और दसवाँ अक्षर शून्य पढ़ें) लाभार्थी खाता संख्या: 186003001 EMD जमा न करने को अनुत्तरदायी माना जाएगा और बोली को अस्वीकार कर दिया जाएगा।
9	लेन-देन शुल्क:	मेसर्स एमएसटीसी लिमिटेड द्वारा दी गई सलाह के अनुसार



	कृपया ध्यान दें कि विक्रेताओं को ऑनलाइन ई-निविदा तक पहुंच केवल लेन-देन शुल्क के ऑनलाइन भुगतान के बाद ही होगी	एमएसटीसी गेटवे/ एनईएफटी/ आरटीजीएस के माध्यम से एमएसटीसी लिमिटेड के पक्ष में लेनदेन शुल्क का भुगतान। इसका खर्च आवेदक द्वारा वहन किया जाएगा।
10	ईएमडी जमा करने की अंतिम तिथि	<b>28 अप्रैल 2025 (सुबह 10:00 बजे)</b> बोलीदाताओं को सलाह दी जाती है कि वे लेनदेन संख्या (स्कैन की गई प्रति) के साथ प्रेषण का प्रमाण <a href="mailto:estabahmedabad@rbi.org.in">estabahmedabad@rbi.org.in/</a> <a href="mailto:medicalahmedabad@rbi.org.in">medicalahmedabad@rbi.org.in</a> पर भेजें।
11	तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने की अंतिम तिथि	28 अप्रैल 2025 (सुबह 11:00 बजे)
12	भा.रि.बैं., अहमदाबाद में तकनीकी-वाणिज्यिक बोली खोलने की तिथि	28 अप्रैल 2025 (दोपहर 12:00 बजे)
13	तकनीकी-वाणिज्यिक बोली में सफल बोलीदाताओं को सूचना	भाग I (तकनीकी-वाणिज्यिक बोली) की जांच के बाद सूचित किया जाएगा।
14	मूल्य बोली खोलने की तिथि	तकनीकी-वाणिज्यिक बोलियों की जांच के बाद सफल निविदाकारों को सूचित किया जाएगा।
15	निविदा की वैधता	तकनीकी-वाणिज्यिक बोली खुलने की तिथि से 90 दिन
16	उत्पन्न होने वाले सभी विवाद क्षेत्राधिकार के अधीन होंगे	अहमदाबाद
17	सफल बोलीदाता को अनुबंध प्रदान करना	मई 2025
18	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 भा.रि.बैं. और एमएसटीसी वेबसाइट, जैसा कि ऊपर बताया गया है, पर ही अधिसूचित किया जाएगा, तथा समाचार पत्र में प्रकाशित नहीं किया जाएगा।	



### **Schedule of e-Tender**

**(To be filled online in E-tendering portal only)**

1	e-Tender number	RBI/Ahmedabad Regional Office/Others/1/25-26/ET/12[supply on credit slip]
2	Name of Tender	Annual Contract for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat for period April 01, 2025 to March 31, 2026
3	Mode of Tender	e-Procurement System (Two-part tendering) Online Part I – Techno-Commercial Bid and Part II - Price-Bid, through <a href="https://www.mstcecommerce.com/eprocn">https://www.mstcecommerce.com/eprocn</a> )
4	Date of the Tender available to view/download on RBI and MSTC website	April 11, 2025 (11:00 am)
5	Date of starting of submission of Techno-Commercial bid and Price bid	April 11, 2025 (11:00 am) However, it is advisable to submit the Price-bid after the Pre-bid Meeting.
6	Date and venue of Pre-Bid meeting	April 21, 2025 (11:00 am) to be held at Meeting Room, Second Floor, Reserve Bank of India, Near Gandhi Bridge, Income Tax Circle, Ashram Road, Ahmedabad - 380014. Participants who are willing to attend the pre-bid meeting are requested to be present at the scheduled meeting place, date and time.
7	Estimated annual procurement value	Estimated annual procurement on Credit Slips - ₹1,65,00,000/- (Rupees One Crore Sixty-Five Lakhs Only) (Approx.) (all locations combined)
8	Earnest Money Deposit (2% of estimated annual procurement value)	₹3,30,000/- (Rupees Three Lakh Thirty Thousand only) EMD by way of credit through NEFT Beneficiary Name: CES <space> Name of the Firm IFSC Code: RBIS0AHPA01 (Please read fifth and tenth letter as ZERO) Beneficiary A/c No: 186003001 Non-submission of EMD would be considered as unresponsive and bid will be rejected.
9	Transaction Fee: Please note that the vendors will have	Payment of transaction fee through MSTC Gateway/ NEFT/ RTGS in favor of MSTC Limited,



	the access to online e- tender only after payment of transaction fees online	as advised by M/s MSTC Ltd. This will be borne by the applicant.
10	Last date of submission of EMD	<b>April 28, 2025 (10:00 am)</b> The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to <a href="mailto:estabahmedabad@rbi.org.in">estabahmedabad@rbi.org.in</a> / <a href="mailto:medicalahmedabad@rbi.org.in">medicalahmedabad@rbi.org.in</a> .
11	Date of closing of submission of Techno-Commercial bid and Price bid	April 28, 2025 (11:00 am)
12	Date of opening of Techno-Commercial bid at RBI, Ahmedabad	April 28, 2025 (12:00 pm)
13	Intimation to bidders who were successful in Techno- Commercial bid	Shall be intimated after the scrutiny of Part I (Techno-Commercial bid)
14	Date of Opening of Price bid	Shall be intimated to successful Tenderers after scrutiny of Techno-Commercial bids
15	Validity of the tender	90 days from the date of opening of Techno-Commercial bid
16	All disputes arising shall be subject to the jurisdiction	Ahmedabad
17	Award of contract to the successful bidder	May 2025
18	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.	



## कोटेशन के लिए अनुरोध

भारतीय रिज़र्व बैंक, अहमदाबाद, बारह महीने की अवधि यानी 01 अप्रैल 2025 से 31 मार्च 2026 तक के लिए “गुजरात में क्रेडिट स्लिप (बैंक की डिस्पेंसरियों और सेवानिवृत्त/ सेवारत कर्मचारियों/ पात्र आश्रितों को) पर दवाइयों की डोर-स्टेप डिलीवरी के लिए वार्षिक अनुबंध” के लिए पात्र निविदाकारों से दो बोली प्रणाली (तकनीकी-वाणिज्यिक और मूल्य बोली) के तहत ई-निविदा आमंत्रित करता है। अनुबंध अवधि के दौरान अपेक्षित वार्षिक खरीद मूल्य लगभग **₹1.65 करोड़ (केवल एक करोड़ पैंसठ लाख रुपये)** है।

बैंक ऐसे बोलीदाताओं से आवेदन आमंत्रित करता है जो उल्लिखित निविदा प्रक्रिया में रुचि रखते हैं। पात्रता मानदंडों को पूरा करने वाले और इस दस्तावेज़ में उल्लिखित अन्य नियमों और शर्तों से सहमत होने वाले निविदाकार 28 अप्रैल 2025 (सुबह 11:00 बजे) तक निर्धारित फॉर्म (अनुलग्नक I) में ऑनलाइन आवेदन करेंगे। बैंक बिना कोई कारण बताए प्राप्त किसी भी या सभी आवेदनों को स्वीकार या अस्वीकार करने का अधिकार सुरक्षित रखता है।

बैंक एमएसटीसी ई-टेंडरिंग वेब पोर्टल <https://www.mstcecommerce.com/eprocn> के माध्यम से निविदा प्रक्रिया को ऑनलाइन होस्ट करेगा।

### Request for Quotation

Reserve Bank of India, Ahmedabad invites e-tender under Two Bid system (Techno-Commercial & Price Bid) from eligible tenderers for “**Annual Contract for door-step delivery of medicines on credit slips (to Bank’s Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat**” for a period of twelve months i.e., from April 01, 2025 to March 31, 2026. The expected annual procurement value during the contract period is **₹1.65 Crores (Rupees One Crore Sixty-Five Lakhs only)** approx.

The Bank invites applications from such bidders who are interested in the mentioned tendering process. Tenderers who fulfil the eligibility criteria and agree to the other terms and conditions mentioned in this document shall apply online in the prescribed form ([Annex I](#)) by April 28, 2025 (11:00 am). The Bank reserves the right to accept any or reject any or all the applications received without assigning any reasons.

The Bank will host the tendering process online through the MSTC e-Tendering web portal <https://www.mstcecommerce.com/eprocn>.



### **General Terms and Conditions**

1. **Earnest Money Deposit (EMD) of ₹3,30,000/- (Rupees Three Lakhs Thirty Thousand Only) must be deposited by April 28, 2025 (10:00 am)** by way of credit through NEFT [Current account No. 186003001; IFSC: RBIS0BLPA01 (please read the fifth and tenth letter as ZERO); Beneficiary name: CES <space> Name of the Firm]. No interest will be paid on EMD. EMD of the unsuccessful bidders will be refunded by the tender inviting authority in due course. Proof of remittance with transaction number (Scanned copy) shall be attached/ uploaded. The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to [estabahmedabad@rbi.org.in](mailto:estabahmedabad@rbi.org.in)/ [medicalahmedabad@rbi.org.in](mailto:medicalahmedabad@rbi.org.in).
2. The successful bidder will have to furnish a **Performance Bank Guarantee (PBG) for an amount of 10% of expected Annual Procurement**, either in the form of Bank Guarantee **valid for 18 months** issued by the Scheduled Bank or submit security deposit of the same amount through NEFT [Current account No. 186003001; IFSC: RBIS0AHPA01 (please read the fifth and tenth letter as ZERO); Beneficiary name: CES <space> Name of the Firm]. No claim shall be made against the Bank (Regional Director, Ahmedabad) in respect of interest if any due on the Bank Guarantee/ Security Deposit. The Performance Bank Guarantee shall remain valid up to six months beyond the validity of the contract. The format for PBG is given in Form II.
3. The successful bidder will enter into an agreement with the Bank as per format in Form- III. The contract will be valid for a period of one year i.e., April 01, 2025 to March 31, 2026 and the **single/ uniform discount rate for door-step delivery of medicines quoted by the bidder shall remain firm/ fixed and valid during the said period.**
4. Under no circumstance a request for alteration in the discount rate will be accepted/ considered.
5. As time is the essence of the contract, the vendor will have to make door-step delivery at the Bank's dispensaries [Main Office Building (MOB), Navrangpura Officers' Quarters (NOQ) and Subhash Bridge Staff Quarters (SBSQ)] or at the addresses as mentioned in the credit slips (issued by Bank's dispensaries)



within Gujarat. The Chemist must have their office at Ahmedabad to execute the order and replace the rejected material if any, on priority.

6. It should be noted that liability to pay any duties, levies or taxes applicable, if any, under the law would be that of the vendor. **The vendor will also have to bear all the expenses connected with proper packaging, carting, transportation, etc. in connection with supply/ door-step delivery to any place specified in the credit slip.** The Bank will pay only the labelled MRP (inclusive of all taxes) less discount allowed thereon as per your offer after deducting applicable GST TDS/ applicable taxes. Further, the vendor may please note that he/ she is not permitted to charge any kind of delivery fees/ transportation cost etc., on delivery of medicines.
7. Quotation (Bids) received without EMD and the details as per Sl. No. 1 above will be summarily rejected. Any conditional quotations/ offers will not be accepted.
8. Quotations will be opened on the due date and time as specified in this document. A representative may be nominated to be present on the occasion.
9. Quotations shall be based on discount to MRP in percentage form and the contract for the period of one year i.e., from April 01, 2025 to March 31, 2026 (Form III) shall be awarded to the H1 bidder i.e., the bidder offering highest discount rate. The Bank may enter into parallel rate contracts with more than one vendor offering same discount rate (H1).
10. Fulfilling the above terms & conditions and offering the highest discount does not necessarily mean qualifying for the award of the Contract.
11. The Regional Director, Reserve Bank of India, Ahmedabad reserves the right to accept or reject any or all the offers received without assigning any reason thereof. The Regional Director also reserves the right to relax or alter any clause mentioned in this document as deemed appropriate in the interest of the Bank.
12. The Regional Director, Reserve Bank of India, Ahmedabad, reserves the right to terminate the Contract at any point of time by giving 30 days' notice period without assigning any reason and without prejudice to any other remedies available to the Bank.

**Regional Director**  
**Reserve Bank of India, Ahmedabad**





### **Eligibility**

1. The bidder must hold valid licenses as on the date of application in specified forms (Form 20, 20-B, 21, 21-B and 21-C etc.) 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/selling/delivery of medicines. The bidder will further ensure and undertake that their licenses remain valid till the end of the contract period.
2. The bidder must not have been convicted by the State Drugs Authorities and no case should be pending under the Drugs and Cosmetics Act and Rules.
3. The bidder should have an annual minimum turnover of ₹80.00 lakh for three years i.e., FY 2021-22, 2022-23 and 2023-24.
4. The bidder should have undertaken/ entered into contract for supply of medicines to at least one Govt./ Semi-Govt./ Public Sector organization during the last two years.
5. The bidder should agree to supply all the medicines that the Bank indents 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 of the Performance Guarantee.
6. The bidder should not have been debarred/ black-listed by any Govt./ Semi-Govt./ Public Sector organization.
7. The bidder should have a shop/ establishment registered and situated in Ahmedabad.
8. GST clearance certificate should be available with the bidder.
9. The bidder should have a computerized billing system.



## **Guidelines for e-Procurement**

Bidders are requested to read and understand the terms & conditions of this tender before submitting their online tender.

### **Process of e-tender:**

#### **Registration:**

It is notified that the current version of MSTC V2 Portal has been upgraded to MSTC V3 Portal with effect from September 1, 2023. Consequently, the V2 portal will no longer be available, and the upcoming tenders will be floated only through MSTC's V3 portal. To take part in e-tenders that are published by the Bank, vendors should register themselves on the MSTC V3 portal, [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn). Vendors are advised to keep checking the latest guidelines from the website to keep themselves updated. Vendors may also contact the Helpdesk to seek clarification on any point.

The process involves vendor's common registration with MSTC e-procurement portal. Only after registration, the vendor(s) can submit his/ her/ their bids electronically. Electronic Bidding for submission of the e-tender will be done over the internet. Vendor must have valid Class-III Digital Signature both Signing & Encryption type Certificate to participate in tenders. Vendors must make their own arrangement for bidding from a PC connected with internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

#### **Special Note:**

The tender must be submitted on-line through <https://www.mstcecommerce.com/eprocn>. Vendors will receive a system generated registration acknowledgement mail confirming their registration on their registered mail id which has been provided while filling the registration form. In case of any clarification, vendors may contact RBI/ MSTC before the scheduled time of the e-tender.

**Contact person (RBI):**

1. Shri Thiruvvarasan R Mudaliar (Assistant General Manager) 079-2754 1084 ([estabahmedabad@rbi.org.in](mailto:estabahmedabad@rbi.org.in))
2. Shri Pradeep Bansal (Sr. Assistant) 079-2754 8357/ 8358 ([medicalahmedabad@rbi.org.in](mailto:medicalahmedabad@rbi.org.in))

**Contact person (MSTC Ltd):**

1. Ms. Megha Sinha, [megha@mstcindia.co.in](mailto:megha@mstcindia.co.in), Ph-0265- 960354/ 0265-2960379/ 0265-2960385; extension 205, 7044067736
2. Shri Marut Saha, [vadopn3@mstcindia.in](mailto:vadopn3@mstcindia.in), Ph-0265-2960354/ 2960379/ 2960385, Extension 204, 8420178283

**System Requirements:**

1. Windows 7 or above Operating System.
2. IE-7 and above Internet browser.
3. Signing type Digital Signature
4. 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 <https://www.mstcecommerce.com/eproc> once)



The 'Techno-Commercial Bid' and the 'Price Bid' shall have to be submitted online at (<https://www.mstcecommerce.com/eproc>). Tenders will be opened electronically on specified date and time as given in the tender.

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

### **Special Note towards Transaction fee:**

The bidders shall pay the transaction fee using 'Transaction Fee Payment' link under 'My Menu' in the vendor login. The bidders have to select the particular tender from the event dropdown box. The bidder shall have the facility of making the payment either through NEFT or online payment. On selecting NEFT, the bidder shall generate a challan by filling up a form. The bidder 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 bidder shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC's designated bank account, the transaction fee shall be auto authorized, and the bidder shall be receiving a system generated mail. Transaction fee is non-refundable. A bidder 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. Vendors are requested to ensure validity of their DSC (Digital Signature Certificate).

E-tender cannot be accessed after the due date and time mentioned in NIT. **No deviation of the terms and conditions of the tender document is acceptable.** Submission of bid in the e-tender by any bidder confirms his acceptance of terms and conditions mentioned in the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bids without assigning any reasons thereof. Bidders are requested to read the vendor guide and see the video in the page (<https://www.mstcecommerce.com/eproc>) to familiarize them with the system before bidding. **Bidders are requested to quote single/**



**uniform discount rate on MRP offered by them. No change in quoted rates will be accepted later.**

**Bidding in e-tender:**

- a. The process involves Electronic Bidding for submission of 'Techno-Commercial Bid' and 'Price Bid'.
- b. The vendor(s) who have submitted transaction fee can only submit their Bids through internet in MSTC website [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn).
- c. The bidder should have running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/ Commercial specifications and save the same. After that, they should click on the 'Techno-Commercial Bid'. If this JAVA application does not run, then the bidder will not be able to save/ submit her/ his/ their 'Techno-Commercial Bid'.
- d. After filling the 'Techno Commercial Bid', bidders must click 'save' for recording the same. Once the 'Price Bid' link becomes active and the details are filled up, bidders have to click on 'save' to record the 'Price Bid'. After both the 'Techno-Commercial Bid' & 'Price Bid' have been saved, bidder must click on the "Final submission" button to register the bids.
- e. Pages of Part I (Techno-Commercial Bids) of the tender where details shall be filled in and signed, shall be downloaded from the uploaded tender documents. Bidders are instructed to use 'Attach Doc' button to upload documents. Multiple documents can be uploaded.
- f. In all cases, bidders are advised to use their own ID and Password along with Digital Signature at the time of submission of their bids.
- g. During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- h. The e-tender floor shall remain open from the pre-announced date & time and for the duration as mentioned above.
- i. All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the bidder will form a binding contract between Bank and the bidder for execution of the work.



- j. It is mandatory that all the bids are submitted with Digital Signature Certificate otherwise the same will not be accepted by the system.
- k. The Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part, without assigning any reason thereof.



## Special Terms and Conditions

### 1. Scope of work:

The Bank will enter an annual contract with one or more vendors who offer the highest single/ uniform discount rate (H1). The vendor will supply the medicines at the agreed discount rate in the stipulated timeline and at the specified place mentioned in the credits slips issued by Bank's Medical Consultants (BMCs). It may be noted that the Bank is not bound to procure all its requirements of medicines only from the vendor offering the highest discount. The Bank also reserves the right to split/ divide its purchases among two or more vendors. The Bank also reserves the right to accept or reject any or all the offers that it may receive without giving any reasons.

### 2. Pricing:

In response to the Bank's Request for Quotation (RFQ), the bidder should quote single/ uniform discount rate in percentage term in respect of all items of supplies to be made under the Contract irrespective of their brands or manufacturers. It should be noted that liability to pay any duties, levies, or taxes leviable under the law would be that of the bidder. The bidder will also have to bear all the expenses connected with proper packaging, carting, transportation etc. in connection with supply to the place specified in the credit slips. The Bank will only pay the labelled MRP minus discount allowed thereon. The quoted offer shall remain valid for the entire duration of the contract.

### 3. Performance Bank Guarantee:

On entering an annual purchase contract with the Bank, as specified above, the bidder will have to furnish a Performance Bank Guarantee for an amount as specified in the RFQ document, either in the form of **Bank Guarantee valid for 18 months** issued by the Scheduled Bank or submit security deposit of the same amount through NEFT. No claim shall be made against the Bank (Regional Director, Reserve Bank of India, Ahmedabad) in respect of interest if any due on the Performance Bank Guarantee/ Security Deposit. The Performance Bank Guarantee should remain valid up to six months beyond the validity of the contract. The amount of Performance Bank Guarantee/ Security Deposit shall be liable to be forfeited if the medicines supplied by



the vendor against the order placed on them in pursuance of this contract are subsequently found as having been stolen or are not conforming to quality or quantity. The Performance Bank Guarantee/ Security Deposit is also liable to be forfeited if the vendor

- a) Fails to adhere to the terms of the Contract
- b) Supplies any sub-standard, spurious drugs or substitute medicines.
- c) Delays in supplies.
- d) Over charges

**4. Period of Contract:**

- a) The period of the contract shall be of one year subject to satisfactory performance.
- b) In respect of the annual purchase contract, supply orders will be placed against the contract up to the last date of the contract. Orders received even on the last date of the contract should be honored in accordance with the terms of contract even though the last date of the contract may have expired on the date of supply of medicines.

**5. Documents establishing eligibility:**

The following documents should be submitted/ uploaded along with the application.

- a) Self-attested copies of valid licenses held by the bidder as on the date of application.
- b) 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.
- c) Copies of the balance sheets along with profit-loss (Income statements etc.) statements pertaining to FY 2021-22, 2022-23 and 2023-24 duly certified by a Chartered Accountant.
- d) Client report from one client as specified in para (I, d) as per format in [Annex II](#)
- e) Banker's certificate from the bidder's banker as per format in [Annex III](#)
- f) Copy of Sales Tax registration.
- g) Copy of GST registration certificate.
- h) A copy of Chemist PAN allotted to the bidder.





- i) Copy of VAT registration certificate.
- j) Copy of MSME certificate if registered under MSME Act.
- k) Any other document if required by the Bank for the purpose.

#### **6. Right to accept/ reject any or all applications:**

Applications received after the due date and time or incomplete in any respect are liable to be rejected. The Bank reserves the right to accept or reject any or all the applications in full or part without assigning any reasons. The Bank's decision in this regard shall be binding and final. The Regional Director, Reserve Bank of India, Ahmedabad has the right to modify/ alter any requirements in this document at his discretion in the interest of the Bank as deemed appropriate by him. The Regional Director's decision in this regard shall be final.

#### **7. Notification of acceptance:**

The Regional Director, Reserve Bank of India, Ahmedabad will communicate acceptance of the application by a letter/ e-mail.

#### **8. Timelines for delivery of medicines:**

- a) **Delivery of Supplies:** On receipt/ intimation of credit slips from the Bank/ Bank's Medical Consultants, the **medicines in prescribed quantity in closed/ sealed packets** shall be delivered at the addresses of the Bank's employees/ retirees/ authorized beneficiaries or Bank's dispensaries as per the following timelines:

- i) **For delivery addresses within Ahmedabad:**

- Same-day delivery if the credit slip is received/ intimated before 3:00 PM.
    - Within 24 hours if the credit slip is received/ intimated after 3:00 PM.

- ii) **For delivery addresses outside Ahmedabad (Remote Areas):**

- Delivery should be made at the earliest but no later than **T+2 days; wherein T is the date of receipt/ intimation of the credit slip.**

- b) Exact medicines prescribed in the credit slips should be supplied and any alternative may be supplied only with prior approval of Bank's Medical



Consultant. In case of indent for specific brand of medicines, the brand shall not be substituted. In other cases, medicines conforming to Schedule M specifications of the Central Drugs Standard Control Organization, in consultation with Bank's Medical Consultant shall be supplied.

- c) Supplies are required to be made in original packing of manufacturer. The packing should approximately be nearest to the total quantity indented of any particular medicine.
- d) 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.
- e) The Bank/ recipient of the medicines will have the discretion to return near expiry medicines, i.e., medicines having three months of shelf life left, to the vendor, at the cost of the vendor only.
- f) The vendor will indicate batch number, name of manufacturer, date of expiry and discount rate in the bills at the time of supplying the medicines to the concerned beneficiary.
- g) The vendor should not stop the supplies of the medicines without giving 60 days' notice.
- h) The vendor shall maintain sufficient stock of standard quality medicines at all the times to avoid inconvenience to the Bank's beneficiaries.
- i) In case of failure or refusal on vendor's part to supply the medicines within the time as specified at para 8 (a), the contract is liable to be terminated/ cancelled at vendor's risk and cost. Any extra cost involved in arranging supply from alternative source will be recovered from the vendor.
- j) The medicines to be supplied shall 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, vendor will be liable to be debarred for a period of three years besides other legal action that may be initiated by the Bank.

#### **9. Presentation of bills:**

- a) The bills of medicine pertaining to each delivery, along with credit slip and a cover note should reach the Medical Section, CES, Reserve Bank of India, Ahmedabad by post/ courier or hand delivery on monthly basis before 5<sup>th</sup> of next month.



- b) 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, prescription slip no. with date, rate, discount rate as per contract etc. and any other information as may be required by the Bank.
- c) The bill shall be supported by the original credit slips along with the acknowledgement/ receipt from the authorized beneficiary under his/ her signature, with date for the receipt of the items indented.
- d) Incomplete bills not accompanied by any of the particulars mentioned in 9 (a), (b) and (c) above will not be entertained.
- e) Payment will be made by the Bank after deducting applicable taxes at source and issue certificate in this regard.

#### **10. Payment:**

Payment of the bills presented will normally be arranged within forty-five days from the date of the presentation of consolidated monthly claim, provided the supply of items listed in the bills are to the satisfaction of the Bank. However, the vendor shall make no claim from the Bank in respect of interest or damages in case the payment is delayed for any reasons. The payment will be made through NEFT/ any other electronic mode for which the vendor should give requisite details of bank address, account No. etc.

#### **11. Deductions for Delay/ Default**

The door-step delivery of medicines on credit slips (to dispensaries or Bank's beneficiaries) shall be made **as per the timelines given in para 8 of this document on Special Terms and Conditions**. In the event of non-supply of medicines or part delivery in stipulated timeline, **₹100/- will be deducted from the bill of the vendor for each day of delay**, till the completion of delivery in full.

#### **12. Reservation of Right for Appointment of more suppliers/ stockists/ chemists:**

The Regional Director, Reserve Bank of India, Ahmedabad, reserves the right to enter into annual contracts with any number of suppliers/ stockists/ chemists. The Regional Director, Reserve Bank of India, Ahmedabad, 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, Reserve Bank of India, Ahmedabad, also reserves the right to decide which supplier shall normally serve which dispensary. Without prejudice to the right, emergency purchases can be preferred from any of the empanelled supplier irrespective of such allotment of dispensary to each Authorized chemist/ druggist/ stockist for purchase of normal supplies.

### **13. Corrupt, fraudulent, or unethical practices:**

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

- a) The bidder 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 empanelment process or in contract execution.
- b) The bidder shall not resort to misrepresentation of facts to influence the process or execution of a contract to the detriment of the Bank.
- c) The Bank will declare a bidder ineligible, either indefinitely or for a specified period, for award of the contract, if at any time, it determines that the bidder 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 bidder for any of the following reasons:
  - i. If the bidder fails to provide any or all 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.
- e) If any such case indicated in (d) above is noticed during subsequent scrutiny after or before the payment, then the bidder shall refund the disputed/ excess amount already paid by the Bank, replace the medicines in question. The Bank may stop payments due or recover the cost of such supplies from the amounts due to the bidder.



#### **14. Applicability of best prices:**

If the bidder 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 be increased with effect from the date it has come to the notice of the Bank for all the subsequent supplies under the contract and the contract shall be amended accordingly. Other parallel contract holders, if any, will be given 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.

#### **15. Non-disclosure Clause**

It is advised that 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 contractor 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 particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Bidder shall indemnify the Bank for any loss suffered by the Bank because 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.



## **16. Sexual Harassment Clause**

The Bidder 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 employee, the complaint will be filed before the Internal Complaints Committee constituted by the Bidder and the Bidder shall ensure appropriate action under the said Act in respect to the complaint. Any complaint of sexual harassment from any aggrieved employee of the Bidder against any employee of the Bank shall be taken cognizance of by the Complaints Committee constituted by the Bank. The contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Bidder, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the contractor is proved. The Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

## **17. Termination Clause**

**Termination of Contract by the Bank:** The contract can be terminated by the Bank, by giving 30 days' notice to the vendor.

**Termination of Contract by the vendor:** Contract can be terminated by the vendor, if desired, by giving 60 days' notice to the Bank. The notice period will start from the day of receipt of notice by the Bank.

During the notice period, either by the Bank or the vendor, the vendor is bound to supply the medicine. In case of failure of the supply of medicine during notice period, the vendor will be liable for action in terms of clause 8(j) above.

## **18. Termination for Default**

The Bank may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the vendor terminate the Contract in whole or part:

- a) If the vendor fails to provide any or all the services within the period(s) specified in the Contract
- b) If the vendor fails to perform any other obligation(s) under the Contract.



- c) If the vendor, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

**19. Indemnity:**

The Bidder shall indemnify the Bank against all actions, suits, claims, and demands brought or made against the Bank 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 Bank and will not hold the Bank responsible or obligated. The Bank may at its discretion and entirely at the cost of the bidder defend such suit, either jointly with the bidder or single in case the latter chooses not to defend the case.

**20. 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 and settled by sole arbitration of Regional Director, Reserve Bank of India, Ahmedabad, who shall give written award of his/ her decision to the Bidder. The decision of the Regional Director, Reserve Bank of India, Ahmedabad, shall be final and binding.

**21. Debar/ Disqualify**

In the event the bidder fails to fulfil the requirements of the agreement, the Bank reserves right to debar/ disqualify the bidder from participating in any event/ e-tender invited by the Bank for a period of three years. However, before doing so the Bank may give a show cause notice to the bidder and consider reply, if any, submitted by the bidder to such notice. The decision of the Bank/ Regional Director shall be final in this regard.

**22. All the expenses required for execution of this contract shall be borne solely by the bidder/ vendor.**



## Annex I

**Annual Contract for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat for period April 01, 2025 to March 31, 2026**

Sl. No.	Item	Details
1	Name of the Chemist	
2	Constitution (Company/ Partnership/ Proprietorship)	
3	Details of Registration (Registering Authority; Registration No. & Date)	
4	Year of commencement of business	
5	GST No.	
6	PAN Number	
7	Whether Manufacturer/ Authorised Distributor/ Dealer/ Agency	
8	Name(s) of the Proprietor/ Partner/ Director/ Official with designation authorized to make commitment to the Bank.	
9	Contact No.	
10	E-mail	
11	Complete Office address (situated in Ahmedabad)	
12	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 provisions of Drugs and Cosmetics Act, 1940. Please give details of licenses.	
13	Whether the Chemist has been convicted by the State Drugs 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?	
14	Whether GST clearance certificate is available with the Chemist.	
15	Whether the billing system is computerized?	





Sl. No.	Item	Details	
16	Agreement to best price norm (refer Para 14)		
17	Names of the Government/ Public Sector/ Corporate clients of the chemist for bulk supply of medicines. Also give contact person's name and telephone numbers.		
18	Name and address of Principal Banker. Please also give phone numbers.		
19	Annual turnover	FY	Turnover (in lakhs)
		2021-22	
		2022-23	
		2023-24	
20	Copies of the balance sheets along with profit-loss (Income statements etc.). pertaining to FY 2021-22, 2022-23 and 2023-24 duly certified by a Chartered Accountant.		

I have read and understood the notice issued by Reserve Bank of India, Ahmedabad containing the eligibility criteria and the terms and conditions for supply of medicines. I fully accept the terms and conditions. I also understand that the Bank reserves the right to accept or reject any or all of the applications without assigning any reasons.

**Name:**

**Designation:**

**Signature:**

**Date:**



## **Annex II**

### **Proforma of certificate regarding performance**

Name & address of the bidder:

Details of works executed by Shri/ M/s.  
\_\_\_\_\_ (name of the bidder)

1. Name of 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. Details of the authority under whom supply executed

Name & Designation:

Address.:

Contact No. and Email:

6. Comments on the capabilities of the bidder:
  - a) Technical proficiency:
  - b) Financial soundness:
  - c) Adherence to timelines:
  - d) Quality of work:
  - e) General behavior:

The undersigned is competent to issue this certificate.

**\*‘Countersigned’**

**Signature of the Reporting Officer with office seal:**

**Name & Designation:**

**Contact number:**

**Date**



### **Annex - III**

#### **Bankers' Certificate from a Scheduled Bank**

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

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

For the bank

(Signature with seal)

**Name & Designation:**

**Date:**

**Note:**

1. Bankers' certificates should be on letterhead 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.



## **Annex IV**

### **Undertaking/ Declaration of debarment of Public Institutions**

(To be submitted by tenderers on their letter head duly sealed and signed by authorised signatory)

To

The Regional Director  
Reserve Bank of India  
Ahmedabad – 380009

Dear Sir/ Madam,

**Subject: Annual Contract for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat and Union Territory of Dadra and Nagar Haveli and Daman and Diu for the period from April 01, 2025 to March 31, 2026**

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

a) I/ We or any of our allied firm\* is/ are not debarred/ suspended/ blacklisted by any public institution/ entity in India or any other country as on ..... (last date of submission of bid), during last three years.

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

c) We will inform the Bank in writing, in case, I/ we or any of our allied firm\* is/ are debarred/ suspended/ blacklisted by any public institution/ entity in India or any other country on or before award of work for the captioned work.

I/ We know and understood that, if this Undertaking/ Declaration/ Certificate submitted by us is found to be false, the Bank shall be free to reject/ terminate our tender/ Work Order and that the Bank shall also be free to initiate any legal action



in accordance with the law including forfeiting of Earnest Money Deposit/ Performance 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:**

\*Allied firm: A firm would be termed as “allied firm” if the management is common, or substantial or majority shares are owned by the banned/ suspended firm and by virtue of this it has a controlling voice. Further all successor firms will also be considered as allied firms.



**Annex V**

**Details of Three RBI dispensaries located at Ahmedabad**

<b>Sr. No.</b>	<b>Address</b>	<b>Timings</b>
1	Main Office Building, Reserve Bank of India, Near Gandhi Bridge, Ahmedabad - 380014	Monday to Friday 02:00 PM to 06:00 PM
2	Subhash Bridge Staff Quarters, Near RTO circle, Ahmedabad - 380027	Monday to Saturday 05.00 PM to 07.00 PM
3	Parag, RBI Navrangpura Officers' Quarters, Navrangpura, Ahmedabad - 380009	Monday to Saturday 05.00 PM to 08:00 PM

**Place:**

**Seal and signature of the vendor**

**Date:**



## **Annex VI**

### **Format for Letter of Authorization/ power of attorney for signing of application/ proposal**

(On Non-Judicial Stamp Paper of appropriate value)

I/ We ..... (Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr. / Ms. .... (Name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of ..... as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our tender for **Annual Contract for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat and Union Territory of Dadra and Nagar Haveli and Daman and Diu for the period from April 01, 2025 to March 31, 2026** including signing and submission of all documents and providing information/ responses to Reserve Bank of India, Ahmedabad representing us in all matters before RBI Ahmedabad, and generally dealing with RBI Ahmedabad in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney

Pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

#### **Note**

Power of Attorney should be properly stamped and notarized Power of Attorney furnished shall be irrevocable.

Signature/(s) of the Bidder



Name/s

Stamp/ Seal of the Bidder

Date

(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).





**Annex VII**

**COMPLAINT ESCALATION MATRIX**

<b>Sr. No.</b>	<b>Support Level</b>	<b>Name</b>	<b>Phone No.</b>	<b>Email ID</b>	<b>Address</b>
1	Level 1				
2	Level 2				
3	Level 3				
4	Level 4				

**Place:**

**Seal and signature of the vendor**

**Date:**



## **Annex VIII**

### **Instructions to the Applicants for furnishing information**

#### **Documents to be uploaded on MSTC Portal as a part of Pre-qualification (PQ) Criteria**

Please note, each page of the application shall be signed. The application shall be signed by person/ persons on behalf of the organisation having necessary authorisation/ Power of Attorney to do so.

- a) Self-attested copy of Registration & Incorporation of Company/ Partnership/ Proprietorship.
- b) Self-attested copy of Shop Registration Certificate. Documentary evidence of the shop establishment within Ahmedabad Municipal Corporation.
- c) Self-attested copy of GST Registration No.
- d) Self-attested copy of valid PAN Number
- e) Self-attested copy of valid licenses held by the chemist as on the date of application.
- f) Self-attested 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 or Drugs (Price Control) Order, 2013 or any other Orders issued or any other laws in force from time to time. An affidavit to the effect is acceptable in lieu thereof.
- g) Self-attested copy of valid GST clearance certificate.
- h) Self-attested copy of proof of submission of EMD.
- i) Self-attested copies of the balance sheets along with profit-loss (Income statements etc.). pertaining to FY 2021-22, 2022-23 and 2023-24 duly certified by a Chartered Accountant.
- j) Self-attested copy of MSME certificate, if registered under MSME Act.
- k) Duly filled and signed [Annex I](#), [Annex II](#) (Performa of certificate regarding performance), [Annex III](#) (Bankers’ Certificate from a Scheduled Bank), [Annex IV](#) (Undertaking/ Declaration of debarment of Public Institutions), [Annex V](#), [Annex VI](#) (Format for Letter of Authorization/ power of attorney for signing of application/ proposal, if applicable) and [Annex VII](#) (Complaint Escalation Matrix).

Any other document as advised and required by the Bank for the purpose.

**Place:**

**Seal and signature of the vendor**

**Date:**



**NOTE: Do not quote the rates here or upload this document (This for your reference only) (The quotes have to be filled in by the tenderer online in the MSTC portal only inclusive of GST)**

**FORM – I**

**Undertaking/ Declaration for Price- Bid (to be submitted at the time of agreement/ award of work)**

From:

Complete address of the bidder with phone/ Fax and Mobile No.

To:

The Regional Director  
Reserve Bank of India, Ahmedabad

Dear Sir/ Madam,

Having fully read and understood, the terms, conditions and other details mentioned in the Bank's RFQ document dated \_\_\_\_\_, I/ we hereby offer to have Annual Contract for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat and Union Territory of Dadra and Nagar Haveli and Daman and Diu for the period from April 01, 2025 to March 31, 2026 at the Uniform Discount of \_\_\_\_\_ (in percentage) on the Printed Retail Price of the purchase.

2. I undertake to bear packing, cartage and transportation expenses and bear all taxes, CGST/ SGST/ IGST etc. as required or may be required under law, on aforesaid supplies. Purchaser (the Bank) will pay only the Printed Retail Price less the above quoted discount.
3. I also undertake to keep the above quoted rate of discount on the Printed Retail Price on all items of supplies valid till duration of this contract.
4. I also undertake that all the medicines shall be provided as per indent/ PO and no "substitute medicines" will be supplied.

Signature:

Date:

Name with Rubber Stamp:



**FORM-II**

**PERFORMANCE BANK GUARANTEE FORM (For 10% of expected Annual Procurement)**

To

The Regional Director  
Reserve Bank of India  
Ahmedabad

WHEREAS \_\_\_\_\_ (Name of successful bidder) hereinafter called "Successful Bidder" has undertaken, Annual Contract No. \_\_\_\_\_ dated \_\_\_\_\_ to **Annual Contract for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat and Union Territory of Dadra and Nagar Haveli and Daman and Diu for the period from April 01, 2025 to March 31, 2026**, hereinafter called "the Contract" in pursuance of Request for Quotation issued by Reserve Bank of India, Ahmedabad.

AND WHEREAS it is one of the terms of the tender document that the successful bidder has to submit a performance bank guarantee by 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 by 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 **10% of expected Annual Procurement** 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.



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 shall 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 forebear 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 18 months or until it is released by you pursuant to the provisions of the contract.



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

SIGNED, SEALED AND DELIVERED

For and on behalf of

By:

(Signature)

(Name)

(Designation)

(Address)



**फॉर्म - III/ FORM - III**

**वार्षिक अनुबंध प्रपत्र (द्विभाषी में प्रस्तुत किया जाना है)**

**Annual Contract Form (to be submitted in bilingual)**

यह करार \_\_\_\_\_ 2025 के \_\_\_\_\_ दिन पर किया गया

के बीच

(खरीदार का नाम और पता)

इसके बाद जिसे एक पक्ष के रूप में 'खरीदार' कहा जाएगा और

(आपूर्तिकर्ता/ स्टॉकिस्ट/ केमिस्ट का नाम और पता)

इसके बाद जिसे अन्य पक्ष के रूप में 'आपूर्तिकर्ता' कहा जाएगा

के बीच किया गया।

THIS AGREEMENT made on the \_\_\_\_\_ day of \_\_\_\_\_ 2025

Between

(Name and address of purchaser)

Hereinafter called "the Purchaser" of the one part and

(Name and address of suppliers/ stockists/ chemists)

hereinafter called "the Supplier" of the other part:

जबकि खरीदार रियायती मूल्य पर कुछ दवाएं खरीदने का इच्छुक है और उसने उन वस्तुओं की आपूर्ति के लिए आपूर्तिकर्ता द्वारा बोली स्वीकार कर ली है।



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

अब यह करार निम्न के साक्ष्य में किया जा रहा है:

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. इस करार में शब्द और अभिव्यक्तियों का वही आशय है जैसा कि उन्हें करार की शर्तों में विनिर्दिष्ट किया गया है।

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. यह अनुबंध गुजरात और केंद्र शासित प्रदेश दादरा और नगर हवेली तथा दमन और दीव में 01 अप्रैल 2025 से 31 मार्च 2026 तक की अवधि के लिए क्रेडिट स्लिप (बैंक की डिस्पेंसरियों और सेवानिवृत्त/ सेवारत कर्मचारियों/ पात्र आश्रितों को) पर दवाइयों की डोर-स्टेप डिलीवरी के लिए है।

This contract is for door-step delivery of medicines on credit slips (to Bank's Dispensaries and Retired/ Serving employees/ eligible dependents) in Gujarat and Union Territory of Dadra and Nagar Haveli and Daman and Diu for the period from April 01, 2025 to March 31, 2026.

3. निम्नलिखित दस्तावेजों को करार के भाग के रूप में माना जाएगा और करार के साथ ही पठित समझा जाएगा यथा:

The following documents shall be deemed to form and be read and construed as part of this agreement, viz.:

3.1 खरीदार द्वारा प्रस्तुत दिनांक.....के निविदा आमंत्रित करने वाली नोटिस

the Notice inviting tender document dated..... submitted by the Purchaser;

3.2 आपूर्तिकर्ता द्वारा प्रस्तुत दिनांक..... के कोटेशन के अनुरोध के दस्तावेज़ एवं बोली की निबंधन और शर्तें





The Request for Quotation document dated ..... submitted by the Supplier and terms and conditions of the bid

### 3.3 कार्य प्रदान करने के संबंध में खरीदार सूचना

the Purchaser's Notification of Award

4. खरीदार द्वारा आपूर्तिकर्ता को किए जाने वाले भुगतान पर विचार करते हुए, जैसा कि इसके बाद उल्लेख किया गया है, आपूर्तिकर्ता द्वारा खरीदार को अनुबंध के प्रावधानों के अनुसार वस्तुओं और सेवाओं को प्रदान करने का एवं उनमें पायी गयी सभी प्रकार की खामियों को दूर करने का वचन देता है।

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.

5. खरीदार द्वारा आपूर्तिकर्ता को वस्तुओं और सेवाओं के प्रावधान और खामियों को दूर करने को देखते हुए, संविदा कीमत अथवा ऐसी राशि जो समय पर संविदा के प्रावधान के अंतर्गत देय और निहित है को भुगतान करने का वचन देता है।

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.

6. आपूर्तिकर्ता द्वारा आपूर्ति/ उपलब्ध करवाई जाने वाली वस्तुओं और सेवाओं के ब्यौरे निविदा दस्तावेज की शर्त में दिए गए हैं।

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

7. यदि H1 बोलीदाता द्वारा निर्धारित समय के भीतर पूरी आपूर्ति नहीं की जाती है, तो अन्य बोलीदाताओं को दवाइयों की आपूर्ति करने का मौका दिया जा सकता है, जो H1 बोलीदाता की समान दर पर आपूर्ति करेंगे। इस मामले में बोलीदाता (H1 बोलीदाता के अलावा) जो ईमेल के माध्यम से पहले जवाब देता है, उसे तुरंत दवाइयों की आपूर्ति करनी होगी।

If the delivery of supplies in full is not made within stipulated time by H1 bidder than other bidders may be given a chance to supply the medicines who shall supply at the same rate of H1 bidder. In this case the bidder (other than the H1



bidder) who responds first through e-mail shall supply the medicines immediately.

8. इसके साक्ष्य में दोनों पक्षों के उपस्थित व्यक्तियों ने इस पर तथा इसके डुप्लीकेट पर अपनी कॉमन मुहर लगाकर उक्त लिखित तारीख तथा वर्ष को हस्ताक्षर किए हैं।

In witness thereof, the persons present on both the parties have affixed their common seal to this and its duplicate and signed on the abovementioned date and year.

भारतीय रिज़र्व बैंक, अहमदाबाद द्वारा हस्ताक्षरित और सुपुर्दित

SIGNED AND DELIVERED by the Reserve Bank of India, Ahmedabad by the hand of

श्री:

पता:

खरीदार की पार्टी

आपूर्तिकर्ता की पार्टी

इनके साक्ष्य में:

1.

2.