



E-Tender for Empanelment of Car hiring Agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, Shimla.

This is an open tender enquiry. However, only those bidders/ vendors/ agencies who are qualified for the work as per qualifications criteria stipulated in the tender are eligible to participate in this tender. Bidders are advised to upload the documents on MSTC website in support of their eligibility for the tender.

1)	e-Tender Name	E-Tender for Empanelment of Car hiring Agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, Shimla.
2)	e-Tender no.	RBI/SHIMLA REGIONAL OFFICE/Others/11/25-26/ET/1058
3)	Mode of Tender	e-Procurement System (Online Part I - Technical Bid and Part II – Financial Bid through www.mstcecommerce.com/eprochome/rbi)
4)	Estimated Cost of Tender	₹25.00 lakh approximately
5)	Details of Earnest Money Deposit (EMD)	₹50,000/- (Rupees Fifty Thousand Only) by NEFT in our A/c No. 186003001 IFSC: RBIS0SMPA01 (Numeric Zero at 5th and 10th place from left) Beneficiary Name: Reserve Bank of India, Shimla. Please mention UTR transaction details while applying.
6)	Transaction Fees	To be paid through MSTC payment Gateway / NEFT / RTGS in favor of MSTC Limited or as advised by M/s MSTC Ltd. Transaction fee will not be charged by RBI.
7)	Date of NIT available to parties to download on RBI website.	February 27, 2026; 12:00 Hrs



8)	Date of Starting of online submission of e-Tender (Technical Bid and Price Bid) at www.mstcecommerce.com/ep_rochome/rbi	February 27, 2026; 12:00 Hrs
9)	Pre-Bid meeting	March 06, 2026; 15:30 Hrs
10)	Venue of Pre-Bid Meeting	Conference Hall, 4 th Floor, Reserve Bank of India, Kasumpti, Shimla-171009
11)	Last date of submission of EMD	March 22, 2026; 14:00 Hrs
12)	Date of closing of online submission of e-Tender (Technical Bid & Price Bid)	March 22, 2026; 14:00 Hrs
13)	Date & time of opening of Part-I (Technical Bid)	March 23, 2026; 11:00 Hrs
14)	Date & Time of opening of Part-II (Financial Bid)	The Part-II Financial Bid of only those tenderers will be opened who fulfil the pre- qualification/ eligibility criteria and also fulfills all other terms and conditions specified in the tender document. Such bidder(s) will be intimated regarding date of opening of Part-II Financial Bid only through e-mail provided by the bidders in their Technical Bid.

Any corrigendum will be issued only on RBI Website (www.rbi.org.in)

**Regional Director
Reserve Bank of India
Shimla**



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

**E-Tender for Empanelment of Car hiring agencies/ Companies/
Taxi operators for providing cars on call basis as per requirements to
Reserve Bank of India, Shimla**

निविदाकर्ता का नाम / Name of the Tenderer: _____

पता / Address: _____

संपर्क विवरण/ Contact Details: _____

**निविदा जमा करने की नियत तिथि एवं समय:
Last Date for Submission of Tender**

22 मार्च 2026; 14:00 Hrs

**निविदा के भाग – 1 के खुलने की तिथि:
Date of Opening of Part-I of the Tender**

23 मार्च 2026; 11:00 Hrs



DISCLAIMER

Reserve Bank of India, Human Resource Management Department, Shimla (hereafter called “the Bank”), has prepared this document to give background information on the contract to the interested parties. While the Bank has taken due care in the preparation of the information contained herein and believes it to be in order, neither the Bank nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, expressed or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents shall be required to confirm in writing that they have done so and they do not rely only on the information provided by the Bank in submitting the tender. The information is provided on the basis that it is non-binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. In case of conflict of meanings between Hindi and English versions of the document, interpretation of English version shall prevail.

The Bank reserves the right not to proceed with the contract or to change the configuration of the contract, to alter the time-table 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 shall be made to person or entities expressing interest.



**Reserve Bank of India
Shimla**

Notice Inviting E-Tender

E-Tender for Empanelment of Car hiring Agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, Shimla.

Reserve Bank of India, Shimla (hereinafter called “the Bank”), invites e-Tender under Two-Bid system (Technical & Financial Bid) for Empanelment of Car hiring agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, Main Market, Kasumpti, Shimla. The contract shall initially be valid from April 01, 2026 to March 31, 2027, and based on the performance of the service provider, the contract can be extended annually at the discretion of the Bank or for any such period as decided by the Bank but in any case, it cannot be extended further beyond two years.

The tenderers should submit their proposal, as per the instructions regarding e-Tender, along with all supporting documents complete in all respects on or before **14:00 Hrs on March 22, 2026**. Tenderers shall submit e-tender proposal along with refundable Earnest Money Deposit (EMD) of **₹50,000/- (Rupees Fifty Thousand only)**, through NEFT only, complete in all respect as per the prescribed format.

The Part-I (Technical Bid) will be opened electronically on **March 23, 2026 at 11:00 Hrs**. In the event of any date indicated above being declared a holiday, the next working day shall become operative for the respective purpose mentioned herein.

Tender document can be downloaded from website <https://www.rbi.org.in> or <https://www.mstcecommerce.com>. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the above-mentioned website / e-portal only. The tenderer should regularly check the above website / e-portal for any Amendment / Corrigendum / Clarification on the above website.

**Regional Director
Shimla**



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Part- I, Section-I

SCHEDULE OF e-TENDER (SOT)

1.	Name of the Department	Human Resource Management Department, Reserve Bank of India, Shimla
2.	e-Tender no.	RBI/SHIMLA REGIONAL OFFICE/Others/11/25-26/ET/1058
3.	e-Tender name	e-Tender for Empanelment of Car hiring agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, Shimla.
4.	Mode of Tender	e-Procurement System Online (Part I - Technical Bid and Part II – Financial Bid through https://www.mstcecommerce.com/eprocn/
5.	Estimated value of tender (including Taxes)	₹25.00 lakh approximately
6.	Date of Tender available for downloading and start of bidding on MSTC webste	February 27, 2026; 12:00 Hrs
7.	Date of Pre-Bid Meeting	March 06, 2026; 15:30 Hrs
8.	Last date for submission of EMD	March 22, 2026; 14:00 Hrs
9.	Last date for online submission of Technical Bid & Financial Bid	March 22, 2026; 14:00 Hrs
10.	Date & time of opening of Part-I i.e., Technical Bid	March 23, 2026; 11:00 Hrs
11.	Earnest Money Deposit (EMD)	₹50,000/- (Rupees Fifty Thousand Only) by NEFT in our A/c No. 186003001 IFSC: RBIS0SMPA01 (Numeric Zero at 5th and 10th place from left) Beneficiary Name: Reserve Bank of India, Shimla. Please mention UTR transaction details while applying.
12.	Date & Time of opening of Part- II i.e., Financial Bid	The Part-II Financial Bid of only those tenderers will be opened who fulfil the pre- qualification/ eligibility criteria and also fulfills all other terms and conditions specified in the tender document. Such bidder(s) will be intimated regarding date of opening of Part- II Financial Bid only through e-mail provided by the bidders in their Technical Bid.
13.	Transaction Fee	Transaction fee, as applicable, will be paid to M/s MSTC Ltd. facilitating the online tender process



TENDER FORM

The Regional Director
Reserve Bank of India
Main Market, Kasumpti
Shimla

Dear Sir,

e-Tender for Empanelment of Car hiring agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, Shimla

1. Having examined the requirements, conditions and schedule of quantities relating to the captioned work and having visited and examined the site of the works and also having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to take up the services of providing Cars on call basis as per requirements to Reserve Bank of India, Shimla at the rates mentioned in the financial bid and in accordance with various conditions laid down in the tender document.
2. Should this tender be accepted, I/We hereby agree to abide by and fulfil the prescribed terms and conditions so far as they may be applicable or in default thereof to forfeit and pay to Reserve Bank of India the amount specified in the said conditions.
3. I/We also agree that the tender will remain valid for acceptance by the Bank for 90 days from the date of opening of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. I/We also agree to provide an Earnest Money Deposit (EMD) and Security Deposit, valid for the entire period of validity of the tender/contract.
4. I/We hereby agree to abide by all terms and conditions laid down in the e-tender document.
5. I / We before signing this e-tender have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
6. I / We shall abide by the provisions of Minimum Wages Act, Contract Labour Act and other

Statutory provisions like Provident Fund Act, ESI, PF, Bonus, Gratuity, Relieving charges, uniform and allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Central Government from time to time and shall be fully responsible for any violation. I/We shall also produce the bank account statement of the personnel deployed and documentary evidence for the above on monthly basis to the satisfaction of the Bank.

I/We understand that Reserve Bank of India, Shimla, reserves the right to accept or reject any or all the tenders either in full or in part without assigning any reason thereof.

Dated this day of.....2026

For and on behalf of M/s.....

(Signature with seal)

Name: -

Designation: -

Place: -



Part- I, Section-II

Important Instructions regarding e-tender

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

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

A. Process of e-Tender:

Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. This submission of bids shall be done over the internet. The Vendor shall possess a valid Class III signing and encryption type digital signature certificate. Vendors are to make their own arrangement for bidding from a computer connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

Vendors are required to register themselves online with <https://www.mstcecommerce.com/eprocn> → Register (Filling up details and creating own user id and password) → Submit. Please follow the 'Registration Guide' available in the Registration link before proceeding.

The e-mail and Mobile number shall be OTP verified.

Vendors will receive a system generated mail confirming the registration in their email which has been provided during filling the registration form.

The Vendors shall have to subscribe to the buyers and categories in order to receive system generated mails. In order to subscribe, a vendor has to login and click on 'My Subscription' followed by 'Add Subscription'. On successful subscription, a system generated mail shall be forwarded to the vendor. Please follow the guide for 'Subscription' of 'Download Guides' available in the Dashboard before proceeding.

In case of any clarification, please contact MSTC/RBI, Shimla, (before the scheduled time of the e-tender).

Contact person (MSTC): MSTC Chandigarh

MSTC Help Desk: 07969066600 (For System Settings related issues)
Mr. Keshav Arora, Deputy Manager- cdgopn1@mstcindia.in
Mobile -0172-2584921
Mr. Pankaj Kumar, Deputy Manager cdgopn2@mstcindia.in
Ph- 0172-2584921

Contact person at RBI Shimla

1. Shri Anurag Bhatoa, Manager, HRMD, Mobile: 7018486002, (anuragbhatoa@rbi.org.in)
2. Shri Ajay Jangir, Assistant Manager, Security, Mobile: 9414081250, (ajayjangir@rbi.org.in)

1. System Requirement:

Windows 7 or above Operating System

2. Please note that following settings are required for use of MSTC E-procurement Portal (shown below), which the portal itself guides the user to do, upon opening the page. Once the settings are done, user (Buyer/Seller/Admin) can access the portal without any issue.

System Requirement:

- a. Windows 7 or above Operating System
- b. Microsoft Edge/Chrome/Mozilla Firefox
- c. Signing & encryption type class III digital signature
- d. Java 1.8 or above
- e. Local system admin rights
 - a. Note: do not run as “run as administrator”.
 - b. Must not ask for any username or password while installation
- f. On opening URL <https://www.mstcecommerce.com/eprocn/>, system will check for settings and prompt user for action to correct the settings.
- g.

System Settings Check Status

Status	Incorrect System Settings Download System Settings Guide Download Certificate	
Please Correct the Following Settings:		
If You Do Not Have Java Installed, Please Install Java	Download Java	
Based On The Java Version You Have Installed Please Download PKI Application	Latest Version: 11	Installed Version:
	If You Have Java 32 Bit Installed Download	If You Have Java 64 Bit Installed Download
If You Have Installed Both Java And Pki Application, Please Update Browser Settings	If You Are Using Google Chrome Or Edge: - Open URL https://localhost:13591/signservice/getdata And Click To Allow Connections.	
	If You Are Using Firefox: - Open URL https://localhost:13591/signservice/getdata And Add Security Exception To Allow Connections.	

- h. PKI application 32 bit to be installed if you have 32-bit java installed or PKI application 64 bit to be installed if you have 64 bit java installed.
- i. Once all the settings are done, the system check dialog box will disappear and user can login to the portal.

B. Bidding in e-Tender

- a. The process involves Electronic Bidding for submission of Bid.
- b. The bidder(s) can submit their Bid through internet in MSTC Website <https://www.mstcecommerce.com/eprocn>
- c. The NIT/ Documents shall be available for download in the event catalogue available under 'Event Details' of the Event.
- d. Please follow the guides for Registration available in the link https://www.mstcecommerce.com/eprocn/admin/registration/vendor_registration.jsp#step-1 and other guides 'Subscription', 'Payment', 'Bidding', 'View/ Download Reports' and 'Upload encryption public key' 'Uploading encryption public key' and 'Bidding' under 'Download Guides' available in the Dashboard before proceeding to submit bid.
- e. The bidders may upload the bidding related documents in the link 'My Documents'. The documents uploaded here shall be available for attaching with this event in the Bid Floor.
- f. In order to submit bid, a vendor has to go to 'Events' from the menu and select 'Bid Floor'. The vendor has to select the buyer 'Buyer' from the buyer list in order to view the live events list. The correct event has to be selected from the event list for participation. A vendor has to submit 'Event wise bid details' that may consist of 'PQR'/'Common Terms' / 'Document Attach'. A vendor has to save the PQR/Common Terms / attach documents by clicking the respective buttons. Once the event specific bids are saved, the status is updated in 'Event specific bid status' and the 'Item specific bid' button appears on the bid floor. Thereafter vendor has to save lot specific technical bid/ price bid. A vendor has to click button under 'Technical Cover' in order to save the technical bid for specific lots. Once the technical bid is saved, the 'Price Cover' button appears on the screen for respective lots. Once price bid is saved, the vendor has to click on 'Final Submit'. On final submission of bid, the status of the bid submission shall display 'Bid submitted' under 'Item specific bid status'. A vendor shall receive system generated mail.
NOTE: - The bid cannot be revised once the Final Submit button has been clicked by the bidder. However, if the bidder wishes to change his bids then he may delete the bid and re-submit the same.
- g. In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.

- h. During the entire e-tender process, the bidders 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 the duration mentioned above.
- j. 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 Buyer will form a binding contract between Buyer and the Bidder.
- 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. Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- m. No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the tender.
- n. Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.
- o. Payment of Applicable Transaction Fee should be paid in favour of MSTC Limited through the "Transaction fee Payment" link available in your login.
NOTE: The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.
- p. Bidder(s) are advised to make remittance of tender fee and EMD if any to Reserve Bank of India, Shimla as advised in the NIT.
- q. All notices and correspondence to the bidder(s) shall be sent by email only during the process, up to the finalization of tender by 'Buyer'. Hence the bidders are required to ensure that their official email ID provided is valid and updated at the stage of registration of vendor with MSTC (i.e., Service Provider). Bidders are also requested to ensure validity of their DSCs (Digital Signature Certificates).
- r. There is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, bidders are requested to see the website once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigenda, if any, will be that of the bidders only.
- s. No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer(s) who have downloaded the documents from web site.
- t. E-Tender cannot be accessed after the due date and time mentioned in NIT.

- u. Bidder(s) need to deposit/submit necessary EMD and Transaction fee separately for the e-Tender. **Transaction fees is non-refundable**. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI, Shimla after award of work. EMD of the successful bidder will be refunded after receipt of Security Deposit/ Performance Bank Guarantee for the same. EMD shall be forfeited if the bidder withdraws his bid during the tender bid evaluation process.
- v. The bidder(s) who have submitted the above fees can only submit their Technical Bids and Price Bid through internet in MSTC website <https://www.mstcecommerce.com/eprocn>.
- w. Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
- x. No deviation to the terms & conditions are allowed.
- y. Buyer has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- z. The online tender should be submitted strictly as per the terms and conditions and procedures laid down on the website <https://www.mstcecommerce.com/eprocn> of MSTC Ltd.
- aa. The bidders should upload all the documents required (if any) as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
- bb. The bid will be evaluated based on the filled-in Price bid formats.
- cc. Canvassing in any form in connection with the Tender is strictly prohibited and the bids submitted by the bidders who resort to canvassing are liable to be rejected.



PART-I, SECTION-III

PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

Only those tenderers who fulfill the following pre-qualification/eligibility criteria are eligible to apply the e-Tender for Empanelment of Car hiring agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, Shimla.

Documentary evidence/ declaration must be uploaded/ provided for the below mentioned eligibility criteria in the absence of which the bid is liable to rejection.

1.	Experience	<p>i) Minimum experience of five (05) years in the field of providing car rental/hiring service as on December 31, 2025.</p> <p>The bidder shall upload the list of clients served (current and previous) as per specified format Annexure-I.</p> <p>ii) The bidder shall have experience in the field of undertaking similar works viz., providing Car Rental / Hire Services to Government/ semi-government/ public sector undertakings/ banks/ MNCs during any three (03) years out of last five (05) years as on December 31, 2025 and should have executed:</p> <p>(Upload the documentary proof i.e. experience certificate/ work completion certificate etc. on MSTC portal)</p>
4.	Annual Turnover	<p>The tenderers must have annual turnover equivalent or more than 100 percent of the estimated cost (₹25,00,000/-) of the contract during each of the three (03) financial years i.e. FY 2022-23, FY 2023-24, FY 2024-25.</p> <p>(Upload the Income Tax Return Certificate/ Assessment Order/ CA Certified statement of accounts/ audited Balance Sheet on MSTC Portal)</p>
3.	Fleet of Cars	<p>i) The tenderer shall have minimum fleet of 06 (Six) owned cars comprising of the following cars:</p> <ul style="list-style-type: none">a. Maruti Suzuki Swift Dzire/ Honda Amaze/ Toyota Etios / Hyundai Aura or similar categoryb. Toyota Innova /Maruti Suzuki Ertiga / Toyota Rumionc. Toyota Innova Crysta/ Innova Hycross <p>ii) Of the total cars, the tenderer shall have minimum 03 cars among Maruti Suzuki Swift Dzire, Honda Amaze, Toyota Etios, Hyundai Aura or similar category and 03 Toyota Innova Crysta/ Innova Hycross or similar category in their fleet.</p>

		<p>iii) The vehicles provided to RBI shall be road worthy and not more than 05 years old as on December 31, 2025.</p> <p>iv) The car shall be registered with RTO as commercial vehicle. (Upload the copies of Registration Certificates (RCs) on the MSTC portal alongwith Annexure-II)</p> <p>v) The vehicles shall have valid All India taxi permits. (Upload the copies of Taxi Permits for all vehicles on MSTC portal)</p>
5.	Office	<p>The Tenderer shall have own office in Shimla.</p> <p>(Upload the documentary proof on MSTC portal)</p>
6.	GST Registration	<p>The tenderers should have valid GST registration.</p> <p>(Upload the GST Registration Certificate on MSTC portal)</p>
7.	Earnest Money Deposit (EMD)	<p>Intending tenderer has to deposit a sum of ₹50,000/- (Rupees Fifty Thousand only) as EMD with the Reserve Bank of India, Human Resource Management Department, Shimla-171009 on or before March 22, 2026; 14:00 Hrs.</p> <p>The e-tender without the EMD will be rejected by the Bank.</p>
8.	Undertaking/ Declaration	<p>The tenderer should have to upload/ submit the Undertaking/ Declaration as specified in Annexure-III on the letter head of the tenderer that there should not be any case/ neither any charge under investigation/ enquiry/ trial against the agency/company/firm, nor it be convicted in a Court of Law or suspended/ blacklisted by any organization on any grounds. Concealment of facts and subsequent detections will lead to annulment of the contract/ rejection of the bid forthwith.</p> <p>(Upload the Undertaking/ Declaration only on the Letter Head of the Bidder as per specified Format on MSTC Portal)</p>

NOTE: THE TENDERS UPLODAED BY THE TENDERERS WHICH DO NOT FULFIL THE PRE-QUALIFICATION/ ELIGIBILITY CRITERIA AND WITHOUT DOCUMENTARY EVIDENCE IN SUPPORT OF ALL THE ABOVE SPECIFIED ELIGIBILITY CRITERIA AND ALSO THE OTHER TERMS AND CONDITIONS ENUMERATED IN THE TENDER WILL BE SUMMARILY REJECTED BY THE BANK.

a) The tenderer should ensure that they fulfil the pre-qualification/ eligibility criteria before submitting the e-tender online and they should also submit all the relevant details/ information along with the e-tender and **must upload the documentary evidence on MSTC portal.**

b) The opinion/ decision of the Bank regarding the bids shall be final and conclusive. The Bank reserves the right to reject any or all the bids any time without assigning any reason thereof.

- c) The tenderers should upload the list of clients served / work experience (current and previous) as per the specified format given at [Annexure II](#). **The tenderers have to upload the work completion / performance certificate as documentary evidence.**
- d) The Bank reserves its right to contact any of these clients for confirmation/ satisfaction of the experience certificate submitted by the Agency. The Bank may obtain reports on past performance of the Tenderer from its clients and bankers. The Bank may evaluate the said reports before opening of the Part-II of the Tenders. If any Tenderer is found not meeting the required eligibility for participating in the tendering process at any point of time and/or its performance reports received from its clients and/or its bankers are found unsatisfactory, the Bank reserves the right to reject its offer even after opening of Part-I of the Tender and EMD shall be returned to the Tenderer as it is. The Bank is not bound to assign any reason for doing so.
- e) The Bank reserves the right to reject incomplete e-tender forms or bids where the tender has been left blank in place or if information furnished is found to be misleading.
- f) If the performance of the Agency is found to be unsatisfactory for any reason, in any organization, the Bank reserves the right to reject the bid submitted by the Agency.
- g) The opinion/ decision of RBI regarding the bid shall be final and conclusive. The Bank reserves the right to accept or reject any tender and to annul the Tendering process and reject all Tenders at any time prior to contract award, without thereby incurring any liability to tenderers or assigning any reason thereof. Further, the bids shall be rejected out rightly if information furnished is found to be wrong or misleading or bids are conditional.
- h) At any point of time before opening of Financial Bid (Part-II), if the documents or information provided by the tenderers are found to be incorrect, the tender would be rejected by the Bank.



PART-I, SECTION-IV

Evaluation Criteria

1. Part-I, Technical Bid Evaluation: - The tender submitted by the bidder shall be evaluated as described below:

- a. First, Part-I (Technical bid) will be evaluated. Tenderers shall furnish all the information for Technical Evaluation as specified in the pre-qualification/ eligibility criteria.
- b. Supporting documents for the various items mentioned in Pre-Qualification/ Eligibility Criteria must be uploaded on the MSTC Portal for Technical evaluation. The tenders **uploaded without documentary evidence specified in the tender document will be summarily REJECTED BY THE BANK.**
- c. The Bank shall scrutinize the information and documents submitted by the tenderer vis-à-vis eligibility criteria and take the decision regarding qualification in Technical Bid Evaluation.
- d. The Bank may, at its discretion, ask any bidder for a clarification of its Tender, any clarification submitted by a bidder, that is not reasonable to the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted.
- e. If a bidder does not provide clarifications of its Tender by the date and time set by the Bank, **its Tender shall be liable to rejection.**

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

2. Part-II, Financial Bid Evaluation: -

- a. **The bidders who fulfill the pre-qualification/ eligibility criteria shall be qualified for next stage of opening of Part-II Financial Bids.** The Bank will intimate only the qualified bidders, the time/ venue for the opening of Financial Bid by e-mail only.
- b. **The lowest rate (L1) quoted by the bidders under each category of vehicle and each item, will be offered to all other qualified bidders (qualified in Technical Evaluation) for acceptance. Only such tenderers among above shall be considered for empanelment who agree in writing to work at the L1 rates quoted by the bidders for each category of vehicle and each item.**
- c. The Bank reserves the right to accept or reject any tender, or to annul the Tendering process or to reject all Tenders at any time without thereby incurring any liability to

tenderers or assigning any reason thereof. Further the conditional bids, NIL/Zero bids, shall be rejected out-rightly.

- d.** The Bank is not bound to accept the lowest tender and reserves the right to accept any tender either in full or in part. The Bank also reserves the right to reject all the tenders without assigning any reason thereof.
- e.** Bids with unreasonably low prices—those not aligned with cost estimates or lacking justification for viability—may be rejected to safeguard operational integrity and contractual deliverability.



PART-I, SECTION-V

SCOPE AND SERVICES OF THE CONTRACT

1. The contractor has to provide air-conditioned cars, SUVs, etc. such as Maruti Swift Dzire, Toyota Etios, Honda Amaze, Hyundai Aura, Honda City, Toyota Innova Crysta, Toyota Innova Hycross, Toyota Fortuner, and other similar vehicles, as and when requisitioned by the Bank / by an official authorized by the Bank.
2. The bidder has to provide all cars to the Bank i.e. Fortuner, Innova Hycross, Innova crysta, Maruti Swift Dzire, Toyota Etios, Honda Amaze, Hyundai Aura, Honda City and other similar category not older than five (05) years as on date of deployment.
3. All vehicles shall be in good condition, with neat and clean upholstery.
4. The bidder has to produce the regular service record of the cars as and when required by the Bank.
5. The contractor must be able to provide different categories of vehicles having valid taxi permits and other statutory clearances to travel locally and throughout India.
6. The contractor/tendering firm/company shall ensure that the taxis provided by him/ them are registered under Motor Vehicle Act 1988 (and amendments thereof).
7. The driver deployed shall have a valid driving licence, which shall be produced by him as and when demanded by traffic personnel. Renewal of his driving licence from time to time will be the responsibility of the contractor.
8. The drivers deployed shall have good moral character and reasonable experience of driving. They shall be able to attend to minor repairs of vehicles en-route, in case of need.
9. The driver must report for duty at specified place and time in neat and clean uniform.
10. Driver shall maintain a proper record of mileage on a daily basis and get the same authenticated by the authorised user. The driver shall maintain duty slips with complete details of kms travelled / time of releasing etc. duly authenticated by the officer using the service. Besides he shall be polite, courteous, and service oriented at all times. He shall provide his mobile number to the guest reporting to duty.
11. The vehicles shall be provided with:
 - i. One English or Hindi and One Financial newspaper.
 - ii. Two bottles of branded mineral water of 500 ml each.
 - iii. Face tissue papers in case/pouch.

iv. First-aid box.

Note: No extra charges will be paid for the above.

12. All the papers viz. insurance, registration certificate, road tax, pollution, permits, valid license, etc. related to each vehicle shall be readily available in each of the vehicles with drivers.
13. The contractor shall have ability to arrange for emergency transport/ touring facility providers, in case of breakdown of a vehicle provided to the Bank and shall also be able to liaison with Government/ Insurance authorities.
14. The contractor shall provide taxi on written or verbal instructions over phone within the time specified therein. The contractor shall also be required to provide taxi at short notice from the Bank (say within half an hour in case of emergency). In case the contractor fails to provide taxi on our request, either verbal over phone or written, the Bank shall be free to remove the contractor from the panel of transport providers.
15. The contractor shall convey the undermentioned details without fail to officials of **Car Desk of the Bank** and to the user of the car through telephone and through SMS at least **12 hours** prior to the arrival/departure of the user the car:
 - i. Car make and colour,
 - ii. Car registration number.
 - iii. Driver's name and his mobile number.

If the contractor fails to provide the aforementioned details within the specified time, the penalty as specified in Section VII – Liquidity Damages / Penalty may be imposed on the contractor.
16. The driver must always be available with the car once he has reported to the guest/ user officer of the Bank.
17. The driver must print and carry a placard depicting particulars of the arriving guest / officer of the Bank at the Airport/ Railway Station, etc. The contractor shall ensure that there is no deficiency of service on the part of drivers.
18. The drivers will comply the orders given by the authorized officers of the Bank and will also observe the rules and regulations of the Bank regarding safety and security.



PART-I, SECTION-VI

TERMS AND CONDITIONS OF THE CONTRACT

- 1. Duration of Contract & Review:** The contract, if awarded, shall be initially valid for a period of Twelve months or as specified by the Bank. The contract may be renewed for a further period of up to two years (one year at a time) on terms mutually agreed upon and subject to satisfactory performance of the agency as assessed by the Bank.
- 2. Rates:** The rates accepted by the Bank will remain valid initially for a period of one year and subsequent renewals, if any. **However, these may be reviewed at the time of renewal of the contract in view of major changes that may occur in labour laws or Govt. decision affecting fuel pricing etc. The decision of the Bank will be final in this regard.**
- 3. Agreement:** On receipt of intimation from the Bank regarding acceptance of tender, the successful Tenderer shall be bound to sign the formal Contract Agreement within **15 days**, in accordance with the draft agreement and the Schedule of Conditions. However written acceptance by the Reserve Bank of India of a tender shall constitute a binding contract between the Bank and the person so tendering, whether such formal agreement is or is not subsequently executed within the stipulated period of **15 days**. Unless the Contract Agreement is signed, no payment shall be entertained by the Bank. The agreement shall be executed in duplicate. One copy shall remain in the custody of Employer and the second set of copy shall remain in the custody of Agency. The Agreement shall be made on necessary stamp paper and the cost of necessary stamp duty on both the documents shall be borne solely by the Agency. If the selected Agency fails to sign the formal agreement within 15 days of award of contract or fails to commence the work on due date, the letter awarding the work shall be treated as cancelled, EMD made by it shall be forfeited and the bidder shall also be liable to risk and cost.
- 4. Earnest Money Deposit:** EMD of the successful Tenderer /Bidder shall be returned on receipt of the Performance Bank Guarantee and shall not carry any interest.
- 5. Performance Bank Guarantee:** The Agency shall provide Performance Bank Guarantee in the form of irrevocable Bank Guarantee issued by a scheduled Bank in the prescribed proforma as given in [Annexure-IV](#) of the tender document within **14 days** of the award of the tender.

- 6. Deductions from EMD/ Performance Bank Guarantee:** All compensation or other sums of money payable by the agency to the Bank under the terms of this Contract may be deducted from the bills / dues payable / performance Bank Guarantee if the amount so permits, and Agency shall, unless such deposit as become otherwise payable, within ten days after such deduction make good the amount so deducted.
- 7.** The contractor shall ensure compliance of the provisions of Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act 1948 **and/or any other applicable act.**
- 8.** Tenderer shall have applicable and valid registrations with statutory authorities constituted for labour welfare and other purposes such as ESI, EPF, PAN, GST, **and/or any other such registrations duly supported by documentary evidence** and certificate of registration. The tenderer must ensure adherence to these laws also, while engaging drivers for the aforesaid work. Penalty levied or violations observed, if any, by relevant authorities shall be sole responsibility of the contractor.
- 9.** The agency shall be solely responsible for managing its staff/employees. In the event of any dispute between the agency and its staff, the agency alone shall be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise. The staff so engaged by the agency shall not have any claim, whatsoever, for seeking permanent employment with Reserve Bank of India. There shall be no employer-employee relationship with the agency/ staff deployed by the agency and Reserve Bank of India. The agency shall be wholly and solely responsible for the conduct of such hired manpower during the tenure of the contract as well as post expiry/ termination of the contract. It shall be the responsibility of the Service provider to ensure that no liability on this count shall devolve on RBI, Shimla in respect of workers deployed by him. The agency shall obtain a declaration from the persons deployed of having understood the same and also undertaking that they shall not raise or make any such claims against RBI, Shimla, and submit the declaration and undertaking to the Bank. The agency shall indemnify the Bank against any act of omission/ commission/ misconduct/ dispute by such hired manpower during and after the expiry of the contract.
- 10.** The drivers/ employees engaged by the contractor shall abide by the instructions provided by the security officers/ guards of the Bank and vehicles/ persons will have to undergo security check as and when required.
- 11.** The contractor shall arrange to obtain **police verification certificate** regarding the antecedents of the persons engaged by them.

12. Punctuality and quality of service will be the essence of the agreement. Therefore, the renewal of the agreement will be subject to punctuality and satisfactory performance by the contractor.
13. For deficiency in services and serious inconvenience caused to the Bank and its officials or to those for whom Bank directs to provide services, penalty as specified in Section VII – Liquidity Damages / Penalty, may be imposed. In case of dispute, the Bank's decision will be final in the matter.
14. It will be the sole responsibility of the contractor to provide taxi(es)/vehicles as and when requisitioned by the Bank during night/ early morning without prejudice. Any delay will attract penalty as deemed fit by the Bank in terms of **Section VII – Liquidity Damages/ Penalty**. The contractor will also have to make alternate arrangements in case of breakdown of his vehicle(s). In case of failure, the contractor will be responsible to compensate all expenses incurred by the Bank in this regard and the same will be deducted from the bill of the contractor. Decision of the Bank in this regard will be final and binding on the operator. Such compensation may be in addition to any penalty imposed under above paras. Penalty and compensation, if any, will be deducted from any pending bill of the contractor.
15. In the event of any loss occasioned to the Bank, as a result of any lapse on the part of the agency, the said loss shall be claimed from the agency up to the value of the loss. The decision of the Bank shall be final and binding on the agency.
16. Any liability arising out of any litigation, or any act of the agency's personnel shall be directly borne by the agency including all expenses/fines. The concerned agency's personnel shall attend the court as and when required.
17. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the Tender, it shall be recovered by the Bank from the agency.
18. In the event of any provisions of the contract requiring modification after the agreement has been signed, the same shall be made in writing and signed by the Bank and the Agency or its authorized representative. Such modifications shall not be effective until the same have been signed by both the parties.
19. In the event of termination of the contract for any reason whatsoever, the agency/ or persons employed by it shall not be entitled to any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.
20. The agency shall indemnify and keep the Bank indemnified against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and

Abolition) Act, 1970, the Employees Provident Fund (and Miscellaneous Provisions) Act, 1952, Payment of Bonus Act, 1965 or any other rules/regulations/statute that may be applicable. The agency only shall be responsible for liabilities, if any, in this regard.

21. The Bank shall deduct Income Tax at source under Section 194-C, TDS on GST, and / or any other applicable section of Income Tax Act., from the agency at the prevailing rates of such sum as income tax on the income comprised therein. Any other statutory deductions under any other applicable act / rule, if required shall also be made as applicable.

22. The Agency shall produce registers and records and comply with other directions issued by the Bank for compliance of the statutory provisions. The contractor shall be solely responsible for any violation of provision of any legislative enactments or any other statutory provisions and shall further keep the RBI, Shimla 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. Contractors' 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, Shimla shall be entitled to cover any of such loses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's payment.

23. The agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The agency shall submit copies of acknowledgements evidencing filing of returns and shall keep the Employer fully indemnified against liability of tax, interest, penalty, etc., of the agency in respect thereof, which may arise.

24. Subletting of Contract:

- i. The Contractor shall not assign or sublet any portion of the Contract. The Contractor shall make all arrangements for carrying out the work as per the terms and conditions of the contract; the employer shall not provide any kind of assistance. In case of breach of these conditions, the Employer may serve a notice in writing on the Contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Employer, without prejudice to his other remedies against the Contractor.
- ii. Each bidder is required to confirm and declare with his bid that no agent, middleman or any intermediary has been, or shall be, engaged to provide any services, or any other item or work related to the award and performance of this

contract. If the Bank subsequently finds to the contrary, it reserves the right to cancel the contract immediately.

25. Force Majeure Clause:- If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enmity, civil commotion, sabotage, fire, floods, explosion, epidemics, quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event, duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and services under the empanelment shall be resumed as soon as possible after such event has come to an end or ceased to exist and the decision of the Bank as to whether the services have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the Bank may at its option, terminate the contract.

26. Payment to the Agency / Contractor/ Company/ Firm: -

- i) Except under cases of circumstances beyond the control of the Bank, the payment of bills will be made within Thirty (30) days of production of bills in all respect. Payments will be made through electronic mode. The empanelled contractor/s shall furnish mandate/s for NEFT.
- ii) In case the contractor is not able to provide the category of car for which booking has been made by the Bank, he has to provide higher category of vehicle. However, payment will be made for the category of vehicle booked by the Bank.

27. If the contractor is able to provide any make or model of taxi, other than those mentioned in Part-II of the document, these may be included along with the charges under relevant category.

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

29. Non-disclosure clause: - The tenderer and its staff, shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/ systems/ equipment's etc., which may come to the possession or knowledge of the tenderer during the course of discharging its contractual obligations in connection with this contract, to any third party and shall at all times hold the same in strictest confidence. The tenderer shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The tenderer shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The tenderer shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the tenderer and the Bank shall be entitled to claim damages and pursue legal remedies for the same. The tenderer shall ensure that the persons engaged for the work are made aware of the non-disclosure requirement and the tenderer shall be liable for any breach committed by its persons. The NON-DISCLOSURE Clause signed by the tenderer under the aforesaid agreements will survive for indefinite duration.

30. Right to Disqualify for failure to execute the work: - The tenderer understands that it fulfills all the requirements of the e-tender documents and is in a position to execute the work immediately upon receipt of offer letter from the Bank. Upon receipt of award of tender from the Bank, the tenderer shall be bound to deploy the required number of persons, from the date mentioned in the award letter from the Bank. It is agreed by the tenderer that mere receipt of in-principle approval does not guarantee award of work and that the work will be finally awarded upon satisfaction of the Bank that the tenderer is/ will be in a position to meet the requirements of the e-tender. In the event of the tenderer failing to commence the work upon award of the contract, the Bank reserves the right to withdraw the in-principle approval and forfeit the EMD amount furnished by the tenderer, the tenderer shall also be liable to all risk and cost. The Bank also reserves its right to debar such defaulting tenderer from participating in any future e-tender in the Bank for a period of three years, however, before doing so the Bank may serve seven days show cause notice (SCN) to the tenderer and consider the reply if any given by the tenderer to such notice.

31. A feedback form should be provided on demand to each guest/ user of the service before the commencement of the journey. The signature of the user should be obtained on this feedback form and it should be submitted to the Bank along with duty

slip for payment.

32. The Sexual Harassment of Women at Workplace: - The tenderer shall be solely responsible for full compliance with the provision of “the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013”.

- i) In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the tenderer and the tenderer shall ensure appropriate action under the- said Act in respect to the complaint.
- ii) Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- iii) The tenderer shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the staff of the tenderer, for instance any monetary relief to the Bank’s employee, if sexual violence by the employee of the contractor is proved.
- iv) The tenderer shall be responsible for educating its staff about prevention of sexual harassment at workplace and related issues.

33. Clarification: In all the cases of omissions and/ or doubts or discrepancies in any item or specification, a reference shall be made to the Employer whose elucidation, elaboration or decision shall be considered as authentic. The Agency shall be held responsible for any errors that may occur in the work through lack of such reference and precaution.

34. The Contractor / Agency shall take all the precautions towards the safety of its employees. The Bank will not be responsible for payment of any compensation for death of or injury or accident to any of the contractor’s staff which may arise out of and in the course of their duties. The Agency shall be liable to pay such damages or compensation to such employees and their families.

35. Licensing And Registration: -

- i) The agency shall apply for registration / license as contemplated under Contract Labour (Regulation and Abolition) Act 1970 or any other act/ rule/ law as applicable from time to time, within 15 days from the award of work and submit a proof pertaining to the application. The agency shall obtain such registration / license within 90 days from the award of work / issue of orders, etc., failing which the award

of work shall be cancelled and the agency alone shall be responsible for actions/proceedings ensuring there to. The Bank shall not be held responsible for acts, commissions or omissions of the agency and shall in no way be made liable to the labourers engaged by the agency.

- ii) The contractor shall abide by State Labour/ Government of India (Ministry of Labour) rules and regulations and all other Statutory Acts / Regulations and rules relevant to this contract including Works Contract Act, Minimum Wages Act 1950 and amended from time to time, Payment of Wages Act 1935 and amended from time to time Provident Fund Act, ESI Act, etc. and such other Statutory Enactment, Rules and Regulations laid by the Government and local body in force, coming into force which may apply to this agreement. The contractor shall indemnify the Reserve Bank against risks and damages arising out of the default on the part of Vendor due to negligence or non-compliance of any of the aforesaid rules, regulations etc. laid down by the Government and other statutory authorities from time to time.
- iii) The contractor shall comply with all requirements of law with regard to the provision of labour and ensure that an appropriate license, as applicable, from concerned labour department is obtained. It shall be the responsibility of the contractor for furnishing necessary Statutory information / documents in proof of the above whenever called for by RBI. In case of any labour problems related to the workmen of the contractor, the same shall be settled at the contractor's end only.
- iv) In the event of default being made in the payment of any money in respect of wages of any person deployed by the agency for carrying out of this contract and if a claim therefore is filed in the office of the Labour Authorities and proof thereof is furnished to the satisfaction of the Labour Authorities, the Bank may, failing payment of the said money by the agency, make payment of such claim on behalf of the agency to the said Labour Authorities and any sums so paid shall be recoverable by the Bank from the agency.
- v) If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws, or Regulations, be directed to be paid by the Reserve Bank of India, such money shall be deemed to be payable by the contractor to the RBI within seven days. The Bank shall be entitled to recover the amount from the Vendor by deduction from money due to the vendor or from the Security Deposit (including Bank Guarantee).

36. Execution of agreement: -

- i) The terms & conditions and scope of works and services to the agencies and

special conditions herein before referred to shall be the basis and part & parcel of the agreement to be entered with the successful tenderer/s.

- ii) On receipt of intimation from the Bank regarding acceptance of the e-tender, the successful tenderer shall be bound to implement the Contract from the date specified therein. The successful tenderer/s shall sign an agreement in accordance with the extant provisions. The successful tenderer/s shall be liable to pay the appropriate and required stamp duty amount on the said agreement in accordance with the Stamp laws in force in Shimla. Any pecuniary liability incurred by the Bank either as additional stamp duty, penalty or due to inadequacy or inappropriateness of the stamp duty paid by the agency / contractor shall devolve on the agency /contractor and the Bank shall be entitled to recover the amount from the security deposit or from the bills raised by the tenderer or in any other lawful manner. Where the security deposit is utilized for the said purpose, the agency / contractor/ company/ firm shall immediately make good the utilized amount. Failure to do so may amount to breach of a material term in the agreement and consequences thereof shall follow.
- iii) Notwithstanding the signing of the agreement, the written acceptance by the Bank of a tender in itself shall not constitute a binding agreement between the Bank and the person so bidding, whether such contract is or is not subsequently executed.
- iv) The Bank reserves the right to assess the capacity and capability of the parties for pre-qualification. The Bank also reserves the right to accept or reject any / all the tenders or any part thereof at any stage of process without assigning any reason thereof. The Bank has no obligation to accept the lowest quoted tender. RBI's decision in this regard shall be final and binding.
- v) **Stamp Duty** - The contractor shall bear the stamp duty. The agreement shall be executed in duplicate, and the Bank shall retain the original copy and the contractor shall retain the duplicate copy.

37. Validity of e-tender:

- i) The e-tender along with the prices shall remain valid initially for a period of 90 days from the date of opening of Part-I, which may be further extended by the Bank and the tenderers shall not cancel or withdraw the e-tender during this period or change the quoted rates.
- ii) All the documents submitted should be duly certified by competent authority and shall be uploaded on the MSTC portal.

- iii) The Bank is not bound to accept the lowest or any tender and may at any time terminate the tendering process without assigning any reason.
- iv) The Bank may terminate the contract in the event the successful bidder fails to deposit the security deposit/ furnish the Performance Bank Guarantee issued by a scheduled commercial bank for the prescribed value or fails to execute the agreement within specified period.
- v) The Bank will communicate to the successful bidder through letter transmitted by Registered post/ Speed post/By Hand/E-mail that his bid has been accepted. (Hereinafter and in the condition of contract called the "Letter of Award").
- vi) Further, the Bank reserves the right to debar such persons from participating in any tender/ undertaking any work in the Bank for a period of three years. However, before doing so, the Bank may give seven days' show cause notice (SCN) to the contractor and consider any reply submitted to the SCN before finally deciding on debarring the contractor. The decision of the Bank shall be final in this regard.
- vii) The Contract shall come into full force and effect on the date of issue of the Letter of Award. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of the Security Deposit /Bank Guarantee submitted by the bidder.

38. Risk and Cost Clause: - Notwithstanding anything contained in any other clause, RBI reserves the right to terminate the contract due to any failure on the part of the tenderer in discharging his obligations under the contract or in the event of his becoming insolvent or going into liquidation. The decision of the RBI about the failure on the part of the tenderer shall be final and binding on the tenderer. In the event of any failure on the part of the tenderer, RBI shall have the right, without any prejudice, to get the work done through any other alternate tenderer at the risk and cost of the tenderer. The additional cost, loss, if any incurred by RBI, will be recovered from the tenderer.

39. Termination of Agreement: -

- a) Without prejudice to what is contained herein above, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice without assigning any reason and without payment of any compensation, if

- i) in the opinion of the Bank (which shall not be called in question by the tenderer and shall be binding on the tenderer), the tenderer fails or refuses to implement this agreement to the Bank's satisfaction and/ or
 - ii) the tenderer commits a breach of any terms and conditions of this agreement and/ or
 - iii) The Contractor / Agency is adjudged insolvent, or a compromise is entered by him with his creditors or if distress or executions or other process is levied upon or receiver is appointed for any part of the assets or property of Agency and/ or
 - iv) For any reason whatsoever, the Agency becomes disentitled in law to perform his obligations under this agreement.
- b) In the event of termination of this agreement for any reason whatsoever, as stated above the tenderer or persons employed by it shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise.
- c) Notwithstanding anything contained in this contract, in the event of non-compliance, disobedience, or breach of any terms of the contract or unsatisfactory or inefficient working by the tenderer, the Bank shall have the absolute and independent authority to revoke this contract after giving notice in writing to the tenderer without assigning any reason and the same shall be binding on the tenderer and the contract will come to an end with immediate effect on completion of time period stipulated in the notice, in which case the tenderer shall not be entitled for any compensation/damages and the Security Deposit shall not be refunded.
- d) Either party shall be at liberty to terminate the agreement by giving three clear calendar months' notice in writing. However, during the notice period the Contractor shall continue to discharge his obligations, unless specifically dispensed with by the Bank.

40. The contract shall be deemed to end in any of the following contingencies:

- (i) On the expiry of the contract period or termination of the agreement.

Or

- (ii) A one-month notice at any time during the currency of services, in case the services rendered by the tenderer are not found to be satisfactory and in conformity with the general norms and the standards prescribed for the

services.

Or

- (iii) On assigning the contract or any part thereof any benefit or interest therein or thereunder by the tenderer to any third party for sub-letting the whole or a part of the contract to any third party against the terms and conditions of the tender.

Or

- (iv) On the tenderer being declared insolvent by the competent Court of Law. During the notice period for termination of the contract, in the situation contemplated above, the tenderer shall continue discharging its services as before till the expiry of notice period. In case of non-delivery / non-rendering of its services during the notice period, the Bank will have the right to forfeit the security deposit deposited by the tenderer with the Bank. It shall be the duty of the tenderer to remove all the persons deployed by him on termination of the contract on any grounds whatsoever and to ensure that no person create any disruption / hindrance / problem of any nature to the Bank.

Or

- (v) For any reason whatsoever, the tenderer becomes disentitled in law to perform its obligations under this agreement.

Or

- (vi) There is any variation in the ownership/partnership or management of the tenderer or his business without the prior approval in writing of the bank for such variation.

In the event of exigencies arising due to the death, infirmity, insolvency of the contractor or for any other reason or circumstances, liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Bank may think proper, namely:

- a) Legal heirs in case of sole proprietor
- b) The next Directors / Partners in the case of company or firm as the case may be.

The Bank may revoke the contract and shall reserve the right to settle the matter according to the circumstances of the case as it may think proper.

41. Arbitration: - The Bank and the vendor shall make every effort to resolve amicably, by direct informal negotiations, in case of any disagreement or dispute arising between them in connection with the contract, its interpretation on the payment to be made there under the same or anything in relation to or arising out of this contract. If after 30 days from the commencement of such informal negotiation, Reserve Bank of India and the vendor are unable to resolve amicably contract dispute, the parties shall make an effort to solve the same through the appointment of an arbitrator by mutual agreement. The arbitration proceedings shall take place at Shimla only. The provision of Arbitration and Conciliation Act 1996 and the rules framed there under and in force shall be applicable to such proceedings.

42. Jurisdiction of court: The contract is subject to jurisdiction of the District Courts, Shimla / Himachal Pradesh High Court, Shimla.

Declaration:

I/ We hereby declare that I/ We have read and understood all the above instructions/ terms and conditions and the same will remain binding upon me/ us in case the above-mentioned Contract is entrusted to me/us.

Signature of the authorized person: _____

Name of the authorized signatory: (_____)

Status of the signatory i.e. proprietor/ partner: _____

Seal of the Company/Firm/ Proprietor



PART-I, SECTION-VII

LIQUIDITY DAMAGES/ PENALTY

- a. **Withholding of Payments:** The Bank may withhold the payment to an extent that, it reasonably believes when, the Agency is in breach of the obligations as per this Agreement. If the breach is such that the same can be rectified, the Agency is given 07 (seven) days' notice for rectification of the deficiency. Once the service provider has rectified the deficiency, the Bank will pay back the withheld amounts on this cause. It is clarified that such withheld amount shall not earn any interest.
- b. **Deductions from Payment:** The Bank may deduct from the Agency's bill, amounts on account of claims of penalty as per the mentioned Service Level Agreement (SLA), costs or claims, losses, damages, defective services carried out by the Agency, etc., directly incurred by the Bank ('The Direct Damages') that arise from the negligence of the Agency. In case the Agency fails to rectify the breach, as mentioned, the Bank has the discretion, without further notice, to deduct such amounts from the Agency's Bill, and this right is in addition to any other right available to the Bank under this Agreement.
- c. The taxi services shall be provided on need basis and for deficiency in services and serious inconvenience caused to the Bank and its officials, liquidated damages/ penalty will be imposed on the vendor as detailed below on the estimated bill for the relevant usage. Penalty shall be levied on the contractor for violations as given in "Liquidity Damages/Penalty" of the tender document, after giving due notice and opportunity to the contractor to explain his/her position.
- d. However, the Bank will levy it only after giving due notice. In case of dispute an appeal may be made to the Regional Director, RBI Shimla whose decision will be final in the matter.
- e. **Working Penalty Clause:** - The services shall be provided on need basis, and the contractor is liable for penalty, as specified below, in case of inability to do so.

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

SI No.	Service Level Agreement (SLA)	Failure Tolerance Level	Risk	Penalty per Month
	General			
1.	Driver Missing from duty	Zero	High	Minimum 5% to Maximum 20% of the bill value.
2.	Misbehaviour by the Driver with any staff member / guests etc.	Zero	High	Minimum 5% to Maximum 20% of the bill value.
3.	Failure to provide vehicles on time	Zero	High	Minimum 5% to Maximum 20% of the bill value
4.	Cleanliness/ upholstery/ condition of vehicle not proper	Zero	High	Minimum 5% to Maximum 20% of the bill value
5.	Supplied vehicles more than 05 years old as on date of deployment.	Zero	High	Minimum 5% to Maximum 20% of the bill value
6.	Drivers not in Uniform or untidy uniform during duty time	Zero	Medium	Minimum 5% to Maximum 15% of the bill value.
7.	Change of Driver in-between duty time without prior intimation to the Bank	Zero	Low	Minimum 5% to Maximum 15% of the bill value
8.	Not able to provide number of vehicles required by the Bank	Zero	Medium	Minimum 5% to Maximum 15% of the bill value
9.	Not able to provide essentials items (Newspapers, water bottles, sanitizers, car fragrance, placard for airport pickups) mentioned in the tender	Zero	Low	Minimum 5% to Maximum 15% of the bill value
10.	Duty slip not signed by the designated guest	Zero	Medium	Minimum 5% to Maximum 15% of the bill value

f. Penalty on amount of the Bill

High Risk	Minimum 5% to a Maximum of 20% of the bill value.
Medium Risk	Minimum 5% to a Maximum of 15% of the bill value.
Low Risk	Minimum 5% to a Maximum of 10% of the bill value.

Implementation: The above-mentioned Agreement and Statutory requirements are to be monitored by the Bank and to process the penalties if any.

The decision to waive off the same shall lie with the Regional Director/ Officer-In-Charge of the Bank.

I/We hereby declare that I/ We have read and understood all the above instructions/conditions and agree to abide by them.

Date:

**Authorized Signatory
(With Name/Designation & Seal)**



PART-I, SECTION-VIII

Techno-Commercial Bid / Technical Bid

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

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

Sr. No.	Information / Documents required	Details	Uploaded file name
1.	Name of the bidder		
	Address of Registered Office,		
	Contact persons and phone numbers		
	Address for correspondence,		
	Contact persons, phone numbers and e-mail for correspondence		
2.	Type / form of organisation: (Proprietorship firm / partnership firm / private limited company)		
	Date of establishment / Registration		
	Registering authority		
	Registration no. and date (Upload relevant supporting documents for the above onMSTC Portal)		
	Name of the Proprietor/ Partners/ Directors of the organization and e-mail ID.		
3.	i) Experience in the field of providing car service as on December 31, 2025. (Upload the list of clients as per Annexure-I along with documentary proof i.e., experience certificate/ work		

Sr. No.	Information / Documents required	Details	Uploaded file name
	completion certificate etc. on MSTC portal)		
	ii) Experience in the field of providing Car Rental / Hire Services to Government/ semi-government/ public sector undertakings/ banks/ MNCs during last five (05) years as on December 31, 2025. (Upload the documentary proof i.e., experience certificate/ work completion certificate etc. on MSTC portal)		
4.	Annual Turnover for the bidder during the last three (03) financial years (Upload the Income Tax Return Certificate/ Assessment Order/ CA Certified statement of accounts/ Audited Balance Sheet on MSTC Portal)		
	FY 24-25		
	FY 23-24		
	FY 22-23		
5.	Fleet of Cars: - Numbers/ Details of the cars owned by the bidder as specified in Annexure-II . Out of the total cars, the tenderer shall have minimum 03 cars among Maruti Suzuki Swift Dzire, Honda Amaze, Toyota Etios, Hyundai Aura and 03 Toyota Innova Crysta/ Innova Hycross in their fleet. (Upload the Annexure-II , RCs, All India Taxi Permits and other documentary evidence on MSTC portal)		
6.	Office in Shimla: - Details / address of the office of the bidder in Shimla. (Upload the documentary proof on MSTC portal)		
7.	GST registration number of the bidder. (Upload the documentary evidence on MSTC portal)		
8.	Earnest Money Deposit (EMD):- Details of Earnest Money Deposit		

Sr. No.	Information / Documents required	Details	Uploaded file name
	(EMD) deposited by the bidder ((upload scanned copy of deposit slip/NEFT proof, UTR no. etc.) Amount Deposited UTR No. Date		
9.	Undertaking: - Duly signed Letter of undertaking to Regional Director, RBI, Shimla containing acceptance general and specific terms and condition of the tender. (Upload the Annexure-III on MSTC portal)		
10.	Bankers Details of the Company/ Firm/ Agency: Bank name Account number Account type IFSC code		
11.	Whether the agency is registered under Shops & Establishment Act and details of necessary license to run tours and travels/ car-hiring agency		
12.	Any other relevant Information		

Note– Documentary evidence for the above as specified in the pre-qualification eligibility criteria must be uploaded on the MSTC Portal. The details of document (list is indicative and not exhaustive) to be uploaded are as below: -

- a) Registration Certificate of the Company/ Firm/ Agency.
- b) List of Clients served by the Company/ Firm/ Agency in [Annexure-I](#) and documentary evidence / Work orders / Agreements / etc.
- c) Client Certificates / Feedback.
- d) List of cars owned by the bidder as specified in [Annexure-II](#).
- e) Annual turnover statements of the Company/ Firm/ Agency (for last three (03) financial years).

- f) Income Tax Return of the Company/ Firm/ Agency (for last three (03) financial years).
- g) Audited Balance Sheet of Company/ Firm/ Agency (for last three (03) financial years).
- h) Incorporation / Registration details of the Company/ Firm/ Agency.
- i) PAN No. of Company/ Firm/ Agency.
- j) GST registration number of the Company/ Firm/ Agency.
- k) Undertaking / Declaration on the letter head of the Company/ Firm/ Agency as per [Annexure-III](#).
- l) EMD receipt / acknowledgement.
- m) List of owned cars.
- n) Insurance papers.
- o) Taxi Permit.
- p) Pollution certificate.
- q) Any other document/s.

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

Declaration by the bidder:

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

Dated this ___ day of _____ 2026.

For and on behalf of M/s.....

Authorized Signatory (With Name/Designation & Seal)



PART – II: FINANCIAL BID

Section IX: Terms and Conditions of the Financial/ Price Bid

e-Tender for Empanelment of Car hiring agencies/ Companies/ Taxi operators for providing cars on call basis as per requirements to Reserve Bank of India, Shimla

For providing cars / utility vehicles of different variants (AC/Non- AC) for local and outstation tours. Rate structure variants wise as per different usage given below shall be comprehensive furnishing the details of the different types of vehicles available with the tenderer and various types of services. The rates shall be exclusive of GST.

(Do not quote rates here. Rates to be quoted on MSTC portal only)

A. Rate Chart for Car Hire (Amount in Rs) excluding Taxes:

Price Header/ Description of work	Compact Sedan (Indigo Dzire / Etios / Amaze or similar variant)	07 Seater (Toyota Innova / Maruti Ertiga / Toyota Rumion or similar variant)	Toyota Innova Crysta /Hycross or similar variant	Tempo Traveller or Force Urbania
Local Travel				
05 Hrs. /50 Km (Half Day)				
10 Hrs. /100 Km (Full Day)				
Local Travel -Extra per Km charges				
Local Travel -Extra per hour charges				
Outstation Travel				

Charges per km				
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B. Important instructions regarding Price Bid/ Financial Bid

- a) The quoted rates must be inclusive of Insurance charges, uniform charges, repair charges etc.
- b) The quoted rates must be inclusive of duties/levies whether existing or future, levied by the Central Government or any State or Local Authority, as applicable, for which no separate claim shall be made.
- c) The quoted rates will be valid initially for 01 year (i.e. till March 31, 2027) and subsequent renewals, if any.
- d) The quoted rates must be inclusive for any number of vehicles required for any event/ conferences throughout the duration of the contract.
- e) The quoted rates shall be exclusive of GST (Goods and Services Tax). As per law, taxes as applicable may be deducted at source and a certificate for the same may kindly be issued.
- f) The maximum distance that will be claimed in respect of garage and point of pickup and back to garage would be restricted to **10 kms**.
- g) The minimum Kms under outstation category will be considered **200 Kms**.
- h) **Detention charges:** In case of stay at outstation, the minimum running of **100 KM** would be taken into consideration for calculation of detention charges. No Detention charges will be paid for Local Travel.
- i) Parking charges, Toll Charges and Inter State Permits would be reimbursed in the case of airport drop/pickup, railway station drop/pickup and other cases (Outstation Trip to within / neighboring states and union territory) subject to production of original receipts.
- j) Any extra Minutes over 5 hours but less than 10 hours will be rounded off to the next complete hour (e.g. 5 hours 10 minutes will be counted as 6 hours, so billing will be for 5 hours/50 kms plus 1 hour). If in any case, the billing amount for 5 hours / 50 km duty (with upto extra 4 hours and 49 Kms), exceeds that of 10 hours / 100km, then the bill will be reimbursed as per 10 hours / 100 km rates, or whichever is less.

k) **Night Halting Charges:** Night halting charges of **₹300/- (Rupees Three Hundred only)** at fix rate per night for outstation journey (10:00 PM to 06:00 AM) will be paid for all types of vehicles.

l) **Cancellation Charges:** In case the booking is cancelled by the Bank for any reasons, charges as per following rates will be paid to the Vendor:

Time of cancellation	Charges
> 24 hours before departure	Nil
> 24 hours to 12 hours before departure	25%
< 12 hours before departure	50%

m) The lowest rates quoted under each category of vehicles by tenderers shall be applicable for all other tenderers.

n) The Bank reserves the right to re-negotiate the above-mentioned rates in the event of changes in the statutory obligations/ market conditions and/or change of technology, etc.

o) Bids with unreasonably low prices—those not aligned with cost estimates or lacking justification for viability—may be rejected by the Bank to safeguard operational integrity and contractual deliverability.

Date:

**Authorized Signatory
(With Name/Designation & Seal)**

Annexure II

List of owned cars/vehicle in the name of proprietor / Agency

S.N.	Name of Car/ Vehicle	Model	Year of Manufacturing	Registration No.	Whether Car is registered as Commercial Vehicle in RTO (Yes/No)	Whether the taxi / car has All India Taxi Permit
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
19.						
20.						

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

To
The Regional Director
Reserve Bank of India
Shimla 171009

**e-Tender for Empanelment of Car hiring agencies/ Companies/
Taxi operators for providing cars on call basis as per requirements to
Reserve Bank of India, Shimla**

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

- i. I/ We certify that before signing/uploading this bid, I/ We have read and fully understood all the terms and conditions of the tender laid down in tender document both Technical and Financial Bids in general and specifically the schedule of tender (Section-I), important instruction regarding e-tender (Section-II), Prequalification/Eligibility Criteria (Section-III), Evaluation criteria (Section IV), Scope and services of the contract (Section-V), terms and conditions of the contract (Section VI), Liquidity damages / Penalty (Section -VII), Technical Bid (Section -VIII), and Financial Bid (Part II, Section IX) and agree to abide by them.
- ii. I/We have understood the evaluation process to be followed by the Bank as mentioned in the tender document, the conditions mentioned the tender document. I / We also understand that the Bank has the right to accept or reject my/ our tender bid without assigning any reasons whatsoever and his decision shall be binding on me/us.
- iii. I/ We fulfil the statutory registration requirements with corresponding government authorities in respect to undertake the above work and all the documents submitted/ uploaded in this behalf are genuine and valid.
- iv. I/ We have not been banned and de-listed by any Government Department/ Financial Institution/ Public sector undertakings/ Private Sector Undertakings/

MNCs have not been convicted by any Court of Law/ have no case pending before the court of law/ Police authorities for the last 10 years.

- v. If our bid is accepted, I/ We agree to provide the cars / taxis from the date of beginning of contract period.
- vi. I/We fully understand that the EMD amount can be forfeited in case of failure to perform the work if awarded.
- vii. On receiving the award of contract, I/We shall furnish a Performance Bank Guarantee, as per [Annexure-IV](#), in lieu of Security Deposit of ₹_____ (Rupees _____ Only) which shall be valid for 60 days beyond the expiry of contract.
- viii. I/ We also understand that the Performance Bank Guarantee ([Annexure-IV](#)), in lieu of security deposit, shall be invoked in the event of failure on my/ our part to duly execute the work as per the agreement or in case of any breach attributable to me/ us of the terms and conditions.

Yours faithfully,

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

Proforma for Performance Bank Guarantee

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

Place: _____

Date: _____

To

The Regional Director

Reserve Bank of India

Shimla

Dear Sir,

**e-Tender for Empanelment of Car hiring agencies/ Companies/
Taxi operators for providing cars on call basis as per requirements to
Reserve Bank of India, Shimla**

WHEREAS

(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of the Issuing Bank)

This deed of guarantee made this day of two thousand between (Name of Banker) having its registered office at (Place) and one of its local office at (hereinafter refer hereinafter referred to as the Surety), and Reserve Bank of India, a Corporation constituted by the Reserve Bank of India Act, 1934, having its Office at Main Market, Kasumpti, Shimla- 171009 INDIA (hereinafter referred to as the Bank)

WHEREAS (Tenderer's name hereinafter referred to as Tenderer) a Company Registered under _ and having its registered office at is bound to submit a performance guarantee with the Bank as Bank Guarantee for an amount of ₹_____(Rupees_____) in connection with its Tender for Empanelment of Car rental / hiring agencies and the specifications and terms and conditions enclosed therein.

WHEREAS the tenderer as per clause No. of Section II of instructions to tenderers has agreed to furnish Bank Guarantee up to instead of deposit of earnest money in cash.

NOW THIS GUARANTEE WITNESSETH

We (bank) do hereby agree with and undertake to the Reserve Bank of India, their Successors, Assigns that in the event of the Reserve Bank of India 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 Reserve bank of India, pay without demur to the Reserve Bank of India, a sum of ₹___/- (Rupees ___) or any lower amount that may be demanded by the Reserve Bank of India. However, that our liability against such sum shall not exceed the sum of ₹___/- (Rupees ___).

We also agree to undertake and confirm that the sum not exceeding ₹_____ (Rupees ___ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the Reserve Bank of India 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 Reserve Bank of India 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 Reserve Bank of India within a period of one week from the date of receipt of the notice as aforesaid.

We confirm that our obligation to the Reserve Bank of India under this guarantee shall be independent of the agreement or agreements or other understanding between the Reserve Bank of India and the Tenderer.

This guarantee shall not be revoked by us without prior consent in writing of the Reserve Bank of India

(For & on behalf of the above-named bank)
(Banker's Name & Seal)

For & on behalf of

BRANCH MANAGER
(Banker's Name & Seal Address)