



## **Web Notice**

### **E-tender for car hiring agencies / companies for providing Cars / vehicles to RBI, Patna as and when required / need basis.**

Reserve Bank of India, Patna (the Bank) invites E-Tender from eligible and willing firms for car hiring agencies / companies for providing Cars / vehicles to the Bank as and when required / need basis. The work is estimated to cost **₹15,00,000/-** (including GST) only.

2. This notice is being published for information only and is not an open invitation to quote in this limited tender. Participation in this tender is by invitation only and is limited to the selected Procuring Entity's enlisted contractors. Unsolicited offers are liable to be ignored. However, contractors who desire to participate in such tenders in future may apply for enlistment with RBI as per procedure.

3. It is a limited e tender. Only those firms which are empanelled in Human Resource Management Department, Reserve Bank of India, Patna for the captioned work are eligible to take part in the tender process. The tender document is available on website <https://www.rbi.org.in> for download.

4. The firms fulfilling the eligibility criteria and desirous of being considered for award of the work should upload all the required documents at <https://www.mstcecommerce.com/eprocn/> on or before 01:00 PM of 23.03.2026.

6. The e-tender will be opened after 03:00 PM of 23.03.2026 on MSTC website. The timeline of the tender is as follows:

<b>A</b>	e-Tender Number	RBI/Patna Regional office/Estate/26/25-26/ET/1066[Car Services in RBI Patna]
<b>B</b>	Name of Tender	e-tender for car hiring agencies / companies for providing Cars / vehicles to the Bank as and when required / need basis.
<b>C</b>	Mode of Tender	e-Procurement System - Financial Bid, through <a href="https://www.mstcecommerce.com/eprochome/rbi/">www.mstcecommerce.com/eprochome/rbi/</a>
	<b>Activity</b>	<b>Target Date</b>
<b>D</b>	Date of Notice Inviting E-tender available for view/download on RBI website	February 27, 2026, 11:00 AM

<b>E</b>	Date of Pre-Bid meeting (offline)	March 09, 2026, 03:00 PM at RBI Patna Main Office Premises
<b>F</b>	Email query may be sent to (for pre-bid meeting)	<a href="mailto:allotmentpatna@rbi.org.in">allotmentpatna@rbi.org.in</a> by March 06, 2026
<b>G</b>	Venue of Pre-Bid meeting	RBI Main Office Building, South Gandhi Maidan, Opposite of Gate No – 10, Patna-800001
<b>H</b>	Estimated Cost	₹15,00,000/- (Fifteen Lakhs Only)
<b>I</b>	Earnest Money Deposit (EMD)	<p>₹30,000/- through NEFT to RBI A/c.No.-186003001 IFSC Code: RBIS0PTPA01 (5th &amp; 10th digit is zero)</p> <p>Please mention UTR transaction details while applying.</p> <p>(shall be deposited by each bidder) in the form of NEFT/Demand Draft/Bank Guarantee (prepared as per enclosed format) issued by a scheduled Bank drawn in favour of Reserve Bank of India.</p> <p><b>Note:</b> There is no exemption to MSME/UDYAM registered bidders from the payment of EMD.</p> <p>The proof of having remitted EMD is to be uploaded on MSTC portal.</p> <p>Non-submission of EMD would be considered as unresponsive and rejected.</p>
<b>J</b>	Transaction fees Please note that the vendors will have the access to online e-tender only after payment of transaction fees online	<p>Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway through/NEFT/RTGS in favour of MSTC LIMITED or as advised by M/s MSTC Ltd. This will be borne by the applicant.</p> <p>Please do not transfer the transaction fee to the Reserve Bank of India, Patna.</p>
<b>K</b>	Last date of submission of EMD	March 23, 2026, 11:00 AM
<b>L</b>	Date of Starting of online submission of E-tender at	February 27, 2026, 11:00 AM

	<a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	
<b>M</b>	Last date of availability of E-tender on website	NA
<b>N</b>	Date & time of closing of online submission of E-tender (Financial Bid).	March 23, 2026, 01:00 PM
<b>O</b>	Date & time of opening of E-tender (Financial Bid).	March 23, 2026, 03:00 PM Financial Bid will be opened electronically only for empanelled bidder(s)

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

Note: Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website / MSTC Website and will not be published in the newspaper.

Regional Director  
Reserve Bank of India, Patna



भारतीय रिज़र्व बैंक / Reserve Bank of India  
मानव संसाधन प्रबंध विभाग / Human Resource Management Department  
पटना / Patna

## e-Tender for

**Car hiring agencies / companies for providing Cars / vehicles to the Bank as and when required / need basis.**

**e-Tender No - RBI/Patna Regional office/Estate/26/25-26/ET/1066[Car Services in RBI Patna]**

**Name of the Tenderer:**

**Address:**

**(Note: Don't quote the rate in this document. All rates must be quoted online in MSTC portal)**

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## **DISCLAIMER**

Reserve Bank of India, Human Resource Management Department, Patna (hereafter called 'the Bank') has prepared this tender document to give background information on the tender to the interested parties to bid for e-tender for car hiring agencies / companies for providing Cars / vehicles to the Bank as and when required / need basis. 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, express or implied, as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The tender is neither an agreement nor invitation to any party to perform work of any kind. 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 e-tender. The information is provided on the basis that it is non – binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. The Bank is not responsible if no due diligence is carried out by the Respondents.

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

In the case of conflict of meanings between Hindi and English versions of the document, interpretation of English version will prevail.

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**Reserve Bank of India**  
**Human Resource Management Department**  
**Patna**

**Schedule of Tender**

<b>A</b>	e-Tender Number	RBI/Patna Regional office/Estate/26/25-26/ET/1066[Car Services in RBI Patna]
<b>B</b>	Name of Tender	e-tender for car hiring agencies / companies for providing Cars / vehicles to the Bank as and when required / need basis.
<b>C</b>	Mode of Tender	e-Procurement System - Financial Bid, through <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>
	<b>Activity</b>	<b>Target Date</b>
<b>D</b>	Date of Notice Inviting E-tender available for view/download on RBI website	February 27, 2026, 11:00 AM
<b>E</b>	Date of Pre-Bid meeting (offline)	March 09, 2026, 03:00 PM at RBI Patna Main Office Premises
<b>F</b>	Email query may be sent to (for pre-bid meeting)	<a href="mailto:allotmentpatna@rbi.org.in">allotmentpatna@rbi.org.in</a> by March 06, 2026
<b>G</b>	Venue of Pre-Bid meeting	RBI Main Office Building, South Gandhi Maidan, Opposite of Gate No – 10, Patna-800001
<b>H</b>	Estimated Cost	₹15,00,000/- (Fifteen Lakhs Only)
<b>I</b>	Earnest Money Deposit (EMD)	₹30,000/- through NEFT to RBI A/c.No.-186003001 IFSC Code: RBIS0PTPA01 (5th & 10th digit is zero) Please mention UTR transaction details while applying. (shall be deposited by each bidder) in the form of NEFT/Demand Draft/Bank Guarantee (prepared as per enclosed format) issued by a scheduled Bank

		drawn in favour of Reserve Bank of India. <b>Note:</b> There is no exemption to MSME/UDYAM registered bidders from the payment of EMD. The proof of having remitted EMD is to be uploaded on MSTC portal. Non-submission of EMD would be considered as unresponsive and rejected.
<b>J</b>	Transaction fees Please note that the vendors will have the access to online e-tender only after payment of transaction fees online	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway through/NEFT/RTGS in favour of MSTC LIMITED or as advised by M/s MSTC Ltd. This will be borne by the applicant. Please do not transfer the transaction fee to the Reserve Bank of India, Patna.
<b>K</b>	Last date of submission of EMD	March 23, 2026, 11:00 AM
<b>L</b>	Date of Starting of online submission of E-tender at <a href="http://www.mstcecommerce.com/eprochome/rbi">www.mstcecommerce.com/eprochome/rbi</a>	February 27, 2026, 11:00 AM
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**Reserve Bank of India  
Human Resource Management Department  
Patna**

**Important Instruction for E-Procurement**

This is an e-procurement event of RBI. The e-procurement service provider is MSTC Limited. You are requested to read and understand the Notice Inviting Tender and subsequent corrigenda, if any, before submitting your online tender.

**Process of E-tender:**

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

**SPECIAL NOTE: THE BID HAS TO BE SUBMITTED ON-LINE ONLY AT [www.mstcecommerce.com/eprocn/](http://www.mstcecommerce.com/eprocn/) (Version 3)**

1) Bidders are required to register themselves online through the following link:  
[www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn)

Register as Service Provider -- Filling up details and creating own user id and password.  
For further details, go to Download Guide / Video / Registration.

Bidders will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/ RBI, (before the scheduled time of the e-tender).

**Contact Details:**

**a) Contact Person (MSTC) For Service Providers/ Bidders:**

HO Central Help Desk: (For service providers/bidders)

Phone Number: 07969066600 (Availability: 9:30 AM to 5:00 PM on all working days)

Email ID - [helpdeskho@mstcindia.in](mailto:helpdeskho@mstcindia.in)

*(Please mention "HO Helpdesk" as subject while sending emails)*

**b) Contact person (MSTC)**

- i) Mr. Malay Mandal– [bmpatna@mstcindia.in](mailto:bmpatna@mstcindia.in) Mobile-9831368791
- ii) Mr. Amit Kumar Goutam – [ptnopn1@mstcindia.in](mailto:ptnopn1@mstcindia.in) Mobile-9886624201
- iii) Mr. Mayank Kumar- [ptnopn3@mstcindia.in](mailto:ptnopn3@mstcindia.in) Mobile-8269000225
- iv) Mr. Prashant Malviya- [ptnopn2@mstcindia.in](mailto:ptnopn2@mstcindia.in) Mobile- 9899972556

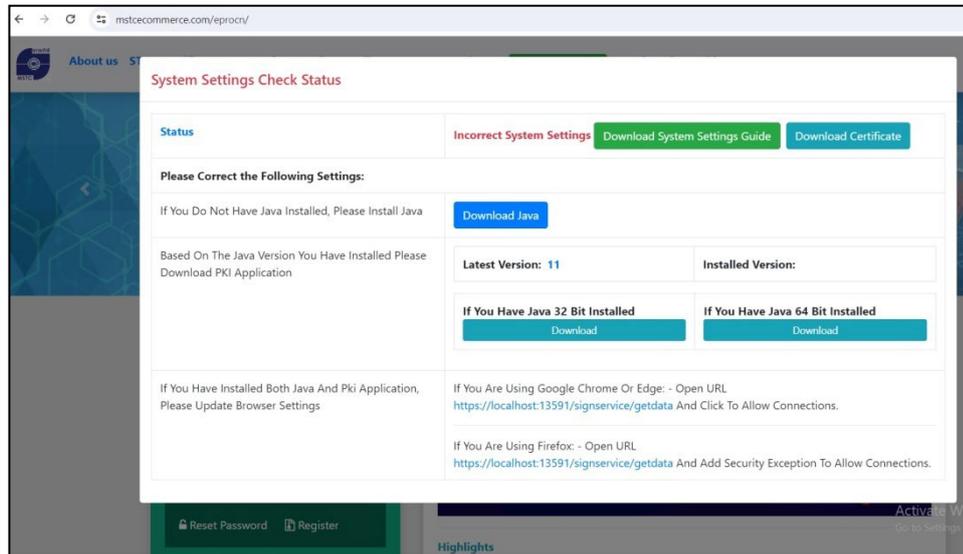
**c) Contact Person (RBI)**

- i) Rajeev Ranjan, Manager Email – [rajeevranjan@rbi.org.in](mailto:rajeevranjan@rbi.org.in)
- ii) Arkopravo Samadder, AM, Email – [arkopravosamadder@rbi.org.in](mailto:arkopravosamadder@rbi.org.in)
- iii) Apurv Kumar, Assistant, Email – [apurvkumar@rbi.org.in](mailto:apurvkumar@rbi.org.in)
- iv) Simant Vaibhav, Assistant, Email - [simantvaibhav@rbi.org.in](mailto:simantvaibhav@rbi.org.in)

## Guide for Bidding on MSTC

### 1. System Requirement:

For details, service provider may refer to the **DOWNLOAD SYSTEM SETTING GUIDE** available at <https://www.mstcecommerce.com/eprocn/>



**2. Special Note towards Transaction fee:** The service providers/ bidders shall pay the transaction fee using “Transaction Fee Payment” Link against the specific tender in the “Bid Floor”/through the “Pay Transaction fee” in “Event catalog” through their login. Service provider / bidder shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Service Provider / bidder shall generate a challan by filling up a form. Service Provider / 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, Service Provider / 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.

**Transaction fee is non-refundable.** A service provider/bidder will not have the access to online e- tender without payment of the transaction fee.

**NOTE:** Service provider/ bidders are advised to remit the transaction fee well in advance before the closing time of the event to give themselves sufficient time to submit the bid.

3. Information about tenders may be sent by email only during the process till finalization of tender. Hence, the service providers/bidder are required to ensure that their corporate

email details provided are valid and updated at the time of registration with the MSTC Ltd. Service providers/bidder are also requested to ensure validity of their class III signing and encryption type of DSC (Digital Signature Certificate).

4. e-tender cannot be accessed after the due date and time mentioned in NIT (Notice inviting tender).

**5. Bidding in e-tender:**

Service providers/bidders are instructed to use **Upload Documents** link in 'My Menu' to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.

Once documents are uploaded in the library, service providers can attach documents through **Attach Document** link against the particular e-Tender. Please note that if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI and it will be deemed that the service provider has not submitted the documents. For further assistance please follow instructions of service provider guide.

- a) Bidder(s) need to submit necessary EMD, E-Tender fees (if any) and transaction fee separately for the e-tender. Transaction fees, if any, are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by RBI.
- b) The process involves Electronic Bidding for submission of Price Bid.

Only bidder(s) who have submitted the above fees can submit their Price Bid through internet in MSTC website:

[www.mstcecommerce.com](http://www.mstcecommerce.com) → e-procurement → New Common Portal → Bid Floor Manager → live event → Selection of the live event → Transaction fee → Common terms → Attach Documents → Price Bid.

**Please Note:** The service provider after successful remittance of the transaction fees and EMD details, will get the 'Attach Documents' and 'Common Terms' tab enabled in their login. Post successful completion of this step, the service providers/bidders will be allowed to save the lot specific terms and submit their price bid against the lot through the portal or download and upload the excel file for submitting price bids. In case the attach documents and/or saving common terms, step is unsuccessful, the tabs for

saving lot specific terms and submitting price bid would be disabled. The status of whether the same is successful/pending would be displayed in the bid status button.

- c) The Price Bid link has to be filled up and then bidder should click on "save" to record their price bid. Then once the price bid has been saved, the bidder can click on the "Final Submission" button to register their bid

**NOTE:** - After clicking the final submission, "Delete bid" option would be shown. If the service provider wants to delete the bid after final submission and resubmit the bid, then he/she should click delete bid and resubmit the same and again click final submission.

- d) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- e) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- f) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- g) 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 Bank will form a binding contract between Bank and the Bidder for execution of supply/work. Such successful tenderer shall be called hereafter SERVICE PROVIDER.
- h) It is mandatory that all the bids are submitted with Class III Signing and encryption type of digital signature certificate otherwise the same will not be accepted by the system.
- i) The Bank reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- j) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the e-Tender.
- k) Earnest Money Deposit (EMD) for a sum of ₹30,000/- shall be submitted to the Bank in the form of Demand Draft or irrevocable Bank Guarantee (as per format

Form II) issued by a scheduled commercial bank drawn in favour of Reserve Bank of India, Patna by all bidders.

l) The account details for NEFT/RTGS transactions are as follows.

**Beneficiary Name: Reserve Bank of India, Patna**

**IFSC: RBIS0PTPA01**

**Account No.: 186003001**

- 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 [hrmd@rbi.org.in](mailto:hrmd@rbi.org.in) and [allotmentpatna@rbi.org.in](mailto:allotmentpatna@rbi.org.in).
  - A tender which is not accompanied by such EMD will not be considered.
  - No interest will be paid on EMD. EMD of the unsuccessful service provider(s) will be refunded by the Bank in due course.
- m) The service provider(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website [www.mstcecommerce.com](http://www.mstcecommerce.com) → e-procurement → PSU/Govt depts → Login under RBI → My menu → Auction Floor Manager → live event → Selection of the live event.
- n) The service provider 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 specification and save the same. After that, they should click on the Technical bid. If this JAVA application does not run, then the service provider will not be able to save/submit his technical bid.
- o) Service providers are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.

**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 floor by any service provider confirms his acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.



**Reserve Bank of India  
Human Resource Management Department  
Patna**

**Request for Quotation (RFQ)**

<b>Start Bid Date &amp; Time</b>	<b>February 27, 2026; 11:00 AM</b>
<b>Pre-Bid Meeting</b>	<b>March 09, 2026; 03:00 PM</b>
<b>Publication of Minutes of Pre-Bid Meeting</b>	<b>March 10, 2026; 03:00 PM</b>
<b>Last Date &amp; Time for submission of EMD</b>	<b>March 23, 2026; 11:00 AM</b>
<b>Close Bid Date &amp; Time</b>	<b>March 23, 2026; 01:00 PM</b>
<b>Bid Opening Date &amp; Time</b>	<b>March 23, 2026; 03:00 PM</b>
<b>Contract Start Date</b>	<b>April 01, 2026</b>
<b>Contract End Date</b>	<b>March 31, 2027</b>

**RBI/Patna Regional office/Estate/26/25-26/ET/1066[Car Services in RBI Patna]**

**To  
Empaneled Car Hiring Agencies**

**Request for Quotation (RFQ) for Contract for Supply car hiring agencies / companies for providing Cars / vehicles to the Bank as and when required / need basis for the period April 01, 2026 – March 31, 2027**

Dear Sir,

In response to the Bank's advertisement published on January 28, 2026, for empanelment of Car Hiring Agencies for Supply of Cars/ vehicles to the Bank as and when required / need basis, you were empanelled after agreeing to all the terms and conditions specified in the "Request for Empanelment" document.

2. We are interested to enter into a Contract for the period April 01, 2026, to March 31, 2027, for supply of Cars/ vehicles. In this connection, you are requested to please submit your best rates on MSTC portal (URL: <https://www.mstcecommerce.com/eprhome/rbi>) as per the timeline mentioned above. You are also requested to submit a declaration on the firm's letter-head stating that you agree to all terms and conditions as stipulated in the RFQ document and there is no deviation.

3. **Quotations shall be based on lowest rates quoted under each category of vehicles. The lowest rate quoted under each category of vehicles by empaneled agencies shall be applicable for other tenderers (who have been empaneled). Only such agencies among above shall be considered for giving contract who agree in writing to work at the lowest rates quoted under each category of vehicles and each segment of travel. The agencies will supply the vehicles/ cars at the agreed rates in the stipulated time and at the specified place on the basis of the indents issued from time to time by the Bank. The Bank also reserves the right to accept any or reject any or all of the offers that it may receive without giving any reasons. The Regional Director, RBI, Patna also reserves the right to allocate, reallocate the work, existing and new ones that may be set up during the period of the contract.**

**Terms & Conditions: -**

Terms and conditions as specified in our Request for Empanelment Document and agreed by you shall apply.

1. Earnest Money Deposit (EMD) of **₹30,000/- (Rupees Thirty Thousand only)** must be submitted in the form of Demand Draft from a scheduled bank drawn in favour of RESERVE BANK OF INDIA, PATNA in original or by NEFT to the account specified herewith (**RBI A/c. No. - 186003001, IFSC Code: RBIS0PTPA01 (5th & 10th digit is zero)**) by 11:00 A.M on March 06, 2026. Bids without EMD will not be considered and will be rejected. EMD of unsuccessful bidders will be returned within **15 days** of awarding the Contract to successful bidder. EMD of the bidders not honoring their commitment / quotations may be forfeited at the discretion of the Regional Director, RBI who is not bound to assign any reasons for his action.
2. The successful bidder will be required to submit a Performance Bank Guarantee (PBG) from a scheduled bank of **₹75,000/- (Rupees Seventy-five thousand only)**

in favour of the Regional Director, RBI, Patna, valid for a period beyond six months of the validity of the Contract, within a period of thirty days from award of the Contract. The EMD submitted along with the bid will be returned soon after receipt of the PBG. The format for PBG is given in **Form-III**.

3. The successful bidder will enter into a Contract Agreement with the Bank as per format in **Form-IV**. The contract will be valid up to **March 31, 2027**, from the date of Contract. Orders and the rates quoted by you shall remain firm and valid for the said period.
4. Under no circumstance will a request for alteration in the rates quoted will be accepted / considered.
5. It should be noted that the liability to pay any duties, levies or taxes leviable under the law.
6. 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.
7. Any correction or overwriting in the quotations should be signed by the authorized signatory signing the quotation.
8. The quotation should be made online on the MSTC portal (<https://www.mstcecommerce.com/eprochome/rbi>). Quotations will be checked on the due date and time as specified in this document. You may nominate a representative to be present on the occasion.
9. Fulfilling the above terms & conditions and offering the lowest rate does not necessarily mean qualifying for the award of the Contract.
10. The Regional Director, RBI, Patna reserves the right to accept any 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 clauses mentioned in this document as seem appropriate to him in interest of the Bank.

11. The Regional Director reserves the right to terminate the Contract at any point of time by giving one month's notice period without assigning any reason and without prejudice to any other remedies available to the Bank.

Yours faithfully,  
(Sandipan Chatterjee)  
Asst General Manager



**Reserve Bank of India  
Human Resource Management Department  
Patna**

**PRICE BID (To be filled online on MSTC portal)**

**FORM - I**

From:

(Complete address of the bidder with Phone/ & Mobile No.)

To:

The Regional Director  
Reserve Bank of India  
Patna

Dear Sir,

Having accepted the terms, conditions and other details mentioned in the Bank's **RFE** document dated **January 28, 2026**, and **RFQ** document dated **February 27, 2026**, I/We hereby offer to supply vehicles/ cars at the rates given below:

**Name of the Car Hiring Agency:**

\_\_\_\_\_

**Address:**

\_\_\_\_\_

Car Hiring rates from ..... To .....						
Types of Vehicles						
Nature of Duty	Maruti Swift Dzire/ Aura/ Etios/ or similar car	Honda City/ Skoda Slavia or similar car	Toyota Innova Crysta or similar cars	Toyota Innova Hycross or similar car	AC Bus (35 to 45 seater)	AC Mini Bus (18 to 25 seater)
4 Hrs/ 40 Kms						
8 Hrs/80 Kms						
Extra KMs						
Extra Hour						

<b>Airport/ pickup or drop</b>	<b>Railway</b>						
<b>Rent on monthly basis (booking more than 10 days)</b>							
<b>Outstation duty (Minimum 200 Km / Day)</b>							
<b>Rate / Km</b>							
<b>Driver Allowance</b>							
<b>Night Detention</b>							

**The rates quoted above comply with the following terms and conditions:**

1. The quoted service charges are inclusive of Insurance charges, uniform charges, and any other 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. The quoted service charges 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.
2. The maximum distance that will be claimed in respect of garage and point of pickup and back to garage would be restricted to 5 km.
3. Parking charges, Toll Charges and Inter State Permits would be charged 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 receipts.
4. The lowest rates quoted under each category of vehicles by tenderers shall be applicable for all other tenderers.
5. Toll taxes and parking charges would be paid on production of original receipt.
6. Outstation to be treated as more than 200 km running or outside Patna
7. If the tenderer is able to provide any other make or model of taxi, the same may be included along with the charges under each category. In any case, if the service provider provides, whether on his own or on the asking of the Bank, any higher make or model of car, he will be paid according to the rates approved for vehicle requested by the Bank.
8. The charges quoted above include cost of items mentioned in the "Specific Condition of Contract" (Section II & Section III of the RFE document dated January 28, 2026) such as at least one national or local English/ Hindi newspaper, two 500 ml water bottles of reputed brand (Bailey, Bisleri), tissue paper (face tissue paper in pouch), umbrella, fire extinguisher and first aid box in the vehicle.

Signature of TENDERER

Name and seal of the Company/Firm/Agency

Place:

Date:

## **Financial Bid Evaluation**

1. This part shall contain prices in Indian Rupees only and shall be opened online after due fulfilment of eligibility conditions as per the RFE document.
2. Rates should be quoted in Indian Rupees only. No request for any change in rate or conditions after the opening of the financial bid will be entertained.
3. The rates quoted shall be based on the financial bid of tender and shall be firm and binding without any escalation whatsoever till the entire Contract period.
- 4. The lowest rate quoted under each category of vehicles by empaneled agencies shall be applicable for other tenderers (who have been empaneled). Only such agencies among above shall be considered for giving contract who agree in writing to work at the lowest rates quoted under each category of vehicles and each segment of travel.**
5. The hire rate table prepared by the Bank based on lower rates of each category of car / vehicles and for each segment of travel as quoted by the empaneled agencies shall be shared with them for acceptance in writing.
6. The final empanelment will be done after the tenderers convey in writing that the rates fixed by the Bank and the terms and conditions and scope of work, specific conditions of contract and guidelines as enlisted in the RFE document dated January 28, 2026, are fully acceptable to them and that the conditions will be meticulously followed by them.
7. No terms and conditions should be indicated for the financial bid otherwise the same will be treated as invalid.

**Proforma for Bank Guarantee**

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

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

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

The Regional Director  
Reserve Bank of India  
South Gandhi Maidan  
Patna - 800001

Dear Sir,

**Empanelment of Car Hiring Agencies/ Companies**

WHEREAS

Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai, through its office at Reserve Bank of India, Patna (hereinafter called "the RBI") has awarded the Contract for the captioned work (hereinafter called the "Contract") to M/s..... (Name of the Contractor) (Hereinafter called "the said Contractor", which expression shall include its successors and assigns).

AND Whereas under the said contract the Contractor is bound by the said Contract to submit to RBI, Patna a Performance Bank Guarantee for a total amount of 5% of the contract value in for the due fulfilment by the said Contractor of the terms and conditions contained in the contract. We, ..... (Name of the Bank), (hereinafter called "the Bank"), at the request of M/s ....., the Contractor, do hereby undertake to pay to RBI, an amount not exceeding 5% of the contract value in as Performance Guarantee for due fulfilment of terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

We (Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of RBI coming to the conclusion that the Contractor has not performed his obligations as per the terms & conditions of the said contract or have committed a breach thereof,

which conclusion shall be binding on us as well as the said Contractor; we shall on demand by RBI, pay without demur to RBI, a sum of 5% of the contract value in or any lower amount that may be demanded by RBI. Our guarantee shall be treated as equivalent to the Performance Guarantee Amount for the due performance of the obligations of the Contractor under the said Contract, provided, however, that our liability against such sum shall not exceed the sum of 5% of the contract value.

1. We also agree to undertake and confirm that the sum not exceeding 5% of the contract value as aforesaid shall be paid by us without any demur or protest, merely on demand from RBI on receipt of a notice in writing stating that the amount is due to them and we shall not ask for any further proof or evidence and the notice from RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We shall pay to RBI any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator/s relating thereto and the liability under this guarantee shall be absolute and unequivocal. We undertake to pay the amount claimed by RBI within a period of one week from the date of receipt of the notice as aforesaid.
2. We confirm that our obligation to RBI under this guarantee shall be independent of the agreement or agreements or other understandings between RBI and the Contractor.
3. This guarantee shall not be revoked by us without prior consent in writing of RBI.

We hereby further agree that –

- a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said contract or in compliance with any of the terms and conditions stipulated in the said Contract and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Contractor or any other matters in connection therewith shall not discharge us in any way and our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Contractor of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding 5% of the contract value Our liability under these presents shall not exceed the sum of 5% of the contract value
- b) Our liability under these presents shall not be affected by any infirmity or irregularity on the part of our said constituents/clients or their obligations thereunder or by dissolution or change in the constitution of our said constituents.

- c) This guarantee shall remain in force up to Sixty (60) days beyond the Defect liability period provided that if so desired by RBI, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.
- d) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove or on the day when our said constituents comply with their obligations, as to which a certificate in writing by RBI alone is the conclusive proof, whichever date is later. Unless a claim or suit or action is filed against us within or any extended period, all the rights of RBI against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

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

For and on behalf of \_\_\_\_\_ (Name of the Bank)

Signature and Seal of authorized Bank official

Name:

Designation

Stamp/ Seal of the Bank

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

Witness 1

Signature .....

Name .....

Address .....

NB: This Bank 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).

\*\*\*\*\*

अनुबंध का प्रारूप  
**Proforma of Contract**

**किराए पर लिए गए कार के लिए करार विलेख**  
**DEED OF AGREEMENT FOR HIRED CARS**

यह करार विलेख 2026 के अप्रैल महीने के 1 दिन, एक पक्ष के रूप में भारतीय रिज़र्व बैंक, जो भारतीय रिज़र्व बैंक अधिनियम, 1934 के अधीन गठित एक निगम है, जिसका केंद्रीय कार्यालय केंद्रीय कार्यालय भवन, शहीद भगत सिंह रोड, मुंबई- 400001, भारत में है तथा क्षेत्रीय कार्यालय दक्षिणी गांधी मैदान, पटना-800001 में है (जिसे इसके बाद बैंक कहा गया है, जिसके अंतर्गत निष्पादक, प्रशासक तथा समनुदेशिती शामिल हैं) तथा दूसरे पक्ष के रूप में \_\_\_AE MART\_\_\_, जिसका पंजीकृत कार्यालय \_\_\_ADDRESS\_\_\_ है, जिसे इसके बाद ठेकेदार कहा गया है, के बीच निष्पादित किया गया।

This deed of agreement is made and entered into at Patna on the 1st day of April, 2026 between Reserve Bank of India (RBI), a body corporate established under the Reserve Bank of India Act, 1934, having its Central Office at Mumbai and Regional Office at South Gandhi Maidan, Patna – 800001, hereinafter referred to as "THE BANK" (which term shall include its executors, administrators and assigns thereof) on the ONE PART (First Party) AND \_\_\_AGENCY NAME\_\_\_, having its registered office at \_\_\_ADDRESS\_\_\_ hereinafter referred to as "THE CONTRACTOR" on the OTHER PART (Second Party).

जबकि- प्रथम पक्ष आवश्यकता के आधार पर कार्यालयी उपयोग हेतु किराए पर कार लेने के लिए किराए पर कार देने वाले ठेकेदार को नियुक्त करने के लिए इच्छुक है

WHEREAS- The first party was desirous to engage car hire contractor for availing cars on rent for official purposes on need basis.

तथा जबकि ठेकेदार को जारी लिखित करार का प्रस्ताव ठेकेदार द्वारा उनके दिनांक \_\_\_\_\_ 2026 के ई-मेल द्वारा स्वीकार कर लिया गया है।

AND WHEREAS the written offer of contract issued to the Contractor has been accepted by the Contractor by its email dated \_\_\_\_\_, 2026.

तथा जबकि बैंक (प्रथम पक्ष) निम्न नियमों और शर्तों के अंतर्गत एक वर्ष की अवधि के लिए **01 अप्रैल 2026 से 31 मार्च 2027 को कारोबार की समाप्ति तक** (बैंक द्वारा मूल्यांकन किए जाने वाले संतोषजनक प्रदर्शन के अधीन दो और वर्षों के लिए वार्षिक आधार पर विस्तारित किया जा सकता है) इस करार की निविदा शर्तों में विनिर्दिष्ट नियमों और शर्तों तथा बैंक द्वारा हायर रेट टेबल शेयर की स्वीकृति के आधार पर ठेकेदार (द्वितीय पक्ष) को करार देने का इच्छुक है:

AND WHEREAS the Bank (first party) is desirous to award the contract to the Contractor (Second Party) on the basis of acceptance of the hire rate table shared by the Bank and all the terms and conditions specified in the tender document, this Agreement is for a period of one year **from April 01, 2026 to the close of business on March 31, 2027** (extendable on annual basis for two more-years subject to satisfactory performance to be evaluated by the Bank):

अब पार्टियों के बीच निम्नानुसार सहमति हुई है :

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

**अनुमोदित दर (जीएसटी को छोड़कर) :**

**Approved Rates (excluding GST):**

<b>ड्यूटी का प्रकार Nature of Duty</b>	<b>Maruti Swift Dzire/ Indigo/ Etios/</b>	<b>Toyota Innova/ Scorpio</b>	<b>Sunny/ Honda City</b>	<b>Corolla/ Innova Crysta</b>
<b>4 Hrs/40 Kms</b>				
<b>8 Hrs/80 Kms</b>				
<b>Extra Kms</b>				
<b>Extra Hour</b>				
<b>Airport pickup or drop</b>				

<b>Railway Station pickup or drop</b>				
<b>Rent on monthly basis (booking more than 10 days)</b>				
<b>Outstation duty (Minimum 200 Km / Day)</b>				
<b>Rate / Km</b>				
<b>Driver Allowance</b>				
<b>Night Detention</b>				

**कार्य के व्यापक दायरे तथा अन्य नियमों और शर्तों के अंतर्गत निम्न शामिल हैं: -**

**The broad scope of work and other terms and conditions shall include the following: -**

टूर / दौरे पर आए अधिकारियों तथा बैंक के अतिथि/ अति महत्वपूर्ण व्यक्ति के लिए कारें उपलब्ध कराने वाले ठेकेदारों द्वारा अनुपालन किए जाने हेतु दिशानिर्देश : -

Guidelines to be followed by the Contractor for providing cars to officers /guests /VIPs of the Bank on tour / visit: -

1. पैनल में शामिल ठेकेदार बैंक द्वारा/ बैंक द्वारा प्राधिकृत किसी अधिकारी द्वारा मांग किए जाने पर कार (एसी के साथ) जैसे कार/एसयूवी आदि प्रदान करेगा।

The empaneled Contractor shall provide the cars (with AC) such as Cars/SUVs etc. as and when requisitioned by the Bank/ by an official authorized by the Bank.

2. ठेकेदार बैंक की आवश्यकता के अनुसार टैक्सी परमिट वाले कारों के पर्याप्त संस्करण जैसे- सेडान, एसयूवी आदि उपलब्ध कराएगा।

The Contractor shall provide sufficient variant of cars having taxi permit as per the requirement of the Bank Viz. Sedan, SUV etc.

3. बैंक को प्रदान किए गए सभी कारों को स्थानीय रूप से और पूरे भारत में यात्रा करने की वैध अनुमति हो और अन्य सभी सांविधिक अनुपालन पूर्ण किए गए हों।

All cars provided to the Bank shall have valid permits to travel locally and throughout India and all other statutory compliances should be in place.

4. सभी कार साफ-सुथरी व्यवस्था के साथ अच्छी व उचित स्थिति में होंगे।

All cars shall be in good and proper condition with neat and clean upholstery.

5. ड्राइवर के पास एक वैध ड्राइविंग लाइसेंस होना चाहिए, जिसे ट्रैफिक कर्मियों द्वारा मांगे जाने पर दिखाया जाए। समय-समय पर ड्राइवर के ड्राइविंग लाइसेंस का नवीनीकरण कराना ठेकेदार की ही जिम्मेदारी होगी।

The driver shall have a valid driving license which should be produced by him as and when demanded by traffic personnel. Renewal of his driving license from time to time will be the sole responsibility of the Contractor.

6. नियुक्त किए गए ड्राइवर के पास अच्छे ड्राइविंग रिकॉर्ड के साथ उचित अनुभव भी होना चाहिए, वे अच्छे व्यवहार वाले हों और अंग्रेजी, हिंदी के साथ-साथ स्थानीय भाषाओं में भी बात करने में सक्षम हों। आवश्यकता पड़ने पर वे रास्ते में कारों की मामूली मरम्मत करने में सक्षम हों। अतिथि द्वारा मांगे जाने पर ड्राइवर द्वारा अपना मोबाइल नंबर दिया जाए।

The drivers deployed shall have reasonable experience with good driving record, shall be well-mannered and should be able to converse in English, Hindi as well as local languages. He should be able to attend to the minor repairs of cars en-route, in case of need. The driver should provide mobile number to the guest on demand.

7. ड्राइवरों को साफ वर्दी में और निर्दिष्ट समय पर ड्यूटी के लिए रिपोर्ट करना होगा। वे दैनिक आधार पर माइलेज का उचित रिकॉर्ड बनाए रखेंगे और उपयोगकर्ता (अधिकारी/ कर्मचारी) द्वारा इसे प्रमाणित किया जाएगा। वे अधिकारी/ कर्मचारी के हस्ताक्षर द्वारा प्रमाणित रूप से तय की गई दूरी / रीलिविंग का समय, आदि के पूर्ण विवरण के साथ ड्यूटी स्लिप रखेंगे। इसके अलावा वे साफ सुथरे कपड़े पहनेंगे और हमेशा विनम्र, व्यवहार कुशल और सेवा हेतु उत्सुक रहेंगे।

The drivers must report for duty in clean uniform and at the specified time. They shall maintain a proper record of mileage on a daily basis and get the same authenticated by the user (officer/staff). They shall maintain duty slips with complete details of distance travelled/ time of relieving, etc. duly authenticated by the officer's/user's signature. Besides they shall be neatly dressed and be polite, courteous and service oriented, at all times.

8. ठेकेदार द्वारा नियुक्त ड्राइवर / कर्मचारी को, जब भी आवश्यक हो, बैंक के सुरक्षा अधिकारियों / गार्ड द्वारा दिए गए निर्देशों का पालन करना होगा तथा कारों / व्यक्तियों को आवश्यकतानुसार सुरक्षा जांच से गुजरना होगा।

The drivers/ employees engaged by the Contractor shall abide by the instructions provided by the security officers/ guards of the Bank and cars/ persons shall have to undergo security checks, as and when required.

9. ड्राइवर हमेशा उस स्थान पर उपलब्ध होंगे, जहां कार खड़ी/पार्क की गई है और वे सभी यातायात नियमों का सख्ती से पालन करेंगे।

The driver shall always be available at the place where the car is parked and strictly follow all traffic rules.

10. ड्राइवर हवाई अड्डे / किसी भी अन्य स्टेशनों पर आने वाले अतिथि / अधिकारी के विवरण वाला एक तख्ती ले जाएंगे। ठेकेदार यह सुनिश्चित करेंगे कि बैंक को उनके अतिथि(अतिथियों)/अधिकारियों से किसी प्रकार की शिकायत प्राप्त न हो।

The driver shall carry a placard containing particulars of the arriving Guest / Officer at the Airport/ any other stations. The Contractor shall ensure that there is no room for complaints from the Guest(s)/ Officials of the Bank.

11. ड्राइवर बैंक के प्राधिकृत अधिकारियों द्वारा दिए गए आदेशों का पालन करेंगे और सुरक्षा संबंधित नियमों और विनियमों का भी पालन करेंगे।

The drivers shall carry out the orders given by the authorized officers of the Bank and shall also observe the rules and regulations regarding safety and security.

12. प्रत्येक कार से संबंधित सभी वैध दस्तावेज़, जैसे- व्यापक बीमा, पंजीकरण, सड़क कर, फास्ट टैग, नियंत्रित प्रदूषण प्रमाण पत्र, परमिट, वैध लाइसेंस आदि प्रत्येक कार में / ड्राइवरों के पास आसानी से उपलब्ध रहें।

All the valid papers viz. comprehensive insurance, registration, road tax, fast-tags, pollution under control certificate, permits, valid license, etc. related to each car shall be readily available in each of the cars/ with drivers.

13. ठेकेदार फोन / ईमेल पर लिखित या मौखिक निर्देशों पर उसमें उल्लिखित समय के भीतर कार प्रदान करेंगे। ठेकेदार द्वारा बैंक से अल्प सूचना प्राप्त होने पर (आपात स्थिति में एक घंटे के भीतर) भी कार की

सुविधा प्रदान की जाएगी। यदि ठेकेदार फोन पर मौखिक या लिखित रूप से हमारे अनुरोध पर कार प्रदान करने में विफल रहता है, तो बैंक ठेकेदारों के पैनल से ठेकेदार को हटाने के लिए स्वतंत्र होगा।

The Contractor shall provide car on written or verbal instructions over phone/ email within the time specified therein. The Contractors shall also be required to provide car/car(s) on short notice from the Bank (within an hour in case of emergency). In case the contractor fails to provide car on our request, either verbal over phone or written, the Bank shall be free to remove the contractor from the panel of contractors.

14. ठेकेदार द्वारा यह सुनिश्चित किया जाए प्रदान की गई कारें बिना किसी डेंट / खरोंच के हो और पुरानी न हों।

The Contractor shall ensure that the cars provided are well maintained, without dents/ scratches and are not old.

15. ठेकेदार द्वारा यह सुनिश्चित किया जाए कि उपलब्ध करायी गए कारें पंजीकृत हैं और समय-समय पर संशोधित मोटर वाहन अधिनियम 1988 का अनुपालन करते हैं।

The Contractor shall ensure that the cars provided are registered and comply with The Motor Vehicles Act 1988 as amended from time to time.

16. बैंक ठेकेदार से उनके द्वारा नियुक्त व्यक्तियों/चालकों के पूर्ववृत्त के संबंध में पुलिस सत्यापन प्रमाणपत्र प्रदान करने की मांग कर सकता है।

The Bank may ask from the Contractor to provide the Police Verification Certificate regarding the antecedents of the persons/drivers engaged by them.

17. ठेकेदार द्वारा निरपवाद रूप से बैंक की कार बुकिंग/आवंटन अनुभाग को बुकिंग की पुष्टि (ई-मेल और एसएमएस द्वारा) की जाएगी और उसके बाद अतिथि को ई-मेल और एसएमएस द्वारा कार विवरण अर्थात् कार मेक, कार पंजीकरण संख्या, ड्राइवर का नाम और मोबाइल नंबर के बारे में अपेक्षित समय में निर्दिष्ट समय से कम से कम आठ घंटे पहले बताया जाएगा।

The Contractor shall convey (by e-mail and sms) without fail the confirmation of booking to the Car Booking/ Allotment Desk of the Bank and to the guest followed by e-mail and sms of car details i.e. Car make, Car Registration No., Driver's Name and mobile number at least eight hours prior to the time specified in the requisition.

18. बैंक को उपलब्ध कराए गए कार के ब्रेकडाउन/खराब होने की स्थिति में ठेकेदार के पास आपातकालीन परिवहन / भ्रमण सुविधा प्रदान करने की व्यवस्था करने की क्षमता हो। ब्रेक-डाउन की

स्थिति में वैकल्पिक वाहनों की भी तुरंत व्यवस्था की जाएगी। सेवाओं में कमी और बैंक और उसके अधिकारियों को होने वाली गंभीर असुविधा के लिए या जिनके लिए बैंक सेवाएं प्रदान करने का निर्देश देता है, प्रासंगिक उदाहरण के लिए अनुमानित बिल के 25% से अधिक का जुर्माना नहीं लगाया जाएगा। हालांकि, बैंक उचित नोटिस देने के बाद जुर्माना लगाएगा। विवाद की स्थिति में बैंक का निर्णय मामले में अंतिम होगा। बिना किसी पूर्वाग्रह के रात/सुबह के दौरान बैंक द्वारा मांगे जाने पर कार उपलब्ध कराना ठेकेदार की एकमात्र जिम्मेदारी होगी। बिना किसी पूर्वाग्रह के किसी भी देरी पर बैंक द्वारा उचित समझे जाने वाले दंड/जुर्माना लगाया जाएगा।

The Contractor shall have ability to arrange emergency transport/ touring facility, in case of breakdown of a car provided to the Bank. Alternate cars shall also be arranged immediately, in case of break-down. For deficiency in services and serious inconvenience caused to the Bank and its officials or to those for whom the Bank directs to provide services, penalty not exceeding 25% of the estimated bill for the relevant instance will be imposed. However, the Bank will impose the penalty after giving due notice. In case of dispute, the verdict of the Bank will be final in the matter. It will be the sole responsibility of the Contractor to provide cars as and when requisitioned by the Bank during night / early morning without prejudice. Without prejudice any delay will attract penalty as deemed fit by the Bank.

19. बहुत दुर्लभ मामले में यदि ड्राइवर / कार उपलब्ध नहीं होने के कारण किसी भी दिन बुक की गई कार उपलब्ध नहीं कराई जा सकती है तो ठेकेदार द्वारा तुरंत वैकल्पिक व्यवस्था की जाए। ठेकेदार को बैंक के संबंधित विभाग को परिवर्तनों के संबंध में सूचित किया जाए। कार की अनुपलब्धता के कारण ठेकेदार द्वारा किसी अन्य ठेकेदार से किराए पर कार लेना दोहरे नियंत्रण की ओर जाता है और इसलिए इससे बचना चाहिए।

In very rare case if the booked car cannot be made available on any day due to non-availability of driver/car, the Contractor should make alternate arrangements promptly. The Contractor should intimate the changes to the concerned Department of the Bank. Hiring of car by the Contractor from any other Contractor due to non-availability of the car leads to dual control and hence should be avoided.

20. फॉर्म 1 के अनुसार फीडबैक फॉर्म (RFE दस्तावेज में जैसा दिया गया है), ठेकेदार द्वारा संचालित कारों में उपलब्ध कराया जाएगा एवं इसे अनिवार्य रूप से बिल के साथ प्रदान किया जाना चाहिए। ऐसा करने में विफल रहने पर, संबंधित बिल से बिल राशि का 25% तक जुर्माना काटा जाएगा।

Feedback Form, as per Form 1 (as given in RFE document), shall be made available in the cars provided by the contractor and the same should be mandatorily provided with bill. If failed to do so, a penalty up to 25% of bill amount will be deducted from the relevant bill.

21. बैंक की राय में यदि ठेकेदार या उसके एजेंट / कर्मचारी / ड्राइवर इसमें उल्लिखित नियम और शर्तों का उल्लंघन करते हैं या असंतोषजनक सेवाएं देते हैं तो वे एक महीने की नोटिस देकर करार की संक्षिप्त समाप्ति के लिए स्वयं उत्तरदायी होंगे।

The Contractor or its agents / employees / drivers committing any breach of terms and conditions mentioned herein and / or rendering unsatisfactory services, in the opinion of the Bank, shall render itself liable for summary termination of the agreement forthwith by giving one month's notice.

22. करार की समाप्ति के लिए नोटिस अवधि के दौरान, ठेकेदार नोटिस अवधि की समाप्ति तक अपने करार संबंधी दायित्वों का निर्वहन करता रहेगा।

During the notice period for termination of the contract, the Contractor shall keep on discharging his contractual obligations till the expiry of notice period.

### **कार्यनिष्ठादन गारंटी/ प्रतिभूति जमा** **Performance Guarantee and Security Deposit**

23. ठेकेदार द्वारा करार के साथ करार की अवधि के लिए कार्यनिष्ठादन बैंक गारंटी के रूप में रु. 60,000 / - (रुपये साठ हजार मात्र) की राशि जमा की जाएगी। बैंक गारंटी सम्पूर्ण करार अवधि के लिए वैध/नवीनीकृत होना चाहिए। बैंक गारंटी करार अवधि समाप्त होने के बाद भी 60 दिनों की अवधि के लिए वैध होगा। ठेकेदार की ईएमडी बैंक गारंटी प्राप्त होने पर वापस कर दी जाएगी। 60,000/- रुपये (केवल साठ हजार रुपये) की प्रदर्शन बैंक गारंटी जमा करने में विफलता करार पर हस्ताक्षर करने के अधिनिर्णय को रद्द करने, ईएमडी को जब्त करने और ऐसे ठेकेदारों को काली सूची में डालने के लिए पर्याप्त आधार होगा। बैंक गारंटी को करार की अवधि पूरी होने के 2 महीने के बाद बिना ब्याज के करार के सफलतापूर्वक पूरा होने और ठेकेदार या उसके कर्मचारियों से कोई देनदारी नहीं होने के बाद ही जारी किया जाएगा। किसी भी शिकायत या बकाया राशि के मामले में, प्रदर्शन बैंक गारंटी (पीबीजी) को सभी बकाया, देनदारियों आदि को समायोजित करने के बाद ही समाप्त किया जाएगा। ईएमडी/सुरक्षा जमा/प्रदर्शन बैंक गारंटी पर कोई ब्याज देय नहीं होगा।

The Contractor shall furnish along with the contract, the Performance Bank Guarantee (PBG) of Rupees 75,000/- (Rupees Seventy-Five Thousand only). The PBG should be valid/renewed for the entire contract period as the case may be. The PBG shall be valid for a period of 60 days after the expiry of contract period. The EMD of the Contractor will be returned on receipt of PBG. Failure to submit the Performance Bank Guarantee of Rupees 75,000/- (Rupees Seventy-Five Thousand only) or to sign the Contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such contractors. The PBG shall be released without interest after 2 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Contractor or its employees. In

case of any complaint or pending dues, the Performance Bank Guarantee (PBG) shall be discharged only after adjusting all dues, liabilities, etc. No Interest shall be payable on EMD / Security Deposit / Performance Bank Guarantee.

## **भुगतान की शर्तें**

### **Terms of Payment**

24. बैंक के नियंत्रण से परे परिस्थितियों के मामलों को छोड़कर, मासिक अंतराल पर प्राप्त पूर्ण और स्पष्ट बिलों का भुगतान पंद्रह से पैंतालीस दिनों के अंदर किया जाएगा। भारतीय कानूनों के अनुसार, लागू करों की कटौती स्रोत पर की जाएगी और इसके लिए ठेकेदार को एक प्रमाणपत्र जारी किया जाएगा। जारी किए गए चालान/बिल को क्रमानुसार संख्यांकित किया जाना चाहिए और इसमें ठेकेदार एवं बैंक का नाम और पता, उस पर देय करों के सेवा मूल्य का विवरण आदि शामिल होना चाहिए। किसी भी आधार पर अग्रिम भुगतान करने के लिए कोई अनुरोध स्वीकार नहीं किया जाएगा।

Except under cases of circumstances beyond the control of the Bank, the payment of complete and clear bills received at monthly intervals will be made within fifteen days and not later than forty-five days of receipt of clear and complete bills. As per Indian laws, taxes as applicable, shall be deducted at source and a certificate for the same shall be issued to the Contractor. The invoice / bill issued should be serially numbered and it should contain the name and address of the Contractor, the Bank, description of service value of taxes payable thereon, etc. No request for making advance payment on any ground shall be entertained.

25. सभी भुगतान केवल एनईएफटी / आरटीजीएस चैनल के माध्यम से किए जाएंगे, जिसके लिए आवश्यक मैंडेट/खाता विवरण बैंक को प्रस्तुत किया जाएगा।

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

26. ठेकेदार को प्राप्त भुगतान के बारे में किसी आपत्ति से संबंधित जानकारी भुगतान करने की तिथि के 10 दिनों के भीतर बैंक के संज्ञान में लाई जा सकती है। यदि निर्धारित अवधि के भीतर ऐसी कोई आपत्ति प्राप्त नहीं होती है, तो यह माना जाएगा कि भुगतान के संबंध में कोई आपत्ति नहीं है।

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

27. कारों की बुकिंग के दौरान प्रत्येक दिन कार में निम्नलिखित सुविधा प्रदान की जाएगी:

- (i) कम से कम एक राष्ट्रीय या स्थानीय अंग्रेजी / हिंदी अखबार,
- (ii) प्रतिष्ठित ब्रांड की दो 500 मिलीलीटर पानी की बोतलें,
- (iii) टिशू पेपर
- (iv) छाता
- (v) सैनिटाइजर
- (vi) प्राथमिक चिकित्सा बॉक्स।

उपर्युक्त सुविधाओं के लिए कोई अतिरिक्त शुल्क नहीं दिया जाएगा और एजेंसी द्वारा उद्धृत शुल्क में यह लागत शामिल होगी। आवश्यक चीजों की अनुपलब्धता के बारे में शिकायत के मामले में, बिल राशि का 25% तक जुर्माना संबंधित बिल से काटा जाएगा।

The cars shall be provided with the following every day during booking of cars:

- (i) at least one national or local English/ Hindi newspaper,
- (ii) two 500 ml water bottles of a reputed brand,
- (iii) tissue paper,
- (iv) umbrella,
- (v) sanitizer,
- (vi) first-aid box.

No extra charges will be paid for the above amenities and the cost should be included in the charges quoted by the Contractor. In case of complaint about the non-availability of required things a penalty of up to 25% of bill amount will be deducted from the relevant bill.

28. मूल रसीद प्रस्तुत करने पर टोल और पार्किंग शुल्क का भुगतान किया जाएगा।

Toll and parking charges shall be paid on production of original receipt.

29. बैंक द्वारा स्वीकार की गई दरें एक वर्ष की अवधि के लिए वैध रहेंगी, जो करार के नवीनीकरण के समय मौजूदा परिस्थितियों, जैसे श्रम कानूनों या ईंधन मूल्य निर्धारण आदि को प्रभावित करने वाले सरकार के फैसले में कोई बड़ा बदलाव, समय-समय पर संशोधित, आदि पर निर्भर समीक्षा के अधीन होंगी। हालांकि, यह बैंक की अनुमति से ही किया जा सकता है।

The rates accepted by the Bank shall remain valid for a period of one-year subject to review at the time of renewal of contract depending on prevailing circumstances at the time of renewal viz. any major changes which may have occurred in labour laws or Government decision, as amended from time to time, affecting fuel pricing etc. However, this can be done only with the permission of the Bank.

30. ऐसे किसी दिन का कोई भुगतान स्वीकार्य नहीं है जब ठेकेदार के ड्राइवर की गलती से कार की दुर्घटना हो जाए।

No payment for the day is admissible if the car meets with an accident where the driver of the Contractor is at fault.

31. गैरेज और पिकअप और गैरेज तक वापस जाने के संबंध में दावा की जाने वाली अधिकतम दूरी 10 किलोमीटर तक ही सीमित रहेगी।

The maximum distance that will be claimed in respect of garage and point of pickup and back to garage would be restricted to 10 km.

32. किसी भी पूर्ण घंटे के आधे घंटे बाद के अतिरिक्त मिनट को अगले पूर्ण घंटे के लिए राउंड ऑफ किया जाएगा वहीं आधे घंटे तक वह पिछले पूर्ण घंटे के रूप में गिना जाएगा (उदाहरण के लिए 4 घंटे 10 मिनट को 4 घंटे के रूप में गिना जाएगा जबकि 4 घंटे 35 मिनट को 5 घंटे के रूप में गिना जाएगा)।

The extra minute after half an hour of any complete hour will be rounded off to the next complete hour while up to half an hour will be counted as the previous complete hour (e.g. 4 hours 10 minutes will be counted as 4 hours whereas 4 hours 35 minutes will be counted as 5 hours).

### **सांविधिक अपेक्षाओं का अनुपालन** **Adherence to Statutory Requirements**

33. विनियमों, समय-समय पर संशोधन के अधीन, जैसे केंद्र सरकार का न्यूनतम मजदूरी अधिनियम 1948, बोनस अधिनियम 1965, नियोक्ताओं की देयता अधिनियम 1969, ठेका श्रम (विनियमन और उत्पादन) अधिनियम 1970, कर्मकार प्रतिकर अधिनियम 1923, औद्योगिक विवाद अधिनियम 1947, मातृत्व लाभ अधिनियम 1961, कर्मचारी राज्य बीमा अधिनियम 1948, भविष्य निधि भुगतान निधि 1952 और विविध प्रावधान अधिनियम और समय-समय पर राज्य और केंद्र सरकार के लागू श्रम लाइसेंस का अनुपालन ठेकेदार की पूरी जिम्मेदारी होगी। इस संबंध में, ठेकेदार सभी दावों के खिलाफ बैंक की क्षतिपूर्ति करेगा और आवश्यक पुस्तकों, लॉग, रजिस्ट्रों, सत्यापन, रिटर्न, प्राप्तियां, कम्प्यूटरीकृत डेटाबेस इत्यादि को बनाए रखेगी, जो कानून के अनुसार और सरकारी नियमों के अनुसार अनिवार्य है और जब भी आवश्यक हो संबंधित सरकारी अधिकारी / श्रम प्रवर्तन अधिकारी / क्षेत्रीय भविष्य निधि आयुक्त के निरीक्षण और सत्यापन के लिए इसे उपलब्ध कराएगी। जब भी मांग की जाएगी इस तरह के सभी अनुपालन, विवरण और भुगतान वैधानिक अधिकारियों के लिए किए गए भुगतान, आदि की एक प्रति, पंजीकरण संख्या सहित, सत्यापन और रिकॉर्ड के लिए बैंक प्राधिकरण को प्रदान की जाएगी।

Compliance of regulations, as amended from time to time, viz., Payment of Central Government Minimum Wages Act 1948, Bonus Act 1965, Employers' Liability Act 1969,

Contract Labour (Regulation & Abolition) Act 1970, the Workmen Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefits Act 1961, Employee State Insurance Act 1948, Provident Funds and Miscellaneous Provisions Act 1952 and labour license of State and Central government applicable from time to time, shall be whole sole responsibility of the Contractor. In this regard, the Contractor shall indemnify the Bank against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database, etc., as mandated by the law and Government rules and make the same available for inspection/verification to the concerned Government Officer/Labour Enforcement Officer/Regional Provident Fund Commissioner, as and when required. A copy of all such compliances, statements and payments made to the statutory authorities, etc., including registration number shall be provided to the Bank authority for verification and record as and when so demanded.

### **यौन उत्पीड़न की रोकथाम Prevention of Sexual Harassment**

34. ठेकेदार "कार्यस्थल पर महिलाओं का यौन उत्पीड़न (रोकथाम, निषेध और निवारण) अधिनियम, 2013", समय-समय पर बदलाव के अधीन, के प्रावधानों के पूर्ण अनुपालन के लिए पूरी तरह से जिम्मेदार होगी। बैंक के किसी भी कर्मचारी के खिलाफ निविदाकार के किसी भी पीड़ित कर्मचारी से यौन उत्पीड़न की किसी शिकायत पर बैंक द्वारा गठित क्षेत्रीय शिकायत समिति द्वारा संज्ञान लिया जाएगा।

The Contractor shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013", as amended from time to time. 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.

35. यदि किसी घटना में ठेकेदार के कर्मचारी शामिल होते हैं, तो ठेकेदार मौद्रिक क्षतिपूर्ति के लिए जिम्मेदार होगा। उदाहरण के लिए बैंक के कर्मचारी को कोई मौद्रिक राहत, यदि ठेकेदार के कर्मचारी द्वारा यौन हिंसा साबित होती है।

The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Contractor, for instance any monetary relief to the Bank's employee, if sexual violence by the employee of the Contractor is proved.

36. ठेकेदार कार्यस्थल और संबंधित मुद्दों पर यौन उत्पीड़न की रोकथाम के बारे में अपने कर्मचारियों को शिक्षित करने के लिए जिम्मेदार होगा।

The Contractor shall be responsible for educating its employees about the prevention of sexual harassment at workplace and related issues.

### **विवाद का निपटान Dispute Resolution**

37. करार के तहत किसी भी प्रकार के सभी विवादों और मतभेदों को एकमात्र मध्यस्थ, अर्थात् बैंक को संदर्भित किया जाएगा और लिखित रूप में उनका निर्णय ठेकेदार के लिए अंतिम और बाध्यकारी होगा। हालांकि, मध्यस्थता के माध्यम से हल नहीं किए गए किसी भी विवाद / मुद्दे के लिए कानूनी अधिकार क्षेत्र केवल पटना होगा।

All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator i.e. the Bank and his/ her decision, in writing, shall be final and binding on the Contractor. However, for any dispute/ issue, not settled through arbitration, the legal jurisdiction shall be Patna only.

38. ठेकेदार बैंक को किसी भी ऐसे नुकसान या क्षति के लिए क्षतिपूर्ति करेगा, जो करार की अवधि के दौरान कार / कारों को किराए पर लेने के कारण तीसरे पक्ष (व्यक्तियों या भवन, आदि) और / या बैंक के अधिकारियों / अतिथियों को या बैंक की संपत्ति को होती है। बैंक, ठेकेदारके बिल से नुकसान और/ या क्षति की वसूली का अधिकार रखता है।

The Contractor shall indemnify the Bank for any loss or damage that occurs to third party (persons or building, etc.) and/ or to the officials/ guests of the Bank, property of the Bank on account of hiring of car/cars hired during the period of Agreement. The Bank reserves the right to recover the amount of loss and/or damage from the bill of the Contractor.

### **गैर-प्रकटीकरण खंड Non-Disclosure clause**

39. ठेकेदार प्रत्यक्ष या अप्रत्यक्ष रूप से बैंक की संरचना/प्रणाली/उपकरण आदि किसी भी जानकारी या सामग्री और विवरण का खुलासा नहीं करेगी, जो इस समझौते के संबंध में अपने करार के दायित्वों के निर्वहन के दौरान ठेकेदार के कब्जे या ज्ञान में आ सकती है। ठेकेदार करार के विवरण को इसके तहत दायित्वों को पूरा करने या लागू कानूनों का पालन करने के लिए आवश्यक सीमा तक निजी और गोपनीय रखेगी। ठेकेदार बैंक की पूर्व लिखित सहमति के बिना किसी भी व्यापार या तकनीकी पेपर या अन्य जगहों पर काम के किसी भी विवरण को प्रकाशित, प्रकाशित करने या प्रकट करने की अनुमति नहीं देगा। ठेकेदार किसी भी गोपनीय जानकारी के प्रकटीकरण के परिणामस्वरूप बैंक को हुई किसी भी हानि के लिए बैंक को क्षतिपूर्ति करेगा। उपर्युक्त का पालन करने में विफलता को ठेकेदार की ओर से करार का

उल्लंघन माना जाएगा, बैंक नुकसान का दावा करने और कानूनी उपायों का पालन करने का हकदार होगा। ठेकेदार अपने कर्मचारियों के संबंध में सभी उचित कार्रवाई करेगा ताकि यह सुनिश्चित किया जा सके कि इस समझौते के तहत गोपनीय जानकारी के गैर-प्रकटीकरण के दायित्व पूरी तरह से संतुष्ट हैं। गैर-प्रकटीकरण और गोपनीयता के संबंध में ठेकेदार का दायित्व किसी भी कारण से इस समझौते की समाप्ति या समाप्ति के बाद भी बना रहेगा।

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

**यह करार 31 मार्च 2027 तक वैध रहेगा।**

मैं/हम इसके द्वारा ऊपर निर्दिष्ट दरें और शर्तें स्वीकार करने के लिए सहमत हूँ/हैं।

**बैंक प्राधिकारी का हस्ताक्षर**

**ठेकेदार (Name of Contractor) का**

**हस्ताक्षर**

साक्षी :

साक्षी :

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1.

**The contract is valid up to March 31, 2027.**

I / We hereby accept the rates and other terms and conditions as mentioned above.

**Signature of the Bank Authority**

**Signature of the Contractor**

**(Name of Contractor)**

Witness:

Witness:

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