



**RESERVE BANK OF INDIA
SHILLONG**

**TENDER FOR
EMPANELMENT OF CAR HIRING AGENCIES/COMPANIES**

RBI/Shillong/HRMD/2/25-26/ET/597

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



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Part I
Section 1
NOTICE INVITING TENDER
Reserve Bank of India
शिलांग / Shillong

1. Reserve Bank of India, Shillong (hereinafter referred to as the 'Bank') invites E-Tenders in Part-I and Part-II on MSTC website (www.mstcecommerce.com/eproc) to empanel reputed, experienced and capable car rental / hiring agencies / companies for the purpose of hiring cars on rental basis for the use of its Executives, Officers, Staff and authorised persons on as and when required basis for a period of three years i.e., from **January 01, 2026 to December 31, 2026** (extendable on annual basis for two more years and one year at a time subject to satisfactory performance to be evaluated by the Bank).
2. Date of publication of notice inviting e-tender on RBI website and MSTC portal is **November 07, 2025 (1100 Hrs)**. For more details, please visit 'TENDERS' link on our website <https://rbi.org.in>
3. The last date for submission of e-tender on MSTC portal (www.mstcecommerce.com/eproc) is **November 27, 2025 (1700 Hrs)**. Applications received after the said date and time will not be accepted.
4. The Bank reserves the right to accept or reject any tender or all the offers without assigning any reason thereof.

Date: November 07, 2025

General Manager & Officer-in-Charge
Reserve Bank of India, Shillong

DISCLAIMER

The Reserve Bank of India, Shillong (hereinafter referred as ‘Bank’) has prepared this tender document to give background information on the tender to the interested parties to bid for Empanelment of Car Hiring Agencies / Companies for providing cars / vehicles to the Bank on as and when required/ need basis. This tender has been issued, as per the terms and conditions set out in this tender and any other terms and conditions related to such information. While this document has been prepared in good faith, neither the Bank nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

This tender is neither an agreement, nor invitation to perform work of any kind to any party.

The purpose of this tender is to provide the requirements of the Bank to all interested parties for submitting their bid. While the Bank has taken due care in the preparation of the information contained herein, the Bank does not claim that the information is exhaustive. Respondents to this tender are required to make their own inquiries and they should not rely solely on the information in the tender. 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 tender further with any respondent.

No reimbursement of cost of any type or on any account will be paid to persons or entities submitting their bid.

In case of any discrepancies in the notice issued in English, Hindi or any other regional languages, the particulars mentioned in English version will prevail.

PART I
Section 2
INSTRUCTIONS TO BIDDERS (ITB)
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INSTRUCTION TO BIDDERS (ITB)

A. GENERAL

1. Scope of Tender

1.1 The Bank invites tenders from eligible tenderers to participate in the process of empanelment of Car Hiring Agencies. The empanelment is for a period of one year, i.e., **January 01, 2026 to December 31, 2026** (extendable on annual basis for two more years and one year at a time subject to satisfactory performance to be evaluated by the Bank). The detailed conditions of contract are outlined in Part – II, Section 5.A and 5.B (Page No – 16-25). The estimated value of the contract is **₹18 lakh per annum**.

2. Prohibited Practices

2.1 The Bank requires that tenderers, suppliers, contractors, interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank:

- (a) defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:
 - (i) “corrupt practice” which means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of other party;
 - (ii) “fraudulent practice” which means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - (iii) “coercive practice” which means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and
 - (iv) “collusive practice” which means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of other party;
- (b) will reject a proposal for award if it determines that the tenderer recommended for award has engaged in prohibited practices in competing for the tender in question;
- (c) may declare a tenderer ineligible, either indefinitely or for a stated period of time, if, at any time, the Bank determines that the tenderer has engaged in prohibited practices in competing for, or in executing the contract.

2.2 Furthermore, tenderers shall be aware of the provisions stated in Part II, Section 5.A and 5.B (General and Specific Conditions of Contract, pp. 16-25).

3. Eligibility Criteria

- 3.1 The tenderer shall be highly reputed and capable car hiring agency/ company. The make/ model of cars to be provided to the Bank and the format in which the rates are required to be quoted are to be provided in the Financial Bid format (Part – II, Section – 6, Form 2, p. 32,33).
- 3.2 The tenderer shall have its office and set-up in Shillong for effective co-ordination in booking of vehicles and timely availability of vehicles even at very short notice.
- 3.3 The tenderer shall have **minimum experience of three (03) years** in the field of providing transport service with Government/semi-governments/ PSUs, banks, MNCs and average **annual turnover of 100% of the estimated cost or more during the last three financial years** i.e., FY 2022-23, FY 2023-24 and FY 2024-25.
- 3.4 It is desirable that the tenderer is providing/ has provided cars on contractual hire to at least one government/ semi-government organization or public-sector bank/ undertaking/ MNC during last one year.
- 3.5 The tenderer must own a minimum fleet of 3 cars comprising Hatchbacks, Sedans, SUV and MUV (starting from Innova Crysta or similar category car). The list of such vehicles is to be furnished as per Annex III of Form I, Section 6.
- 3.6 The tenderer must have all applicable tax registrations viz. PAN, TIN, GSTIN etc.

4. Timeline

4.1 Timeline for various events are provided below:

SN	Event	Date
1	Start Bid Date	November 07, 2025 (Friday) at 1100 Hrs
2	Pre-Bid Meeting (Offline)	November 12, 2025 (Wednesday) at 1100 Hrs
3	EMD Submission Last date	November 27, 2025 (Thursday) at 1700 Hrs
4	Last date for accepting completed tenders	November 27, 2025 (Thursday) at 1700 Hrs
5	Opening of Technical Bids	November 28, 2025 (Friday) at 1130 Hrs
6	Opening of Financial Bids	Will be intimated to eligible tenderers

B. CONTENTS OF TENDER DOCUMENT

5. Sections of Tender Document

5.1 The Tender Document consist of Parts I and II which includes all the Sections indicated below and should be read in conjunction with any Appendices/ Annexures issued in accordance with Section 2 (Instructions to Bidders).

Part I – Tendering Procedures

Section 1: Notice Inviting Tender (NIT)

Section 2: Instruction to Bidders (ITB)

Section 3: Tender Data Sheet (TDS)

Section 4: Evaluation/ Selection Criteria

Part II – Conditions of Contract and Contract Forms

Section 5: General and Specific Conditions of Contract

Section 6: Standard Formats

6. Pre-Bid Meeting for clarification of Tender Document

6.1 A pre-tender briefing meeting of the intending tenderers for clarification of this document will be held at 1100 Hrs on November 12, 2025 (Wednesday) at RBI, Shillong to clarify any point/ doubt raised by them in respect of the tender. The address of the office is Reserve Bank of India, Shillong Office, 3rd Floor, GMTD BSNL Office, Opposite Ka Phan Nonglait Park, Barik, Shillong – 793001. All the intending tenderers are advised to be present and study the tender documents. They may indicate any points/ conditions/ specifications which need to be clarified during the meeting. These issues will be discussed, and all the tenderers will be advised suitably. The tenderers are expected to get all the issues clarified during this meeting and therefore should desist from deviating from the Bank's tender conditions/ specifications in their Technical and Financial bids.

7. Amendment of Tender Document

7.1 At any time prior to the deadline for submission of Tenders, the Bank may amend this document by issuing amendments / corrigendum on RBI website (www.rbi.org.in).

7.2 Any amendments / corrigendum issued shall be a part of this document.

7.3 To give prospective tenderers reasonable time in which to take any / all amendments / corrigendum into account in preparing their Tenders, the Bank may, at its discretion, extend the deadline for the submission of Tenders.

C. PREPARATION OF TENDERS

8. Cost of Tendering

8.1 The tenderer shall bear all costs associated with the preparation and submission of its Tender, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

9. Documents comprising the Tender

9.1 The Tender shall comprise the following:

- Notice inviting Tender
- Technical bid details
- Financial bid details
- Performance Bank Guarantee to be furnished after award of contract by the successful tenderers
- Contract agreement

10. Submission of Tender

10.1 The tenderer shall submit the Tender online in MSTC Portal latest by 1700 Hrs of November 27, 2025 (Thursday).

11. Documents establishing the qualifications of the Tenderer

11.1 To establish its qualifications to perform the Contract in accordance with para 3 of Part – I, Section 2, the tenderer shall provide the information in the formats prescribed in Part – II, Section 6 (Standard Formats, pp. 26-38).

12. Period of validity of Tenders

12.1 The Tender validity period shall be 90 days from the last date of the submission of tender.

12.2 In exceptional circumstances, prior to the expiration of the Tender validity period, the Bank may request tenderers to extend the period of validity of their Tenders. The request and the responses shall be made in writing.

13. Earnest Money Deposit (EMD) as Tender Security

13.1 The intending Tenderer shall pay as EMD a sum of ₹36,000/- (Rupees Thirty-Six thousand only) by NEFT, in favour of Reserve Bank of India, Shillong, by credit to Account No. 186003001, Account Name: NEFT Inward A/c, IFSC: RBIS0SLPA01 (where '0' represents zero), Bank Name: Reserve Bank of India, Shillong. The EMD of the successful tenderers shall be retained as Security Deposit. No interest shall be paid on the Security Deposit. If the successful tenderer refuses to sign the agreement subsequently, Earnest Money shall stand forfeited. The EMD of un-successful tenderer(s) shall be refunded without any interest. Please note that payment advice should be attached with Form 1, Section 6, Part II (Technical Bid) of the tender/application or else the application will be rejected.

D. SUBMISSION AND OPENING OF TENDERS

14. Submission, Sealing and Marking of Tenders

14.1 Tenderers submitting Tenders shall follow the specified submission procedures.

14.2 The tenderers may submit their Financial Bid (competitive rates) in prescribed format along with copies of necessary documents as indicated in the "Technical Bid".

14.3 If desired/ prescribed information is not submitted, the Bank will assume no responsibility for rejection of Tender.

15. Deadline for Submission of Tenders

15.1 Complete tenders (with required documents) must be submitted not later than the date and time indicated in this document.

15.2 The Bank may, at its discretion, extend the deadline for the submission of Tenders by amending the Tender Document.

16. Late Tenders

16.1 No Tender after the deadline shall be entertained.

17. Tender Opening

17.1 The Technical Bid will be opened online on November 28, 2025 (Friday) at 1130 Hrs. The Financial Bid of such of those tenderers, which are found eligible after scrutiny of the Technical Bid of the tenders only will be opened on a later day which will be intimated to all the eligible tenderers.

E. EXAMINATION OF TENDERS

18. Confidentiality

18.1 Information relating to the evaluation of Tenders shall not be disclosed to tenderers or any other persons not officially concerned with such process until information on Contract award is communicated to all tenderers.

19. Clarification of Tenders

19.1 To assist in the examination, evaluation, comparison of the Tenders and qualification of the tenderers, the Bank may, at its discretion, ask any tenderer for a clarification of its Tender, allowing a reasonable time for response. Any clarification submitted by a tenderer that is not in response to a request by the Bank shall not be considered. The Bank's request for clarification and the response shall be in writing. No change in the prices or substance of the Tender shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Bank in the evaluation of the Tenders.

19.2 If a tenderer does not provide clarifications of its Tender by the date and time set in the Bank's request for clarification, the Bank has the right to reject the Tender without providing any reason thereof.

F. TENDER EVALUATION AND COMPARISON

20. Evaluation of Tenders

20.1 The Bank shall use the evaluation criteria indicated in Part I, Section 4 (p. 15).

21. Qualification of the Tenderer

21.1 The Bank shall determine its satisfaction whether the selected tenderer meets the qualifying criteria in accordance with para 3 of Part – I, Section 2.

22. Bank's Right to accept any Tender and to reject any or all Tenders

22.1 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, any conditional bids shall be rejected outright. ***Multiple bids from a single firm / company will lead to disqualification of the firm / company and all the bids will be cancelled. The Bank reserves the right to cancel the tender process at any time without assigning any reason to anyone.***

G. AWARD OF CONTRACT

23. Notification of Award

23.1 The lowest rate quoted under each category of vehicles by tenderers who qualify in Technical Evaluation shall be applicable for other tenderers (who qualify in Technical Evaluation). Only such tenderers among above shall be considered for empanelment who agree in writing to work at the lowest rates quoted under each category of vehicles.

23.2 Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract.

24. Signing of Contract

24.1 The successful tenderer shall execute an agreement with the Bank on Non-Judicial stamp paper of value not less than ₹100/- within 15 days of written confirmation of acceptance of lowest rates. However, the issue of intimation of inclusion in the panel by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract. The empanelment will be valid for a period of one year (January 01, 2026 to December 31, 2026), extendable on annual basis for two more years and one year at a time subject to satisfactory performance to be evaluated by the Bank. The stamp duty shall be borne and paid by the contractor.

25. Performance Security

25.1 The successful tenderer/s shall furnish along with the contract the Performance Bank Guarantee (PBG) of **₹90,000 (Rupees Ninety thousand only)** in accordance with the Section 5 and Section 6. The PBG shall be valid for a period of at least two months after the expiry of contract period. The EMD of such tenderers will be returned on receipt of PBG.

25.2 Failure of the successful tenderer to submit the Performance Bank Guarantee of ₹90,000 (Rupees Ninety thousand only) shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and blacklisting of such tenderers.

25.3 The PBG shall be released without interest after 2 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the agency or its employees. In case of any complaint or pending dues, the security deposit shall be discharged only after adjusting all dues, liabilities etc

26. Award Criteria

26.1 The Bank shall empanel the tenderers as per Part – I, Section 4 (Evaluation Criteria, p. 15)

PART I
Section 3
TENDER DATA SHEET (TDS)

A. Introduction	
1	<p>Scope of Tender</p> <p>Tender inviting Office: Reserve Bank of India, Shillong Office, 3rd Floor, GMTD BSNL Office, Opposite Ka Phan Nonglait Park, Barik, Shillong – 793001</p> <p>Name of Tender: Empanelment of Car Hiring Agencies/Companies</p> <p>Eligible Tenderers: The tenderer shall meet the eligibility criteria outlined in para 3 of Part – I, Section 2.</p>
B. Tender Document	
2	<p>2.1 Clarification of Tender Document</p> <p>For clarification purposes only, the Bank's address is:</p> <p>Human Resource Management Department, Reserve Bank of India Shillong Office, 3rd Floor, GMTD BSNL Office, Opposite Ka Phan Nonglait Park, Barik, Shillong – 793001</p> <p>Contact Official: Mr. Abhinav Verma, Manager, Reserve Bank of India Shillong Office, 3rd Floor, GMTD BSNL Office, Opposite Ka Phan Nonglait Park, Barik, Shillong – 793001</p> <p>E-mail id: Hrmdshillong@rbi.org.in Contact Number: 0364 2500349</p> <p>Contact Number (MSTC, Guwahati) – 0361-2221199 Email ID – ghyopn3@mstcindia.in</p> <p>2.2 Pre – Bid Meeting (Offline)</p> <p>Pre-Bid Meeting will be held at 1100 Hrs on November 12, 2025 (Wednesday) in the conference hall of RBI Shillong.</p>
C. Preparation of Tenders	
3	<p>Documents Comprising the Tender</p> <p>The Tender shall comprise the following:</p> <p>(a) Notice Inviting Tender (NIT), Instructions to Bidders (ITB), Evaluation Criteria & General and Specific Terms and Conditions of the Contract. (b) Various formats for Technical and Financial Evaluation as also for Performance Bank Guarantee (PBG) as per Section 6 (Standard Formats, pp. 26-38).</p>
4	<p>Period of Validity of Tenders</p> <p>The Tender validity period shall be 90 days from the last date of the submission of tender.</p>

5	EMD as Tender Security The tenderer shall provide EMD of ₹36,000/- (Rupees Thirty-Six Thousand only) only through NEFT to the 'Reserve Bank of India, Shillong' by credit to Account No.: 186003001, Account Name: NEFT Inward A/c, IFSC: RBIS0SLPA01 (where '0' represents zero), Bank Name: Reserve Bank of India, Shillong
D. Submission & Opening of Tenders	
6	Submission of Tenders The tender, complete in all respect, shall be submitted as provided in the NIT. The tenderers may submit their competitive rates along with necessary documents
7	Deadline for Submission of Tenders The tenders, complete in all respect shall be submitted as per the following deadline: Last Date and Time of submission: 1700 Hrs of November 27, 2025 (Thursday)
8	Tender Opening The online Tender opening for Technical Bid shall take place at 1130 Hrs on November 28, 2025 (Friday) at Reserve Bank of India, Shillong.

PART I
Section 4
EVALUATION / SELECTION CRITERIA

I. Technical Bid Evaluation	
1	1.1 The tenderers shall furnish information for Technical Evaluation as per Form 1 of Standard Format (Part – II, Section 6, pp. 26-38).
II. Financial Bid Evaluation	
2	<p>2.1 The lowest rate quoted under each category of vehicles by the tenderers who qualify the Technical Evaluation process shall be applicable for all other Technical Evaluation of successful tenderers. Only such tenderers among above shall be considered for empanelment who agree in writing to work at the lowest rates mentioned above for each category of vehicle.</p> <p>2.2 The hire rate table prepared by the Bank, on the basis of lowest rates for each category of vehicle as quoted by successful tenderers of Technical Evaluation, shall be shared with them for acceptance in writing.</p> <p>2.3 No terms and conditions should be indicated for the Financial Bid otherwise the same will be treated as invalid.</p>

PART II
Section 5
CONDITIONS OF CONTRACT & CONTRACT FORMS
A. GENERAL CONDITIONS OF CONTRACT (GCC)

A. General Conditions of Contract		
1	1.1	The tenderer shall obtain the Tender Document from the source stated by the Bank in the Invitation for Tenders; otherwise, the Bank is not responsible for the completeness of the Tender Document.
2	2.1	Conditional tender shall not be entertained.
	2.2	In the event of any difference between figures & words of quoted rates, the rate in words shall be considered for evaluating the tender.
3	3.1	The tenderer is expected to examine all instructions, forms, terms, and specifications in the Tender Document.
	3.2	Failure to furnish all / any information or documentation required by the Tender Document may result in the rejection of the Tender.
4	4.1	The price quoted shall only be in Indian rupees and inclusive of all taxes.
B. Situations leading to disqualification / rejection of tenders		
5	5.1	Any canvassing by or on behalf of the Tenderer or to bring political or other outside influence with regard to their selection shall lead to disqualification from the process. Such Tenderer/s shall be blacklisted for next three years. If such instances go undetected during the selection process but are detected subsequently, such disqualification will take place with retrospective effect.
	5.2	All the tenders should be complete in all respects with all attachments/ enclosures/ annexure. Incomplete forms, or bids received in any format other than the prescribed one or without proper documentary evidence etc. will be outrightly and summarily rejected by the Bank.
	5.3	Tenders received by fax or email or any manner other than specified shall not be accepted and shall be summarily rejected. No correspondence will be entertained on this matter.
	5.4	Bid proposals received without or lesser than the prescribed EMD/ processing fee shall be summarily rejected.
	5.5	Tenders received after the due date and time shall be summarily rejected.
	5.6	Conditional tenders shall be straightway rejected, and no additional clause will be entertained.
	5.7	No tender may be modified subsequent to the last date of submission of tender. No tender may be withdrawn in the interval between the last date for submission of tender and the expiry of the tender validity period specified by the tenderer in the tender.

		Withdrawal of the tender during the interval shall result in forfeiture of the EMD.
5.8		Alternative Proposals / Time for Completion shall not be permitted.

C. Terms of Payment

6	6.1	<p>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. Billing will be done on monthly basis and payment for the monthly bills will be made within 15 days and not later than 45 days of receipt of complete and clear bills.</p> <p>As per Indian laws, taxes as applicable, shall be deducted at source and a certificate for the same shall be issued to the Service Provider.</p>
	6.2	All the payments shall be released through NEFT/ RTGS channel only, for which necessary mandate shall be submitted to the Bank.
	6.3	Any objection regarding the payment received by the tenderer 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.

D. Necessary Requirements to be fulfilled after award of contract

7	7.1	The successful tenderer/s shall execute a Performance Bank Guarantee in favour of the Bank as specified in Form 4, Section 6 (Standard Formats).
	7.2	<p>The agreement between the successful tenderer/s and the Bank will be signed within seven (7) days of written confirmation of acceptance of lowest rates which, however, may be extended at the discretion of the Bank.</p> <p>However, the issue of letter of acceptance by the Bank shall be considered as binding contract, as though such an agreement has been executed and all the terms and conditions shall apply on this contract.</p> <p>The agreement shall be executed in duplicate. The Bank shall retain the original and the Service Provider, the duplicate. The stamp duty shall be borne and paid by the Service Provider</p>
	7.3	The agency and its staff/drivers shall not disclose, divulge, reveal or use for any purpose any information relating to the Bank, which would reasonably be considered to be private or proprietary to the Bank, the release of which could reasonably be expected to cause harm in any manner to the Bank, which the agency and/or its staff/drivers have obtained, except as authorized by the Bank or as required by law. This obligation on the part of the agency and its

		<p>staff/drivers shall apply during the term of agreement and indefinitely after the term of agreement.</p> <p>The agency and its staff/drivers shall also not disclose directly or indirectly any information and details of the Bank's infrastructure / systems/ equipment's, etc., which may come to its possession or knowledge during the course of discharging its contractual obligations in connection with this empanelment, to any third party and shall at all times hold the same in strictest confidence. It shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws.</p> <p>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.</p> <p>The agency shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract and the Bank shall be entitled to claim damages and pursue legal remedies</p>
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E. Adherence to Statutory Requirements

8	8.1	<p>Compliance of regulations viz., Payment of Central Government Minimum Wages Act, Bonus Act, Employers' Liability Act, Contract Labour (Regulation & Abolition) Act, the Workmen Compensation Act, Industrial Disputes Act, Maternity Benefits Act, Employee State Insurance Act, Provident Funds and Miscellaneous Provisions Act and labour license of State and Central government applicable from time to time, shall be whole sole responsibility of the Agency. In this regard, the Agency shall indemnify Bank against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database, etc., mandatory as per the law and as per the 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.</p> <p>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</p>
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F. Prevention of Sexual Harassment

9	9.1	<p>The tenderer/ agency shall be solely responsible for full compliance with the provisions of "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013".</p> <p>In case of any complaint of Sexual Harassment against its employee within the premises of the Bank or in the hired vehicle, the complaint</p>
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		will be filed before the Internal Complaints Committee constituted by the tenderer/ agency and the tenderer/ agency shall ensure appropriate action under the said Act in respect to the complaint. The tenderer shall confirm constitution of Internal Complaints Committee for the purpose
	9.2	Any complaint of Sexual Harassment from any aggrieved employee of the tenderer against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank
	9.3	The tenderer shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the tenderer is proved
	9.4	The tenderer shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues

G. COVID-19 / Any Pandemic Precautions

10	10.1	The vehicles must be sanitized, and the driver should wear a mask at all the times during the journey and follow COVID-19 / any Pandemic safety guidelines. The authorized officer of the Bank shall conduct surprise check / inspection of the vehicle for verifying the sanitization requirement. In case of any deficiency, the Bank shall have the right to impose penalty equal to the bill amount for that trip and appropriate the amount from the dues payable to the tenderer
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H. Rights of the Bank

11	11.1	The Bank reserves the right to extend the period of tender availability and/ or the date of opening of the bids.
	11.2	The Bank reserves the right to accept or reject any/ all applications or annul the process of qualification without any liability or assigning any reason thereof.
	11.3	The Bank reserves right to split the scope of the work to more than one agency without assigning any reason whatsoever. No claim will be entertained on account of this.
	11.4	The terms and conditions specified herein are indicative in nature and the same shall not restrain the Bank from imposing or requiring the Bidder to agree upon such further or other terms and conditions at the time of executing the agreement with the successful Bidder, or to alter, modify or omit the terms and conditions contained herein, as are considered necessary for the due and proper execution of the work being awarded under this Tender.
	11.5	The Service Provider or its agents/ employees/ drivers committing any breach of terms and conditions mentioned herein and/ or rendering unsatisfactory services, in the opinion of the Bank shall

		render itself liable for penalty and/ or termination of the agreement forthwith without any notice or any compensation in lieu thereof.
11.6		Without prejudice to above, the Agreement can be terminated with a notice of one month on either side, during the Agreement period.

I. Dispute Resolution

12	12.1	It is to be duly noted that in case of any/ all disputes on terms and condition of this tender, the English version of the tender document shall prevail (in case tender is issued in English and any other language simultaneously).
	12.2	All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator i.e., the Officer-in-Charge, Reserve Bank of India, Shillong and his/ her decision, in writing, shall be final and binding on the Service Provider. However, for any dispute/ issue, not settled through arbitration, the legal jurisdiction shall be Shillong only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

J. Force Majeure

13	13.1	Notwithstanding anything else contained in this document, neither party shall be liable for any delay in performing its obligations hereunder if such delay is caused by circumstances beyond its reasonable control [including without limitation any delay caused by the acts of governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared)] provided, however, that any delay by the supplier of the Party so delaying shall not relieve that Party from liability for delay except where such delay is beyond the reasonable control of the supplier concerned
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K. Confidentiality Statement

14	14.1	The information contained in this Tender Document or subsequently provided to tenderer(s) whether verbally or in documentary form by or on behalf of the Bank or by any of its employees, shall be subject to the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided
	14.2	The purpose of this tender document is to provide the tenderer(s) with information to assist the formulation of their proposals
	14.3	This Tender Document does not purport to contain all the information each tenderer may require
	14.4	This tender document may not be appropriate for all persons, and it is not possible for the Bank and/or its employees to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document

	14.5	Each tenderer should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and where necessary obtain independent advice from appropriate sources
	14.6	The Bank and employees make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document.
	14.7	This document and the information provided therein are confidential and intended solely for the use of the Tenderer(s)

PART II
Section 5
B. SPECIFIC CONDITIONS OF CONTRACT (SCC)

SN	SSN	Conditions
1	1.1	The selected Tenderer/s shall provide the vehicles (AC/ Non-AC) such as Cars/SUVs/Vans, etc. as and when requisitioned by the Bank/ by an official authorized by the Bank
	1.2	The service provider shall provide sufficient variant of vehicles having taxi permit as per the requirement of the Bank viz. Hatchback, Sedan & MUV, SUV & Premium Sedan etc
2	2.1	All vehicles provided to the Bank shall have valid permit to travel locally and throughout India and all other statutory compliances in place
	2.2	All vehicles shall be in good and proper condition with neat and clean upholstery.
3	3.1	The driver shall have a valid driving licence, which should be produced by him as and when demanded by traffic personnel. Renewal of driving licence from time to time shall be the sole responsibility of the Service Provider
	3.2	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 vehicles en-route, in case of need. The driver should provide mobile number to the guest on demand.
	3.3	The drivers must report for duty in clean uniform and at the specified time. They shall maintain duty slips with complete details of distance travelled/ time of relieving, etc. duly authenticated by the officer's signature. Besides they shall be neatly dressed and be polite, courteous and service oriented, at all times.
	3.4	The drivers/ employees engaged by the Service Provider shall abide by the instructions provided by the security officers/ guards of the Bank and vehicles/ persons shall have to undergo security checks, as and when required.
	3.5	The driver shall always be available at the place where the car is parked and strictly follow all traffic rules.
	3.6	The driver shall carry a placard containing particulars of the arriving Guest / Officer at the Airport/ any other stations. The Service Provider shall ensure that there is no room for complaints from the Guest(s).
	3.7	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.
4	4.1	The vehicles shall be provided with the following every day during booking of cars:

		<ul style="list-style-type: none"> (i) at least one national or local English/ Hindi newspaper (ii) two 500 ml water bottles of reputed brand (iii) tissue paper (face tissue paper in pouch) (iv) umbrella (v) fire-extinguisher (vi) universal mobile charger (vii) first-aid box. <p>No extra charges shall be paid by the Bank for the same. The cost of items such as Mineral water, face tissue paper, first-aid box and Newspaper etc. shall not be extra and will be borne by service provider.</p>
	4.2	All the valid papers viz. comprehensive insurance, registration, road tax, pollution under control certificate, permits, valid license, etc. related to each vehicle shall be readily available in each of the vehicles/ with drivers
	4.3	The service provider shall have ability to arrange emergency transport/ touring facility providers, in case of breakdown of a vehicle provided to the Bank and should also be able to liaison with Govt./ Insurance agency arranging for emergency transport/ touring facility providers, in case of breakdown of a vehicle provided to the Bank authorities. Alternate vehicles shall also be arranged immediately, in case of break-down.
5	5.1	The Service Provider shall provide taxi on written or verbal instructions over phone/ email within the time specified therein. The Service Providers shall also be required to provide taxi on short notice from the Bank (within an hour in case of emergency). In case the transport provider fails to provide taxi on our request either verbal over phone or written, the Bank shall be free to remove the transport provider from the panel of transport providers.
	5.2	The Service Provider shall ensure that the cars provided are well maintained, without dents/ scratches and are not old.
	5.3	The Service Provider shall ensure that the vehicles provided are registered and comply with the Motor Vehicle Act as amended from time to time
	5.4	The Service Provider shall arrange to obtain Police Verification certificate regarding the antecedents of the persons/drivers engaged by them
	5.5	The Service Provider shall convey (by e-mail and SMS) without fail the confirmation of booking to the Travel 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 to the Travel Desk of the Bank and to the guest at least four hours prior to the time specified in the requisition.

	5.6	Feedback Form, as per Form 3, shall be made available in the Cars/ vehicles provided by the agency
6	6.1	For drop/ pick up to/ from airport/ any other location as may be specified by the Bank (e.g., Bank VOF to Bank building etc.), a fixed amount shall be paid. Parking charge as per the actuals shall be paid separately. For Airport drop / pick up, the rate will be all inclusive of taxes and parking charges.
	6.2	Toll and parking charges shall be extra only for outstation trips based on production of original receipt.
	6.3	The persons engaged by the Service Providers shall be the employees of the Service Provider and neither the Service Provider nor the labourers, shall have any right to claim any employment in the Bank.
	6.4	If the Service Provider provides on his own any other make or model of car higher than the one requested, the payment shall be made according to the rates approved for car requisitioned by the Bank
	6.5	The rates accepted by the Bank shall remain valid for a period of three years. Any revision in the rate shall be at the discretion of the Bank.
	6.6	The Service Provider will make vehicles available from / at any other place in Meghalaya
7	7.1	The Service Provider 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 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 or Performance Bank Guarantee of the Service Provider.
8	8.1	It shall be the sole responsibility of the Service Provider to provide taxi(es)/ vehicles as and when requisitioned by the Bank including Night/ Early Morning. Any delay will attract penalty as deemed fit by the Bank.
	8.2	In case of deficiency/ies in service, non-sending of substitute vehicle after intimation of car booking confirmation to Bank/Guest and no alternative arrangement, then double the pro-rata amount per day or the actual expenses incurred by Bank or its official/guest whichever is more shall be deducted from the bills. If service is not made available for part of a day, no payment shall be made for that day.
	8.3	Without prejudice to the above, the Service Provider shall also make alternate arrangements in case of breakdown of vehicle(s). In case of failure, the agency shall be responsible to compensate all expenses incurred in this regard subject to above limit. The Bank shall have authority to deduct such amount from any bill payable to the Service Provider. Decision of the Bank in this regard shall be final and binding on the Service Provider. Penalty as above shall also be imposed if vehicles break down on duty or does not turn up at the appointed time.

	8.4	No payment for the day is admissible if the vehicle meets with an accident where the driver of the service provider is at fault.
	8.5	If items required to be made available in the vehicle are not provided, then a sum of ₹200/- only shall be deducted from the bill.
	8.6	In case, the transport provider fails to provide taxi on Bank's request (either verbal over phone or written), the Bank shall be free to take penal and other action as it deems fit.
	8.7	For deficiency in services and serious inconvenience caused to the Bank and its officials or those whom Bank directs to provide services, penalty not exceeding 25% of the estimated bill for the relevant instance may be levied. However, the Bank will levy it only after giving due notice. In case of dispute, an appeal can be made to the Officer-in-Charge, RBI, Shillong whose verdict shall be final in the matter
9	9.1	Subject to other provisions of this agreement, the Bank hereby enters into agreement with the Service Provider/s for a period beginning from January 01, 2026 and valid till December 31, 2026 (extendable on annual basis for two more years and one year at a time subject to satisfactory performance to be evaluated by the Bank) for provision of cars on hire as per rates mentioned in the agreement.
	9.2	The Service Provider agrees to strictly abide by Broad Scope of Work and Guidelines as above while providing cars to officers/staff and guests of the Bank.

PART II
Section 6
STANDARD FORMATS

Form 1

I. TECHNICAL BID BY THE TENDEREDS DETAILS
(To be given on applicants Letterhead)

Name of the Tenderer:

Address:

SN	Particulars and details to be filled in by the tenderer
1	Name of the organisation
2	(a) Type of organization – (whether Proprietorship/ Partnership / LLP / Pvt. Ltd / Ltd Company). (b) Date of establishment (c) Details of Registration (Firm, Company etc.), Registering Authority, Date, Number etc. (not applicable in the case of a sole proprietorship)
Please enclose relevant documents in support of the same.	
3	Name(s) of the proprietor / partner / directors of organization with designation
4	Registered Office/ Business Address: Telephone No Mobile No Fax No Email Id (a) Whether having an office in Shillong (Yes /No) (b) Address of the Local office at Shillong (c) Name of the authorized official and his/her telephone number.
Please enclose relevant documents in support of the same.	
5	Work Experience: Details of work experience as per the requirement in the Eligibility Criteria and Terms and Conditions supported by work orders, documents, and certificates. Details along with documentary evidence of previous experience, if any, of providing car / Taxi hiring services for the government / semi-

	government / public sector undertakings / banks / MNCs should also be given.
6	Whether average annual business turnover of last three financial years i.e., F.Y. 2022 -23, F.Y. 2023 -24 and F.Y. 2024-25 is 100% of the estimated cost or more? (Yes/No) or whether annual business turnover of last year i.e., F.Y. 2024-25 25 is 100% of the estimated cost? (Yes/No)
	Supporting documents should be enclosed in proof of turnover (wherever applicable).
7	Income Tax Returns (ITR) of last thee Financial years (as applicable): (a) Whether ITR of F.Y. 2024 -25 available? (Yes/No)
	(b) Whether ITR of F.Y. 2023 -24 available? (Yes/No)
	(c) Whether ITR of F.Y. 2022 -23 available? (Yes/No)
	Self-Attested Copy to be submitted
8	Whether registered with Labour Department under the Contract Labour (R & A) act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971? (Yes/No)
	If yes, Indicate the date of registration.....
	A copy of certificate/registration to be submitted
9	Name and address of the banker(s): Please enclose a certificate from the banker regarding financial standing as per format attached with this tender document. Annex- I and II
10	Total numbers of vehicles operating under the Company/ Agency : Of the above, the number of vehicles owned: Of the above, the number of vehicles not owned but under contract:
	List of vehicles/taxis in the fleet along with photocopy of their RC/fitness and permit owned to be submitted as per Annexure-III
11	Whether the organization is registered under Shop and Establishment Act and having necessary certificate to run Tours and Travels. (Yes/ No)
12	Name and addresses of the existing clients along with full details.
13	The bank Account (IFSC Code and Account Number) where payments would be received by the organization

PART II
Section 6
Form 1

II. COPIES OF DOCUMENTS REQUIRED TO BE SUBMITTED FOR TECHNICAL BID

1. Audited annual financial statements for F.Y. 2022 -23, F.Y. 2023 -24 and F.Y. 2024-25 (as applicable).
2. Income Tax Returns of last three Financial Years i.e. F.Y. 2022 -23, F.Y. 2023 -24 and F.Y. 2024-25 (as applicable).
3. Details of bankers ([Annexure-I](#))
4. Banker's certificate on financial standing ([Annexure-II](#))
5. List of owned cars ([Annex III](#))
6. List of clients
7. Incorporation documents
8. Copy of the PAN, TIN and GST Registration wherever applicable
9. Any other document/s (Please specify)

The Bank reserves the right to call the proof/ verify the furnished information

DECLARATION:

1. The above information is true to the best of my/ our knowledge and if any information is found untrue or false, I/ we may be debarred from the tender process/being given the contract.
2. I/ we agree to abide by the terms and conditions stipulated by the Bank.
3. I/ we also agree that my/ our Tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I of the tender and this period of validity can be extended for such period as may be mutually agreed in writing between the Bank and tenderer. I/ we also agree to keep the earnest money during the entire period of validity of tender.
4. I/ we understand that the Bank reserves the right to accept or reject any or all the tender either in full or in part without assigning any reason, therefore.
5. I/ we understand that after empanelment, I/ we would be under the obligation to supply taxis for Reserve Bank of India, Shillong at the lowest quote given in the price bid by the co-bidders, under each category.

6. Details of Earnest Money Deposit (EMD):

Particulars	Amount (₹)	Name of Bank	Name of Bank Branch	NEFT Reference No.
EMD	36,000			

Dated this day of 2025

Signature

Name and seal of the TENDERER

PART II
Section 6

Form 1
Annexure I

DETAILS OF BANKERS

(To be given on applicant's Letterhead)

SN	Particulars	Banker 1	Banker 2
1	Name of the Branch and its complete postal Address including IFSC and e-mail id.		
2	Name and Job-title of the Branch Manager/ Relationship Manager along with his/ her Telephone No(s) and E-mail id		
3	Type of Account		
4	Account Number		
5	The period from which the service provider has been banking with the Banker (specify number of years)		
6	Any other information which the service provider may like to furnish about its Bankers.		

PART II
Section 6

Form 1
Annexure II

FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED BANK

(To be submitted by the tenderer)

(To be given by the banker on its letter head and in a sealed envelope addressed to Reserve Bank of India, Shillong Office, 3rd Floor, GMTD BSNL Office, Opposite Ka Phan Nonglait Park, Barik, Shillong – 793001)

1	Composition of the firm (whether Partnership/ LLP/ Private Limited/ Proprietorship/ Public Limited.)
2	Name/s of the Proprietor/ Partners/ Directors of the firm
3	Turnover of the firm for the last 3 years (year wise in ₹) (as applicable) 2024-25: 2023-24: 2022-23:
4	Credit facility/ Overdraft facility enjoyed by the firm
5	Nature of dealings and opinion thereon
6	The period from which the firm has been banking with the bank
7	Any other remarks
8	Opinion on whether the party is considered financially sound to be entrusted with contract for works.

(Signature)

Authorised Signatory of the Bank Branch

Note:

1. Bankers' certificates should be on letter head of the Bank, (in sealed cover).
2. The certificate to include names of all partners and directors of the party as recorded with the Bank.

PART II
Section 6

Form 1
Annexure III

LIST OF VEHICLES IN THE FLEET

(To be given on applicant's letterhead)

SN	MAKE OF VEHICLE	REGISTRATION NO.	MODEL & YEAR OF MANUFACTURING	PRESENT MILEAGE
I. Own vehicle				
II. Contract Vehicles				

Attach following documentary evidence:

- (a) Registration Certificate
- (b) Insurance Papers
- (c) Taxi Permit
- (d) Any other relevant document(s)

Signature of Tenderer:

Seal / Stamp

Date:

Place:

PART II
Section 6

Form 2
FINANCIAL BID BY THE TENDERER

RATE CHART FOR CAR HIRE (AMOUNT IN ₹) EXCLUDING TAXES

Particulars	Type	Hatchback	Sedan	SUV	MUV
	Make & Model	E.g., Jazz, WagonR, etc.	E.g., Dzire, Etios, etc.	E.g., Nexon, Creta, etc.	E.g., Innova Crysta, Ertiga, etc.
Nearest airport drop / pickup- Shillong					
Airport drop / pickup- Guwahati					
Nearest railway station drop / pickup- Guwahati					
Base rate (for 80 Km / 08 hrs)					
Base rate (for 40 Km / 04 hrs)					
Rate per Km above base					
Rate per Hour above base					
Night halting Charges					

- 1. 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.**
- 2. Toll and parking charges shall be paid as per actuals only for outstation trips based on production of original receipt.**
- 3. For airport drop / pick up, the fixed amount is all inclusive of taxes and parking charges, etc.**

- 4. Vehicles provided to the Bank shall have a valid permit in Meghalaya and for All India as well.**
- 5. All the vehicles shall be clean and in a well-maintained condition.**
- 6. The charges quoted above include cost of items mentioned in the “Specific Condition of Contract” (Part II, Section V) such as at least one national or local English/ Hindi newspaper, two 500 ml water bottles of reputed brand, tissue paper (face tissue paper in pouch), umbrella, fire extinguisher, universal mobile charger and first aid box in the vehicle.**
- 7. The Bank reserves the right to review the case of any tenderer whose services are found to be unsatisfactory and even cancel his contract**

PART II
Section 6

Form 3
NAME OF CAR HIRING AGENCY
CAR HIRE FEEDBACK FORM

Sl. No.	Particulars	Yes	No	Other Comments
1	Whether the Driver reported on time			
2	Whether the Driver was neatly dressed and well behaved			
3	Whether the car was neat and tidy			
4	Whether Bottled Drinking water was provided in the Car			
5	Whether Newspaper was provided			
6	Whether Tissue Paper was provided			
7	Whether AC was working properly			
8	Will you prefer to use the same agency again			
9	Any other comments			

(Please tick the relevant box)

Name of Guest/ Official:

Designation:

Office:

Date of journey:

E mail id:

Mobile No.:

PART II
Section 6

Form 4

PROFORMA OF BANK GUARANTEE FOR SECURITY DEPOSIT

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

No:.....

Date:.....

To
The Officer-in-Charge
Reserve Bank of India, Shillong

Madam / Dear Sir

In consideration of your agreeing to empanel M/s(hereinafter referred to as "the Contractor") in terms of their contract with you for EMPANELMENT OF CAR HIRING / TAXI OPERATOR AGENCIES / COMPANIES FOR PROVIDING VEHICLES To RESERVE BANK OF INDIA, SHILLONG as per Tender datedand your Conditions of Contract and other tender documents relating thereto subject to the conditions and alterations mutually agreed upon/ set forth or referred to in your Contract datedin the form of guarantee from us in the manner hereinafter contained, we (Name of the Bank) do hereby covenant and agree with you as follows:

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of ₹90,000/- (Rupees Ninety thousand only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of ₹90,000 (Rupees Ninety thousand only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Contractor.

2. Notwithstanding anything to the contrary, your decision as to whether the Contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This guarantee shall continue and hold good until it is released by you on the application by the Contractor after expiry of the relative guarantee period of the said Contract and after the contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force two months after the day of expiry of the contract without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.

5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the Contractor or to postpone for any time or from time to time any of your rights or powers against the Contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Contractor or any other forbearance, act or omission on your part or any indulgence by you to the Contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of ₹90,000/- (Rupees Ninety thousand only) as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Contractor.

7. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the contractor from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the contractor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.

12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this

guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.

14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and contractor or any other person.

15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to ₹90,000/- (Rupees Ninety thousand only). Unless a written claim is lodged on us for payment under this guarantee before the expiry date, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us.

16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank

SIGNED AND DELIVERED

(For & on behalf of the above-named Bank)

For & on behalf of (Banker's Name & Seal)

BRANCH MANAGER (Banker's Seal)

Address:

.....

.....

PART II
Section 6

Form 5
PROFORMA OF AGREEMENT

This AGREEMENT made at Shillong this between Reserve Bank of India (hereinafter referred to as "the Bank") constituted under the provisions of the Reserve Bank of India Act, 1934, having its Central Office at Shahid Bhagat Singh Road, Fort, Mumbai – 400001 and one of the Offices at Shillong, which expression shall unless be repugnant to the context or meaning thereof be deemed to mean and include its successors and assigns on the ONE PART, represented by Reserve Bank of India, 3rd Floor, GMTD BSNL Office, Opposite Ka Phan Nonglait Park, Barik, Shillong – 793001 AND having its office atcarrying on the business of car/taxi rental (hereinafter referred to as "the service provider") which expression shall unless be repugnant to the context or meaning thereof be deemed to mean and include his successors and assigns of the SECOND PART.

WHEREAS

- A. The Bank invited a tender for entering into agreement with the intended service provider to hire cars and taxis for rent for the use of its officers and guests within the state of Meghalaya and other parts of North East if required and the service provider has agreed to provide the services at the rates as mentioned in Schedule-I.
- B. The service provider has represented that he is in the business of providing all brands of cars and taxis in all sizes for rent to various organizations in the state of Meghalaya and offered to the Bank to provide cars/taxis for rent as per Bank's requirement.
- C. The service provider has further represented that he has all requisite and necessary license, permits and approvals for carrying out /conducting the business of car rental and related services.

NOW THIS AGREEMENT WITNESSETH AS UNDER:

1. This agreement is valid for a period of one year with effect from January 01, 2026 up to December 31, 2026 for provision of cars on hire as per rates mentioned in the agreement. The agreement is subject to annual review by the Bank based on the performance of the service provider. However, if this agreement is not renewed in time due to any reason whatsoever and the services of the service provider are continuously availed by the Bank, it will be deemed that the services are availed on the same terms and conditions stated herein till such time that is renewed afresh.
2. It is agreed that the Bank shall send requisition either oral or in writing to the service provider with not less than 12 hours before the actual requirement of the vehicle for providing required number of cars/taxis as requisitioned for required number of days. However, in case of emergencies, oral requisition for cars may be given at a one- or two-hours' notice also.
3. The service provider has agreed to provide the cars/taxi to the Bank for rent as per the requirement without fail.
4. The rent for cars according to their size and company manufactured is in Schedule I of this agreement and the rent will be charged and paid as per the rates mentioned in Schedule I.
5. The service provider shall submit the bill(s) to the bank at the end of every month.
6. The Bank shall settle all the bills and release the payment within fifteen but not more than forty-five days from the date of receipt of the bills from the service provider except in exceptional circumstances.
7. All payments should be calculated based on the details in the trip sheet. The driver of the car should necessarily get the car log signed by the guest/officer during the trip/journey.
8. The Bank or its guests are not responsible for payment of any salary/remuneration/ tips/ day to day expenses/food charges/halting charge to the car/taxi driver provided by the service provider.
9. The service provider shall ensure that the driver provided to the car/taxi has got valid licence to drive that vehicle. Any fine imposed by the appropriate authority for not carrying necessary documents will have to be borne by the service provider and not by the Bank.

10. The Service provider shall be responsible for the behaviour of the drivers engaged. The drivers should be courteous, dutiful, responsible and should not be in an unhealthy/intoxicated or exhausted state while performing duty for the Bank. The Bank reserves the right to terminate the contract without further notice for any uncourteous/rough/unwarranted behaviour/act from the driver.
11. It is agreed that all the taxis/cars thus provided to the bank are insured with third party insurance guarantee and the service provider is responsible for payment of any loss, damage and compensation payable in case of any accidents.
12. The service provider agrees that he will replace the car/taxi in case of any trouble and further agrees that he will not charge any extra amount for replacement of car/taxi provided in case of unforeseen problems occurred during the course of the trip.
13. The terms and conditions to be governed are mentioned in schedule II.
14. The disputes arising out of this agreement shall be settled peacefully through discussions between the parties. In case of any unsettled disputes, the same shall be referred to the arbitrator appointed by the Officer-in Charge, Reserve Bank of India, Shillong in which case the provisions of the Arbitration and Conciliation Act, 1996, is applicable and the decision of the Arbitrator is binding on both the parties.
15. The income tax at source in accordance with the statutory provisions are applicable as and when the Central Government notifies through Gazette Notification or orders or as per the provisions of Income Tax Act from time to time shall be deducted and such deduction shall be effective from the date of applicability of the provisions.
16. The Bank shall, in the event of the service provider committing any breach of any of the terms and conditions of this agreement or if the services provided by the service provider are found to be unsatisfactory by the Bank, be entitled to terminate this agreement by giving one month's notice in writing and the service provider shall not be entitled for any compensation in case of such termination. The service provider may also terminate this Agreement by giving one month's notice in writing to the Bank.
17. It is agreed that this agreement will not confer any right on the service provider to claim that the Bank should engage only their cars/taxis for rent. The terms

and conditions under this agreement will come into force upon the requisition either oral or in writing issued by the Bank for providing car/taxi. The Bank is at liberty to engage the cars/taxis from other service providers also.

18. The courts in Shillong alone have jurisdiction to entertain any suit or proceedings on the issues/disputes likely to arise under the provisions of this agreement.
19. The agreement shall be executed in duplicate; the original shall be kept with the Bank and the duplicate with the service provider.
20. The service provider shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc, which may come to the possession or knowledge of the service provider during discharging its contractual obligations in connection with this agreement, to any third party and shall always hold the same in strictest confidence. The service provider 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 service provider shall not publish, permit to be published, or disclose any of the works in any trade or technical paper or elsewhere without the previous written consent of the employer. The service provider shall indemnify the employer for any loss suffered by the Employer because of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the service provider and the Employer shall be entitled to claim damages and pursue legal remedies.
21. a) The service provider shall be solely responsible for full compliance with the provisions of "the sexual harassment of women at workplace (Prevention, Prohibition and redressal) Act, 2013. In case of any complaint of sexual harassment against its employee within the premises of the Bank or while on duty, the complaint will be filed before the Internal Complaints Committee constituted by the service provider and the service provider shall ensure appropriate action under the said Act in respect of the complaint.
b) Any complaint of sexual harassment from any aggrieved employee of the service provider against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

- c) The service provider shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the service provider, for instance any monetary relief to the Bank's employee, if sexual harassment by the employee of the service provider is proved. Bank may also take legal recourse as per the existing laws.
- d) The service provider shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
- e) The service provider shall provide a complete and updated list of its employees who are deployed for duty by the Bank.

22) The service provider should be able to provide any model of car requisitioned by the Bank for its use within the territory of the North Eastern States.

23) The service provider should ensure that the vehicles provided to the Bank should be in good condition and all legal requirements necessary for a vehicle to be roadworthy should be complied with.

24) Renewal of licence, payment of tax and other legal requirements will be the sole responsibility of the service provider. The tax liabilities arising out of this contract for the payments received from the Bank, is the sole responsibility of the service provider and consequences of failing with the tax liabilities as per existing laws is to be borne by the service provider.

25) Liability of applicable GST shall be borne by the service provider.

26) If the bidder before award or during execution is found guilty of having committed any offence under the provisions of the Bharatiya Nyaya Sanhita (BNS), 2023; Bharatiya Nagarik Suraksha Sanhita, 2023 or the Prevention of Corruption Act, 1986 by a competent court of law or in any other form such as to put his reliability or credibility in question, the Reserve Bank of India would be entitled to disqualify the bidder/contractor from the tender process, exclude the bidder from future contracts and to repudiate with immediate effect any ongoing contracts that may have been entered into.

27) The service provider must designate a nodal person to whom the RBI personnel would contact for cars and bills of services rendered as well as discrepancy in the bills

submitted, if any. The name and contact details of such nodal person of the service provider should be submitted at the time of signing the agreement. The nodal person will be responsible for timely supply of cars and timely submission of bills.

28) Dispute Resolution - In case of any/all disputes on terms and conditions, the English version of the tender document shall prevail. All disputes and differences of any kind under the agreement shall be referred to the sole arbitrator i.e., the Officer-in-Charge, Reserve Bank of India, Shillong and his/her decision, in writing, shall be final and binding on the Service Provider. However, for any dispute/issue not settled through arbitration, the legal jurisdiction shall be Shillong only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

29) Adherence to Statutory Requirements - Compliance of regulations viz., Payment of Central Government Minimum Wages Act, Bonus Act, Employers' Liability Act, Contract Labour (Regulation & Abolition) Act, the Workmen Compensation Act, Industrial Disputes Act, Maternity Benefits Act, Employee State Insurance Act, Provident Funds and Miscellaneous Provisions Act and labour license of State and Central government applicable from time to time, shall be whole sole responsibility of the Agency. In this regard, the Agency shall indemnify Bank against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database, etc., mandatory as per the law and as per the 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.

30) Force Majeure - Neither party shall be liable for any delay in performing its obligations hereunder, if such delay is caused by circumstances beyond its reasonable control [including without limitation any delay caused by the acts of governments, acts of God, natural or social calamities, strikes, riots in any region, network failure, terrorist attack, war (declared and undeclared)] provided, however, that any delay by the supplier of the Party so delaying shall not relieve that Party from liability for delay except where such delay is beyond the reasonable control of the supplier concerned.

31) Penalty provision –

- a) It shall be the sole responsibility of the Service Provider to provide taxi(s)/ vehicles as and when requisitioned by the Bank including Night/ Early Morning. Any delay will attract penalty as deemed fit by the Bank. In case of deficiency/ies in service, non-sending of substitute vehicle after intimation of car booking confirmation to Bank/Guest and no alternative arrangement, then double the pro-rata amount per day or the actual expenses incurred by Bank or its official/guest whichever is more shall be deducted from the bills. If service is not made available for part of a day, no payment shall be made for that day.
- b) Service Provider shall also make alternate arrangements in case of breakdown of vehicle(s). In case of failure, the agency shall be responsible to compensate all expenses incurred in this regard subject to above limit. The Bank shall have authority to deduct such amount from any bill payable to the Service Provider. Decision of the Bank in this regard shall be final and binding on the Service Provider. Penalty as above shall also be imposed if vehicle breaks down on duty or does not turn up at the appointed time.
- c) No payment for the day is admissible if the vehicle meets with an accident where the driver of the service provider is at fault.
- d) If items required to be made available in the vehicle are not provided then a sum of ₹200/- only shall be deducted from the bill.
- e) In case, the transport provider fails to provide taxi on Bank's request (either verbal over phone or written), the Bank shall be free to take penal and other action as it deems fit.
- f) For deficiency in services and serious inconvenience caused to the Bank and its officials or those whom Bank directs to provide services, penalty not exceeding 25% of the estimated bill for the relevant instance may be levied. However, the Bank will levy it only after giving due notice. In case of dispute, an appeal can be made to the Officer-in-Charge, RBI, Shillong whose verdict shall be final in the matter.

32) All the terms and conditions of the tender document are a part of this agreement.

IN WITNESS WHEREOF, the parties have caused their common seal to be affixed to these presents and the duplicate, the day and year first herein above written.

(.....)

On behalf of Reserve Bank of India, Shillong

Address
.....,

Witness-

1.

1.

2.

2.

SCHEDULE-I

Lowest Rate Chart-

Particulars	Hatchback	Sedan	SUV	MUV
Nearest airport drop / pickup- Shillong				
Airport drop / pickup- Guwahati				
Nearest railway station drop / pickup- Guwahati				
Base rate (for 80 Km / 08 hrs)				
Base rate (for 40 Km / 04 hrs)				
Rate per Km above base				
Rate per Hour above base				
Night halting Charges				

SCHEDULE-II

Terms and conditions to be adhered to by the car hiring agency while providing vehicles to the Bank from time to time:

1. The car should be kept clean and maintained in running and trouble-free condition. The inside of the car should be clean. The seats should be clean and covered with towels. There should be water bottles and a first aid box inside the car.
2. The driver should be in clean uniform/clothes and must necessarily report for duty at the specified time. He should maintain a proper record of mileage on a daily basis and get the car log authenticated/signed by the concerned officer/guest.
3. The driver should have a valid license along with a valid Registration Certificate which should be produced by him as and when demanded by traffic personnel. Renewal of the car license from time to time will be the sole responsibility of the agency.
4. The car agency should convey without fail the car details such as Car Registration No., Driver's name and his mobile number to Car Desk, HRMD and to the user of the car by a telephone call/through SMS.
5. The driver must always be available at the place where the car was last parked.
6. The driver must carry placard depicting particulars of arriving guest/officer at the Airport.
7. The driver will carry out orders given by the authorized officers of the Bank and will necessarily observe the rules and regulations of the Bank regarding safety and security.
8. The vehicles 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 reputed brand
 - iii. tissue paper (face tissue paper in pouch)
 - iv. umbrella
 - v. fire-extinguisher
 - vi. universal mobile charger

vii. first-aid box.

No extra charges shall be paid by the Bank for the same. The cost of items such as Mineral water, face tissue paper, first-aid box and Newspaper etc. shall not be extra and will be borne by service provider

9. The car agency will have to furnish details of their Bank Account such as IFSC, Account number, Type of Account and Name of Beneficiary, as the payment of the bills will be made through NEFT.

Important instructions for bidders

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

Process of E-Tender:

1	<p>A) 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. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eproc</p> <p>1). Vendors are required to register themselves online with www.mstcecommerce.com→ e-Procurement →PSU/Govt. Depts→ Select RBI Logo->Register as Vendor -- Filling up details and creating own user id and Password→ Submit.</p> <p>2). Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact RBI/MSTC, (before the scheduled time of the e- tender).</p> <p>Contact person (RBI Shillong):</p> <p>Mr. Abhinav Verma (Manager): 0364 2500349 (abhinavverma@rbi.org.in)</p> <p>Mr. Biprojit Dutta (Assistant): 0361 2501835 (biprojitzdutta@rbi.org.in)</p>
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	<p>Contact Details (MSTC Ltd): MSTC: MSTC Helpdesk number: 011-23212357, 011- 23215163, 011-23217850 from 1000 hours to 1730 hours.</p> <p>Website Address: "https://mstcindia.co.in/content/contact.aspx"</p> <p>Google hangout ID- (for text chat)- mstceproc@gmail.com</p> <p>(B) System Requirements:</p> <ul style="list-style-type: none"> a) Windows 7 or above Operating System b) IE-7 and above Internet Explorer c) Signing type digital signature d) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system to disable "Protected Mode" for DSC to appear in the signer box following settings may be applied. <ul style="list-style-type: none"> ➤ Tools => Internet Options => Security => Disable protected Mode if enabled- i.e., Remove the tick from the tick box mentioning "Enable Protected Mode". <p>(C) Other Settings:</p> <ul style="list-style-type: none"> ➤ Tools => Internet Options => General => Click on Settings under "browsing history/ Delete Browsing History" => Temporary Internet Files => Activate "Every time I Visit the Webpage". ➤ To enable ALL active X controls and disable 'use pop up blocker' under Tools→ Internet Options <ul style="list-style-type: none"> → custom level (Please run IE settings from the page https://www.mstcecommerce.com once). <p>(D) Bidders are advised to refer to the "Vendor Guide" and a "Video Guide" before proceeding with the tendering process.</p> <p>The Technical Bid and the Financial Bid will have to be submitted online at www.mstcecommerce.com/eproc. Bids will be opened electronically on the specified date and time as given in the Tender.</p> <p>All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
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2	<p><u>Special Note towards Transaction Fee:</u> The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a Challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the Challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the vendor shall be receiving a system generated mail.</p> <p>Transaction fee is non-refundable. A vendor will not have the access to online e-Tender without making the payment towards transaction fee.</p> <p>NOTE: Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.</p>
3	<p>Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate)</p>
4	<p>E-tender cannot be accessed after the due date and time mentioned in NIT</p>
5	<p>Bidding in e-Tender:</p> <p>a) Vendor(s) need to submit necessary EMD, Tender fees (if any) and Transaction fees (if any) to be eligible to bid online in the e-Tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority.</p>

- b) The process involves Electronic Bidding for submission of Technical and Commercial Bid.
- c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → Common Portal → Vendor Login → Register → My menu→ Auction Floor Manager → live event →Selection of the live event.
- d) The vendor should allow running JAVA application. This exercise has to be done immediately after opening of Bid floor. Then they have to fill up Common terms/Commercial specification and save the same. After that click on the technical bid. If this application is not run, then the vendor will not be able to save/submit his technical bid.
- e) After filling the Technical Bid, vendor should click ‘save’ for recording their technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to filled up and then vendor should click on “save” to record their Commercial bid. Then once both the technical bid has been saved, the vendor can click on the “Final submission” button to register their bid.
- f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.
- g) In all cases, vendor 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 vendors will remain completely anonymous to one another and to everybody else.
- i) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above. All electronic bids submitted during the e-Tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.
- j) It is mandatory that all the bids are submitted with digital signature certificate, otherwise the same will not be accepted by the system.

- k) 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.
- l) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of terms & conditions of the tender.
- m) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
- n) 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 reason thereof.
- o) Vendors are requested to read the vendor guide and see the video in the page <https://www.mstcecommerce.com/eproc> to familiarize them with the system before bidding.
- p) No deviation to the technical and commercial terms & conditions are allowed.
- q) Submission of bid in the e-tender floor by any vendor 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.
- r) The bid will be evaluated based on the filled-in technical & commercial formats.
- s) The documents uploaded by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidders.