



Reserve Bank of India

AML Section, Department of Regulation
Central Office, Mumbai

Tender Notice

Reserve Bank of India, (hereinafter referred to as RBI), Department of Regulation, Central Office, Mumbai invites e-tender for conducting the **‘Survey on satisfaction level of customers onboarded using CKYC ID’**.

The Schedule of the e-tender is as follows:

E-Tender Number	2026_RBI_292286_1
Mode of tender	e-Tender The tendering process will be done only through the e-Tendering portal of CPP Portal (https://etenders.gov.in/eprocure/app). All interested bidders shall, register themselves with CPP Portal, through the above-mentioned website to participate in the tendering process.
Date of NIT available to parties to download	September 29, 2026
E-tender view / download date at CPPP website	September 29, 2026
Date and time of Pre-bid meeting (Online through Webex)	October 01, 2026, at 11:00 hrs
Date of starting of submission of financial bid	September 29, 2026
Last date for submitting financial bid	October 9, 2026 at 12:00 hrs
Estimated cost of the work	₹27 lakh
Validity of the bid	90 days from the date of submission of the bid
Earnest Money Deposit (EMD)	i. ₹54,000 (Rupees fifty-four thousand only) ii. Bank Guarantee or through NEFT [in the beneficiary name of Reserve Bank of India in the A/c No. 41869229905 & IFSC code – RBIS0COD001 (the 5th, 9th and 10th character is numerical zero, 7th character is alphabet O)] before the opening of the bids.

	iii. The BG should be in favour of: The Chief General Manager, Department of Regulation, Reserve Bank of India, Central Office, 13th Floor, Nariman Bhawan, Vinay K Shah Marg, Near Nariman Point, Mumbai – 400021
Transaction Fee	As applicable by CPPP.
Date, time and venue of opening of e-tender	Tender shall be opened at 15:00 Hrs. on October 12, 2026. Department of Regulation, Reserve Bank of India, Central Office, 13th Floor, Nariman Bhawan, Vinay K Shah Marg, Near Nariman Point, Mumbai – 400021

2. Any amendment(s) / corrigendum / clarifications with respect to this tender shall be uploaded on the website / e-portal only. 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 therefore.

Note: 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.

Chief General Manager
Reserve Bank of India
Department of Regulation
Central Office
Mumbai