भारतीय रिज़र्व बैंक
केन्द्रीय स्थापना अनुभाग - मानव संसाधन प्रबंध विभाग
मुंबई क्षेत्रीय कार्यालय

बेटी बचाओ
बेटी पढ़ाओ

Notice Inviting Tender

E-Tender for providing Advance Life Support (ALS) Ambulance Service to Bank's Offices at Mumbai

(Event No. - RBI/Mumbai Regional Office/HRMD/2/26-27/ET/187)

Reserve Bank of India, a statutory corporation incorporated in terms of the Reserve Bank of India Act, 1934, having its Office at Shaheed Bhagat Singh Marg, Mumbai and its Regional Office at Fort, Mumbai (hereinafter referred to as "the Bank") invites e-Tender under Two-bid system (Technical Bid & Price Bid) from eligible Ambulance Service Providers (hereinafter referred to as "Vendor") for providing Ambulance Services to Bank's Offices at BKC and Byculla in Mumbai on retention basis for a duration of 10 hours (9:00 AM to 7:00 PM) daily from Monday to Friday on Contract basis for a period of 07 months from September 01, 2026, to March 31, 2027. The contract shall be extendable for a further period of two years, one year at a time, solely at the discretion of the Bank subject to satisfactory performance and mutual consent.

2. The tendering shall be done through the e-Tendering portal of MSTC Ltd. Tender document will be made available for viewing / downloading on the Bank's website at https://www.rbi.org.in and MSTC website at https://www.mstcecommerce.com/eprocn from 11:00 AM on July 14, 2026. The Vendors should upload duly completed applications along with necessary enclosures on MSTC website on or before 11:00 AM on August 03, 2026. Vendors shall submit tender proposal along with an Earnest Money Deposit (EMD) of ₹60,000/- (Rupees Sixty Thousand only) as prescribed in the tender. The Technical Bid shall be opened at 03:00 PM on August 03, 2026. Financial bid of only those Vendors who are found to be eligible on evaluation of their documents shall be opened on a later date, after intimating the qualified Vendors.

3. In the event of any date indicated above being declared a holiday, the next working day shall become operative for the respective purpose mentioned herein.

4. Any amendment(s)/ corrigendum/ clarifications with respect to this tender shall be uploaded on RBI website and MSTC portal only. The Vendors should regularly check the RBI website / MSTC portal for any amendment / corrigendum/ on the above e-Tender.

5. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.

Regional Director for Maharashtra

भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA

केंद्रीय स्थापना अनुभाग
Central Establishment Section

मानव संसाधन प्रबंध विभाग
Human Resource Management Department

मुंबई क्षेत्रीय कार्यालय, मुंबई
Mumbai Regional Office, Mumbai

मुंबई स्थित बैंक कार्यालय के लिए एडवांस लाइफ सपोर्ट (एएलएस) एम्बुलेंस सेवा उपलब्ध कराने हेतु ई-निविदा

E-Tender for providing Advance Life Support (ALS) Ambulance Services to Bank's Offices at Mumbai

Event No.

RBI/Mumbai Regional Office/HRMD/2/26-27/ET/187

विषयसूची
Table of Contents

निविदा आमंत्रण सूचना
Notice Inviting Tender

मुंबई स्थित बैंक कार्यालय के लिए एडवांस लाइफ सपोर्ट (एएलएस) एम्बुलेंस सेवा उपलब्ध कराने हेतु ई-निविदा
E-Tender for providing Advance Life Support (ALS) Ambulance Service to Bank's Offices at Mumbai
(Event No. - RBI/Mumbai Regional Office/HRMD/2/26-27/ET/187)

भारतीय रिज़र्व बैंक, भारतीय रिजर्व बैंक अधिनियम, 1934 के तहत गठित एक वैधानिक निगम, जिसका कार्यालय शहीद भगत सिंह मार्ग, मुंबई और इसका क्षेत्रीय कार्यालय फोर्ट, मुंबई में है (जिसे आगे "बैंक" कहा जाएगा) पात्र एम्बुलेंस सेवा प्रदाताओं (जिन्हें आगे "वेंडर" कहा जाएगा) से मुंबई में बीकेसी और भायखला में बैंक के कार्यालयों में 01 सितंबर 2026 से 31 मार्च 2027 तक 07 महीने की अवधि के लिए संविदा के आधार पर सोमवार से शुक्रवार तक प्रतिदिन 10 घंटे (सुबह 9:00 बजे से शाम 7:00 बजे तक) की अवधि के लिए प्रतिधारण के आधार पर एम्बुलेंस सेवाएं प्रदान करने के लिए दो-बोली प्रणाली (तकनीकी बोली और कीमत बोली) के अंतर्गत ई-निविदा आमंत्रित करता है। बैंक के विवेकानुसार संतोषजनक निष्पादन और आपसी सहमति के अधीन संविदा को एक बार में एक वर्ष के लिए, कुल दो वर्ष की अतिरिक्त अवधि के लिए बढ़ाया जा सकेगा।

Reserve Bank of India, a statutory corporation incorporated in terms of the Reserve Bank of India Act, 1934, having its Office at Shaheed Bhagat Singh Marg, Mumbai and its Regional Office at Fort, Mumbai (hereinafter referred to as "the Bank") invites e-Tender under Two-bid system (Technical Bid & Price Bid) from eligible Ambulance Service Providers (hereinafter referred to as "Vendor") for providing Ambulance Services to Bank's Offices at BKC and Byculla in Mumbai on retention basis for a duration of 10 hours (9:00 AM to 7:00 PM) daily from Monday to Friday on Contract basis for a period of 07 months from September 01, 2026, to March 31, 2027. The contract shall be extendable for a further period of two years, one year at a time, solely at the discretion of the Bank subject to satisfactory performance and mutual consent.

2. निविदा एमएसटीसी लिमिटेड के ई-निविदा पोर्टल के माध्यम से प्रस्तुत की जाएगी। निविदा दस्तावेज बैंक की वेबसाइट https://www.rbi.org.in और एमएसटीसी की

2. The tendering shall be done through the e-Tendering portal of MSTC Ltd. Tender document will be made available for viewing / downloading on the Bank's

https://www.mstcecommerce.com/eprocn वेबसाइट पर 14 जुलाई 2026 को सुबह 11:00 बजे से देखने/डाउनलोड करने के लिए उपलब्ध कराए जाएंगे। वेंडर्स को आवश्यक संलग्नकों के साथ विधिवत पूर्ण आवेदन पत्र 03 अगस्त 2026 को सुबह 11:00 बजे या उससे पहले एमएसटीसी की वेबसाइट पर अपलोड करना होगा। वेंडर्स को निविदा में निर्धारित ₹60,000.00/- (साठ हज़ार रुपये मात्र) की बयाना जमा-राशि (ईएमडी) के साथ निविदा प्रस्ताव प्रस्तुत करना होगा। तकनीकी बोली 03 अगस्त 2026 को अपराह्न 03:00 बजे खोली जाएगी। केवल उन वेंडर्स की वित्तीय बोलियां, जो अपने दस्तावेजों के मूल्यांकन के आधार पर पात्र पाए जाएंगे, योग्य वेंडर्स को सूचित करने के बाद बाद की तिथि में खोली जाएंगी।

3. यदि ऊपर दर्शाई गई किसी तिथि को छुट्टी घोषित कर दी जाती है, तो यहाँ उल्लिखित संबंधित प्रयोजन के लिए अगला कार्य दिवस प्रभावी होगा।

4. इस निविदा के संबंध में कोई भी संशोधन/ शुद्धिपत्र/ स्पष्टीकरण केवल आरबीआई वेबसाइट और एमएसटीसी पोर्टल पर अपलोड किया जाएगा। उपर्युक्त ई-निविदा के किसी भी संशोधन/ शुद्धिपत्र के लिए वेंडर्स को नियमित रूप से आरबीआई वेबसाइट/ एमएसटीसी पोर्टल की जांच करनी चाहिए।

website at https://www.rbi.org.in and MSTC website at https://www.mstcecommerce.com/eprocn from 11:00 AM on July 14, 2026. The Vendors should upload duly completed applications along with necessary enclosures on MSTC website on or before 11:00 AM on August 03, 2026. Vendors shall submit tender proposal along with an Earnest Money Deposit (EMD) of ₹60,000/- (Rupees Sixty Thousand only) as prescribed in the tender. The Technical Bid shall be opened at 03:00 PM on August 03, 2026. Financial bid of only those Vendors who are found to be eligible on evaluation of their documents shall be opened on a later date, after intimating the qualified Vendors.

3. In the event of any date indicated above being declared a holiday, the next working day shall become operative for the respective purpose mentioned herein.

4. Any amendment(s)/ corrigendum/ clarifications with respect to this tender shall be uploaded on RBI website and MSTC portal only. The Vendors should regularly check the RBI website / MSTC portal for any amendment / corrigendum/ on the above e-Tender.

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

5. The Bank reserves the right to reject any or all the tenders without assigning any reason thereof.

क्षेत्रीय निदेशक, महाराष्ट्र
Regional Director for Maharashtra

अस्वीकरण
DISCLAIMER

बैंक ने यह दस्तावेज निविदा पर इच्छुक पक्षों को पृष्ठभूमि की जानकारी देने के लिए तैयार किया है।

The Bank has prepared this document to give background information to the interested parties on the tender.

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

2. While the Bank has taken due care in preparation of the information contained herein and believe it to be in order, neither Reserve Bank of India nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, expressed or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

3. यह जानकारी संपूर्ण नहीं है। इच्छुक पक्षों को अपनी जांच स्वयं करनी होगी और उत्तरदाताओं को लिखित रूप में पुष्टि करनी होगी कि उन्होंने ऐसा किया है, और वे निविदा प्रस्तुत करने में बैंक द्वारा प्रदान की गई जानकारी पर ही निर्भर नहीं हैं। यह जानकारी इस आधार पर प्रदान की जाती है कि यह बैंक या उसके किसी भी प्राधिकरण या एजेंसी या उनके किसी भी संबंधित अधिकारी, कर्मचारी, एजेंट या सलाहकार पर बाध्यकारी नहीं है।

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

4. बैंक अनुबंध को आगे न बढ़ाने, कार्य के विन्यास को बदलने, इस दस्तावेज़ में दर्शाई गई समय-सारिणी को बदलने या लागू की जाने

4. The Bank reserves the right not to proceed with the contract, to change the configuration of the work, to alter the timetable reflected in this document or to

वाली प्रक्रिया या प्रक्रिया को बदलने का अधिकार रखता है। यह किसी भी पक्ष के साथ मामले पर आगे चर्चा करने से इनकार करने का अधिकार भी रखता है जो रुचि व्यक्त करता है। रुचि व्यक्त करने वाले व्यक्तियों या संस्थाओं को किसी भी प्रकार की लागत की प्रतिपूर्ति का भुगतान नहीं किया जाएगा।

change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type shall be paid to persons or entities expressing interest.

निविदा की अनुसूची (एसओटी)
Schedule of Tender (SOT)

1.	विभाग का नाम Name of the Department	केन्द्रीय स्थापना विभाग, एचआरएमडी, एमआरओ CES, HRMD, MRO
2.	ई-निविदा का नाम E-Tender Name	मुंबई स्थित बैंक कार्यालय के लिए एडवांस लाइफ सपोर्ट (एएलएस) एम्बुलेंस सेवा उपलब्ध कराने हेतु ई-निविदा E-Tender for providing Advance Life Support (ALS) Ambulance Service to Bank's Office at Mumbai
3.	ई-निविदा संख्या E - Tender No.	RBI/Mumbai Regional Office/HRMD/2/26-27/ET/187
4.	निविदा का अनुमानित मूल्य Estimated value of tender	₹30 लाख ₹30 Lakh
5.	निविदा का माध्यम Mode of Tender	ई-खरीद प्रणाली (ऑनलाइन -एमएसटीसी ई-कॉमर्स के माध्यम से - भाग-I - तकनीकी बोली और भाग-II - मूल्य बोली e- Procurement System (Online - Part I - Technical Bid and Part II - Price Bid through MSTC
6.	पार्टियों द्वारा देखने/डाउनलोड करने के लिए उपलब्ध आरएफक्यू की तारीख Date of Tender available to parties for viewing / download on RBI website/ MSTC website	24.06.2026 प्रातः 11:00 बजे 11:00 AM of 24.06.2026
7.	बोली-पूर्व बैठक (ऑफ़लाइन) Pre-Bid meeting (offline)	21.07.2026 प्रातः 11:00 बजे 11:00 AM on 21.07.2026
8	बोली-पूर्व बैठक का स्थान Venue of Pre-Bid meeting	केन्द्रीय स्थापना विभाग, मासप्रवी, भारतीय रिज़र्व बैंक, मुंबई क्षेत्रीय कार्यालय, प्रथम तल, मुख्य भवन, फोर्ट, मुंबई- 400001 Central Establishment Section, Reserve Bank of India, Mumbai Regional Office, Main Building, Fort, Mumbai- 400001
9.	बयाना जमा राशि (ईएमडी) Earnest Money Deposit (EMD)	निविदा के अनुमानित मूल्य का 2% अर्थात ₹60,000.00/- (₹ साठ हज़ार मात्र) एनईएफटी /

		बीजी के माध्यम से। एनईएफटी खाता विवरण: खाता संख्या 04869229907 आईएफएससी- RBIS0MBPA04 (दोनों स्थानों पर '0' शून्य) 2% of the estimated value of Tender i.e., ₹60,000/- (Rupees Sixty Thousand only) through NEFT / BG. **NEFT A/c details**: A/c No.04869229907 IFSC-RBIS0MBPA04 ('0' Zero in both places)
10.	ईएमडी जमा करने की अंतिम तिथि Last date of submission of EMD	03.08.2026 प्रातः 11:00 बजे 11:00 AM on 03.08.2026
11.	www.mstcecommerce.com/eprochome/rbi पर ऑनलाइन तकनीकी बोली और मूल्य बोली जमा करने के लिए ई-निविदा शुरू होने की तिथि Date of Starting of e- Tender for submission of online Technical Bid and Price Bid at https://www.mstcecommerce.com/eprocn	14.07.2026 प्रातः 11:00 बजे 11:00 AM of 14.07.2026
12.	तकनीकी बोली और मूल्य बोली जमा करने के लिए ऑनलाइन ई-निविदा बंद होने की तिथि Date of closing of online e – tender for submission of Technical Bid & Price Bid	03.08.2026 प्रातः 11:00 बजे 11:00 AM on 03.08.2026
13.	भाग-I (यानी, तकनीकी-वाणिज्यिक बोली) खोलने की तिथि और समय Date & time of opening of Part – I (i.e., Technical Bid)	03.08.2026 अपराह्न 3:00 बजे 3:00 PM of 03.08.2026
14	भाग-II (मूल्य बोली) खोलने की तिथि और समय Date & time of opening of Part – II (Price bid).	बाद में सूचित किया जाएगा To be notified later
15	लेनदेन शुल्क Transaction Fee	एमएसटीसी लिमिटेड के अनुसार As per MSTC Ltd.

Important instructions regarding e-Tender

This is an e-Tendering event of Reserve Bank of India, Mumbai Regional Office. The e-Tendering Vendor/ Contractor is the MSTC Limited.

Vendors are requested to read the terms & conditions of this tender and subsequent Corrigendum, if any, before submitting their online tenders.

Process of e-Tender:

(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 her / their bids electronically. Electronic Bidding for submission of Technical Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing and encryption type digital certificate. Vendors are to make their own arrangement for bidding from a PC connected with Internet. RBI is not responsible for making such arrangement. Bids shall not be recorded without Digital Signature.

SPECIAL NOTE: The price bid and the technical bid have to be submitted on-line only at www.mstcecommerce.com/eprocn/ (version 3).

Vendors are required to register themselves online with: www.mstcecommerce.com/eprocn/

Register as Vendor – Fill up details, create own user id and password and submit. For further details, go to Download Guide / Video / Registration.

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).

Contact person (MSTC) for Vendors:

HO Central Help Desk (For Vendors) - Phone Number: 07969066600

e-mail: helpdeskho@mstcindia.in (Please mention "HO Helpdesk" as subject while sending emails)

WRO Helpdesk: 7651915418 / 02269856817 / 02269856800

Availability: 9:30 AM to 5:00 PM on all working days for all technical issues e-Tenders, System settings etc.

Contact person (MSTC, WRO):

i. Tanmoy Sarkar, Deputy Manager - Mobile: 8349894664

Contact person (RBI):

i. Shri N Srikanth, AGM (nsrikanth@rbi.org.in), Mob: 9962326398

ii. Shri Biswajit Das, Manager (bdas@rbi.org.in), Mob: 8420192703

iii. Ms Pradnya Sapkale, Assistant Manager (pradnyabagul@rbi.org.in), Mob: 9029980997

(B) Guide

1. System requirement: For details, Vendors may refer to the **download system setting guide** available https://www.mstcecommerce.com/eprocn/

2. Special Note towards Transaction fee: The Vendor 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 catalogue" through their login. Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, Vendor shall generate a challan by filling up a form. 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, 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.

Transaction fee is non-refundable.

A Vendor shall not have the access to online e- Tender without payment of the transaction fee.

NOTE: Vendors 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.

3. Information about tenders / corrigendum shall be sent by email only during the process till finalization of tender. Hence, the Vendors are required to ensure that their corporate email ID provided is valid and updated at the time of registration with MSTC Ltd. Vendors 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: Vendors 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, Vendors can attach documents through ***Attach Document*** link against the e-Tender. Please note that, if the documents are not attached to any e-Tender, the same cannot be downloaded by RBI and it shall be deemed that the Vendor has not submitted the documents. For further assistance, please follow instructions of Vendor guide.

a) Vendor(s) need to submit necessary EMD, e-Tender fees **(**If any**)** and Transaction fee separately for the e-Tender**.** No interest shall be paid on Earnest Money Deposit (EMD)**.** EMD of the unsuccessful Vendor(s) shall be refunded within 15 days of awarding the Annual Contract to successful Vendor by RBI.

b) The process involves Electronic Bidding for submission of Technical Bid as well as Price Bid**.**

c) The Vendor(s) who have submitted the above fees can only submit their Technical Bid and Price Bid through internet in MSTC website 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 Vendors after successful remittance of the transaction fees and EMD details, shall get the attach documents and common terms tabs enabled in their login. Post successful completion of this step, the Vendors 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, as the case may be. In case the 'attach documents and / or saving common terms' step is unsuccessful, the tabs for saving lot specific terms and submitting price bid shall be disabled. The status of whether the same is successful or pending shall be displayed in the bid status button.

d) First the Vendor needs to fill up the Commercial specification if any and save it. Then the Vendor should fill up the Technical Bid. After filling the Technical Bid, bidder should click 'save' for recording their Technical Bid. Once the same is done, the Price Bid link becomes active and the same shall be filled up and then Vendor shall click on "save" to record their price bid. Then once both the Technical Bid & Price bid have been saved, the Vendor 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 Vendor 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.

e) In all cases, Vendors shall use their own ID and Password along with Digital Signature at the time of submission of their bid**.**

f) During the entire e-Tender process, the Vendor shall remain completely anonymous to one another and also to everybody else.

g) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.

h) 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 / work.

i) It is mandatory that all the bids are submitted with class III signing and encryption type of digital signature certificate otherwise the same shall not be accepted by the system.

j) 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.

k) No deviation of the terms and conditions of the e-Tender document is acceptable. Submission of bid in the e-Tender floor by any Vendor confirms his acceptance of terms & conditions for the e-Tender.

l) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted shall be as per the tender document.

Eligibility Criteria

(a) The Vendor shall be a registered agency / firm / company with any Government Authority.

(b) The Vendor shall have valid statutory licenses / sanctions / registrations / permits required to run the business. Necessary proof to establish the same shall be submitted.

(c) The Vendor / his agent shall be based at Mumbai or having its office in Mumbai duly registered under Establishment of Shops Act. The term Mumbai for its purpose includes sub-urban areas of Mumbai, Thane and Navi Mumbai. Certificate of Registration issued by competent authority shall be submitted.

(d) The Vendor shall have minimum ten registered fully equipped Advance Life Support (ALS) Ambulance.

(e) The Vendor shall have minimum 3 years of experience of executing similar works during the last 5 years with at least one Government / Semi-Government / Public Sector / reputed Private Sector organization within the last five years.

(f) Experience of having successfully completed similar works during last 5 years ending last day of month previous to the one in which applications are invited should be one of the following:

Three similar completed works each costing not less than the amount equal to ₹12.00 Lakh.

or

Two similar completed works each costing not less than the amount equal to ₹15.00 Lakh.

or

One similar work costing not less than the amount equal to ₹24.00 Lakh.

Applicant shall furnish their client list showing the details of work carried out by them during the last 5 years in the format given at **Annex II** and Client's Certificate on Client's letter head in the format given in **Annexure III.**

(g) **Solvency:** The Vendor should be able to furnish Banker's certificate from their banker for an amount not less than ₹30 lakh specifically for the purpose of the work as per format given at **Annex VIII.**

(h) The Vendor shall have an annual turnover of not less than ₹30 lakh during the last three financial years. Copy of Balance Sheet for the last three years shall be submitted.

(i) The Vendor shall not have been convicted of any offences under any labour laws or any other Statutory Provisions.

(j) The Vendor shall not be under declaration of ineligibility for corrupt or fraudulent practices or for any other reasons whatsoever or have not been blacklisted by any Govt. / Semi-Govt. / Public Sector organization or any of their agencies or private institutes. The Vendor shall furnish the details of disputes, if any, with its clients and the present status thereof, or in the absence of the same, a declaration to that effect shall be submitted at the time of tendering in the format given at **Annexure VI.**

(k) The Vendor should have a computerized billing system.

(l) The Vendor should be registered with Metal State Trading Corporation (MSTC) portal to participate in the e-tendering.

General Instructions Regarding Technical And Financial Bids

Technical Bid - Part I

1. Bidders who are eligible, as per the eligibility criteria stipulated at in the tender document, are entitled to participate in the Tender. The interested Vendors shall register on the MSTC portal: https://www.mstcecommerce.com/eprocn/ for participating in e-tendering. The estimated cost of tender is ₹30 Lakhs.

2. Documents supporting eligibility of tenders to participate in the tender are to be uploaded on MSTC portal in Part I of the tender. The bid of any bidder, who has not complied with one or more of the conditions prescribed in the terms and conditions in the tender document shall be summarily rejected. The decision of the Bank in this regard shall be final and binding on the Vendors.

3. The Bidders should submit their proposal, as per the instructions regarding e-tender, along with refundable EMD of ₹60,000/- (Rupees Sixty Thousand only) and all supporting documents, complete in all respects, on or before **11.00 AM on August 03, 2026.**

4. A pre-bid meeting shall be held on **July 21, 2026, at 11.00 a.m.** at Main Office Premises of Reserve Bank of India, Mumbai regional Office to discuss/clarify any queries about the tender. All the intending Bidders are advised to attend the meeting. In this regard, the Bidders are requested to send an intimation regarding their participation in the pre-bid meeting to pradnyabagul@rbi.org.in and bdas@rbi.org.in.

5. The Part-I (Technical Bid) will be opened electronically on **August 03, 2026, at 03.00 PM.** In the event of any date indicated above being declared a Holiday, the next working day shall become the effective date for the respective purpose mentioned therein.

6. Bidder/ authorized signatory of the Bidder shall sign on each page of the tender before uploading.

7. The Bank may obtain reports on past performance of the Vendor from their clients. The Bank may evaluate the said reports before opening of the Part II of the tender. If any Vendor is not found to possess the required eligibility for participating in the tendering process at any point of time and / or his performance/ service reports received from his clients are found unsatisfactory, the Bank reserves the right to reject

his / her offer after the technical evaluation has been completed. The Bank is not bound to assign any reason for doing so.

8. This tender document is neither an offer letter nor a legal contract, but an invitation for the proposal. No contractual obligation on behalf of the Bank whatsoever shall arise from this tender-process unless and until a formal contract is signed and executed by duly authorized Officers of the Bank and the Vendor. Further, the Bank shall not be held liable for any costs incurred by the tenderer in the preparation of the response to this tender. The preparation of Bidder's proposal shall be made without any obligation by the Bank to acquire any of the items included or rejected. All information included by the Bidders in their proposal shall be treated in strict confidence.

Financial Bid - PART- II

1. Part-II of the online tender should only contain the service provider's quoted rates as per the prescribed format. The Financial bids shall be quoted online in Part II on MSTC portal only and shall be submitted on or before **11.00 AM on August 03, 2026.** The format of the financial bid shall be as follows:

Sl. No.	Particulars	Rate offered in Rupees (A)
1	Basic Hiring Charge / per Ambulance / per month for ALS ambulance for running distance up to 1000 KM. (Excluding GST)	
2	Rate per KM beyond 1000 KM (Excluding GST)	

2. The running distance criterion of 1000 KM shall not include the daily onward and return journey for reporting to and release from duty by the ambulance. The quoted rate shall be inclusive of the same.

3. The rate quoted shall be all inclusive, including wages of the Driver and Paramedic (which should not be less than the minimum wages prescribed by the statutory authorities), statutory expenses like PF, ESI, bonus, leave wages, holiday wages, weekly off wages, uniform expenses etc., and any other incidental charges to meet the requirement of the contract and, tyres, tools, maintenance charges, Road tax, Insurance, depreciations, Mobile Phone charges, Government Taxes and modifications to keep the ambulance fit to meet requirement of the contract.

4. Toll Tax incurred during both on duty and off duty shall be borne by the Vendor.
5. Kilometer done in a particular month in excess/ less than the minimum offered 1000 KM will be carried forward to next month and the same will be set off in the end of that particular quarter by regulating the payment. Fresh accounting will be made for each subsequent quarter for the purpose of payment.
6. GST on the base rate if applicable shall be paid by the Bank provided the invoice should clearly indicate the details of the same.
7. The rates/ quotes in the Financial Bid shall be firm and final. Any variation in Basic Rate or Rate quoted for Extra Kilometers during the contract period due to any changes in any laws or hike in the rate of the Fuel shall not be allowed. The rate quoted shall remain valid throughout the currency of the contract.

<u>Evaluation of Bids</u>

1. The technical bids (Part 1) shall be opened first and evaluated to determine responsiveness and completeness to the eligibility criteria. Any clarification / rectification in case of deviations, in the technical bids at this stage, will be called for in writing by email or letter. Failure to submit the same within the specified time limit may result in rejection of the bid. The bidders who qualify in Technical Evaluation will be shortlisted for Financial (Price Bid) Evaluation. The decision of the Bank in this regard shall be final and binding on the Vendors.

2. The evaluation formula of price bids shall be as follows:

$$L1 = \frac{\text{Basic Hiring Charge/ per ambulance/ per month for ALS ambulance for running distance up to 1000 KM (Excluding GST) X 0.9}}{1000} + \text{Rate per KM beyond 1000 KM X 0.1}$$

3. Opening of Part II shall be intimated to the qualified/ eligible Vendors.
4. The tender shall remain valid for 90 days from the date of opening of Part I of the tender.

SECURITY DEPOSITS

1. **Earnest Money Deposit (EMD)**

   (i) The Vendor shall submit an Earnest Money Deposit (EMD) of **₹60,000/- (Rupees Sixty Thousand only)** through NEFT to the account (A/c No.04869229907 IFSC-RBIS0MBPA04 (‘0’ Zero in both places)) of Reserve Bank of India, Mumbai Regional Office.

   (ii) Proof of remittance with transaction number (scanned copy) shall be uploaded along with Part I documents.

   (iii) EMD shall not be accepted in any other form. Bids without EMD shall not be considered and will be rejected. No interest shall be paid on the EMD.

   (iv) EMD of unsuccessful Vendors shall be returned within 15 days of awarding the Annual Contract to successful Vendor. EMD of successful Vendors shall be released only after submission of Performance Bank Guarantee (PBG).

   (v) EMD of the Vendor shall be forfeited entirely at the discretion of the Regional Director, Reserve Bank of India, Mumbai who is not bound to assign any reasons for his action if they:

   (a) fail to honour their commitment /quotations.

   (b) withdraw the bid after opening of the price bid.

   (c) fail to submit the PBG within the prescribed time.

2. **Performance Bank Guarantee (PBG)**

   (i) On entering into a contract with the Bank, as a security for due fulfilment of the terms and conditions and obligations of the service contract, the successful Vendor(s) shall submit a PBG of 5% of the annual contract amount awarded to them from a scheduled bank in favour of Regional Director, Reserve Bank of India, Mumbai. The format for PBG is given in **Annexure IV**

   (ii) The PBG shall be a guarantee to execute all the works referred to in the tender document upon the terms and conditions contained therein.

   (iii) The Performance Bank Guarantee shall remain valid up to six months from the date of completion of contract.

   (iv) No claim shall be made against the Bank in respect of interest if any due on the Performance Bank Guarantee.

   (v) Submission of Performance Bank Guarantee shall be ensured within a period of 20 days from the date of award of the Annual Contract (AC). In case of delay in submission, charges for delay in submission of PBG shall be recovered from the bills of the Vendor at Bank Rate on PBG amount from the date of commencement of the contract period.

(vi) The EMD submitted along with the bid shall be returned soon after receipt of PBG.

(vii) The amount of PBG shall be liable to be forfeited in case of:

a) non-performance of contract obligations and failure to adhere to the terms of the contract.
b) non-commencement of work.
c) Failure to adhere to applicability of best prices as mentioned in the Terms and Conditions of the tender.
d) In case of delays beyond the prescribed timeline in providing the agreed services under the contract.

SCOPE OF WORK AND TERMS & CONDITIONS

1. The Scope of work of the service shall be to provide two numbers of fully equipped Air-Conditioned Advance Life Support Ambulance on retention basis for a duration of 10 hours (9:00 AM to 7:00 PM) daily from Monday to Friday on Contract basis to Reserve Bank of India, Mumbai Regional Office, Fort, Mumbai for utilization as per the Bank's requirement. The vendor shall station the ambulance along with Driver and Trained Paramedic at a designated place as decided by the Bank. Parking slot for the ambulance during the working hours shall be provided by the Bank.

2. The Bank shall enter into a contract with the successful Vendor(s) for a period of 07 months, i.e., from September 01, 2026, to March 31, 2027, as per the contract agreement format provided at **Annexure VII**. The contract shall be extendable for a further periods two years, one year at a time, at the discretion of the Bank subject to satisfactory performance and mutual consent.

3. The Bank reserves the right to increase or decrease the required number of ambulances on actual requirement basis as per the terms and conditions agreed upon under this contract at any time during the currency of the contract. The Vendor shall be able to provide such service within fifteen days from the date of communication of such requirement.

4. The ambulance deployed shall conform with the specifications such as all requisite factory fitted accessories, tools and accessories including spare wheels in compliance as per Automotive Industry Standards (AIS) -125 of the National Ambulance Code and as per the Motor Vehicles Act/ Rules being in force.

5. The ambulance deployed shall have all the necessary permits/ licenses/ clearances such as, but not limited to fitness certificate, PUC, full comprehensive insurance including third party, property and damage coverage, road permit, registration certificate.

6. Offered ambulance shall be registered for commercial purpose and be free from any litigation as regards ownership.

7. The ambulances deployed to the Bank shall be registered on or after 01.01.2023.

8. The ambulance deployed shall have a working air- conditioning system and shall be equipped with an emergency medical first aid kit and a fire extinguisher.

9. The Vendor shall ensure the following necessary fittings in the ALS Ambulance:
    a. Storage Cabinet of sufficient size to store all necessary equipment (Properly fitted and fully braced)
    b. Auto loading Stretcher
    c. Scoop Stretcher
    d. Wheelchair
    e. Spine Board
    f. Jumbo Cylinders with flowmeters
    g. Portable cylinder
    h. First Aid Box with emergency medicines
    i. Portable Ventilator
    j. Cardiac Monitor
    k. Defibrillator
    l. Syringe Pumps
    m. Suction Apparatus
    n. Laryngoscope
    o. BP Apparatus
    p. Stethoscope
    q. Glucometer
    r. Thermometer
    s. Pulse Oximeter
    t. IV Stand
    u. Ambu Bag
    v. Nebulizer Machine
    w. Endotracheal tube

10. The Bank shall not bear any liabilities for the Vendor's default on any account and default may compel the Bank to take suitable action like stopping the bill payments or forfeiture of security deposit.

11. The ambulance, its Driver, Trained Paramedic, spares, repairs & maintenance, and consumables (petrol/diesel oil, lubricants, gear oil, brake oil etc.) required for the performance of the work under this Contract shall be provided by the Vendor at its own cost and risk. The Bank shall pay only the agreed monthly rental as per the contract agreement.

12. Any legal/ medico-legal cases if any arising out of the performance of the Vendor or involving the ambulance shall be solely handled by the Vendor at its own cost and risks.

13. The Vendor shall provide at its own cost, safety equipment and Personnel Protection Equipment (PPE) as per the requirement of Job Safety Analysis and minimum PPEs as may be prescribed by the Bank for operating within the Site. The Vendor shall adhere to all the applicable statutory laws pertaining to safety, health and environment.

14. All front & rear seat belts, brakes, lights, tyres, mirrors, gauges of the ambulance shall be in good working conditions and shall conform to the prescribed safety standards.

15. Vehicle shall be always in excellent working condition at all times and shall be cleaned thoroughly, both internally and externally, boot kept clear of dust, rubbish, oil, bad odour and any personnel belongings of the ambulance crew.

16. The ambulances proposed to be deployed shall be inspected by the Bank. The Vendor shall ensure that the ambulance shall be offered for inspection as and when required by the Bank.

17. In the event of breakdown, or if the condition of the ambulance goes below the acceptable standards, a replacement ambulance of similar type or better / later model shall be provided within two hours.

18. The Vendor shall ensure the deployed ambulance have minimum noise of engine and body while running, tyres with proper condition, working headlights, tail lamps, indicators, speedometer, milometer, proper body painting, well-maintained upholstery, washed and ironed white seat covers, etc. It shall also be ensured that the doors can be properly closed and locked and all windows can be opened.

19. The ambulances proposed to be deployed shall arrive at designated location on time with full or sufficient tank of fuel and report to the Bank's Medical Officer/ Consultant on duty.

20. The ambulance shall be parked at the parking slot provided by the Bank and shall not be taken out without permission of the Bank. Duty period as per the contract agreement shall be ensured.

21. The driver of the ambulance shall possess a valid driving license and shall have a minimum two years of driving experience.

22. The driver shall have a basic knowledge of First Aid and shall be able to deal with medical emergencies.

23. The Paramedic shall always be available with the ambulance and he / she shall possess a minimum qualification of ANM (Auxiliary Nursing Midwifery) qualified with 5 years of experience or GNM (General Nursing Midwifery) with one year of experience and shall be capable to provide Advance Emergency Medical Support including CPR and care to individuals who are ill or injured and transport them to a medical facility.

24. The Vendor shall provide at his own cost proper uniform and photo identity cards to the ambulance crew in compliance with relevant Acts.

25. The Vendor shall ensure that all necessary measures are taken by the driver to ensure passenger safety by avoiding negligent driving. It shall also be ensured that no inflammable substances of any nature are carried inside the ambulance.

26. The ambulance crew shall be well mannered and shall always carry an authorization letter / identity card issued by the Vendor while on duty. The Vendor shall provide the requisite details like name, age, father's name, permanent and temporary address, recent photographs of its employees, driver licenses, etc. as are essential for issuing permit / gate pass.

27. The duty shall be deemed as commenced from the time of reporting to the Bank to time of relieving from the Bank. The Driver shall maintain a standard log sheet for recording the reporting and release time and the corresponding odometer readings of the ambulance. The start / end point for each trip and start / end odometer reading shall also be recorded in the logbook and the Driver shall take signature of the Bank's Medical Officer / Medical Consultant on daily basis.

28. Both the Driver and the Paramedic of the ambulances shall always have a working mobile number for easy contact and an active internet connection where google maps can be accessed, to navigate the shortest and/ or fastest route possible avoiding traffic jams. The Driver shall be reachable at all times during the duty hours. The ambulance crew shall inform the mobile number to the Bank's Medical Officer/ Medical Consultant on a daily basis on reporting to duty.

29. The Vendor shall provide police clearance certificate of all drivers and paramedic staff who shall be deployed with the ambulances during the contract period. Also their Govt. issued photo – ID cards and address proof shall be submitted to the Bank before commencing the job under the contract.

30. Acceptance of ambulance shall be subject to the inspection of the ambulance, ambulance documents and documents of the driver and paramedic by the Bank's Medical Officer / Consultant/ authorized officer.

31. The Vendor shall carry out the order independently and under his own supervision, costs, and risks. The Vendor will have to follow Bank's security & safety protocol and comply with the requirement.

32. The Vendor shall provide at its own expense the employee welfare and such other facilities like accommodation, transport, food, medical, conveyance etc. to all its personnel / employees. All medical care, hospital treatment / expenditure thereon in case of any injury whether or not leading to death arising out of or during the course of employment shall also be borne by the Vendor for its personnel/ employees.

33. The Vendor shall ensure that efficient and punctual services are provided, at all times. Late arrival for any reason shall not be excused and such incidents shall attract penalty.

34. Over speeding / rash driving / talking over mobile phones during driving by the Drivers shall not be permitted and the Bank's instructions, judgment, decision shall be final in this regard. In case of any such misconduct by the Driver including manipulation of the meter reading, the vehicle and/ or Driver may be discontinued with immediate effect.

35. The ambulance service is exclusively meant for carrying the personnel authorized by the Bank. Transportation of any other person or luggage shall not be permitted.

36. It shall be the sole responsibility of the Vendor to promptly inform the Bank about any incident or accident while on duty of the Bank. Any detour from the scheduled route, due to any traffic congestion, major road diversions etc. shall be intimated to the Bank.

37. In case of an accident, the Vendor shall ensure compliance of necessary legal formalities such as FIR, Insurance claim etc. and issue necessary authority letters

(Certificate of facts) along with the legal documents as may be required for the purpose of insurance formalities.

38. Under no circumstances shall the Bank be liable to compensate for any loss or damage that may be caused to the ambulance by accident or complications arising out of such contingencies like theft, fire, riots, strike, terrorism whether inside or outside the Bank's premises while engaged.

39. The Vendor shall be liable for any accident or injury or loss or damage/ suffering to its personnel on any account, including militant/ terrorist or similar activity that may happen to any of its personnel engaged in connection with performance of this contract, including any consequential damage. The Bank shall not be liable in respect of any damage or compensation payable in respect of, or in consequence of any accident or injury to any personnel in the employment of the Vendor and the Vendor shall indemnify and keep indemnified the Bank against all such claims, damages, compensations and such proceedings which may be sought against the Vendor.

40. The Bank shall not be liable for any damages whatsoever to public property and / or any third person due to any accident arising out of and in the course of deployment of the ambulance.

41. The Bank shall in no way be responsible for violation of traffic rules and / or infringement of any other law for the time being in force, either by the driver or by the Vendor.

42. During the contract period, if the ambulance is seized or detained or requisitioned by the Police/ Motor Vehicle Authority or any other authorities for whatsoever reasons that shall be at the Vendor's risk.

43. No escalation of rate shall be permitted on any ground during the currency of the contract.

44. The location for reporting shall be provided by the Bank.

45. In the event of that the ambulance run more than the agreed number of kilometers, the charges for additional kilometers travelled will be paid at the additional rate quoted by the Vendor.

46. The Vendor shall not deploy or shall discontinue deploying the person(s), if desired by the Bank and must ensure prompt replacement of the personnel without

any additional cost to the Bank. Person once removed from the duties shall not be deployed again to work. The personnel being deployed shall ordinarily be continued and shall not be changed without communication to the Bank.

47. In the event of the Vendor fails to deliver or fails to carry out tasks as required due to non-delivery of ambulance, break-down, servicing and repairs of ambulance, or if the ambulance is seized or detained by Police / Motor Vehicle Authority or any other authorities for whatsoever reasons, the Vendor at his own cost shall make alternate arrangement by providing similar or higher class of ambulance for which agreement is entered into, without any extra charges. Failure to do so will evoke penalty as per provisions of the contract. In addition, the Vendor may require to face any action taken by any of the authorized agency as per the extant laws.

48. **Presentation of bills and Payment Terms**

a. The Vendor shall present the invoice for payment on a monthly basis. The invoice shall clearly indicate the details of the service, date, GSTN of Vendor and the Bank, HSN/ SAC code, applicable tax components etc. and any other information required by the Bank from time to time.

b. The bill shall be accompanied by the Ambulance logbook.

c. Incomplete bills shall not be entertained. The bill shall be submitted within 10 days of the following month.

d. The bill placed for settlement contains only the accepted rate and applicable taxes as per the contract agreement. In case of deviation from the rate, the amount at higher side will be disallowed without any clarification.

e. Payments of the bills subject to statutory deductions shall normally be arranged within 30 days from the date of presentation of the bill. However, the authorized Vendor shall make no claim from the Bank in respect of interest or damages in case the payment is delayed for any reasons.

f. The payment shall be through NEFT for which bidder shall give requisite detail of bank address, IFSC, Account No., Name of account holder etc.

g. The Bank shall deduct applicable TDS and credit to the account of GOI.

h. The Vendor shall ensure timely filing of GST return. The data uploaded on the GSTR portal shall invariably tally with the invoices raised on the Bank.

49. Applicability of best prices

If the Vendor with whom the Bank enters into an annual contract offers a lower rate following conditions similar to those of the Bank's contract, to any person or organization during the currency of the rate contract, the rate applicable to the Bank shall be automatically decreased with immediate effect and the contract amended accordingly. Other parallel contract holders, if any, are also to be given opportunity to reduce their price as well, by notifying the reduced price to them and giving them 15 (fifteen) days' time to intimate their revised prices, if they so desire, in sealed cover to be opened in the presence of concerned Vendors on the specified date and time and further action taken as per standard practice.

In case Vendor backs out due to any reason, the next lowest bidder (L2) may be asked to provide the service at L1 rate. Further, if L2 express its inability to provide the services at L1 rate, the Bank at its discretion may also ask other bidders who have submitted quotation to provide the service at L1 rate.

50. Penalties

a. If the Vendor fails to complete satisfactorily the contract work or any portion thereof or refuses to comply with any direction given in this regard to him, ₹5000/- penalty per incident will be deducted from the monthly bill.

b. If the Vendor fails to provide the vehicle as per the terms and conditions ₹5000/- penalty per incident will be deducted from the monthly bill apart from the deduction borne by the Bank for the alternative arrangement.

c. Any consequences arising out of non-supply of ambulance are to be borne by the Vendor.

d. In case of such multiple incidents the Performance Bank Guarantee shall be forfeited, and the contract shall be terminated at Vendor's risk and cost.

e. Misbehavior or any fault during the discharge of the duty made by any ambulance crew shall lead to fine of ₹1000/- per occasion and the same shall be recovered from any pending bill or security deposit.

51. Corrupt, fraudulent, or unethical practices

The Vendor shall adhere to the highest standards of ethics during the execution of contract. In pursuance thereof, the terms are set forth as follows:

a) The Vendor shall not offer, give, receive, or solicit anything in cash or kind to influence the action of any official of the Bank involved in the process of empanelment or execution of the contract.

b) The Vendor shall not misrepresent any of the fact in order to influence the empanelment process or execution of contract which shall be detrimental to the Bank's interest.

c) The Bank shall declare a Vendor ineligible, either indefinitely or for a specified period, if it is detected that the Vendor has engaged in corrupt and fraudulent practices in executing the contract.

52. **Termination for default**

The Bank may, without prejudice to any other remedy for breach of contract, issue a written notice of default to the Vendor, and terminate the Contract in whole or part:

a) If the Vendor fails to complete the contracted work satisfactorily or any portion thereof or refuses to comply with any direction given in this regard to him, the contract shall be terminated at his risk and cost the Security Deposit will be forfeited.

b) If the services of the Vendor are not found satisfactory, the Bank can terminate the contract at any time by giving one month notice to the Vendor for which no claim or compensation shall be entertained by the Bank.

c) The Vendor is permitted to terminate the contract by giving minimum two months' notice in writing to the Bank enabling the Bank to arrange for new Vendor after due process of Tendering.

d) During the period of notice, the party shall continue to discharge all their duties and obligations.

e) The Regional Director, Reserve Bank of India, Mumbai Regional Office 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.

53. **Debar/Disqualify**

A Vendor is liable for debarment/disqualification from bidding on the following grounds:

I. If it is determined that the Vendor has committed the following acts or omissions in contravention of the code of integrity:

a. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.

b. Any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.

c. Any collusion bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.

d. Improper use of information provided by the procuring entity to the Vendor with an intent to gain unfair advantage in the procurement process or for personal gain.

e. Any financial or business transactions between the Vendor and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.

f. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.

g. Obstruction of any investigation or auditing of a procurement process.

h. Making false declaration or providing false information for participation in a process or to secure a contract.

i. Failed to disclose conflict of interest.

j. Failed to disclose any previous transgressions made in respect of the provisions of sub- clause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.

k. If the Vendor has been convicted of an offence - (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. Vendor with respect to above conditions, shall submit declaration in format placed at **(Annexure VI)**

II. For any actions or omissions by the Vendor other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like providing sub-standard services, not providing services to the satisfaction of the Bank, failure to abide terms of the tender, etc.

III. The Bank reserves right to debar/disqualify the Vendor from participating in any bidding or from providing any services to the Bank for a period of three years. However, before doing so the Bank may give a show cause notice to the Vendor and consider reply, if any, submitted by the Vendor to such notice. The decision of the Bank / Regional Director shall be final in this regard.

54. **Reservation of right to accept/ reject.**

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

55. **Appointment of Vendors**

Fulfilling the terms & conditions and offering the lowest rate quote does not necessarily mean qualifying for the award of the Contract. Under no circumstance, a request for alteration in the rate shall be accepted/ considered. Any conditional quotations / offers will not be accepted. The quotation shall be uploaded on MSTC website by the due date and time. Quotations shall be opened on the due date and time as specified in this document. The Regional Director, Reserve Bank of India, Mumbai Regional Office reserves the right to enter into annual contracts with any number of Vendors.

56. **Indemnity**

The Vendor shall indemnify the Bank against all actions, suits, claims and demands brought or made against the Bank in respect of anything done or alleged to be done by the Vendor in execution of or in connection with the work of this contract and due to non-adherence to the terms and conditions as stipulated therein in this document or contract for this purpose and against any loss or damage to the Bank in consequence to any action or suit being brought against the Vendor for anything done or alleged to be done in the execution of this contract.

The Vendor shall abide by the job safety measures prevalent in India and shall free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the bidder's / Vendor’s negligence. The bidder / Vendor shall pay all indemnities arising from such incidents without any extra cost to the Bank and shall not hold the Bank responsible or obligated.

In case any employee of the Vendor so deployed enters in a dispute of any nature whatsoever, it will be the primary responsibility of the Vendor to settle/contest the same. In case the Bank is made party and is supposed to contest the case, the Bank will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the Vendor to the Bank on demand. Further, the Vendor shall ensure that no financial or any other liability comes on the Bank in this respect of any nature whatsoever and shall keep the Bank indemnified in this respect.

57. **Arbitration**

i. In the event of there being any dispute or difference arising between the parties the same shall be referred to the Regional Director, Reserve Bank of India, Mumbai whose decision in writing, shall be final and binding on both the parties. However, if the parties are still not satisfied, the matter shall be referred to the sole arbitrator mutually agreed by the parties. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliations Act, 1996 or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The award of the arbitrator shall be final and binding on the parties.

ii. The venue of the arbitration shall be Mumbai. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

iii. All disputes shall be subject to the legal jurisdiction of the Court at Mumbai only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.

iv. During the arbitration proceedings, the Vendor shall continue to discharge his contractual obligation under this agreement, unless dispensed by the Bank.

58. Jurisdiction and Governing Law: The agreement shall be subject to the jurisdiction of the courts at Mumbai. The agreement is governed by the laws of India.

59. Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013:

i. The Vendor 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 employees within the premises of the Bank, the complaint shall be referred to the appropriate committee constituted under the said act. The Vendor shall be responsible for educating its employees or agent or supply men about prevention of sexual harassment at workplace and related issues. The Vendor shall ensure appropriate action under the said act in respect of the complaint.

ii. Any complaint of sexual harassment from any aggrieved employee of the Vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

iii. The Vendor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees or agents or supply men of the contractor, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the contractor is proved.

iv. The Vendor shall be responsible for educating its employees or agents or supply men about prevention of sexual harassment at workplace and related issues.

v. The Vendor shall provide a complete and updated list of its employees who are deployed within the Bank’s premises.

60. Statutory Liabilities: The bidder shall be liable to discharge all the statutory liabilities as prescribed under Code on Wages, 2019, the Occupational Safety, Health and Working Conditions Code, 2020 (OSHWC Code), the Code on Social Security, 2020, the Industrial Relations Code, 2020, rules and regulations made thereunder and various other Acts, rules, regulations, orders made thereunder, as applicable to them from time to time. A reference may be made to all Central Government laws/ guidelines in this regard. The Liabilities of the Bidder includes, however not restricted to, payment of minimum wages, Employees Provident Fund contribution, coverage of Insurance such as Workmen's Compensation Insurance, Bonus and / or dividends, , as made applicable by law of the land, from time to time. In the absence of ESI, the contractor should undertake the liability under the Written records and documentary proof for having made these payments shall be submitted to the Bank, at monthly intervals, for its verification. In case of any complaint regarding non-compliance of any statutory payments; the same shall be deducted from the bill without prejudice to the Bank's right to terminate the contract at the risk and cost of the Contractor. The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.

61. **Compliance with the Rule 144(xi) of GFR 2017**

Compliance with the Rule 144(xi) of GFR 2017 inserted vide Office Memorandum (OM) F. No. 6/18/2019-PPD dated July 23, 2020, issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India, the Public Procurement Orders issued in furtherance thereto, and their subsequent revisions shall be mandatory.

In this regard, Vendor shall submit a copy of Undertaking / Declaration / Certificate on their letter head duly signed by the authorized signatory in the format given in this document. **(Annexure V)**

If the Undertaking / Declaration / Certificate submitted by the Vendor is found to be false, his/her/its tender / work order shall be immediately terminated, and legal action in accordance with law including forfeiting of Earnest Money Deposit / invoking of Performance Bank Guarantee / Security Deposit may be initiated and the Bank may also debar the Vendor from participating in the tenders invited by the Bank in future.

62. The Vendor shall ensure compliance to other applicable statutory provisions also.

63. Non-Disclosure Clause

The Vendor 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 Vendor during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in the strictest confidence. The Vendor 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 Vendor 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 Vendor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above, shall be treated, as breach of contract on the part of the Vendor and the Bank shall be entitled to claim damages and pursue legal remedies. The Vendor 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 Vendor's obligations with respect to non-disclosure and confidentiality shall survive the expiry or termination of this agreement for whatever reason.

Documents to be uploaded on MSTC Portal

The following documents shall be submitted:

a. Duly filled and signed Application Form on Vendor's letter head as per the format given at Annexure I.

b. Certificate issued by Shops and Establishment registration, Service Tax Registration or any other issuing Authority.

c. Necessary proof to establish valid statutory licenses/ sanctions / registrations / permits required to run the business.

d. Self-attested copy of Registration & Incorporation of Company / Partnership / Proprietorship.

e. Shop Registration Certificate. Documentary evidence of the shop establishment within Mumbai Municipal Corporation.

f. Self-attested copy of MSME certificate, if registered under MSME Act.

g. Vendor's Client list showing the details of work carried out by them during the last 5 years in the format given at Annex II.

h. Client Report as per format given in Annex III from the client(s) for each of the qualifying works.

i. Copies of the balance sheets for the last three financial years and statement of annual turnover for the last three years, duly certified by a Chartered Accountant.

j. Copy of valid GST registration certificate.

k. Copy of valid PAN card allotted to the Vendor.

l. Proof of submission of EMD.

m. Signed copy of Scope of work and Terms & Conditions and General Instructions of the tender.

n. Proforma for Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India as per the format given at Annexure V.

o. Declaration to the effect that the Vendor has neither debarred / black-listed by any Govt. / Semi-Govt. / Public Sector Organization nor has any disputes with its clients as per the format given at Annexure VI.

p. Documents pertaining to ambulances which shall be offered for service under this contract.

q. Documents pertaining to Drivers and Paramedics who shall be deployed for duty under this contract.

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

Annexure I

APPLICATION FORM
E-Tender for providing Advance Life Support (ALS) Ambulance Service to Bank's Office at Mumbai

(Event No. - RBI/Mumbai Regional Office/HRMD/2/26-27/ET/187)

(On Vendor's Letter Head**)**

Sl. No.	**Required Information**	**Description**
1	Name of the Agency/ Firm/ Company etc.	
2	Address of the Agency/ Firm/ Company etc.	
3	Legal Status (Company/Partnership/Proprietorship/ corporation, etc. Attach copy of Registration Certificate)	
4	Registration number of the firm as per shops establishment Act	
5	Whether MSME Registered (If Yes kindly provide Registration number and copy of Registration Certificate)	
6	Name, Designation and contact details of the contact person	
7	Month & Year of commencement of Ambulance Service Business	
8	GST Registration Number (Photocopy shall be attached)	
9	PAN (Photocopy shall be attached)	
10	Number of ALS Ambulance operated by the Agency (Mention details make and model)	

<table>
<tr><td>11</td><td>Whether the agency is debarred / black-listed by any Govt. / Semi-Govt. / Public Sector Organization (if yes, furnish the details)</td><td colspan="2"></td></tr>
<tr><td>12</td><td>Whether billing is computerised</td><td colspan="2"></td></tr>
<tr><td>13</td><td>Names of the Government/ Public Sector/ Private Sector/ Corporate clients of the Vendor.
Contact person’s name and telephone numbers of the Government/ Public Sector/ Corporate clients.
E-mail (mandatory)
Mobile Number (mandatory)</td><td colspan="2"></td></tr>
<tr><td>14</td><td>Name and address of Principal Banker. Please also give phone numbers.</td><td colspan="2"></td></tr>
<tr><td rowspan="4">16</td><td rowspan="4">Annual turnover</td><td>FY</td><td>Turnover</td></tr>
<tr><td>2023-24</td><td></td></tr>
<tr><td>2024-25</td><td></td></tr>
<tr><td>2025-26</td><td></td></tr>
<tr><td colspan="4">Signature of Authorised Official of the Vendor</td></tr>
</table>

Annex II

PROFORMA OF PAST EXPERIENCE

<u>Client wise details shall be furnished as below:</u>

Sl. No.	Name & Address of the Client	Mob No. & E-mail Id. Of the Client	Value of work	Start Date & Completion Date	Reason for Delay if any

Annex III

PROFORMA OF CLIENT'S CERTIFICATE REGARDING PERFORMANCE
(On Client’s Letter Head)

1. Name & address of the client:
2. Details of works executed by Shri /M/s. --- (name of Vendor)
3. Name of work with brief particulars:
4. Agreement No. and date:
5. Agreement amount (approximates are also acceptable):
6. Details of penalties levied (indicate amount), if any, for non-performance or non-adherence to terms:
7. Name, address, telephone number and email id of the authority under whom supply executed:

    Name & Designation:

    Telephone Nos:

    E-mail:

8. Comments on the capabilities of the Vendor (Outstanding/Very Good/ Good/ Satisfactory/ Poor):

    a) Technical proficiency: Outstanding/Very Good/ Good/ Satisfactory/ Poor

    b) Financial soundness

    c) Adherence to timelines

    d) Quality of work

    e) General behaviour

***'Countersigned'**

Signature of the competent Authority with office seal
Name & Designation:
Contact numbers:

Annexure IV

PROFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY

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

The Regional Director
Reserve Bank of India
Mumbai Regional Office
Mumbai 400001

Dear Sir,

Name of Work: E-Tender for providing Advance Life Support (ALS) Ambulance Service to Bank's Office at Mumbai

Bank guarantee for <u>PERFORMANCE SECURITY DEPOSIT</u>

WHEREAS

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

AND Whereas the Vendor is bound by the said Contract to submit to RBI a Performance Security for a total amount of ₹.________________ (Rupees____ only) (Amount in figures and words) 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 the RBI an amount not exceeding ₹ ________________ as Performance Guarantee for due fulfilment of the terms and conditions of the contract.

NOW THIS GUARANTEE WITNESSETH

1. We _________________(Name of the Bank) do hereby agree with and undertake to RBI, their Successors, Assigns that in the event of the RBI coming to the conclusion that the Contractor has not performed his obligations under the said conditions of the 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 the RBI, pay without demur to

the RBI, a sum of ₹ ____________ (Rupees ______________________only) or any lower amount that may be demanded by the 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 ₹____________ (Rupees _____________ only).

2. We also agree to undertake to and confirm that the sum not exceeding ₹ __________ (Rupees _________________ only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the 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 the RBI shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. The Bank 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 the RBI within a period of one week from the date of receipt of the notice as aforesaid.

3. We confirm that our obligation to the RBI under this guarantee shall be independent of the agreement or agreements or other understandings between the RBI and the Contractor.

4. This guarantee shall not be revoked by us without prior consent in writing of the RBI.

We hereby further agree that –

a) Any forbearance or commission on the part of the RBI in enforcing the conditions of the said agreement 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 ₹__________ (Rupees ___________only).

b) Our liability under these presents shall not exceed the sum of ₹____________ (Rupees __________________ only).

c) Our liability under this agreement 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.

d) This guarantee shall remain in force up to (180 days beyond the Defect liability period) provided that if so desired by the 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.

e) Our liability under these presents will terminate unless these presents are renewed as provided hereinabove on the _________ or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the 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 the 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 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 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).

Annexure V

Proforma for Undertaking / Declaration / Certificate by the Bidder regarding country sharing land border with India

(To be submitted by bidders on their letter head duly sealed and signed by the authorized signatory)

To
The Regional Director
Reserve Bank of India
Mumbai Regional office

Name of Work: E-Tender for providing Advance Life Support (ALS) Ambulance Service to Bank's Office at Mumbai

I / We ……………………………………. (Name and address, including Country of location of bidder) have read and understood the contents of the Office Memorandum (OM) F. No. 6/18/2019-PPD dated July 23, 2020, and its subsequent orders / revision issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India regarding the restrictions on procurement from a bidder of a country which shares a land border with India.

2. I / We certify that …………… (Name of the bidder)

i. is not from a country sharing land border with India, or

ii. is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or

iii. is from a country sharing land border with India where Government of India has extended lines of credit, or

iv. is from a country sharing land border with India where Government of India is engaged in development projects.

(Strikeout whichever of the above is not applicable).

3. I / We further certify that …………………………. (Name of bidder) fulfils all requirements in this regard and is eligible to be considered under the provision of the above referred Office Memorandum and its subsequent orders / revision. I/We also undertake that even in case of contracts where we are permitted by the Bank/RBI to sub- contract I / we …………..……(Name of bidder) will not sub-contract any work to a contractor from country(ies) sharing land border with India, unless such contractor fulfils all the requirements contained in the above referred office memorandum / order.

4. I/We know and understand that, if this Undertaking / Declaration / Certificate submitted by us is found to be false, the Bank shall be free to reject / terminate our

tender / Work Order and that the Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit / invoking of Performance Bank Guarantee / Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

(Signature and name of authorized signatory
of the bidder with Rubber Stamp)
Date:
Place:

Annexure VI

Undertaking / Declaration regarding Debarment

(To be submitted by the bidder on their letter head)

To

The Regional Director
Reserve Bank of India
Mumbai Regional Office

Dear Sir,

Name of Work: E-Tender for providing Advance Life Support (ALS) Ambulance Service to Bank's Office at Mumbai

I / we ________________ (name of the Vendor) declares that I/we or any of our allied firm*:

a. have not been debarred/ suspended/ blacklisted by any public institution/ Statutory Authorities / Organisations/ or any entity in India or any other country as on ________ (date of submission of bid).
b. have not made any transgression in respect of the code of integrity (as mentioned in the tender) with any public institution / entity in India or any other country in last three years as on _________ (date of submission of bid).
c. will inform the Bank in writing in case of debarment / suspension / blacklisting by any institution/ entity in India or any other country on or before of award of work or during the period of work.
d. do not have any proceedings pending or order passed by any Authority/Court for violation/deficiency of statutory provisions under the Code on Wages, 2019, the Occupational Safety, Health and Working Conditions Code, 2020 (OSHWC Code), the Code on Social Security, 2020, the Industrial Relations Code, 2020, rules and regulations made thereunder and various other Acts, rules, regulations, orders made thereunder, as were applicable to them from time to time or such as EPF, ESI, Bonus, Minimum Wages, or other payments for last 5 years.
e. have not rescinded/ abandoned any contract awarded by any of our clients before the expiry of prescribed period of contract for last 5 years.
f. have been maintaining a clean track record without any involvement in unlawful/ illegal activities or financial Banking frauds. We do not have any case with the

Police/ Court/ Regulatory authorities against the bidder or proprietor/ partners/ directors in case of Proprietorship/ Partnership firm/ company respectively involving the above.

2. I/ We know and understood that, if this Undertaking / Declaration/ Certificate submitted by us is found to be false, the Bank shall be free to reject/ terminate our tender/ Work Order and that the Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit/ invoking of Performance Bank Guarantee/ Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

(Signature and name of the authorized
signatory of the Bidder with Rubber Stamp)
Date:
Place:

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

Annexure VII

CONTRACT AGREEMENT
Annual Contract for providing Air-Conditioned Advance Life Support (ALS) Ambulance Service to Bank's Office at Mumbai
(On Non-Judicial Stamp Paper of ₹500)

THIS AGREEMENT made at Mumbai on this _______ day of _______________ (month), 2025 between

The Reserve Bank of India, Mumbai Regional Office, Mumbai having its Central Office at Mumbai (hereinafter called "the Bank") represented by ________________________ which expression shall unless exclude or repugnant to the context include his successors in office on ONE PART,

AND

M/s __________________________ having its registered office at __________________________ (hereinafter called "the Vendor") represented by __________________________ who is authorized to enter this agreement which terms shall unless excluded or repugnant to the context be deemed to include the Partners and Principals of the said firm and their respective successors, executors, administrators representative and assigns/ and assigns on the OTHER PART.

1. WHEREAS the Bank having expressed intention of engaging a Vendor for providing Advance Life Support (ALS) Ambulance Service to Bank's Office at Mumbai, invited e- Tender vide __________________ dated ___________ through MSTC portal on specified terms and conditions and scope of work as detailed in the tender document Part I, Part II, Annexures and Corrigendum thereof and the Vendor has been selected as approved Vendor for the service and agreed upon to provide the service on such terms and conditions and decided rate. The present agreement is drawn up and executed, incorporating inter-alia the said terms and conditions in the schedule of the agreement.

2. In this Agreement, whenever rights, privileges, discretions and powers have been said to be exercisable by the "Bank", such rights, privileges, discretions and powers will be actually exercisable, by the Regional Director, Reserve Bank of India, Mumbai regional Office, unless otherwise specified.

3. The Vendor agrees to have read and understood the tender document Part I, Part II and Corrigendum, if any.

4. The terms and conditions contained in the tender document and any clarifications (corrigenda) issued shall be treated as part and parcel of this agreement and shall be binding on the parties.

5. The Vendor agrees to, according to and in compliance with the terms and conditions of the tender to provide one number of fully equipped Air-Conditioned Advance Life Support Ambulance on retention basis for a duration of 10 hours (9:00 AM to 7:00 PM) daily from Monday to Friday on Contract basis to Reserve Bank of India, Mumbai Regional Office, Fort, Mumbai for utilization as per the Bank's requirement at the agreed rates.

6. The Vendor agrees to station the ambulance along with Driver and Trained Paramedic at a designated place as decided by the Bank. Parking slot for the ambulance shall be provided by the Bank.

7. The Vendor agrees to ensure that the ambulance deployed shall conform to the specifications with all requisite factory fitted accessories, tools and accessories including spare wheels in compliance as per Automotive Industry Standards (AIS) - 125 of the National Ambulance Code and as per the Motor Vehicles Act/ Rules being in force.

8. The Vendor agrees to ensure availability of necessary fittings in the ambulance as described in the tender document.

9. The Vendor agrees to ensure that the ambulance deployed shall have all the necessary permits/ licenses/ clearances such as, but not limited to fitness certificate, PUC, full comprehensive insurance including third party, property and damage coverage, road permit, registration certificate.

10. The Vendor agrees to offer ambulance registered for commercial purpose only and free from any litigation as regards ownership.

11. The Vendor agrees to provide ambulances registered on or after 01.01.2023 to the Bank.

12. The Vendor agrees to offer ambulances with working air- conditioning system and equipped with emergency medical first aid kit and a fire extinguisher.

13. The Vendor agrees not to assign, transfer, or sublet the rights and benefits under this contract either in part or in whole to any other party. The whole of the works included in the Contract shall be executed by the Vendor and the Vendor shall not directly or indirectly transfer, assign, or under-let the Contract or any part share thereof or any interest therein without the prior written consent of the Bank. No undertaking shall relieve the Vendor from the full and entire responsibility of the Contract or from active superintendence of the works during their contract.

14. During the subsistence of this contract, the Vendor agrees to maintain an office/ liaison office or a place of business in Mumbai where all notices and other papers required to be served or sent to the Vendor shall be served or sent. The Vendor also agrees to provide address details of the office, an email address and contact number for contact by the Bank.

15. The Vendor agrees to possess all the required license and permissions under applicable laws from competent authorities for running the business during the currency of the contract.

16. The Vendor agrees that all notices intended to be served on him shall be deemed to have been duly served if sent under Certificate of Posting/ Registered Post/ Speed Post/ by email/ by fax at the addresses/ email id/ fax No. provided by the Vendor.

17. The Vendor agrees not to make any representation for deviation from their quoted rates and /or terms and conditions. Such actions by the Vendor shall be counted as bad performance and shall invoke the Penal provisions of this agreement except in conditions of Force Majeure wherein in conditions like strikes, war like situation, severe natural calamities, major fires, acts of God the Vendor is unable to carry out his commitment of meeting the terms of this contract.

18. To ensure effective implementation of this contract, authorized official(s) of Reserve Bank of India shall issue instructions, either orally or in writing to the Vendor and such instructions shall be deemed to be a part and parcel of this contract and shall be binding on the contractor. In the event the instructions are issued orally the same shall have to be confirmed in writing immediately. In all matters relating to or incidental to this contract, if there arises any doubt or dispute or disagreement, the decision of the Bank shall be final and binding on the contractor.

19. It shall be the Vendor's responsibility to ensure that the obligations under the terms of this contract are duly performed and observed.

20. The Vendor shall maintain and provide all necessary documentation, registers and records and other related documents as proof of compliance with all statutory requirements and provisions of applicable laws.

21. The Vendor shall provide at his cost, everything necessary for the proper execution of the works according to the intent and specifications taken together whether the same may or may not be particularly shown or described therein, provided that the same can reasonably be inferred therefrom, and if the Vendor finds any discrepancy he shall immediately, and in writing, refer same to the Bank who shall decide thereupon.

22. The Vendor shall give all necessary personal superintendence during the contract period, and as long thereafter as the Bank may consider necessary. The Vendor shall nominate/identify the person for proper performance of this contract and provide the contact details of such person to the Bank at the time of signing the agreement. Any directions, explanations, instructions, or notices given by the Bank to the Vendors' representative shall be held to be given to the Vendor.

23. If the Vendor, after receipt of written notice from the Bank requiring compliance immediately fails to comply with, the Bank may employ and pay other persons to execute any such work whatsoever that may be necessary to give effect thereto, and all costs incurred in connection therewith shall be recoverable from the Vendor by the Bank as a debit or may be deducted from any moneys due to the Vendor.

24. On taking over the responsibility of work assigned, the Vendor shall formulate the mechanism for due assignment of work to its personnel which will be finalized by the Bank/ its authorized officials. Subsequently, the Vendor shall review the work assigned from time to time with the permission of the Bank, for further streamlining their system.

25. The decision, opinion, direction, certificate (except for payment) by the Bank with respect to all or any of the matters hereof (which matters are herein referred to as excepted matters) shall be final and conclusive and binding on the parties hereto and shall be without appeal.

26. If, for any reason, the Bank is obliged, by virtue of the provisions of the Employees Compensation Act, 1923, or any statutory modification or re-enactment thereof to pay compensation to a workmen employed by the Vendor in execution of the works, the Bank shall be entitled to recover from the Vendor the amount of compensation so paid. The Bank shall be at liberty to recover such amount or any part thereof by deducting it from the security deposit or from any sum due by the Bank to the Vendor under this Contract or otherwise.

27. The Bank reserves the right to increase or decrease the required number of ambulances at any time on actual requirement basis. The Vendor shall be able to execute the instructions within fifteen days of notice, in contingency situations.

28. Period of contract: The period of the contract shall be for 07 months i.e., from September 01, 2026, to March 31, 2027, subject to satisfactory performance.

29. Extension of period of contract: The contract shall be extendable for a further period of two years, one year at a time, solely at the discretion of the Bank subject to satisfactory performance and mutual consent.

30. The ambulance, its Driver, Trained Paramedic, spares, repairs & maintenance and consumables (petrol/diesel oil, lubricants, gear oil, brake oil etc.) required for the performance of the work under this Contract shall be provided by the Vendor at its own cost and risk. The Bank shall pay only the agreed monthly rental as per the contract agreement.

31. Any legal/ medico-legal cases if any arising out of the performance of the Vendor or involving the ambulance shall be solely handled by the Vendor at its own cost and risks.

32. The Vendor shall provide at its own cost, safety equipment and Personnel Protection Equipment (PPE) as per the requirement of Job Safety Analysis and minimum PPEs as may be prescribed by the Bank for operating within the Site. The Vendor shall adhere to all the applicable statutory laws pertaining to safety, health and environment.

33. All front & rear seat belts, brakes, lights, tyres, mirrors, gauges of the ambulance shall be in good working conditions and shall conform to the prescribed safety standards.

34. Vehicle shall be always in excellent working condition at all times and shall be cleaned thoroughly, both internally and externally, boot kept clear of dust, rubbish, oil, bad odour and any personnel belongings of the ambulance crew.

35. The ambulances proposed to be deployed shall be inspected by the Bank. The Vendor shall ensure that the ambulance shall be offered for inspection as and when required by the Bank.

36. In the event of breakdown, or if the condition of the ambulance goes below the acceptable standards, a replacement ambulance of similar type or better / later model shall be provided within two hours.

37. The Vendor shall ensure the deployed ambulance have minimum noise of engine and body while running, tyres with proper condition, working headlights, tail lamps, indicators, speedometer, milometer, proper body painting, well-maintained upholstery, washed and ironed white seat covers, etc. It shall also be ensured that the doors can be properly closed and locked and all windows can be opened.

38. The ambulances proposed to be deployed shall arrive at designated location on time with full or sufficient tank of fuel and report to the Bank's Medical Officer/ Consultant on duty.

39. The ambulance shall be parked at the premises provided by the Bank and shall not be taken out without permission of the Bank. Duty period as per the contract agreement shall be ensured.

40. The driver of the ambulance shall possess a valid driving license and shall have a minimum two years of driving experience.

41. The driver shall have a basic knowledge of First Aid and shall be able to deal with medical emergencies.

42. The Paramedic shall always be available with the ambulance and he / she shall possess a minimum qualification of ANM (Auxiliary Nursing Midwifery) qualified with 5 years of experience or GNM (General Nursing Midwifery) with one year of experience and shall be capable to provide Advance Emergency Medical Support including CPR and care to individuals who are ill or injured and transport them to a medical facility.

43. The Vendor shall provide at his own cost proper uniform and photo identity cards to the ambulance crew in compliance with relevant Acts.

44. The Vendor shall ensure that all necessary measures are taken by the driver to ensure passenger safety by avoiding negligent driving. It shall also be ensured that no inflammable substances of any nature are carried inside the ambulance.

45. The ambulance crew shall be well mannered and shall always carry an authorization letter / identity card issued by the Vendor while on duty. The Vendor shall provide the requisite details like name, age, father's name, permanent and temporary address, recent photographs of its employees, driver licenses, etc. as are essential for issuing permit / gate pass.

46. The duty shall be deemed as commenced from the time of reporting to the Bank to time of relieving from the Bank. The Driver shall maintain a standard log sheet for recording the reporting and release time and the corresponding odometer readings of the ambulance. The start / end point for each trip and start / end odometer reading shall also be recorded in the logbook and the Driver shall take signature of the Bank's Medical Officer / Medical Consultant on daily basis.

47. Both the Driver and the Paramedic of the ambulances shall always have a working mobile number for easy contact and an active internet connection where google maps can be accessed, to navigate the shortest and/ or fastest route possible avoiding traffic jams. The Driver shall be reachable at all times, during the duty hours. The ambulance crew shall inform the mobile number to the Bank's Medical Officer/ Medical Consultant on a daily basis on reporting to duty.

48. The Vendor shall provide police clearance certificate of all drivers and paramedic staff who shall be deployed with the ambulances during the contract period. Also, their Govt. issued photo – ID cards and address proof shall be submitted to the Bank before commencing the job under the contract.

49. Acceptance of ambulance shall be subject to the inspection of the ambulance, ambulance documents and documents of the driver and paramedic by the Bank's Medical Officer / Consultant/ authorized officer.

50. The Vendor shall carry out the order independently and under his own supervision, costs, and risks. The Vendor will have to follow Bank's security & safety protocol and comply with the requirement.

51. The Vendor shall provide at its own expense the employee welfare and such other facilities like accommodation, transport, food, medical, conveyance etc. to all its

personnel / employees. All medical care, hospital treatment / expenditure thereon in case of any injury whether or not leading to death arising out of or during the course of employment shall also be borne by the Vendor for its personnel/ employees.

52. The Vendor shall ensure that efficient and punctual services are provided, at all times. Late arrival for any reason shall not be excused and such incidents shall attract penalty.

53. Over speeding / rash driving / talking over mobile phones during driving by the Drivers shall not be permitted and the Bank’s instructions, judgment, decision will be final in this regard. In case of any such misconduct by the Driver including manipulation of the meter reading, the vehicle and/ or Driver may be discontinued with immediate effect.

54. The ambulance service is exclusively meant for carrying the personnel authorized by the Bank. Transportation of any other person or luggage shall not be permitted.

55. It shall be the sole responsibility of the Vendor to promptly inform the Bank about any incident or accident while on duty of the Bank. Any detour from the scheduled route, due to any traffic congestion, major road diversions etc. shall be intimated to the Bank.

56. In case of an accident, the Vendor shall ensure compliance of necessary legal formalities such as FIR, Insurance claim etc. and issue necessary authority letters (Certificate of facts) along with the legal documents as may be required for the purpose of insurance formalities.

57. Under no circumstances shall the Bank be liable to compensate for any loss or damage that may be caused to the ambulance by accident or complications arising out of such contingencies like theft, fire, riots, strike, terrorism whether inside or outside the Bank’s premises while engaged.

58. The Vendor shall be liable for any accident or injury or loss or damage/ suffering to its personnel on any account, including militant/ terrorist or similar activity that may happen to any of its personnel engaged in connection with performance of this contract, including any consequential damage. The Bank shall not be liable in respect of any damage or compensation payable in respect of, or in consequence of any accident or injury to any personnel in the employment of the Vendor and the Vendor

shall indemnify and keep indemnified the Bank against all such claims, damages, compensations and such proceedings which may be sought against the Vendor.

59. The Bank shall not be liable for any damages whatsoever to public property and / or any third person due to any accident arising out of and in the course of deployment of the ambulance.

60. The Bank shall in no way responsible for violation of traffic rules and / or infringement of any other law for the time being in force, either by the driver or by the Vendor.

61. During the contract period, if the ambulance is seized or detained or requisitioned by the Police/ Motor Vehicle Authority or any other authorities for whatsoever reasons that shall be at the Vendor's risk.

62. No escalation of rate shall be permitted on any ground during the currency of the contract.

63. The location for reporting shall be provided by the Bank.

64. In the event of that the ambulance run more than the agreed number of kilometers, the charges for additional kilometers travelled will be paid at the additional rate quoted by the Vendor.

65. The Vendor shall not deploy or shall discontinue deploying the person(s), if desired by the Bank and must ensure prompt replacement of the personnel without any additional cost to the Bank. Person once removed from the duties shall not be deployed again to work. The personnel being deployed shall ordinarily be continued and shall not be changed without communication to the Bank.

66. In the event of the Vendor fails to deliver or fails to carry out tasks as required due to non-delivery of ambulance, break-down, servicing and repairs of ambulance, or if the ambulance is seized or detained by Police / Motor Vehicle Authority or any other authorities for whatsoever reasons, the Vendor at his own cost shall make alternate arrangement by providing similar or higher class of ambulance for which agreement is entered into, without any extra charges. Failure to do so will evoke penalty as per provisions of the contract. In addition, the Vendor may require to face any action taken by any of the authorized agency as per the extant laws.

67. **Presentation of bills and Payment Terms**

i. The Vendor shall present the invoice for payment on a monthly basis. The invoice shall clearly indicate the details of the service, date, GSTN of Vendor and the Bank, HSN/ SAC code, applicable tax components etc. and any other information required by the Bank from time to time.

ii. The bill shall be accompanied by the Ambulance logbook.

iii. Incomplete bills shall not be entertained. The bill shall be submitted within 10 days of the following month.

iv. The bill placed for settlement contains only the accepted rate and applicable taxes as per the contract agreement. In case of deviation from the rate, the amount at higher side will be disallowed without any clarification.

v. Payments of the bills subject to statutory deductions shall normally be arranged within 30 days from the date of presentation of the bill. However, the authorized Vendor shall make no claim from the Bank in respect of interest or damages in case the payment is delayed for any reasons.

vi. The payment shall be through NEFT for which bidder shall give requisite detail of bank address, IFSC, Account No., Name of account holder etc.

vii. The Bank shall deduct applicable TDS and credit to the account of GOI.

viii. The Vendor shall ensure timely filing of GST return. The data uploaded on the GSTR portal shall invariably tally with the invoices raised on the Bank.

68. **Applicability of best prices**

If the Vendor with whom the Bank enters into an annual contract offers a lower rate following conditions similar to those of the Bank's contract, to any person or organization during the currency of the rate contract, the rate applicable to the Bank shall be automatically decreased with immediate effect and the contract amended accordingly. Other parallel contract holders, if any, are also to be given opportunity to reduce their price as well, by notifying the reduced price to them and giving them 15 (fifteen) days' time to intimate their revised prices, if they so desire, in sealed cover to be opened in the presence of concerned Vendors on the specified date and time and further action taken as per standard practice.

In case Vendor backs out due to any reason, the next lowest bidder (L2) may be asked to provide the service at L1 rate. Further, if L2 express its inability to provide the services at L1 rate, the Bank at its discretion may also ask other bidders who have submitted quotation to provide the service at L1 rate.

69. **Penalties**

a. If the Vendor fails to complete satisfactorily the contract work or any portion thereof or refuses to comply with any direction given in this regard to him, ₹5000/- penalty per incident will be deducted from the monthly bill.

b. If the Vendor fails to provide the vehicle as per the terms and conditions ₹5000/- penalty per incident will be deducted from the monthly bill apart from the deduction borne by the Bank for the alternative arrangement.

c. Any consequences arising out of non-supply of ambulance are to be borne by the Vendor.

d. In case of such multiple incidents the Performance Bank Guarantee shall be forfeited, and the contract shall be terminated at Vendor's risk and cost.

e. Misbehavior or any fault during the discharge of the duty made by any ambulance crew shall lead to fine of ₹1000/- per occasion and the same shall be recovered from any pending bill or security deposit.

70. **Corrupt, fraudulent or unethical practices**

The Vendor shall adhere to the highest standards of ethics during the execution of contract. In pursuance thereof, the terms are set forth as follows:

a. The Vendor shall not offer, give, receive, or solicit anything in cash or kind to influence the action of any official of the Bank involved in the process of empanelment or execution of the contract.
b. The Vendor shall not misrepresent any of the fact in order to influence the empanelment process or execution of contract which shall be detrimental to the Bank's interest.
c. The Bank shall declare a Vendor ineligible, either indefinitely or for a specified period, if it is detected that the Vendor has engaged in corrupt and fraudulent practices in executing the contract.

71. **Termination for default**

The Bank may, without prejudice to any other remedy for breach of contract, issue a written notice of default to the Vendor, and terminate the Contract in whole or part:

a. If the Vendor fails to complete the contracted work satisfactorily or any portion thereof or refuses to comply with any direction given in this regard to him, the contract shall be terminated at his risk and cost the Security Deposit will be forfeited.
b. If the services of the Vendor are not found satisfactory, the Bank can terminate the contract at any time by giving one month notice to the Vendor for which no claim or compensation shall be entertained by the Bank.
c. The Vendor is permitted to terminate the contract by giving minimum two months' notice in writing to the Bank enabling the Bank to arrange for new Vendor after due process of Tendering.
d. During the period of notice, the party shall continue to discharge all their duties and obligations.
e. The Regional Director, Reserve Bank of India, Mumbai Regional Office 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.

72. **Debar/Disqualify**

A Vendor is liable for debarment/disqualification from bidding on the following grounds:

I. If it is determined that the Vendor has committed the following acts or omissions in contravention of the code of integrity:
   a. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
   b. Any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
   c. Any collusion bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.

d. Improper use of information provided by the procuring entity to the Vendor with an intent to gain unfair advantage in the procurement process or for personal gain.
e. Any financial or business transactions between the Vendor and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.
f. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
g. Obstruction of any investigation or auditing of a procurement process.
h. Making false declaration or providing false information for participation in a process or to secure a contract.
i. Failed to disclose conflict of interest.
j. Failed to disclose any previous transgressions made in respect of the provisions of sub- clause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.
k. If the Vendor has been convicted of an offence - (a) under the Prevention of Corruption Act, 1988; or (b) the Bharatiya Nyaya Sanhita, 2023 ("BNS") or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. Vendor with respect to above conditions, shall submit declaration.

II. For any actions or omissions by the Vendor other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like providing sub-standard services, not providing services to the satisfaction of the Bank, failure to abide terms of the tender, etc.

III. The Bank reserves right to debar/disqualify the Vendor from participating in any bidding or from providing any services to the Bank for a period of three years. However, before doing so the Bank may give a show cause notice to the Vendor and consider reply, if any, submitted by the Vendor to such notice. The decision of the Bank / Regional Director shall be final in this regard.

73. **Reservation of right to accept/ reject.**

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

74. **Appointment of Vendors**

Fulfilling the terms & conditions and offering the lowest rate quote does not necessarily mean qualifying for the award of the Contract. Under no circumstance, a request for alteration in the rate shall be accepted/ considered. Any conditional quotations / offers will not be accepted. The quotation shall be uploaded on MSTC website by the due date and time. Quotations shall be opened on the due date and time as specified in this document. The Regional Director, Reserve Bank of India, Mumbai Regional Office reserves the right to enter into annual contracts with any number of Vendors.

75. **Indemnity**

The Vendor shall indemnify the Bank against all actions, suits, claims and demands brought or made against the Bank in respect of anything done or alleged to be done by the Vendor in execution of or in connection with the work of this contract and due to non-adherence to the terms and conditions as stipulated therein in this document or contract for this purpose and against any loss or damage to the Bank in consequence to any action or suit being brought against the Vendor for anything done or alleged to be done in the execution of this contract.

The Vendor shall abide by the job safety measures prevalent in India and shall free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the bidder's / Vendor's negligence. The bidder / Vendor shall pay all indemnities arising from such incidents without any extra cost to the Bank and will not hold the Bank responsible or obligated.

In case any employee of the Vendor so deployed enters in a dispute of any nature whatsoever, it shall be the primary responsibility of the Vendor to settle/contest the same. In case the Bank is made party and is supposed to contest the case, the Bank will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the Vendor to the Bank on demand. Further, the Vendor shall ensure that no financial or any other liability comes on the

Bank in this respect of any nature whatsoever and shall keep the Bank indemnified in this respect.

76. **Arbitration**

a. In the event of there being any dispute or difference arising between the parties the same shall be referred to the Regional Director, Reserve Bank of India, Mumbai whose decision in writing, shall be final and binding on both the parties. However, if the parties are still not satisfied, the matter shall be referred to the sole arbitrator mutually agreed by the parties. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliations Act, 1996 or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The award of the arbitrator shall be final and binding on the parties.
b. The venue of the arbitration shall be Mumbai. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.
c. All disputes shall be subject to the legal jurisdiction of the Court at Mumbai only. Alternate settlement modes can be used for settling any legal dispute with mutual consent only.
d. During the arbitration proceedings, the Vendor shall continue to discharge his contractual obligation under this agreement, unless dispensed by the Bank.

77. **Jurisdiction and Governing Law:** The agreement shall be subject to the jurisdiction of the courts at Mumbai. The agreement is governed by the laws of India.

78. Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013:

a. The Vendor 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 employees within the premises of the Bank, the complaint shall be referred to the appropriate committee constituted under the said act. The Vendor shall be responsible for educating its employees or agent or supply men about prevention of sexual harassment at workplace and related issues. The Vendor 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 Vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

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

d. The Vendor shall be responsible for educating its employees or agents or supply men about prevention of sexual harassment at workplace and related issues.

e. The Vendor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

79. **Statutory Liabilities:** The bidder shall be liable to discharge all the statutory liabilities as prescribed under Code on Wages, 2019, the Occupational Safety, Health and Working Conditions Code, 2020 (OSHWC Code), the Code on Social Security, 2020, the Industrial Relations Code, 2020, rules and regulations made thereunder and various other Acts, rules, regulations, orders made thereunder, as applicable to them from time to time or. A reference may be made to all Central Government laws/ guidelines in this regard. The Liabilities of the Bidder includes, however not restricted to, payment of minimum wages, Employees Provident Fund contribution, coverage of Insurance such as Workmen's Compensation Insurance, Bonus and / or dividends, as made applicable by law of the land, from time to time. In the absence of ESI, the contractor should undertake the liability under the Written records and documentary proof for having made these payments shall be submitted to the Bank, at monthly intervals, for its verification. In case of any complaint regarding non-compliance of any statutory payments; the same shall be deducted from the bill without prejudice to the Bank's right to terminate the contract at the risk and cost of the Contractor. The Contractor, as per the Child Labour (Prohibition and Regulation) Act 1986, shall not engage a person below the age of 18 years.

80. **Compliance with the Rule 144(xi) of GFR 2017**

Compliance with the Rule 144(xi) of GFR 2017 inserted vide Office Memorandum (OM) F. No. 6/18/2019-PPD dated July 23, 2020, issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India, the Public Procurement Orders issued in furtherance thereto, and their subsequent revisions shall be mandatory.

In this regard, Vendor shall submit a copy of Undertaking / Declaration / Certificate on their letter head duly signed by the authorized signatory in the format given in this document.

If the Undertaking / Declaration / Certificate submitted by the Vendor is found to be false, his/her/its tender / work order will be immediately terminated, and legal action in accordance with law including forfeiting of Earnest Money Deposit / invoking of Performance Bank Guarantee / Security Deposit may be initiated and the Bank may also debar the Vendor from participating in the tenders invited by the Bank in future.

81. The Vendor shall ensure compliance to other applicable statutory provisions also.

82. **Non-Disclosure Clause**

The Vendor 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 Vendor during the course of discharging contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in the strictest confidence. The Vendor 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 Vendor 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 Vendor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above, shall be treated, as breach of contract on the part of the Vendor and the Bank shall be entitled to claim damages and pursue legal remedies. The Vendor 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 Vendor's obligations with respect to non-disclosure and confidentiality shall survive the expiry or termination of this agreement for whatever reason.

IN WITNESS WHEREOF the parties to these presents have hereunto set and subscribed their respective hands and seals the ______________________________day/month and year first above written. SIGNED AND DELIVERED BY THE:

Signed for and on behalf of the Bank Signed for and on behalf of the Vendor

In presence of:

Witness 1:

Witness 2:

Annexure VIII

To
Regional Director,
Reserve Bank of India,
Mumbai Regional Office
Fort, Mumbai -400 001.

Bankers' Certificate from a Scheduled Bank

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

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

For the Bank

(Signature with seal)
Date:
Name & Designation

For the Bank

Note:

1. Bankers' certificates should be from a scheduled bank on the letterhead of the Bank and addressed to enlistment authority.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.