



Protocol & Security Establishment
Human Resources Management Department
Chennai

E- Tender Notice

**Annual Service Contract for Providing Services of Explosive Sniffer Dogs
with Handlers at Main Office Premises, RBI, Chennai -600001**

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E- Tender Notice

Reserve Bank of India Invites E-Tender for Annual Service Contract for Providing Services of Explosive Sniffer Dogs with Handlers at Main Office Premises, RBI, Chennai -600001

The tendering would be done through the **e-Tendering** portal of MSTC Ltd (<http://mstcecommerce.com/eprochome/rbi>). All interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process. The Schedule of e-Tender is as follows:

a. E-Tender No	RBI/Chennai Regional office/Others/4/25 26/ET/789 (Annual Service Contract for Providing Services of Explosive Sniffer Dogs with Handlers at Main Office Premises, RBI, Chennai -600001)
b. Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid & Part II - Price Bid through www.mstcecommerce.com/eprochome/rbi)
c. Date of NIT available to parties to download	12:00 Hrs. of January 01, 2026 onwards
d. Pre-Bid meeting	Offline 12:30 Hrs. on January 22, 2026 Venue: P&SE, Reserve Bank of India, 16, Rajaji Salai, Chennai
e. i) Earnest Money Deposit	Rs.22,000/- by NEFT paid by 1) <u>NEFT- RBI, A/c.No.-186003001, IFSC Code: RBIS0CNPA01 (5th & 10th digit is zero)</u> Please mention UTR transaction details while applying. (EMD will be taken only from successful bidder only)
ii) Tender Fees	NIL
f. Last date of submission of EMD	Up to 16:00 Hrs. of February 02, 2026
g. Date of Starting of E-Tender for submission of online Techno-Commercial Bid and price Bid at RBI, Chennai www.mstcecommerce.com/eprochome/rbi	12:00 Hrs. of January 22, 2026
h. Date of closing of online e-tender for submission of Techno-Commercial Bid & Price Bid.	Up to 16:00 Hrs. of February 02, 2026

i. Date & time of opening of Part-I (i.e. Techno- Commercial Bid) Part-II Price Bid: Date of opening of Part II i.e. price bid shall be informed separately	February 03, 2025
j. Transaction Fee (To be submitted separately by the vendors to MSTC vide MSTC E- Payment Gateway for participating in the E- Tender)	Payment of Transaction fee as mentioned in the MSTC portal through MSTC payment gateway / NEFT/ RTGS in favour of MSTC LIMITED

Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bids. Tenders without EMD will not be accepted under any circumstances.

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

Any amendments / corrigendum to the tender, if any, issued in future will only be notified on the RBI Website (under 'Tenders' link) and MSTC Website as given above and will not be published in the newspaper.

**Regional Director
Reserve Bank of India, Chennai**



RESERVE BANK OF INDIA

Chennai

E-TENDER NOTICE – Tender for Annual Service Contract for Providing Services of Explosive Sniffer Dogs with Handlers at Main Office Premises, RBI, Chennai - 600001

Reserve Bank of India invites **E-Tender from established & reputed Private Agency** for Annual Service Contract for Providing Services of Explosive Sniffer Dogs with Handlers at Main Office Premises, RBI, Chennai -600001. Only companies/firms having **ten years'** experience in undertaking work of similar nature and providing services to Government Departments/Public/Private Sector institutions with a contract value as mentioned in the tender need to apply for the work. This contract will be valid for **One Year** and may be extended further for two years on yearly basis based on the yearly review thereof. Extension of the contract will be at the discretion of the Bank.

The tendering would be done through the e-Tendering portal of MSTC Ltd (<http://mstcecommerce.com/eprochome/rbi>). All interested companies/agencies/firms must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process. **The Schedule of e-Tender is detailed in para 1.1 (page 5)**

Applicants intending to apply will have to satisfy the Bank by furnishing documentary evidence in support of their possessing required eligibility and in the event of their failure to do so, the Bank reserves the right to reject their bids. Tenders without EMD will not be accepted under any circumstances.

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

Amendments / corrigendum to the tender, if any, issued in future, will be notified only on the RBI Website and MSTC Website as given above and will not be published in the newspaper.

**Regional Director,
Reserve Bank of India, Chennai**

1.1 Schedule of Tender Process

a	Estimate cost of the work	₹ 11,00,000/- per year (inclusive of GST)
b	EMD through DD/Bank Guarantee/NEFT and intimate/forward the transaction details (UTR number OR scanned copies (in PDF) of DD / Bank Guarantee) to psechennai@rbi.org.in ; and upload on www.mstcecommerce.com/eprochome/rbi	Rs.22,000/- by NEFT paid by 1) <u>NEFT- RBI, A/c.No.-186003001, IFSC Code: RBIS0CNPA01 (5th & 10th digit is zero)</u> Please mention UTR transaction details while applying. (EMD will be taken only from successful bidder only)
c	Performance Bank Guarantee:	Performance Bank Guarantee for an amount equal to 5% of the contract value for the entire period of the contract for due fulfillment of the contractual obligations by the contractor.
d	Tender documents can be Downloaded	From www.mstcecommerce.com/eprochome/rbi
e	Date and place of Pre-bid meeting	Offline 12:30 Hrs. on January 22, 2026 Venue: Reserve Bank of India, P&SE,16, Rajaji Salai, Chennai.
f	Last date of submission of completed Bid	Up to 16:00 Hrs. of February 02, 2026
g	Date & time of opening of Part I (Techno-Commercial Bids)	February 03, 2026
h	Date & time of opening of Part-II (Financial Bids)	Shall be intimated to all Tenderers later after scrutiny of Techno – Commercial bids
i	Commencement Date	As specified in the work order /Tender/NIT
J	Validity of the tender	90 days from the date of opening of Techno – Commercial bid
K	All disputes arising shall be subject to the jurisdiction	Chennai
L	Address for dispatching the tender/bids	The Regional Director Reserve Bank of India 16 Rajaji Salai Chennai- 600 001

SECTION I

Important instructions for E-tendering

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

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 his/their bids electronically. Electronic Bidding for submission of Technical Bid will be done over the internet. The vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE TECHNICAL BID HAS TO BE SUBMITTED ON-LINE at

www.mstcecommerce.com/eprochome/rbi

Vendors are required to register themselves online with www.mstcecommerce.com → e- Procurement → PSU/Govt depts → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password → Submit.

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 e-Tender.

Contact persons (RBI):

1. Shri Vignesh Jayaraman, Assistant, P&SE – 044-2561 9909, 8072226011
2. Maj. Rakesh K P, MGR(P&S), 044 -2561 9780/ 8547863884
3. Lt. Cdr. Praveenkumar Y Goraguddi, AGM(P&S), 044 -2539 9150
4. Capt. A. Sudhakar, DGM (P&S), 044 -2536 8055

Contact person (MSTC Ltd):

1. Shri. Shanmugam - 9176397264
Email id: nshanmugam@mstcindia.co.in
2. Shri. J Damodaran– 9841002253
Email id: jdmodaran@mstcindia.co.in
3. MSTC Help Line: 9499054101/2/3/4.
Email id: helpdesk@mstcindia.co.in

Google hangout ID- (for text chat) - mstceproc@gmail.com

B)System Requirement:

- a. Windows 7 or above Operating System
 - b. IE-7 and above Internet browser.
 - c. Signing type digital signature
 - d. Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.
1. To disable “Protected Mode” for DSC to appear in the signer box following settings may be applied.
 - Tools => Internet Options =>Security => Disable protected Mode if enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”.

Other Settings:

- Tools => Internet Options => General => Click on Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”.
 - To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→Internet Options→custom level (Please run IE settings from the page www.mstcecommerce.com once)
2. The Technical Bid and the Price Bid shall have to be submitted online at <https://www.mstcecommerce.com/eprochome/>. Bids will be opened electronically on specified date and time as given in the Tender.
 - 3.All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

For more details, vendor may refer to the Vendor Guide and FAQ available at <https://www.mstcecommerce.com/eprochome/>

Special Note towards MSTC Transaction fee:

3. The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.

4. NOTE:

(i) Transaction fee is non-refundable.

(ii) A vendor will not have the access to online e-Tender without making the payment towards transaction fee.

(iii) Bidders are advised to remit the transaction fee well in advance before the closing time of the event to give themselves sufficient time to submit the bid.

5. Information about tenders /corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

6. e-Tender cannot be accessed after the due date and time mentioned in NIT.

7. Bidding in e-Tender:

a) Earnest Money Deposit (EMD) shall be remitted to the Bank Account of Reserve Bank of India via NEFT only on or **before 1600 hrs. on February 02, 2025**. The account details for NEFT transactions are as follows.

Beneficiary Name: P&SE, Reserve Bank of India, Chennai

IFSC: RBIS0CNPA01 (Fifth and tenth digits are “zero” and not the English letter “o”)

Account No.: 186003001.

Proof of remittance with transaction number (Scanned copy) shall be attached/ uploaded in MSTC website. **The bidders are also advised to send the proof of remittance with transaction number (scanned copy) to the email ID: psechennai@rbi.org.in**

b) Vendor(s) need to submit necessary Earnest Money Deposit, Tender fees (if any) and Transaction fees (If any) to be eligible to bid online in the e-Tender. Tender fees and Transaction fees are non-refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority

c) The process involves Electronic Bidding for submission of Technical and Commercial Bid.

d) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com→ e- procurement →PSU/Govt depts→ Login under RBI→My menu→ Auction Floor Manager→ live event →Selection of the live event.

e) The vendor should allow running JAVA application. This exercise must be done immediately after opening of Bid floor. Then they must fill up Common terms/Commercial specification and save the same. After that click on the Technical bid. If this application is not run, then the vendor will not be able to save/submit his Technical bid.

f) After filling the Technical Bid, vendor should click ‘save’ for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same must be filled up and then vendor should click on “save” to record their Commercial bid. Then once both the Technical bid has been saved, the vendor can click on the “Final submission” button to register their bid.

g) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.

- h) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- i) During the entire e-Tender process, the vendors will remain completely anonymous to one another and to everybody else.
- j) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- k) 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.
- l) It is mandatory that all the bids are submitted with digital signature certificate, otherwise the same will not be accepted by the system.
- m) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part without assigning any reason thereof.
- n) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-Tender floor by any vendor confirms his acceptance of terms & conditions of the tender.
- o) Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
- p) The tender inviting authority has the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
- q) Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.
- r) No deviation to the technical and commercial terms & conditions are allowed.

SECTION II

Instructions to Tenderers

- 2.1 Protocol & Security Establishment, Reserve Bank of India, Chennai invites online e-tenders on www.mstcecommerce.com/eprochome/rbi in **two parts** from the eligible tenderers as mentioned at clause 1.1. Eligible Tenderers to submit a **Part I** (Technical bid) and **Part II** (Financial bid) online.

2.2 E-TENDER Document:

- 2.2.1 TENDER shall consist of documents (Part-I & Part-II). Part I contains technical and commercial eligibility conditions (all sections and annexures) along with any schedules, addendum or corrigendum etc. issued by Reserve Bank of India for the purpose.

Part-II contains only financial bid.

- 2.2.2 Tenderers are advised to study the E-TENDER documents thoroughly. Submission of e-tender shall be deemed to have been done after careful study and examination of the e-tender documents with full understanding of its implications.

2.3 Obtaining of TENDER documents:

- (a) The E-Tender Document / Notice Inviting Tender may be downloaded from www.mstcecommerce.com/eprochome/rbi
- (b) Interested parties, if they so desire, may contact on the phone /e-mail indicated in Clause no. 1.1 (M) for any further clarification.

2.4 Pre-bid Meeting

Reserve Bank of India shall conduct pre-bid meeting(s) at the time and venue mentioned in clause 1.1(e) of Notice Inviting Bid, to answer any queries / provide clarifications that the Tenderers may have in connection with the Project and to give them relevant information regarding the same.

2.5 Amendment to E-TENDER Document

- 2.5.1 At any time prior to the deadline for the submission of Bids, Reserve Bank of India may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Tenderer, modify the E-TENDER by an amendment and same will be uploaded in the form of Corrigendum on www.mstcecommerce.com/eprochome/rbi for information of prospective bidders.
- 2.5.2 In order to afford prospective Tenderers reasonable time for preparing their Bids after taking into account such amendments, the Reserve Bank of India may, at its discretion, extend the deadline for the submission of Bids.

2.6 Preparation of Tender

2.6.1 Part I / Techno – Commercial bid

- (i) All **Sections** and **Annexures** are the part of Techno-Commercial bid. All the sections and annexures must be signed by the Tenderers.
- (ii) Tenderer must fill all the details specified in different section and attached the leaflet /necessary documents/brochure of product etc.
- (iii) EMD shall be part of Techno-Commercial bid the amount of EMD is indicated in clause 1.1(b)
- (iv) Tenderers must submit all documents for prequalification criteria and other documents as stated in the tender by uploading scanned copy of all documents on www.mstcecommerce.com/eprochome/rbi.

2.6.2 Part II /Financial Bid:

This part shall be opened through online mode only after due fulfilment of conditions as per Part-I of the tender. Change of terms and conditions and technical deviations, if any, found in Part II of the tender will not be considered and will be treated as null and void, since this part is meant only for the quotation of offer price/rate. The format of Financial/Price Bid (Part-II) is given in Annexure IX for information. Rates should be quoted in Indian Rupees only. No request for any change in rate or conditions shall be entertained. The rates quoted should be inclusive of all costs as specified in the scope of work below and should be inclusive of all applicable taxes except GST. Please note that Financial/Price Bid (Part-II) is to be filled online only in the prescribed format available on MSTC portal. The offer should be valid for 90 days from the date of opening of Financial/Price Bid (Part-II) of the tender. For any item in the price bid, if the rate quoted and the corresponding amount do not match, then the lower of the two (i.e. amount computed by using the rate quoted or the actual amount quoted in the price bid) shall be taken as the amount for computing the final bid amount and the subsequent contract, if any.

Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket / mobilization expenses, tools, uniforms of worker, all other logistic as mentioned in the tender, all taxes (**Except GST**), charges, levies, Cess, insurance, transportation, entry taxes,) Labour, other Govt. Taxes , Minimum wages of Central Government and EPF / ESI contribution, etc. **as applicable as per rules.**

- (i) The price should be quoted strictly in line with the price schedule leaving no column blank whatsoever to avoid any ambiguity.
- (ii) The tenderer should ensure that all columns of the price schedule may be duly filled and no column is left blank. After opening of the Part II/Financial Bid, no

clarifications whatsoever shall be entertained by the RBI.

- (iii) If any columns of the price schedule are found blank then the tender of the respective Tenderers shall be treated as non-responsive, and will be summarily rejected by the RBI and further EMD shall be forfeited. However, Bank may also review in this matter as per Tender Clause, if required.

2.6.3 It will be imperative on each tenderer to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost. No request for the change of price or time schedule of delivery of items shall be entertained on account of any local condition or factor once the offer is accepted by the Tenderers.

2.7 Period of Validity of Bids

Bids shall remain valid for acceptance by RBI for the period indicated in **clause 1.1 (j)**. This period will be further mutually extended, if required.

2.8 Earnest Money Deposit (EMD) / Bid Security:

The Tenderer shall provide EMD of Rs.22,000/- by NEFT paid by NEFT- RBI, A/c.No.-186003001, IFSC Code: RBIS0CNPA01 (5th & 10th digit is zero)

2.8.1 Please mention UTR transaction details while applying. (EMD will be taken only from successful bidder only)

2.8.2 Bids not accompanied by EMD, shall be treated as non-responsive, and will be summarily rejected by the RBI.

2.8.3 The EMD of unsuccessful Bidders shall be discharged/returned by RBI after award of work to successful bidder.

2.8.4 EMD of the Successful Bidder shall be returned to the Bidder after submission of Bank Guarantee as per tender condition, without interest.

2.9 Forfeiture / return of EMD

EMD shall be forfeited in the following circumstances:

- (i) Made misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria; or
- (ii) Tenderer left blank the column of the Part II /Financial Bid or submitted multiple financial bids.
- (iii) If a Tenderer withdraws his Bid during the period of Bid Validity, or
- (iv) The Tenderer has been blacklisted by any government agency, PSU and the blacklisting is still in force.
- (v) In the case of the Successful Tenderer, if he fails to complete the work within

the prescribed time limit.

Return of EMD will be in accordance with the following –

- (vi) 100% EMD shall be refunded to unsuccessful bidders after issuance of work order to successful bidder.
- (vii) 100% EMD shall be refunded to successful bidder after the receipt of a valid Performance Bank Guarantee and issuance of work order.

2.10 Procedure for Submission of Bids

It is proposed to have a **Two-Part System** for this tender

2.10.1 Techno – Commercial Bid/Part I consist of following items

- (a) Part I/ Techno – Commercial Bid (all sections and annexures) (**Part I / Techno – Commercial bid and name of work as mentioned in clause of 1.1**)” Please note that prices should not be indicated in the Part I/ Techno – Commercial Bid. Techno - Commercial bid may be submitted on www.mstcecommerce.com/eprochome/rbi.
- (b) Documentary proof of Pre-qualification must be uploaded online on www.mstcecommerce.com/eprochome/rbi
- (c) **The payment details of EMD shall be attached.**

2.10.2 Part II /Financial Bid

Part II /Financial Bid (**Part II /Financial Bid and name of the work as mentioned in clause of 1.1**) may be submitted on www.mstcecommerce.com/eprochome/rbi

2.11 No conditional/optional quote shall be accepted.

2.12 Tenderers shall not be permitted to alter or modify their bids after receipt of Bids.

2.13 Receipt of E-Tenders

The e-tender bids will be accepted till the schedule time and date as referred to in **clause 1.1(f)**. **The e-tenders received after due date/time shall not be entertained under any circumstances.**

2.14 Opening of Part I

The Technical – Commercial bids will be opened on the scheduled time and date as referred to in **clause 1.1(g)** at Protocol & Security Establishment, RBI, Chennai. The Tenderers or their authorized representatives may be present, if they so desire.

2.15 Scrutiny of Part I

- 2.15.1 The Part I shall be evaluated as per the techno-commercial terms, conditions and eligibility criteria indicated in part 1 of the tender.
- 2.15.2 After evaluation of the Part I, the short-listed Tenderers will be intimated by emails to all the e-Tenderers. The decision of the Bank on Part I shall be final and shall not be open for discussion.

2.16 Opening of Part II /Financial Bid

The Part II of the short-listed Tenderers will be opened later, and such short-listed Tenderers will be intimated about the date and time accordingly. The short-listed Tenderers or their authorized representatives may present, if they so desire.

2.17 Scrutiny of Part II

The Part II shall be evaluated based on - financial bids quoted in lump-sum as well as individual item wise bids (if necessary) - to determine the lowest bid (L1).

RBI shall be under no obligation to accept lowest or any offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reason whatsoever.

- 2.18 Bank has Right to vary quantities at the time of placing Order/signing of Contract.

2.19 Bank's right to accept any Bid and to reject any or all Bids

Notwithstanding anything mentioned above, RBI reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Tenderer or Tenderers.

The Bank shall not assign any reason for rejection of any or all Bids. **RBI also reserves the right to cancel/annul the selection process, at any stage prior to the award of the Contract on account of the following:**

- (a) In case no Bid is received.
- (b) Occurrence of any event due to which it is not possible to proceed with the selection process.
- (c) An evidence of a possible collaboration/mischief on part of tenderers, manipulating the competition and transparency of the selection process, any other reason, which in the opinion of the Bank necessitates the cancellation of the selection process.
- (d) On occurrence of any such event, RBI shall notify all the Tenderers within 7 days or any reasonable time of such decision. RBI shall also promptly return the Bid Security submitted by the Tenderers within 15 days or any reasonable time of issue of such notice. RBI is not obligated to provide any reason or clarification to any tenderer on this account. Liability of the RBI under this clause is restricted to returning the Bid Security and no other reimbursements of costs/ expenses of any type shall be made by the Bank on this account.

- (e) The Bank further reserves the right to re-tender the process or get the work done by a Government agency or Quasi Government agency if the Bank is of the opinion that the bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d) above.
- (f) The Bank discourages stipulation of additional conditions by tenderer.

2.20 Disputes:

2.20.1 Settlement of Disputes by Arbitration

All disputes and differences of any kind whatever arising out of or in connection with the contract or the carrying out of the works (whether during the progress of the works or after their completion and whether before or after the determination abandonment or breach of the contract) shall be referred to and settled by the Bank who shall state its decision in writing. Such decision may be in the form of a final certificate or otherwise. The decision of the Bank with respect to any of the excepted matters shall be final. But if the vendor is dissatisfied with Bank's decision, the Contractor may, within 28 days after receiving notice of such decision, give a written notice to the Bank requiring that the matters in dispute be arbitrated upon. Such written notice shall specify the matters, which are in dispute. If both the parties agree, a sole arbitrator would be appointed for the purpose by the Bank in consultation with the vendor. In case no agreement could be reached on the appointment of single arbitrator, both the parties will nominate one person each as an arbitrator on their behalf. The two arbitrators nominated by the parties shall nominate presiding arbitrator or umpire. The arbitrator or arbitrators, as the case may be, shall have power to open up, review and revise any certificate, opinion, decision, requisition or notice and to determine all matters to dispute which shall be submitted to arbitration and of which notice shall have been given as aforesaid. The arbitrator or arbitrators, as the case may be, shall make his or their award within the period specified under the Arbitration and Conciliation Act, 1996, from the date of entering upon the reference. In case during the arbitration proceedings the parties mutually settle or compromise their dispute or difference, on the parties filing their joint memorandum of the settlement or compromise, the arbitrator or the arbitrators as the case may be, shall make an award in terms of such settlement or compromise. The arbitration proceedings including the fees of arbitral tribunal shall be governed by the provisions of Arbitration and Conciliation Act, 1996 and the rules made thereunder. The venue of arbitration shall be RBI, Chennai. This submission shall be deemed to be a submission to arbitration within the meaning of the Arbitration and Conciliation Act, 1996 or any statutory modification thereof. The award of the arbitrator or arbitrators, as the case may be, shall be final and binding on the parties.

It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence and shall until the decision of the arbitrator or arbitrators is given, abide by the decision of the Bank.

No award of the arbitrator or arbitrators, as the case may be, shall relieve the Contractor of his obligations to adhere strictly to the Bank's instructions with regard to the actual carrying out of the works. The Bank and the Contractor hereby also agree that arbitration under this clause shall be a condition precedent to any right of action under the contract.

2.20.2 All disputes arising shall be subject to the exclusive jurisdiction of competent court at Chennai in case of failure of arbitration process.

Place:

(Signature of the tenderer with stamp)

Date:

(Name)

Form of Tender

To

Regional Director
Reserve Bank of India
Fort Glacis, Rajaji Salai
Chennai– 600001

Place:

Date:

Madam,

Service Contract for Providing Services of Explosive Sniffer Dogs with Handlers at Main Office Premises, RBI, Chennai -600001

I/We have carefully examined and understood the specifications, requirements and terms and conditions and schedule of quantities relating to the works specified in the memorandum hereinafter set out and having visited and examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender. We hereby offer to execute the works specified in the said memorandum for the time specified in the said Memorandum at the rates mentioned in Part II (Financial Bid) of the tender and in accordance, in all respect, with specifications and instructions in writing referred to in Articles of Agreement, with the specifications and instructions in writing referred to in the Articles of Agreement, General Instructions of the Tender – Eligibility Criteria, Broad Scope of Work, General Instructions – Terms and Conditions of the Contract, and, conditions herein before referred to, specifications, schedule of quantities and with such materials as are provided for, by and in all other respects, in accordance with such conditions so far as they may be applicable.

MEMORANDUM

(a)	Description of work	Providing Services of Explosive Sniffer Dogs with Handlers at Main Office Premises, RBI, Chennai -600001
(b)	Estimated cost of work	₹11,00,000/- (Rupees Eleven Lakh Only) (Approx.)
(c)	Earnest Money Deposit (EMD)	₹ 22,000/- (Rupees Twenty Two Thousand Only)
(d)	Validity of contract	For a period of one year from April 01, 2026, to March 31, 2027, and may be extended for a further period of up to two years i.e., till March 31, 2029 (one year at a time) subject to satisfactory performance by the Contractor and at the discretion of the Bank.

(e)	Security Deposit / Performance Bank Guarantee	5% of the contract value (to be submitted only by the successful bidder)
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2. I/We undertake to deposit a sum of **₹22,000/- (Rupees Twenty Two Thousand only)** as EMD with the Reserve Bank of India through NEFT in favour of Reserve Bank of India, Chennai.

2.1 I / we undertake to offer my / our services in conformity with the scope / nature of work and the terms and conditions set out in the Tender document. I / We confirm that the Tender submitted by me / us is conforming to all the terms and conditions mentioned in the Tender document.

We also agree that our tender will remain valid for acceptance by the Bank for 90 days from the date of opening of Part I (Technical Bid) of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing.

3. Should this tender be accepted, I/we hereby agree to abide by and fulfil all the terms and conditions of the Tender so far as they may be applicable and in default thereof, to forfeit and pay to Reserve Bank of India such sum of money as stipulated in the conditions contained in the tender together with the written acceptance of the Contract.

4. I / We, do hereby declare that there is no case with the Police / Court / Regulatory authorities against me / us. I / We have neither been suspended / delisted / disqualified by any organization for any reason nor any such proceedings are pending / contemplated. I / We also certify that either our firm or any of the partners are not involved in any scam or disciplinary proceedings settled or pending adjudication.

5. All necessary documents, as stipulated in the tender, are uploaded.

6. I/ We certify that all the information furnished by me / us is true to the best of my / our knowledge. I have no objection to the Bank verifying any or all the information furnished in this document with the concerned authorities, if necessary.

7. I/We understand that Reserve Bank of India reserves the right to accept or reject the lowest bid and any or all of the tender either in whole or in part without assigning any reason thereof.

8. The Tender is submitted online in two parts. Part I contains all commercial terms and conditions and technical particulars and Part II contains only the financial bid in the Bank's pro-forma.

Dated: this _____ day of _____ 2026 For and on behalf of M/s (Company Name)

(Signature with seal)

Name:

Designation:

Place:

Date:

Telephone No.:

Email:

Witnesses: -

(1) Signature with name, address, & date (2) Signature with name, address & date

GENERAL INSTRUCTIONS OF THE TENDER - ELIGIBILITY CRITERIA

E-Tenders are invited from reputed and well-established companies / firms / agencies for entering into **“Service Contract Providing Services of Explosive Sniffer Dogs with Handlers at Main Office Premises, RBI, Chennai -600001”**, for a period of 1 year i.e., from **April 01, 2026 to March 31,2027**, which shall be extendable up to two more years (one year at a time) subject to the satisfactory performance of the Service Provider/Contractor and at the discretion of the Bank. The e-Tender comprising duly filled-in details of both Part - I and Part - II specifications of the Tender should be uploaded in the MSTC website **not later than 1600 hrs. on February 02, 2026.**

1. Eligibility Criteria:

A. The bidder shall be a professional contractor, experienced in providing trained Explosive Sniffer Dogs with Handlers to banks, Central Government Institutions, Financial Institutions & Corporate Houses, international/domestic airports, etc, and having eligibility as per the bidder's eligibility criteria as given below:

S.No	Bidder's Eligibility Criteria	Documents to be Uploaded
1	Prior Experience: The bidder must have experience of minimum 10 years in the field of undertaking 'similar services'	Details of at least one similar work carried out by the bidder prior to March 31, 2021, such as the name of the client, value of work executed, date of start and finish of the work, reasons of delay, if any, etc., as per the format given in ANNEXURE VII shall be submitted. The bidder should submit documentary evidence in support of this, such as copies of Work Order/s, Completion Certificate/s, issued to the bidder in this respect. The details along with documentary evidence of previous

		experience, if any, of carrying out works for the Reserve Bank of India at any centre should also be given.
2	<p>Qualifying Works: The bidder must have successfully executed “similar services” during last 5 years, (i.e., works completed on or after March 31, 2021), individually costing as under:</p> <p>(a) Three similar completed works each costing not less than the amount equal to 40% of the estimated cost (copies of work order/certificate on letter head may be submitted) OR</p> <p>(b) Two similar completed works each costing not less the amount equal to 50 % of the estimated cost (copies of work order/certificate on letter head may be submitted) OR</p> <p>(c) One similar work costing not less than the amount equal to 80% of the estimated cost.</p> <p>Note:</p> <ul style="list-style-type: none"> ❖ “Similar Services” means deployment of Explosive Sniffer Dogs with Handlers to banks, Central Government Institutions, Financial Institutions & Corporate Houses, large companies, international/domestic airports, etc. ❖ It should be necessary for the bidders to have a satisfactory performance with its previous and existing clients. If the bidder has been rated as unsatisfactory or poor on any of the parameters mentioned in the 	<p>For establishing the same, the bidder should submit copy/ies of work order/s for such similar work/s, issued on or after March 31, 2021) and also copy/ies of the respective completion certificate/s. (ANNEXURE VIII)</p>

	<p>client certificate by the clients concerned, the Bank reserves the right to treat such bids as being non-compliant with the eligibility condition and reject such bids. Also, if the bidder has served at any office of RBI (including Chennai Regional Office) in the past or provided service at any office (including Chennai Regional Office) of RBI, it should be mandatory for the bidder to submit client certificate from that RO/TE.</p>	
3	<p>Annual Turn Over:</p> <p>The bidder should have a minimum annual turnover of 100% of estimated cost (inclusive of GST) during the last three financial years i.e., (FY2022-23, FY2023-24, and FY2024-25).</p>	<p>Copies of the Income Tax Clearance Certificates / Income Tax Assessment orders / IT Returns along with the latest audited final accounts of the business of the bidder duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered Accountant should be uploaded in proof of their credit worthiness and turnover for the last three years. (ANNEXURE – X)</p>
4	<p>Banker's Solvency Certificate:</p>	<p>Bankers' Solvency Certificate of value not less than ₹11 Lakh as per the proforma given in ANNEXURE - XIX to be uploaded along with the technical Bid.</p>
<p>The bidders must invariably furnish details along with documentary evidence of previous experience, if any, of carrying out similar works for the Reserve Bank of</p>		

India.

Note:

The intending bidders shall have to satisfy the Bank with documentary evidence in support of their possessing required eligibility (as specified in 'Eligibility Criteria' para '2' above) for participating in the Tendering process and in the event of their failure to do so, the Bank reserves the right not to process their Tender. For this purpose, the bidder shall be required to submit the mandatory information / documents in proof of their eligibility to take part in the Tendering process up to the last date.

B. The bidder shall possess eligibility as per the eligibility criteria given below:

S. No.	Eligibility	Documents to be uploaded
1	Track record of the bidder shall be clean without any involvement in any illegal activities or financial frauds.	Declaration in the format (as per ANNEXURE – XVI) duly signed by the authorised signatory on behalf of the bidder, to be uploaded.
2	There shall not be any case with the Police / Court / Regulatory authorities against the bidder.	
3	The bidder must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.	
4	The bidder must not have been suspended / delisted / disqualified by any organization including the Reserve Bank of India, Chennai, on any grounds.	
5	The bidder should not have rescinded / abandoned any Contract awarded by any of his clients before the expiry of prescribed period of Contract. The bidder shall give details of all disputes he / she had with his / her clients and furnish the status thereof, in the absence of the same a declaration to that effect to be furnished in (ANNEXURE – XVI).	
6	The bidder shall have applicable and valid registrations with statutory authorities constituted for Labour Welfare and for other purposes such as ESI, EPF, PAN, GST etc., and shall submit details	Copies of the relevant registration certificates to be uploaded. ANNEXURE – IV

	of the same in ANNEXURE – IV and upload the documentary evidence to this effect.	
7	The Bidder shall have current account in a scheduled commercial bank	Statement as per ANNEXURE-III to be uploaded.
8	Power of Attorney / Declaration duly authorizing the person on behalf of the bidder to sign the Tender related documents and also to deal with Tender related matters as per ANNEXURE – XIII (Original to be submitted by the successful Tenderer to RBI, Chennai)	Copy to be uploaded along with the Part - I document. ANNEXURE - XIII
Tenderers who qualify as above will only be eligible to Tender for the work. A Tender submitted by a firm, without uploading the above documents / details shall be liable to be rejected.		

Note:

If the performance of the bidder is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including the Reserve Bank of India, Chennai, then the Bank reserves the right to reject the bids submitted by such bidder.

C. Pre-qualification Criteria (with documentary evidence) Requirements specifying particulars:

1. The bidder should have a Certificate of Registration with Registrar of Companies/Registrar of Firms.
2. The bidder should have latest Audited Balance Sheet for the last 3 years with income tax return.
3. The bidder should have latest Certificate from ESI Corporation.
4. The bidder should have latest Certificate from EPF Organization.
5. The bidder should be registered with Government under Contract Labour Act.
6. The agency should have Permanent Account Number.
7. The bidder should submit proof of GST registration certificate.
8. The bidder should have latest documents ensuring compliance with the Minimum Wages Act. **The bidder while quoting the price bid should take into consideration the revision in Central Government Minimum Wages to be effected in April and October every year.**
9. The bidder should note that the bidder shall be responsible for entire risk coverage of Explosive Sniffer dog handlers for the duration of such services with the Reserve Bank of India, Chennai. The successful bidder shall take “all-risk policy” for the contract value and workmen compensation policy (WCP) for the

workers engaged in the work for the entire contract period.

10. Police verification of each and every person deployed is necessary and mandatory. It will be the sole responsibility of the firm to get proper police verification done of all the deployed personnel.

2. Check List of the documents to be uploaded in Part - I of the Tender in respect of fulfilling their eligibility with suitable file names as indicated.

- (i) Basic Information about the bidder in the prescribed format ([ANNEXURE II](#)) of Tender. (The full particulars of the Company/Firm/Agency in details are required to be submitted. In case of a company, the copy of Certificate of registration, Memorandum and Article of Association of the Company and other relevant documents and particulars of all the directors and responsible officials are required to be submitted. In case of a partnership firm, the partnership deed, power of attorney, if any, and particulars of all the partners constituting the firm and in case of an agency or proprietorship, the particulars of the individual/individuals involved therein along with the names(s) and address(s) etc; are to be submitted.)
- (ii) Copy of GST Registration.
- (iii) Copies of Audited financial statement for turnover for last 3 years, i.e., FY 2022- 23 ,2023-24 and 2024-25. Copies of Income Tax Clearance Certificates / Income Tax Assessment Orders / IT Returns along with latest Audited final accounts of the business of the bidder duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered Accountant should be uploaded in proof of their credit worthiness and turnover for the last three years, i.e., FY 2022- 23 ,2023-24 and 2024-25. (File name e.g.: FS1, FS2 etc).
- (iv) Copy of ESI and EPF registration
- (v) Copy of registration with Labour Commissioner (CLC) (LIN No.) and all other necessary documents to be uploaded.
- (vi) List of works being executed presently by the Bidder with all the details (File name e.g.: CW1, CW2 etc.) - In the format of [ANNEXURE IX](#).
- (vii) Copies of detailed work order/s, in respect of similar work/s, indicating scope and value of work/s and completion certificate/s in respect of the same work, executed on or after March 31, 2021, for establishing the qualifying works executed by the Tenderer during the last five years (file name e.g.: QWO1, QWO2 etc.) ([ANNEXURE VIII](#)).

- (viii) Copies of detailed work order/s, in respect of similar work/s, indicating scope and value of work/s, completed on or before March 31, 2021, for establishing prior experience before five years (file name e.g.: WO1, WO2 etc.) ([ANNEXURE VII](#)).
- (ix) Declarations in respect of conditions at para **1B** (1 to 5) of the Tender, as per the format in [Annexure – XVI](#).
- (x) Certificates from the clients (minimum of three clients) for having rendered satisfactory service to them by the bidder, preferably during the last three years as per the format given in [Annexure – XX](#).
- (xi) Details of bankers as per [ANNEXURE III](#).
- (xii) Banker's Solvency Certificate as per the format in [ANNEXURE - XIX](#).
- (xiii) Proof of remittance of EMD / copy of Bank Guarantee In lieu of Earnest Money Deposit.
- (xiv) Copy of Power of Attorney as per [ANNEXURE XIII](#) (Original to be submitted by the successful Tenderer to the Bank).
- (xv) A proof of Total number of employees on roll as on December 31,2025.
- (xvi) Any other information relevant to the proposed work.

I/We have read the above terms and conditions and are acceptable to me/us.

Signature of the authorized person:

Name of the signatory (.....)

(in block capital letters):

Status of the signatory i.e. Proprietor/Partner:.....

Date:.....

TECHNICAL BID (PART-I)

3.0 General Terms and Conditions

- 1) **Eligibility** - The intending Tenderer must be a company/firm with minimum ten years' experience in undertaking work of similar nature and providing services to Government Departments/Public/Private Sector institutions with a contract value of not less than Rs 11 Lakhs per year per institution. They also need to satisfy the eligibility conditions as mentioned in para 1.1 and submit documentary proof as mentioned in **Annexure V**.
- 2) The successful Tenderer has to deploy **two nos. of Explosive Sniffer Dogs with two nos. of Trained Explosive Sniffer Dog Handlers at Bank's Main Office Gate** for sniffing the vehicles of staff of the Bank and visitors to the premises of the Bank and sniffing any other area as required by the Bank on a regular or emergent basis, the duty hours will be from 0700 Hrs to 1800 Hrs.
- 3) **Service Hours** - The dogs should be available for duty as and when required by the Bank during the working hours mentioned above. Further, the services of Explosive sniffer dogs may be utilized on any non-working day i.e. Saturday/Sunday/Public holiday depending upon the requirement of the Bank. The Bank shall, if felt necessary utilize the dogs for sanitation work at any of the Bank's premises.
- 4) **Age** - The dogs should be **under the age of 6 years** and should be subjected to physical fitness and olfactory tests by a government organization and a certificate to this effect should be submitted to the bank every six months.
- 5) **Periodic test** -The dogs deployed should undergo periodical test checks by Govt. / Police Bomb Dog Squad/Railway Protection Force at Tenderer's cost. The necessary Olfactory Test certificates as well as Dog Health certificates should be submitted to Bank every quarter without fail.
- 6) The explosive detection dog should undergo **recertification every six months**. Imprinting of canines in real explosive detection is mandatory.
- 7) **Registration** - The explosive detection dogs should be registered with the Kennel Club of India (KCI)/Royal Kennel Club of India (RKCI)/National Kennel Club of India (NKCI).
- 8) **Training** –
 - (i) The dogs should have undergone **training initially for two months and thereafter dogs and handlers should undergo refresher training every six**

months and a certificate regarding training should be furnished to the bank within a week.

(ii) The Explosive sniffer Dogs should be trained to detect all kinds of low and high explosives e.g. Ammonium/Potassium Nitrate, RDX, TNT Gunpowder, PEK, Pentaerythritol Trinitrate (PETN), Triacetone Triper Oxide (TATP) etc. (the list is not exhaustive but indicative) and their proficiency should be explicitly determined and checked at the initial deployment as well as at regular intervals thereafter with mock drills and realistic surprise checks as decided by the bank.

- 9) **Simulation** - The dogs should be put through simulation exercises on a regular basis for detecting explosive substance concealed with human being, hidden inside vehicles etc. with the help of training aids as decided by the bank. In this regard, the vendor shall provide training kit at the RBI location as specified in the agreement document.

Each dog is required to conduct **at least one practice search every month** and proper documentation to be done for the same. The practice search has to be conducted in the presence of the Bank's Official.

- 10) **Duty hours** - The Explosive sniffer dogs will be deployed on shift basis in such a manner that each dog performs duty for **eight hours per day**. The duty hours will be from 0700 Hrs to 1800 Hrs. At any given point of time only one dog shall be on duty. The other one shall be available in the dog kennel provided by the Bank. However, during morning rush hours both the dogs may be deployed for duty.

- 11) **Kennel** - The Bank will provide kennel/resting place for the dogs and the Handlers in the office premises. The grooming of the dogs and cleaning/maintenance of kennel/resting place and litter, if any inside the Bank's premises will be the responsibility of the Tenderer. Making available the Kennel/resting place shall not create any rights of tenancy/licensee for the Tenderer who shall hand over the vacant and peaceful possession of the Kennel/Resting place to the Bank on conclusion/termination of the contract.

- 12) **Behavior** - The Tenderer shall provide well trained dog handlers. The handlers should be highly disciplined and well mannered. **An indicative list of unacceptable behavior / conduct in the premises of the Bank and colonies is furnished in Annexure V.**

- 13) It shall be the responsibility of the Tenderer to provide food and water to the dogs and meals / tiffin / tea / coffee to the dog handlers. The tenderer should provide a balanced diet chart of the Explosive sniffer dogs duly certified by a veterinarian to the bank which the bank can get cross checked as and when required.

- 14) **Medical Fitness** - The Tenderer shall submit medical certificates for the dogs as well as the Handlers for having been immunized before they are pressed into service. The certificate must clearly state that they do not suffer from any illness which will hamper their efficient functioning. Medical emergency support for the dogs/handlers shall be provided by the Tenderer. Dogs also will have to be provided with medical fitness certification duly certified from Veterinary doctor on a regular interval of 6 months or as and when required by the Bank.
- The Tenderer should get the medical verification done for its workforce (to be deployed for the purpose) **on a half yearly basis** and submit medical fitness certificate to the office. The Trained dog handlers deployed by the Tenderer should not be suffering from any communicable disease. The cost of the health checkup is to be borne by the Tenderer and not by RBI.
- 15) The Bank shall not be responsible for any injury or accident that may take place during the duty hours and will not be liable for paying compensation for injury to dogs/handlers.
- 16) The handlers deployed by the Tenderer for the services mentioned above shall be the employees of the Tenderer for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the Tenderer and in no case, shall a relationship of employer and employee between the said persons and the RBI, Chennai shall accrue/arise implicitly or explicitly. It will be the responsibility of the Tenderer to ensure that no liability on this count should devolve on RBI, Chennai in respect of workers deployed by him. The Tenderer shall obtain a declaration from the persons deployed of having understood the same and also undertaking that they shall not raise or make any such claims against RBI, Chennai and submit the declaration and undertaking to the Bank.
- 17) The tenderer will provide a mobile phone set with adequate balance of talk time to the dog handlers. Bank shall not bear any cost in this regard.
- 18) **Credentials-** The Tenderer shall submit details, such as names, parentage, residential address, age, police verification report etc., along with recent photograph of the persons deployed by him in the premises of the RBI, Chennai. For the purpose of proper identification of the employees of the Tenderer deployed for the work, he shall issue identity cards bearing their photographs / identification etc. and such employees shall display their identity cards at the time of duty.
- 19) **Police Verification** - The Tenderers should have complete information on the Dog Handlers engaged by them. They should have a procedure to get police verification done of the dog handlers (to be deployed for the purpose) every year and will be

responsible for their conduct/ irregular behavior. A certificate to the effect that Police verification has been done and is available with the Tenderer and that they are fully responsible for the conduct of their Dog handlers, will have to be given before deploying any new Dog handler. Also, they should be able to furnish Police verification certificates of their Dog handlers to the Bank, if required. Failure to do so may result in levy of monetary penalty or cancellation of contract or both.

- 20) The Tenderers shall be responsible for any loss or damage, caused by any act or default, on their part or on the part of their employees/agents/ Explosive sniffer dogs to the Bank's property and shall make good any loss caused to the Bank. The Bank shall have right to quantify the loss and appropriate the amount from the amount payable to the Tenderer. The decision of bank in this case shall be final and binding.
- 21) **The Tenderer shall ensure prompt and uninterrupted services.** In the event of poor/deficient service coming to notice, the Bank reserves the right to terminate forthwith the contractual arrangement with the Tenderer. If the handler posted at the premises goes on leave, the Tenderer shall provide a suitable reliever at his cost.
- 22) The Tenderer shall ensure that the Explosive sniffer dog does not bite any employee of the Bank or any visitor to the Bank. In case the dog bites any employee/visitor, the Tenderer will be responsible for the payment of damage and/or compensation that may be payable to the victim and the Bank shall be absolved of all responsibilities and liabilities in this matter.
- 23) In case any of the persons so deployed by the Tenderer does not come up to the mark or does not perform their duties properly or commit misconduct or indulge in any unlawful acts or disorderly conduct, the Tenderer shall immediately withdraw and take suitable action against such persons either on a *suo moto* basis or based on the report of the Bank. Further, the Tenderer shall immediately replace the person so deployed on the demand of the RBI, Chennai in case of the aforesaid acts on the part of the said persons.
- 24) If the dog or handler is unable to attend duty due to sickness/ill health, the Tenderer shall provide suitable substitute having the same capability and competence as mentioned in paras 4-8 above. Failure to do so may result in pro rata deduction from the amounts payable to the Tenderer.
- 25) The Tenderer shall ensure that the persons deployed by him do not take any property out of the RBI premises without a gate pass signed by the designated officials of the RBI, Chennai.

26) The Tenderer shall take all reasonable precautions to prevent any riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of RBI, Chennai.

27) The Tenderer shall remove all Dogs with Handlers deployed by him on termination of the contract or on expiry of the contract from the premises of the RBI, Chennai and ensure that no such persons shall create any disruption/hindrance/problem of any nature in the RBI, Chennai either explicitly or implicitly.

28) **Liquidated Damages**

- In case of breach of any/or more of the terms and conditions of the contract and/or services provided by the contractor are found not satisfactory (not maintaining the man power, found not alert on duty, indiscipline and improper uniform/turnout etc.) during any period of the agreement, an appropriate penalty will be levied as mentioned in this tender document and if the performance continues to be unsatisfactory or the contractor breaches of any/or more of the terms and conditions of the contract again post the penalty, the services of the contractor can be terminated by giving a short notice of **seven days** depending upon the severity of the non-satisfactory service/breach.
- The nature of deficient service for which penalty can be imposed or contract shall be cancelled / terminated will be decided solely at the discretion of the Bank. The penal action may also include disqualifying the firm / PFSA for participation in the future tenders of the Bank.
- For deficiency in services and serious inconvenience caused to the Bank and its officials, liquidated damages not exceeding 25% of the estimated bill for the relevant instance may become leviable. However, the Bank will levy it only after giving due notice. In case of dispute an appeal may be made to the Regional Director, whose decision will be final in the matter. However, the Bank reserves the right to impose liquidated damages up to 10% of the contract amount. In the event of liquidated damages reaching 10% of the contract amount, the Bank reserves its right to terminate the contract and the contractor shall be liable to risk and cost.

29) **Penalty** - Failure to render service in accordance with the terms of the contract, failure to submit required documents for health check-up of employee, police

verification, olfactory tests and dog health certificates can invite imposition of monetary penalty at the rate of Rs.1500/- per day during which the failure/default continues and the amount so calculated shall be recovered from the amount payable to the Tenderer or by invoking PBG. In the event the monetary penalty so imposed exceeds Rs. 45000/-, the Bank reserves the right to terminate the contract. The decision of the Regional Director, Reserve Bank of India, Chennai, in this regard shall be final.

- 30) **Contract Period** - The contract, if awarded shall be initially **valid for a period of One Year**. The Bank reserves the right to extend the period of contract for a further period of two years (one year at a time) on terms mutually agreed upon. However, the extension of contract shall be at the sole discretion of the Bank and in no case more than two year extension shall be provided.
- 31) **Application containing false or inadequate information is liable for rejection** together with forfeiture of EMD. Further, Bank reserves right to reject incomplete tender forms, or bids where the tender form has been left blank in places or if information furnished is found to be wrong or misleading.
- 32) **Performance Bank Guarantee**: The tenderer will have to deposit with the Bank an interest free **performance Bank guarantee** of amount equivalent to **5% of the contract amount** valid for the entire period of the contract plus two months after end date of the agreement. The EMD will be returned only after submission of performance Bank guarantee by the successful bidder.
- In the event of unsatisfactory performance of the Tenderer and / or loss/ damage if any sustained by the RBI, Chennai on account of failure or negligence of the workers deployed by him or in the event of breach of the agreement by the Tenderer, the Bank reserves the right to invoke the Performance Bank Guarantee (PBG) furnished by the Tenderer. The Tenderer shall ensure that the deficiency in the PBG is recouped immediately, in any event, not later than seven days of the invocation of the PBG by the Bank.
- 33) **Agreement** - The Tenderer shall, at its/his own cost, execute an agreement on a non-judicial stamp paper of required value for due performance of the contract within a week of award of work.
- 34) If the Tenderer selected fails to sign the formal agreement within a week of award of contract or fails to undertake the work on due date, the letter of intent shall be treated as cancelled and the Tenderer shall be liable for risk and cost.
- 35) **Statutory Payments** - The Tenderer shall be liable for the payment of wages and all other dues to its employees which they are entitled to receive under the provisions

of Minimum Wages Act stipulated by Government of India and other relevant statutory authorities from time to time.

36) **Terms of Payment** - The service provider will not be paid any payments in advance. Payments will be made on a monthly basis. The Bills shall be raised & submitted by the service provider on the 1st or on first working day of each month which should include documentary evidence in support of salary deposited and other statutory payments to dog handlers. The bills shall be scrutinized and release of payment will be made once the Bank is satisfied that the bills are in order. The service provider must ensure that payments to the dog handlers are made on a timely basis as per Gol instructions; such timely payment shall be independent of whether the Bank has released payments against the bills submitted by the service provider. In the event of termination of the contract for any reason whatsoever, the contractor/or persons employed by him or his agents shall not be entitled for any sum or sums whatsoever from the Bank by way of compensation, damages or otherwise. Minimum wages and / or Variable Dearness Allowance will be revised as per the Notification issued by the Chief Labour Commissioner (Central), Ministry of Labour & Employment from time to time i.e., effective from 1st April and 1st October every year.

37) The RBI, Chennai will deduct tax at source and all other taxes, duties as applicable from time to time from the amount payable to the Tenderer and provide a TDS certificate to the Tenderer.

38) The Tenderer shall furnish applicable certificate of registration/license from the competent Government authorities. They will ensure compliance with all laws relating to animal safety and prevention of cruelty to animals. It shall be the responsibility of the Tenderer to obtain requisite license/permissions, if any, from the concerned authorities for deployment of Explosive sniffer dogs in the Bank's premises. RBI will not be liable for breach of any prevalent laws.

39) The arrangements with the Tenderers shall stand terminated in the case of insolvency of the Tenderers or them entering into any arrangement/compromise with their creditors.

40) While deciding upon the selection of Tenderers, emphasis will be given on the ability and competence to render good service.

41) The application form shall be signed by a person on behalf of the organization who is duly authorized to do so.

42) **Termination** -

Without prejudice to what is contained hereinabove, the Bank shall at its sole and absolute discretion, be entitled to terminate this agreement forthwith by written notice of 30 days without assigning any reason and without payment of any compensation, if

- i. in the opinion of the Bank (which shall not be called in question by the Contractor and shall be binding on the Contractor), the contractor fails or refuses to implement this agreement to the Bank's satisfaction and/ or the contractor commits a breach of any terms and conditions of this agreement **and /or**
- ii. for any reason whatsoever, the contractor becomes disentitled in law to perform his obligations under this agreement **and/or**
- iii. there is any variation in the ownership/partnership or management of the contractor or his business without the prior approval in writing of the bank to such variation.

Notwithstanding anything contained in this Contract, in the event of non-compliance, disobedience, or breach of any terms of the contract or unsatisfactory or inefficient working by the contractor, the Bank shall have the absolute and independent authority to revoke this contract after giving one month's notice in writing to the Contractor without assigning any reason and the same shall be binding on the Contractor and the contract will come to an end with immediate effect on completion of the deadline as stipulated in the notice, in which case the contractor shall not be entitled for any compensation/damages and the Security Deposit shall not be refunded. Vendor can also cancel the contract after giving due notice in writing of two months to the bank.

43) Sexual Harassment of women at work place (Prevention, Prohibition and Redressal)

- a) The Tenderer shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Tenderer and the Tenderer shall ensure appropriate action under the said Act in respect to the complaint. In case the Tenderer has not constituted internal complaint committee, the complaint will be filed before the Local Complaint Committee constituted by the Government.
- b) Any complaint of sexual harassment from any aggrieved employee of the Tenderer against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

- c) The Tenderer shall be responsible for any monetary Compensation that may need to be paid in case the incident involves the employees of the Tenderer, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the Tenderer is proved. The Tenderer shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
 - d) The Tenderer shall provide a complete and updated list of its employees who are deployed within the Bank's premises.
- 44) The Tenderer shall ensure compliance with the requirements of the Child Labour (Prohibition and Regulation) Act 1986 and shall not engage a person below the age of 18 years.
- 45) The Tenderer shall make the payment of wages etc., on time and shall on demand furnish copies of wage register/ muster roll etc., to the RBI, Chennai for having paid all the dues to the persons deployed by him for the work under the agreement. This obligation is imposed on the Tenderer to ensure that he is fulfilling his commitments towards his employees so deployed as per the provisions of Contract Labour (Regulation & Abolition) Act, 1970. The Tenderer must comply with the provisions of Contract Labour (Regulation & Abolition) Act 1970 at his own cost and the rules made there under by the Govt. from time to time.
- 46) The Tenderer shall comply with the statutory provisions of Contract Labour (Regulation & Abolition) Act, 1970; Employees state Insurance Act; Workman's Compensation Act, 1923; Payment of Wages Act, 1936; The Employees Provident Fund (and Miscellaneous Provisions) Act, 1952; Payment of Bonus Act 1965; The Minimum Wages Act, 1948; Employers' Liability Act, 1938; Employment of Children Act 1938; Maternity Benefit Act 1961, Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013 and/or any other rules/regulations and/or statutes that may be applicable to them. The Tenderer shall be solely responsible for any violation of provision of the above-mentioned legislative enactments or any other statutory provisions and shall further keep the RBI, Chennai indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expense arising out from the non-compliance of the aforesaid statutory provisions. Tenderer's failure to fulfill any of the obligations hereunder and/or under the said Acts, rules/regulations/or any bye-laws or rules framed under or any of these, the RBI, Chennai shall be entitled to recover any of the such loses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the Tenderer's monthly payment or by invoking PBG and the Tenderer shall not object to such appropriation/adjustment.
- 47) In the event of the Tenderer committing a default or breach of any of the provisions of the Labour Laws including the provisions of Contract Labour (Regulation and

Abolition) Act, 1970 as amended from time to time or in furnishing any information, or submitting or filing any statement under the provisions of the said regulations and rules which is materially incorrect, he shall without prejudice to any other liability, pay to the Regional Director of the RBI, Chennai, a sum as may be claimed by RBI, Chennai for further transfer to the affected employees, provided the amount so claimed shall be proportionate to the default/breach committed by the Tenderer.

- 48) The Tenderer shall keep the RBI, Chennai indemnified against all claims whatsoever in respect of the persons/ Explosive sniffer dogs deployed by the Tenderer. In case any employee/persons of the Tenderer so deployed enter into dispute of any nature whatsoever, it will be the primary responsibility of the Tenderer to contest the same. In case RBI, Chennai is made party and is supposed to contest the case, the RBI, Chennai will be reimbursed for the actual expenses incurred towards Counsel Fee and other expenses, which shall be paid in advance by the Tenderer to RBI, Chennai on demand and the Bank reserves its right to appropriate the amount from the amounts payable to the Tenderer or by invoking PBG. Further the Tenderer shall ensure that no financial or any other liability comes on RBI, Chennai in this respect of any nature whatsoever and shall keep RBI, Chennai indemnified in this respect even after the expiry of the contract.
- 49) The Tenderer understands that he fulfills all the requirements of the tender documents and is in a position to execute the work immediately upon receipt of approval letter from the Bank. Upon receipt of in-principle approval from the Bank, the Tenderer shall be bound to produce the required number of qualified Explosive sniffer dogs and dog handlers, within three days of the receipt of the letter from the Bank and before the final award of the work. The Explosive sniffer dogs and dog handlers so produced should meet the eligibility criteria stipulated in the tender document. In case any of Explosive sniffer dogs or dog handlers is not found fit for deployment, the Tenderer shall arrange for the substitute arrangement and produce such Explosive sniffer dog/ dog handler on the same day. **It is agreed by the Tenderer that mere receipt of in-principle approval does not guarantee award of work**, the work will be finally awarded upon satisfaction of the Bank that the Tenderer is/will be in a position to meet the requirements of the tender. In the event the Tenderer fails to commence the work upon award of the contract, the Bank reserves the right to withdraw the in-principle approval and forfeit the EMD amount furnished by the Tenderer, the Tenderer shall also be liable to risk and cost. The Bank also reserves its right to debar such defaulting Tenderer from participating in any future contract in the Bank for a period of three years, however, before doing so the Bank may serve a seven days show cause notice (SCN) on the Tenderer and consider the reply if any given by the Tenderer to such notice.
- 50) **Non-Disclosure clause:-** The successful tenderer 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 successful tenderer during the course of discharging contractual obligations, to any third party and shall at all times hold the same in strictest confidence. The successful tenderer shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The successful tenderer shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The successful tenderer shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of contract on the part of the successful tenderer and the Bank shall be entitled to claim damages and pursue legal remedies against the Tenderer. The successful Tenderer 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 successful Tenderer's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement.

51) Surprise Inspection/Check

The Bank may authorize any of its Officers to conduct a surprise check with or without coordination of the Tenderer to ascertain the suitability of the Explosive sniffer dogs and the handlers deployed in the Bank's premises.

52) Integrity Clause: Promise on the part of Employer not to seek or accept any benefit, which is not legally available. Employer to treat all the bidders with equity and reason. Promise on the part of bidders not to offer any benefit or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc. Bidders not to pass any information provided by Employer as part of business relationship to others and not to commit any offence under PC/ IPC Act. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgression with any other company that may impinge on the anticorruption principle. Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associate.

53) Insurance:

- (i) The successful bidder shall take "all-risk policy" for the contract value and workmen compensation policy (WCP) for the workers engaged in the work for the entire contract period.
- (ii) The All-Risk Policy and WCP should be taken in the name of the Reserve Bank of India, Chennai. The successful bidder should submit the original copies of the

policies for perusal of the Bank within 15 days from the date of agreement. The Minimum cover under (Workmen Compensation Policy) shall be to the extent of wages paid to the workman deployed for the fulfilment of the contract. The successful bidder shall indemnify the Bank for any loss or damage that occur to persons or building or third party while executing the work. The Contractor shall take all precautionary measures to ensure the safety of the workmen's deployed by the Contractor and the Bank shall not be responsible in case of any eventuality during the course of their duty / off duty.

Note:

(i) These policies shall be valid till the completion of the Contract. If the Contractor does not provide these policies within the stipulated time, the Bank reserves the right to take the above insurance policies themselves and recover the cost thereof from the Contractor.

II) It should be noted that the Workmen Compensation Policy should include a notional extension of employment. The Policy should cover the employees travel to and from the workplace, and any other travel associated with work.

54) Renewal of Contract:

(i) The tenure of contract may be extended for further period on a yearly basis for a maximum of two more years or other shorter periods, on mutual consent, subject to satisfactory performance / service rendered by the contractor. On such renewal of contract, annual increment on the rates decided based on the indexation formula as given below will be applicable to only Dog Charges rate and Service Charge rates and not on wages to dog handlers since any increase in wages declared by Central Government during the tenure of the contract shall be duly honoured by the Bank so as to ensure the contractor's obligation of payment of at least minimum wages to staff deployed to the Bank. However, this shall be only to the extent of meeting the payment of the minimum wages to the dog handlers deployed at the Bank. If the wages already being paid is sufficient to meet the enhanced minimum wages requirement, no further increase will be effected in respect of payments to dog handlers deployed.

(ii) Reliever – The tenderer shall take into consideration the requirement of posting of reliever

and payment thereof while quoting the rates. No extra amount will be paid for posting of reliever i.e. the amount quoted shall be inclusive of reliever charges, besides the rate for deployment of Explosive Sniffer Dogs with Handlers.

(iii) The formula to be used for such indexation applicable only to Service Charge rates and not on wages to dog handlers deployed, upon renewal of contract, if any, will be as follows: -

$$X = (CPIA - CPIB) / CPIB * 100$$

Where, CPIA = All India Consumer Price Index for Industrial Workers for the month to be specified in tender document, generally based on index 6 months prior to the commencement date of contract for the current year. The current year indicates the year for which the contract is to be renewed.

CPIB = All India Consumer Price Index for Industrial Workers for the month to be specified in tender document, generally based on index 6 months prior to the commencement date of contract for the previous year.

X = Percentage (%) increase for renewal of contract

(iv) Now for an instance, a contract is to be renewed for further period of one year i.e. from April 01, 2027, to March 31, 2028. The previous contract year is for a period from April 01, 2026 to March 31, 2027. Hence, the admissible increase will be as under:

CPIA	All India Consumer Price Index for Industrial Workers for the month of September 2026. (i.e., index 6 months prior to the commencement date of contract for the current year.) Here, the commencement date of the contract for the current year is April 01, 2027.
CPIB	All India Consumer Price Index for Industrial Workers for the month of September 2025. (i.e., index 6 months prior to the commencement date of contract for the previous year.) Here, the commencement date of the contract for the current year is April 01, 2026.
X	$X = (CPIA - CPIB) / CPIB * 100$

55) Termination of Agreement:

The Agreement shall stand terminated, in case of insolvency of the Contractor or in the case

of the Contractor entering any arrangement / compensation with his creditors. In the event of the Contractor's winding up the company, the lawful successors shall, subject to the Bank's approval, be entitled to the rights of the Contractor, under this Agreement and shall also be subject to the same liabilities, as the Contractor is subject to, under this Agreement.

- (i) The Bank shall, be entitled to terminate this agreement by giving one month's notice in writing and the Contractor shall not be entitled for any compensation in case of such earlier termination in the event of the Contractor committing any breach of any of the terms and conditions of this agreement or if the services provided by the Contractor is considered to be unsatisfactory by the Bank. The Contractor may also terminate this Agreement by giving three months' notice in writing to the Bank.
- (ii) On expiry or earlier termination of this agreement, the Contractor and the dog handlers shall vacate the premises immediately, without causing any damage to the premises and property of the Bank. The contractor shall remove all workers deployed by him on termination of the contract or on expiry of the contract from the premises of the Reserve Bank of India, Chennai and ensure that no such persons shall create any disruption/hindrance/problem of any nature in the Reserve Bank of India, Chennai either explicitly or implicitly. For the purpose of ascertaining whether any such damage has been caused an officer of the Bank may be designated to assess the extent of damage and the likely expenditure to be incurred and submit a report to the Regional Director / Officer-in-charge for taking a decision thereon which shall be binding on the parties hereto. Any expenditure incurred by the Bank to rectify or repair the damage caused by the Contractor or its personnel shall be recovered from the amounts to be paid to the Contractor, including by way of encashment of the security deposit.

Part 'B' SCHEDULE OF QUANTITIES
(PRICE BID) (illustration purpose only)

- i. This is for illustrative purpose only and the Price Bid should not be submitted with Part I (Technical Bid). **It should be entered only in MSTC Portal.**
- ii. **All rates quoted should be exclusive of GST. System will automatically calculate with GST.**
- iii. **The rates should be in conformity to Minimum Wages Act 1948 as published by Central Government. Kindly note that the State Government prescribed rates are not to be quoted.**

SCHEDULE OF QUANTITIES

Sl.	Description	Rate in (₹)	MSTC website
1	<p>Quote rate for one person only. System will calculate automatically for 02 dog handlers. (Current Minimum Wages and applicable statutory wage components cumulatively for 01 dog handler – 1055.99/day (313 working days in the Financial Year April 01, 2026 to March 31, 2027))</p>	A	<p>Please Quote rate per person per annum (exclusive of GST) and system will automatically calculate with quantity as given, by using the formulae.</p> <p>Eg: $A*2*1.18$</p>
2	<p>Dog Charges for 12 months:</p> <p>Quote rate for one dog only. System will calculate automatically for 02 dogs</p>	B	<p>Please quote lumpsum charges for one dog per annum (exclusive of GST). System will automatically calculate for 2 dogs with quantity as given, by using the formulae.</p> <p>Eg: $B*2*1.18$</p>

3	<p>Total Service Charges for providing the services of two Explosive sniffer dogs and dog handlers(accessories, uniform etc.) for 12 months:</p> <p>Quote rate for one Explosive sniffer dog and one dog handler only. System will calculate automatically for 02 dog handlers.</p> <p>(Please note that no charges to be recovered from the dog handlers.)</p>	C	<p>Please quote charges for one Explosive sniffer dog and one dog handler per annum (exclusive of GST). System will automatically calculate for 2 Explosive sniffer dogs and two dog handlers with quantity as given, by using the formulae.</p> <p>Eg: $C*2*1.18$</p>
4	Grand Total = Sl. No 1+2+3		₹xxxxxx/-

* Note:

1. The price for dog handlers to be quoted as per the central minimum wages latest notification under WATCH AND WATCH (without arm) for Area A.

2 .Price quoted at above should **include** all statutory obligations of the Tenderer under various Labour laws: Contract Labour (Regulation & Abolition) Act, 1970; The minimum Wages Act 1948 (Higher of the current and applicable minimum wages (including Variable Dearness Allowance) announced by Central Government or State Government periodically by way of notification);Employee State Insurance Act, 1948;Payment of wages Act 1936;Workman's Compensation Act 1923;The Employee's Provident Fund Act (Miscellaneous Provisions) 1952;Payment of Bonus Act 1965;Employer's Liability act 1938 and or any other rules/regulations and /or statues that may be applicable to them from time to time.

3)Tenderer being L1 merely by Commercial Bid will not be sufficient ground for award of contract. In case the Vendor fails to quote the correct figures in line with latest statutory guidelines, its Commercial Bid is liable to be rejected.

4) RBI has fixed a minimum service charge of 3.00% in procurement of manpower outsourcing services to ensure sustainability and quality of work. Tenderer quoting

below “3%” Service Charge is liable to be rejected. Service Charge should be quoted in absolute value not in percentage. It may be noted that the service charge will not be revised during the entire period of contract.

Authorized Signatory (With name & Seal)

Annexure I

1. Experience Details

List of similar contracts entered into by the applicant **during the last 3 years** (including orders in hand) each costing Rs.11 lakh or more per year:

Sl. No.	Number of Dogs (breed) along with number of Dog Handlers supplied	Cost of deployment per year	The name and full address of the organisation to whom the services were provided

The following may be noted:

- 1) Only one tender per Tenderer will be accepted and the tender should be strictly as per the format of the Bank
- 2) Tenders not accompanied with documents in **Annexure IV** will be liable for rejection forthwith.

Annexure II**A. Particulars of the Tendering Company / Firm**

1	Name of the Company/Firm	
2	Type of Company whether, Proprietorship, Partnership etc.	
3	Name and address of the Proprietor/ Partners/ Directors of the Company	
4	Registration (firm, company etc.,) / Registration Authority, Date Number etc.	
5	Registered office address and telephone number & email address	
6	Office address through which the work will be handled (together with Tenderer's email address)	
7	Experience in providing similar services to other organizations	_____ Years
8	Total value of the services provided to the other organizations for the last 3 years (ending on 31 st March, 2025)	Rs. Rs. Rs.
9	Furnish Balance Sheet for last 3 years (2022-23, 2023-24 and 2024-25)	
10	Whether deployed Dog Squad to any of the Government / Semi-Government Undertaking/s as approved Tenderers? If so, furnish details	
11	Indicate if involved in any litigation	
12	Whether any disputes (including with statutory authorities) are pending? If so, provide details of the stage of proceedings	

Signature of the applicant with Seal

Annexure III

Details of Bankers

(To be given on applicant's letterhead)

Particulars	Banker 1	Banker 2 (if any)
Name of the Bank		
Name of the Branch		
IFSC		
Email-id of Branch.		
Postal address of Branch		
Telephone Number/ Mobile Number of Branch		
Type of Account and Account number (Savings/Current/Cash Credit)		
The period from which the tenderer has been banking with the banker (Specify the number of years and months).		
Any other information which the tenderer may like to furnish about its bankers		

Signature of the Authorized Official with Seal

Date:

Annexure - IV

Check List of documents to be submitted with the tender

S.No	Prequalification documents	Attached Yes/No
1	Tender documents signed and stamped	
2.	EMD Rs/- Draft No/ UTR Number of NEFT Date.....	
3.	Proof of Average annual financial turnover of firm during the last 3 years ending March 2025 minimum of Rs 11 lakhs each year. Copies of the Income Tax Clearance Certificates/ Income Tax Assessment orders/ IT Returns along with latest final accounts of the business of the Agency duly certified by a Chartered Accountant should be enclosed in proof of their credit worthiness and turnover for the last three years.	
4.	Audited balance sheets of the last 3 years For the year 2024-25 For the year 2023-24 For the year 2022-23	
5.	The client-wise names of work(s), year(s) of execution of work (s) awarded, Date of Start and Finish of the work and actual cost(s) of executed work(s), reasons for delay (if any), names and full contact details of the officers/ authorities/ departments under whom the work(s) was/were executed should be furnished.	
6.	The details along with documentary evidence of previous experience if any, of carrying out works for the Reserve Bank of India at any Centre should also be given.	
7.	Proof of having successfully completed similar works during last 3 years as on March 31, 2025. Client reports showing the details of work carried out during the last 3 years. Note: i) In respect of Government Departments/Public sector Undertakings the certificate should be signed by the concerned Security Officer or an officer in an equivalent or higher rank. ii) In respect of Departments other than Government Departments/Public sector Undertakings apart from the certificates mentioned at i) above the TDS certificates matching with the payments related to the work executed shall also be enclosed.	
8.	Copy of PAN number.	
9.	Proof of Registration with GST	
10.	Proof of Registration with ESI , if applicable	
11.	Proof of Registration with EPF, if applicable.	
12.	Proof of registration under labor laws.	
13.	Full particulars (whether Tenderer is an individual or a partnership firm or a company etc.) of the composition of the firm or Agency in detail should be submitted along with the name(s) and address(es)	

	of the partners/directors, copy of the Articles of association/power of Attorney/ any other relevant document.	
14.	Written information about the names and address of their bankers along with full details like names, postal addresses, e-mail IDs, telephone (landline and mobile) Nos., Fax Nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank, in case it is so needed) should be furnished.	
15.	Full particulars of their bank accounts, like account No., type, when opened, IFSC Code etc. should be given. Tendering firms/companies should have current account in scheduled banks and should give an undertaking that they are ready to receive the payments through National Electronic Funds Transfer (NEFT).	
16.	Written information about the names and address of their clients along with full details like names, postal addresses, e-mail IDs, telephone (landline and mobile) Nos., Fax Nos., etc. of the contact executives (i.e. the persons who can be contacted at the office of their clients by the Bank, in case it is so needed) should be furnished.	
17.	An Affidavits on stamp papers of Rs 100/- (Rupees Hundred) (Non-Judicial) stating that:- In case any ambiguity is noticed in the documents (list out documents) submitted at any stage, we shall be entirely responsible and liable for any action by the RBI as deemed fit under the law.	

Place:

Signature and seal of the Tenderer

Date:

LIST OF ACTS/ OMISSIONS FOR WHICH FINES CAN BE IMPOSED IN ACCORDANCE WITH CONTRACTOR'S LABOUR REGULATIONS

1. Willful insubordination or disobedience, whether alone or in combination with other.
2. Theft, fraud or dishonesty in connection with the Contractors beside a business or property of Reserve Bank of India.
3. Taking or giving bribes or any illegal gratifications.
4. Habitual late attendance.
5. Drunkenness, fighting, riotous or disorderly or indifferent behavior.
6. Habitual negligence.
7. Smoking near or around the area where combustible or other materials are locked.
8. Habitual indiscipline.
9. Causing damage to work in the progress or to property of the Reserve Bank of India or of the Contractor.
10. Sleeping on duty.
11. Malingering or slowing down work.
12. Giving of false information regarding name, age father's name etc.
13. Habitual loss of wage cards supplied by the employers.
14. Unauthorized use of employer's property for manufacturing or making of unauthorized articles at the work place.
15. Bad workmanship in construction and maintenance by skilled workers which is not approved by the Reserve Bank of India and for which the contractors are compelled to undertake rectifications.
16. Making false complaints and/or misleading statements.
17. Engaging on trade within the premises of the establishments.
18. Any unauthorized divulgence of business affairs of the employees.
19. Holding meeting inside the premises without previous sanction of the employers.
20. Threatening or intimidating any workman or employer during the working hours within the premises.
21. Any other point/observation/objection by the Bank.

TECHNICAL EVALUATION MATRIX

In case of more than one L1 bid, the Tenderers will be judged on the basis of the evaluation parameters as mentioned below and the bid will be awarded to the Tenderer who is having higher matrix score. Tenderers will be required to furnish documentary evidence in support of their claims on the following parameters:

i. Number of years in operations	Max 25 Marks
a) Upto 5 years	10 Marks
b) More than 5 years and up to 10 years	15 Marks
c) More than 10 years and up to 15 years	20 Marks
d) More than 15 years	25 Marks
ii. Turnover (Last Financial Year)	Max 25 Marks
a) Up to 1 Crores	10 Marks
b) More than 1 Crores and up to 2 Crores	15 Marks
c) More than 2 Crores and up to 5 Crores	20 Marks
d) More than 5 Crores	25 Marks
iii. Number of Manpower on Roll	Max 25 Marks
a) Up-to 100	10 Marks
b) More than 100 and up to 500	15 Marks
c) More than 500 and up to 1000	20 Marks
d) More than 1000	25 Marks
v. Quality Related Marks*	Max 15 Marks (consolidated
*Marks will be awarded for a,b separately	Score)
a) ISO (Less than 3 years)	05 Marks
b) ISO (3-10 years)	15 Marks

ANNEXURE VII**Details of previous experience (Before March 31, 2016)**

Sl. No.	Nature of service rendered	Name, address & telephone number of the client (Govt. / Semi-Govt / Banks /Others)	Name, full address & telephone number of the person concerned under whom the work was carried out	Number of persons deployed

Signature of the applicant with Seal**Date:**

Details of previous experience (After March 31, 2021)

Sl. No.	Nature of service rendered	Name, address & telephone number of the client (Govt. / Semi-Govt / Banks /Others)	Name, full address & telephone number of the person concerned under whom the work was carried out	Number of persons deployed

Signature of the applicant with Seal

Date:

ANNEXURE IX**Details of works presently being executed by the Bidder**

Sl. No.	Nature of service rendered	Name, address & telephone number of the client (Govt. / Semi-Govt / Banks /Others)	Name, full address & telephone number of the person concerned under whom the work was carried out	Number of persons deployed

Signature of the applicant with Seal**Date:**

Annual Turnover for the last three years

Years	Total Annual Turnover	Turnover from only Annual Service Contracts
2022-23		
2023-24		
2024-25		

Signature of the Authorized Official with Seal**Date:**

PROFORMA OF BANK GUARANTEE FOR PERFORMANCE SECURITY DEPOSIT

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

Place: _____

Date: _____

The Regional Director
Reserve Bank of India,
16, Fort Glacis, Rajai Salai
Chennai -600001

Madam/ Dear Sir,

**Service Contract for Deployment of Explosive Sniffer Dogs with Handlers at Reserve Bank of India,
Chennai -600001 - Bank Guarantee for PERFORMANCE SECURITY DEPOSIT**

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 project (hereinafter called the "Contract") to M/s _____ (Name of the Contractor) (hereinafter called "the said Contractor" which expression shall include its successors and assigns).

AND Whereas the Contractor 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 Rs _____ 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 Rs. _____ (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

Rs. _____ (Rupees _____ only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs. _____ (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 Rs. _____ (Rupees _____ only).

b) Our liability under these presents shall not exceed the sum of Rs. _____ (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 upto _____ (60 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 PD Manual - Amendment Slip incorporated up to May 07, 2024 124 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 XII

PROFORMA OF BANK GUARANTEE FOR EARNEST MONEY DEPOSIT/BID SECURITY

(On Non-Judicial Stamp Paper of appropriate value)

Place: _____

Date: _____

The Regional Director
Reserve Bank of India,
16, Fort Glacis, Rajai Salai
Chennai -600001

Dear Sir,

Name _____ **of** _____ **Work**

.....
.....

Ref.: NIT/Advt.No. _____ date _____

WHEREAS

The Reserve Bank of India, having its Central Office at Shahid Bhagat Singh Road, Mumbai (hereinafter called the 'RBI') has invited tenders for the captioned work (hereinafter called "the said tender") on the terms and conditions mentioned in the said tender documents.

It is one of the terms of invitation of tenders that the tenderer shall furnish a Bank Guarantee for a sum of Rs. _____ (Rupees _____ only) as Earnest Money Deposit (EMD).

M/s. (Name of the Tenderer/Bidder) _____, (hereinafter called as "the Tenderer/ Bidder"), who are our Clients/Constituents intend to submit their tender/ Bid for the said work and have requested us to furnish Bank Guarantee to RBI in respect of the said sum of Rs. _____ (Rupees _____ only) in respect of EMD.

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 Tenderer have not performed their obligations under the said conditions of the tender or have committed a breach thereof, which conclusion shall be binding on us as well as the said Tenderer; we shall on demand by

the RBI, pay without demur to the RBI, a sum of Rs. _____ (Rupees _____ only) or any lower amount that may be demanded by the RBI. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Tenderer under the said Conditions, provided, however, that our liability against such sum shall not exceed the sum of Rs. _____ (Rupees _____ only).

2. We also agree to undertake to and confirm that the sum not exceeding Rs. _____ (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. 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 Tenderer.

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 tender and/or hereunder or granting of any time or showing of any indulgence by the RBI to the Tenderer 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 Tenderers of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding Rs. _____ (Rupees _____ only).

b) Our liability under these presents shall not exceed the sum of Rs. _____ (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 in tendering for the said work or their

obligations there under or by dissolution or change in the constitution of our said

constituents.

d) This guarantee shall remain in force up to _____ (six months from the last date of receipt of tender) 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.

Yours faithfully,

For and on behalf of _____ Bank.

Authorised Official (with seal)

(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 XIII

FORMAT FOR LETTER OF AUTHORIZATION / POWER OF ATTORNEY FOR SIGNING OF APPLICATION/PROPOSAL

Know all men by these presents, We.....(Name of the Bidder and
address of their registered office) do hereby constitute, appoint, and authorise Mr. / Ms.
..... (Name and
residential address of Power of Attorney holder) who is presently employed with us and holding the position of
..... as our attorney, to do in our name and on
our behalf, all such acts, deeds and things necessary in connection with or incidental to our tender for “**Annual Service Contract for Providing Services of Explosive Sniffer Dogs with Handlers at Reserve Bank of India, , Chennai -600001**” including signing and submission of all documents and providing information / responses to P&SE Department, RBI, Chennai representing us in all matters before RBI Chennai, and generally dealing with RBI Chennai in all matters in connection with our proposal for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney.

Pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Note

Power of Attorney should be properly stamped and notarized.

Power of Attorney furnished shall be irrevocable.

Signature/(s) of the Bidder

Name/(s)

Stamp/Seal of the Bidder

(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).

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
Chennai

Name of Work: _____

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 / 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

Proforma for Undertaking / Declaration /Certificate regarding debarment by public institution(s)
(To be submitted by bidders on their letters head duly sealed and signed by authorised signatory)

To
The Regional Director
Reserve Bank of India
Fort Glacis, Rajaji Salai
Chennai – 600001

Name of Work:

1. I/We (Name of the bidder) declare that

a) I/we or any of our allied firm* is/ are not debarred / suspended / blacklisted by any public institution/entity in India or any other country as on (last date of submission of bid).

b) I/We or any of our allied firm* 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..... (last date of submission of bid).

c) We will inform the Bank in writing, in case, I/we or any of our allied firm* is/are debarred/suspended/blacklisted by any public institution in India or any other country on or before award of work for the captioned work.

2. I/We, (Name of the bidder) declare that I/we or our allied firm*..... (Name of the allied firm(s) is/are debarred/suspended/blacklisted by (Name and address of public institution in India or any other country) and the same effective up to(date). A copy of such letter is attached for your information and record.

(Seal and signature of the bidder)

Date

Place

(Note: strike out one of the above two declarations which is not applicable)

*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 firms.

DECLARATION

(To be given on applicant's letterhead)

I/We hereby solemnly declare that:

(a) The firm/company/agency is not involved in illegal activities or financial frauds. There are no cases with the Police / Court / Regulatory authorities against the tenderer.

(b) The firm/company/agency has not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

(c) The firm / company / agency has not been suspended / delisted / disqualified by any organization including Reserve Bank of India / Reserve Bank Staff College on any grounds.

(d) The firm / company / agency has not rescinded / abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The firm / company / agency shall give details of all disputes it had with its clients and furnish the status thereof.

Signature:

Name:

Date:

Company's seal:

Declaration / Undertaking Regarding Compliance to all Statutory laws

(To be typed / filled with legible handwriting without any overwriting and submitted on the Letter Head of the Company / Firm / Agency of Tenderer failing which the offer of Tenderer is liable to be summarily rejected)

Tender No: _____ **dated:** _____

We M/s _____ participating in the bid, hereby furnish the self-declaration / undertaking that:

1. Our establishment is registered under Contract Labour(R&A) Act, 1970 and my/our establishment shall comply with all provisions of Contract Labour (R&A), 1970 and rules made thereafter including the conditions of licence, administrative order/s, and advisories, if any issued by the Govt. from time to time.
2. Every worker deployed / shall be deployed by our establishment, is being / shall be paid not less than the minimum rates of wages fixed for their categories of employment from time to time by the Central Government under the Minimum Wages Act, 1948 including overtime / weekly off, etc. and the same is / shall be paid through the account payee cheque / ECS / Bank Transfer.
3. We shall ensure that every eligible worker is / shall be covered under the provisions of ESI and EPF Acts, and the statutory deductions are deposited in timely manner.
4. We shall ensure that every eligible worker is / shall be paid bonus under the provisions of Bonus Act, 1965.
5. We shall not deploy any minor / child / bonded labour and shall comply with the provisions of the respective legislations.

Verification as under:

- i. That the above declarations and information furnished by us are correct to the best of my/our knowledge and belief and nothing has been concealed in any manner whatsoever.
- ii. If any information/undertaking furnished by us is found to be incorrect/ false, in that event we shall be liable for penal action as provided under provisions of Contract Labour (R&A) Act, 1970 and other relevant laws.
- iii. We shall be personally liable and responsible for all acts of omission and commission.

Signature of the authorized person:

Date:

Full Name:

Place:

Designation:

Company's Seal:

Undertaking / Certificate of Indemnity

(To be submitted on the letterhead of the Company / firm / agency)

The Regional Director,
Reserve Bank of India,
Chennai- 600 001.

Madam

Service Contract for Providing Services of Explosive Sniffer Dogs with Handlers at Reserve Bank of India (RBI), Chennai

Tender No: ----- Dated:

In response to your captioned tender notice dated -----, we hereby certify having fulfilled all the eligibility criteria stipulated in it and we accept all the terms and conditions for submitting quotation as mentioned in the said tender.

2. We hereby certify that no terms and conditions have been stipulated by us in the Commercial Bid.
3. We warrant that the Explosive Sniffer Dogs with Handlers provided to you shall not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall indemnify the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from, or arising out of any breach or alleged breach of the terms and conditions mentioned in this document.
4. We understand that you reserve the right to accept or reject any or all the tender either in full or in part without assigning any reason thereof.

Yours faithfully,

Signature of the Authorised Official with Seal.

Name:
Designation:
Place:
Date:

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

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

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

(Signature)

For the Bank

Note:

- 1. Bankers' certificates should be on letter head of the bank, sealed in cover addressed to enlistment authority.**
- 2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.**

CLIENT's CERTIFICATE REG. PERFORMANCE OF CONTRACTOR***(On Client's Letter Head)***

Name & address of the Client:		
Details of Works executed by Shri /M/s		
1.	Name of work with brief particulars:	
2.	Agreement No. and date:	
3.	Agreement amount:	
4.	Date of commencement of work:	
5.	Stipulated date of completion	
6.	Actual date of completion	
7.	Details of compensation levied for delay (indicate amount) if any:	
8.	Gross amount of the work completed and paid:	
9.	Name and address of the authority under whom works executed:	

10.	i) Quality of work (indicate grading)	Outstanding/Very Good/ Good/Satisfactory/poor
	(ii) Amt. of work paid on reduced rates if any	
11.	i) Did the contractor go for arbitration?	
	ii) If yes, total amount of claim	
	iii) Total amount awarded	
12.	Comments on the capabilities of the contractor	
	a) technical proficiency:	Outstanding/Very Good/ Good/Satisfactory/poor
	b) financial soundness:	Outstanding/Very Good/ Good/Satisfactory/poor
	c) Mobilization of manpower:	Outstanding/Very Good/ Good/Satisfactory/poor
	d) General behaviour:	Outstanding/Very Good/ Good/Satisfactory/poor

Signature of the Reporting Officer

with Office seal

Note:

(i) All columns should be filled in properly

ANNEXURE XXI**Legal Requirements**

S.No.	Questions	Your response (Yes/No)	Pass Criteria
1	Is your company / firm / agency currently involved in any material litigation?		None to be there
2	Are there any petitions, claims, actions, judgments, or decisions pending, which are likely to adversely affect your company / firm / agency performance of work associated with this Tender? If "Yes", please provide detail, additional comments or you may attach related document.		None to be there
3	Have you had any contract terminated for default or cause during the last five (5) years?		None to be there
4	Has your company / firm / agency been cited for any violations by any governmental agencies? If "Yes", provide details on any citations received in the last three years.		None to be there

Signature of the Authorized Official with Seal**Date:**

Agreement

The agreement is made on this 2026 between Reserve Bank of India, Fort Glacis, 16, Rajaji Salai, Chennai-600 001 herein after called the Bank of the one part represented by its authorized officer herein after called as the Service provider which expression shall unless repugnant to the subject or the context shall mean and include the heirs, successors and assigns of the respective parties, represented by its _____ who is authorized by the Board of Directors to enter this agreement with the Bank.

Whereas the service provider has agreed with the Bank for providing of services of two trained sniffer dogs along with two trained dog handlers at Main Office Premises of Reserve Bank of India, Chennai, as set forth in the terms and conditions stated hereunder and enters into a contract/agreement as per the terms and conditions laid down in this agreement. The tender document is to be read as part and parcel of this agreement.

TERMS AND CONDITIONS

The service provider shall provide the services of two trained sniffer dogs, preferably Labradors/German Shepherds, along with two trained handlers to the Bank. The agreement shall be effective for a period of one year commencing from April 01, 2025, to March 31, 2026.

1. The value of the contract is **₹ 11,00,000/- (Rupees Eleven Lakh only)**. The contractor is responsible for payment of minimum wages to the Dog handlers vide notification by the Chief Labour Commissioner, Ministry of Labour and Employment, New Delhi from time to time. The Bank shall deduct tax deduction at source (TDS) or any other tax liable to be paid under any other law shall be deducted from the amount payable to the service provider.
2. The trained sniffer Dogs shall be deployed for twelve hours daily in such a manner that each dog performs duty for six hours per day. The duty hours will start at 0700 hrs. daily and complete at 1900hrs. Each dog will be deployed for at least 6 hours daily, on a two-hourly duty followed by two-hour rest on rotation basis at the Main Office Premises of the Bank. Thus, at any given point of time one dog shall be on duty. The other dog should be available and resting in the dog kennel provided by the Bank. The dog handlers will be provided accommodation within the Bank's premises. The dogs and their handlers will be put into duty at odd hours also, if the situation so warrants.
3. The service provider shall make available the services of a well-trained handler along with each sniffer dog. The handler should be highly disciplined and decent in behaviour and their antecedents must have been verified by Police authorities, a certificate to that extent shall be furnished to the Bank by the service provider.
4. It shall be the responsibility of the service provider to provide food and water to the dogs.
5. If the services are not required by the Bank due to unsatisfactory performance, the service provider shall be served with a notice of seven days to terminate the contract, and the sniffer dogs will be

withdrawn from the Bank's premises. The decision of the Regional Director, Reserve Bank of India, Chennai Office shall be final in this regard. No compensation shall be paid to the Service provider in case of early termination of the contract for any reason.

6. The sniffer dogs deployed must have been trained by the Service provider to detect all kinds of low and high explosives e.g. Ammonium/potassium Nitrate, RDX, TNT, Gunpowder, PEK (list not exhaustive) and dogs deployed for security are to undergo sniffing test for recertification of explosive detection capabilities and handler should undergo refresher training every six months under general terms and conditions and relevant certificates to this effect to be submitted to the Bank.
7. The Bank's security guards, whenever available, will assist the handlers for carrying out sanitization of the premises.
8. The staff deployed by the service provider must be well disciplined and should not consume alcohol or smoke or use drugs or should not be found in an inebriated condition in the Bank's premises at any given point of time. The Service provider is responsible for behavior and conduct of the dogs' handlers provided by them. In case of any loss caused to the Bank, its employees or any other person visiting the Bank's premises, because of the behavior/conduct of the dogs or dogs' handlers, the same shall be made good by the Service provider.
9. If the dogs or its handlers are unable to attend the duty due to sickness/ill-health or in case of leave of the handler, the Service provider shall provide suitable substitute having similar capability and competence. If the service provider fails to provide the services of a trained sniffer dog with trained handlers as substitute, proportionate amount of hiring charges plus a penalty of ₹100/- per hour shall be deducted from the hiring charges payable to the service provider.
10. The handlers shall be in proper uniform with shoes. They shall also wear Service provider identity card and Pass issued by the Bank on person.
11. The dogs and their handlers shall be made available for duty as and when required by the Bank during its working hours as mentioned in clause 3. The Bank shall, if felt necessary utilize the dogs for sanitization of any of the Bank's premises. The Bank shall make every effort to make arrangements for taking the dogs to the other premises. In case the Bank is not able to make transport arrangement, the Service provider shall utilize any suitable mode of transport, and the Bank will reimburse the incurred transportation charges.
12. The service provider shall submit medical certificates for the dogs as well as handlers before they are pressed into service to the effect that they do not suffer any illness which will hamper their efficient functioning. The service provider may ensure that the dogs are immunized/ vaccinated periodically.
13. The Bank is not responsible for any injury or accident caused to the dogs or handlers while on duty or otherwise during Office hours or after Office hours within the Bank's Office premises or outside and is not liable for payment of any compensation for such injury to the dogs/handlers.

14. Payment of hiring charges will be made monthly through NEFT subject to submission of invoice by the service provider. The service provider shall raise the invoice by 3rd of following month and the Bank shall make necessary payment 10th day of the following month.
15. A register for daily attendance shall be maintained by the service provider and the duty hours of dogs and their handlers will be recorded therein. This register should be put up daily to the Security Officer of the Bank in charge of internal security.
16. The service provider shall furnish its contact phone/mobile nos. along with permanent/Official postal address. The service provider shall also give the details of the firm, its employees, dogs owned by the service provider, etc.
17. The service provider shall furnish the certificate of registration/license of the firm from the competent Government authorities. The service provider shall ensure compliance with all the laws relating to animal safety and prevention of cruelty to animals.
18. The service provider shall ensure that the sniffer dogs do not bite any employee of the Bank or any visitor to the Bank. In case the dog bites any employee/visitor, the service provider will be responsible for the payment of damages /compensation that may be payable to the victim and the Bank shall be absolved of all responsibilities and liabilities.
19. The grooming of the dogs, maintenance/cleaning of kennel and cleaning of the litter, if any, inside the Bank's premises on daily basis will be the responsibility of the service provider.
20. Medical support for the dogs/handlers will be provided by the service provider.
21. The service provider shall ensure that the wages paid to the workforce are credited to their savings bank account on or before 7th of every month. The Service provider (a) is responsible for payment of salaries / wages / compensation to the handlers and a certificate to the effect that the salary / wages / compensation is paid to the handlers shall be furnished to the Bank every month regularly by the Service provider (b) be responsible and liable for payment of salaries, statutory minimum wages and other legal dues to the persons who are employed by the Service provider for the purpose of rendering the services required by the Bank under this tender. Written records for having made these payments shall be submitted to the Bank, at monthly intervals, for its verification. (c) Provide information as required in respect of all employees employed by the service provider to enable the Bank to monitor compliance of PF, ESI etc. (d) The service provider is responsible for payment of minimum wages vide notification by the Chief Labour Commissioner, Ministry of Labor and Employment, New Delhi from time to time. The Bank shall pay the notified minimum wages on claim by the Service provider.
22. The service provider is responsible for compliance to the Prevention of Cruelty to Animals Act, 1960 and all laws applicable in case of maintenance of sniffer dogs and employment of handlers. The Bank is not responsible for any violation; the service provider shall furnish a certificate to the effect that they

are complying with all the laws as applicable in case of deployment of sniffer dogs and employment of handlers.

23. The service provider shall be solely responsible for full compliance with the provisions of “the Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal Act, 2013). In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee of the Service provider / agency and the service provider shall ensure appropriate action under the said Act in respect to the complaint. Any complaint of sexual harassment from any aggrieved employee of the Service provider against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
24. The service provider shall be responsible for any monetary compensation that may need to be paid in case any incident involving any employee of the Service provider, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the Service provider is proved.
25. The service provider shall be responsible for educating their employees about prevention of sexual harassment at workplace and related issues.
26. The service provider shall provide a complete and updated list of their employees who are deployed within the Bank’s premises.
27. Unless provided contrary in this agreement, the Special Terms and Conditions forwarded to the service provider at the time of quotation may be read as part and parcel of this agreement. The service provider shall comply with the Special Terms and Conditions as communicated to them at the time of quotation.
28. In case of any dispute between the parties to the agreement, the same shall be settled through negotiations/discussions. In case the negotiations/discussions fail, the matter may be referred to the arbitration as per the provisions of the Arbitration and Conciliation Act, 1996. Each party may appoint an arbitrator, and the third arbitrator will be selected by both the arbitrators, who will preside over the proceedings of arbitration.
29. All disputes arising out of this agreement are subject to the jurisdiction of the Courts in Chennai.
30. The service provider shall execute an agreement containing the terms and conditions of the contract on stamp paper of ₹100/-
31. This contract shall be valid from April 01, 2025, to March 31, 2026. In case of any conflict due to interpretation, the English version of the contract will be final and binding.

(32) RELATIONSHIP OF THE PARTIES:

(a) The parties are independent contractors. Nothing in this Agreement or in the activities contemplated by the parties pursuant to this Agreement shall be deemed to create an agency, partnership, employment or joint venture relationship between the parties. Each party shall be deemed to be acting solely on its own behalf and unless expressly stated has no authority to pledge the credit of or perform any acts or make any

statements on behalf of the other party. Neither party shall represent to any person or permit any person to act upon the belief that it has any such authority from the other party. Neither party's officers or employees, agents or contractors shall be deemed officers, employees, agents or contractors of the other party for any purpose.

(b) The contractor shall not use the mark and name of the Bank or letterhead of the Bank and the relationship between the contractor and the Bank being on principal-to-principal basis, the contractor shall not hold himself/herself as an agent of the Bank. The contractor shall not use the Bank's address on his letterhead/ stationery for purposes of Registration with any Government/ Local Body or any other organization or person and no tenancy shall be created or deemed to be created by the presence of his workmen/ employee / his security personnel on the Bank's premises.

(33) -ASSIGNMENT:

The Contractor shall not assign or transfer any of its obligations or rights under this Agreement to a third party without consent of the Bank in writing.

(34) CONFIDENTIALITY/DISCLOSURE:

The Parties hereby agree that upon execution of this Agreement they shall not directly or indirectly in any capacity make use of or disclose or permit to be disclosed to any other person (except as may be necessary to comply with any statutory obligations or the order of the court or tribunal) any confidential information relating or belonging to the other Party which comes into its possession or knowledge directly or indirectly as a consequence of this Agreement. The parties hereto agree specifically that all material and information which has or will come into possession or knowledge of either Party in connection with this Agreement or the performance hereof, consists of confidential and proprietary information, whose disclosure to or use by third parties will be damaging or cause loss, harm to the other Party. The Parties agree to hold such material and information in strict confidence, and not to make use of the same other than for the due performance of this Agreement. In case of any conflict due to interpretation, the English version of the contract will be final and binding.

(35) The stamp duty on this agreement and duplicate thereof shall be borne by the Contractor. The original agreement shall be retained by the Bank and the Contractor shall retain the duplicate.

AUTHORITY TO SIGN;

The parties hereto expressly represent that the respective signatories executing and signing this Agreement are authorized by the respective parties to sign and execute this Agreement.

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

Signed and delivered
For and on behalf of
Reserve Bank of India, Chennai

Signed and delivered
For and on behalf of

साक्षी 1/ Witness 1:

साक्षी 2/ Witness 2: