



**RESERVE BANK OF INDIA**  
**Central Establishment Section**  
**New Delhi**

**EMPANELMENT OF CHEMISTS FOR HOME DELIVERY OF DRUGS & MEDICINES IN NATIONAL CAPITAL REGION (NCR)**

Reserve Bank of India, New Delhi (the Bank) intends to prepare a panel of Chemists for supply of medicines at the doorstep of retired/serving employees of the Bank in NCR. The panel is expected to remain operational for a period of three years subject to satisfactory performance.

**2.** The Bank invites applications from such Chemists who are interested in inclusion in the panel. Chemists, who fulfill the eligibility criteria and agree to the other terms and conditions mentioned in Request for Empanelment (RFE) document should apply in the prescribed form (Annex 1) to the Regional Director, Reserve Bank of India, Central Establishment Section, 6, Sansad Marg, New Delhi-110001. Duly completed application along with the necessary enclosures, in a sealed envelope, should be dropped in the tender box kept for the purpose by 3.00 p.m. on **March 31, 2020**.

**3.** The Bank reserves the right to accept any or reject any or all the applications received without assigning any reasons.



**RESERVE BANK OF INDIA**  
**Central Establishment Section**  
**New Delhi**

**March 03, 2020**

**REQUEST FOR EMPANELMENT (RFE) FOR HOME DELIVERY OF DRUGS &  
MEDICINES IN NATIONAL CAPITAL REGION (NCR)**

Reserve Bank of India, New Delhi (the Bank) intends to prepare a panel of Chemists for supply of medicines at the doorstep of its serving/retired employees in Delhi/NCR. The panel is expected to remain operational for a period of three years subject to satisfactory performance.

The Bank invites applications from such Chemists who are interested in inclusion in the panel. Chemists, who fulfill the eligibility criteria and agree to the other terms and conditions mentioned in this document should apply in the prescribed form ([Annex 1](#)) to the Regional Director, Reserve Bank of India, Central Establishment Section, 6, Sansad Marg, New Delhi-110001. Duly completed application along with the necessary enclosures, in a sealed envelope, should be dropped in the tender box kept for the purpose by 3.00 p.m. on March 31, 2020. The Bank reserves the right to accept any or reject any or all of the applications received without assigning any reasons.

**I. Eligibility**

(a) The chemist must hold valid licenses as on the date of application, in specified forms for various categories of allopathic drugs issued by the Drug Control Authority of the State under the provisions of Drugs and Cosmetics Act, 1940 as applicable and any other law in force. They must hold all other licenses, clearances and permissions as may be necessary to carry out the trade of dealing with/selling of medicines. The empaneled chemists will further ensure and undertake that their licenses remain valid till the end of the contract period.

(b) The chemist must not have been convicted by the State Drugs Authorities and no cases should be pending under the Drugs and Cosmetics Act and Rules.

(c) The chemist should have an annual minimum turnover of Rs.50 lakhs for the last three financial years.

(d) The chemist should agree to supply all the medicines, at the doorstep of the retired/serving employees in Delhi/NCR, that the Bank indents irrespective of the brands or manufacturers. Failure to do so after execution of the purchase contract as described elsewhere in the document will result in automatic forfeiture of the Performance Guarantee.

(e) The chemist should not have been debarred/black-listed by any Govt./Semi-Govt./Public Sector organization.

(f) GST Registration certificate and PAN should be available with the chemist.

(g) The chemist should have a computerized billing system on A4 size paper.

## **II. Terms and Conditions**

### **1. Scope of work**

i) The Bank will issue a 'Request for Quotation' (RFQ) for supply of medicines from the empaneled chemists once every year based on expected procurements during the year. The Bank will invite quotation through e-tendering on MSTC portal. The empaneled chemists will have to enroll themselves on MSTC portal to participate in the quotation. The Bank will enter into an annual purchase contract with chemist who offer the highest uniform discount. The chemists will deliver/supply the medicines/drugs at the agreed discount in the stipulated time and at the specified place on the basis of the indents issued from time to time by the Bank.

ii) The Bank reserves the right to accept any or reject any or all the offers that it may receive without giving any reasons.

### **2. Pricing**

In response to the Bank's RFQ, the chemist should quote uniform discount on retail price printed on Strip/Bottle/Unit packed in percentage term in respect of all items of supplies to be made under the Contract irrespective of their brands or manufacturers. It should be noted that liability to pay any duties, levies or taxes leviable under the law would be that of the chemist. The chemist will also have to bear all the expenses etc. connected with proper packaging, carting, transportation etc. in connection with supply to any place specified by the Bank. The Bank will only pay the labeled MRP minus discount allowed thereon. The quoted offer shall remain valid for the entire duration of the contract.

### **3. Performance Security Guarantee**

i) On entering into an annual purchase contract with the Bank, as specified above, the chemist will have to furnish a Performance Bank Guarantee for **Rs. 5,00,000/- (Rupees Five Lakhs only)**, either in the form of Bank Guarantee valid for 12 months issued by the Scheduled Bank or through Demand Draft payable to 'Reserve Bank of India, New Delhi'. No claim shall be made against the Bank (Regional Director, RBI, New Delhi) in respect of interest, if any, due on Performance Security.

ii) The amount of Performance Security shall be liable to be forfeited if the medicines supplied by the authorized chemist against the indents placed on them in pursuance of this contract are subsequently found as having been stolen or are not conforming to quality. The Performance Security is also liable to be forfeited if the authorize chemist:

a) Fails to adhere to the terms of the Contract or

b) Supplies any sub-standard, spurious drugs or substitute medicines.

- c) Delays in supplies.
- d) Over charges
- e) Discrepancy in billing

#### **4. Period of Contract**

- a) The period of empanelment shall normally be for a period of three years, however it will be subject to review by the Bank.
- b) In respect of the annual purchase contract, supply orders will be placed against the contract upto the last date of the contract. Orders received even on the closing date should be honored in accordance with the terms of contract even though the last date of the contract may have expired on the date of supply of medicines.

#### **5. Documents establishing eligibility**

The following documents should be submitted along with the application.

- a) Self-attested copies of valid licenses held by the chemist as on the date of application.
- b) An affidavit to the effect that the chemist has not been convicted by the State Drugs Authorities and no case is pending against him under the Drugs and Cosmetics Act and Rules.
- c) Copies of the audited balance sheets for the last three financial years, duly certified by a Chartered Accountant.
- d) Copy of No Conviction Certificate from State Drugs Controller that no case is pending against the firm under the Drugs and Cosmetics Act and Rules made thereunder as well as under the Drugs (Price Control) Order, 1995 issued from time to time. An affidavit to the effect is acceptable in lieu thereof.
- e) Banker's certificate from the chemist's banker as per format in [Annex II](#).
- f) Copy of GST registration certificate.
- g) Copy of PAN allotted to the Chemist.

#### **6. Procedure for application**

**All pages of this document must be signed with seal at the bottom and sent together with duly filled in application form attaching all specified documents. Eligible chemists may submit applications in closed and sealed envelopes superscribed as "Application for Empanelment of Chemists for Home Delivery of Medicines" accompanied by the copies of documents as indicated at item No. 5 of the Notice. Applications should be addressed to the Regional Director, Central Establishment Section, Reserve Bank of India, 6, Sansad Marg, New Delhi-110001 and be dropped in the tender box kept in this office for the purpose, by not later than 3.00 p.m. on March 31, 2020.**

The chemist will be responsible to ensure that his application is deposited in the above mentioned tender box on or before the due date and time. The Bank will not be responsible for non-receipt of application within the specified date and time due to any reasons including postal delays or delay in transit. **All costs in connection with preparation of the RFE document shall be borne by the applicant.**

## **7. Right to accept / reject any or all applications**

Applications received after the due date and time or incomplete in any respect are liable to be rejected. The Bank reserves the right to accept or reject any or all of the applications in full or part without assigning any reasons. The Bank reserves the right to scrap the panel at any time, without assigning any reasons thereof. The Bank's decision in this regard shall be binding and final. The Regional Director, Reserve Bank of India, New Delhi has the right to modify/alter any requirements in this document at his discretion in the interest of the Bank as deemed appropriate by him. His decision in this regard shall be final.

## **8. Notification of empanelment**

The bank will communicate acceptance of the application via e-mail/letter.

## **9. Indent for and delivery of supplies**

a) On receipt of indent for supply from the Bank, the delivery of supplies in full shall be made at the residence of the retired/serving employee of the Bank to which the indent pertains, as soon as possible but within **48-72 hours**.

b) The chemist will be required to take proof of delivery for each indent from the recipient (retired/serving employee of the Bank) with date and time of delivery mentioned. The Bank has right to call for such proof of delivery at any time during the contract period.

c) In case of indent for specific brands of medicines, the brand shall not be substituted.

d) Supplies are required to be made in original packing of manufacturer. The packing should approximately be nearest to the total quantity indented of any particular medicine / drug. Medicines supplied with loose/damaged packing will not be accepted.

e) Every medicine has its own shelf life period mentioned on the label of medicine. The shelf life of medicines supplied should not have passed more than half of its shelf life at the time of supply.

f) The chemist will indicate batch number, name of manufacturer, date of expiry, quantity, discount etc in the invoices to be submitted for payment.

## **10. Presentation of bills**

a) The chemist shall present the bill to the office for the supplies made. The bill should be in A4 size paper clearly indicating the details of the supplies made such as name of

the item, quantity, rate, discount amount, name of manufacturer, batch number, date of manufacture and expiry date, indent no. with date etc. and any other information required by the Bank.

b) The bill shall be supported by the indent along with the indent/credit slip duly signed by the authorized official of the Bank in charge of the dispensary, with date, seal of the dispensary.

c) Incomplete bills not accompanied by any of the particulars mentioned in (a) & (b) above will not be entertained.

## **11. Payment**

Payment of the bills presented, will normally be arranged within 30 working days from the date of presentation of the bill. However, the chemist shall make no claim from the Bank in respect of interest or damages in case the payment is delayed for any reasons. The payment shall be made through NEFT.

## **12. Corrupt, fraudulent or unethical practices**

The Bank requires that the chemist observes the highest standards of ethics during the procurement and execution of contract for supply of medicines. The medicines/drugs to be supplied will be of standard quality. In pursuance thereof, the terms are set forth as follows:

a) The chemist shall not resort to offering, giving, receiving or soliciting of anything of value to influence the action of any official of the Bank in the empanelment process or in contract execution.

b) The chemist shall not resort to misrepresentation of facts in order to influence the empanelment process or execution of a contract to the detriment of the Bank.

c) The Bank will declare a chemist ineligible, either indefinitely or for a specified period of time, for award of the contract, if at any time, it determines that the chemist has engaged in corrupt and fraudulent practices in executing the contract.

d) The Bank may, without prejudice to any other remedy for breach of contract, at its sole discretion, terminate the contract in whole or part in respect of any chemist for any of the following reasons:

- (i) supply of sub-standard/spurious/substitute medicines,
- (ii) delay in supply/refusal to supply/non-supply of medicines,
- (iii) discrepancy/over charging in the bill,
- (iv) in case it is found that any particular medicine's date is expired or is near the date of expiry,
- (v) if the chemist fails to perform any other obligation(s) under the contract,
- (vi) in the judgement of the Bank it has engaged in corrupt and fraudulent practices.

e) If any such case indicated in (d) above is noticed during subsequent scrutiny after or before the payment, then the chemist shall refund the disputed/excess amount already paid by the Bank, replace the medicines in question. The Bank may stop payments due or recover the cost of such supplies from the amounts due to the chemist.

### **13. Applicability of best prices**

If the chemist with whom the Bank has entered into an annual purchase contract offers a higher discount or sells or even offers to sell medicines following conditions of sale similar to those of the Bank's contract, to any person or organization, during the currency of the rate contract, the discount rate applicable to the Bank will be automatically increased with effect from the date for all the subsequent supplies under the contract and the contract amended accordingly. Other parallel contract holders, if any, will be given opportunity to reduce their price as well, by notifying the reduced price to them and giving them 15 (fifteen) days' time to intimate their revised prices, if they so desire, in sealed cover to be opened in public on the specified date and time and further action taken as per standard practice.

### **14. Indemnity**

The chemist shall indemnify the Bank against all actions, suits, claims and demands brought or made against the Bank in respect of anything done or committed to be done by the chemist in execution of or in connection with the work of this contract and against any loss or damage to the Bank in consequence to any action or suit being brought against the chemist for anything done or committed to be done in the execution of this contract.

### **15. Arbitration**

The contract is based on mutual trust and confidence. Both the parties agree to carry out the assignment in good faith. If any dispute or difference of any kind whatsoever (the decision whereof is not herein otherwise provided for) shall arise between the Bank and the Bidder in connection with or arising out of the Contract, whether during the contract period or completion and whether before or after the termination, abandonment or breach of the contract, shall be referred to and settled by sole arbitration the Regional Director, Reserve Bank of India, New Delhi who shall give written award of his decision to the Bidder, The decision of the Regional Director will be final and binding.

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**RESERVE BANK OF INDIA  
CENTRAL ESTABLISHMENT SECTION  
6, SANSAD MARG, NEW DELHI-110001**

**APPLICATION FORM FOR EMPANELMENT OF CHEMISTS FOR HOME  
DELIVERY OF DRUGS AND MEDICINES**

<b>S.NO.</b>	<b>Item</b>	<b>Details</b>
1	Name of the Chemist	
2	Constitution (Company / Partnership / Proprietorship)	
3	Details of Registration (Registering Authority, Registration No. & Date )	
4	Year of commencement of business	
5	GST Number	
6	PAN Number	
7	Whether Manufacturer / Authorised Distributor / Dealer / Agency	
8	Name (s) of the Proprietor / Partner / Director / Official with designation authorized to make commitment to the Bank	
9	Telephone No. Mobile No. E-mail	
10	Mailing Address	
11	Whether the Chemist holds valid licence(s) on the date of application for various categories of allopathic drugs issued by the Drug Control Authority of the State under the provisions of Drugs and Cosmetics Act, 1940? Please give details of licenses	
12	Whether the Chemist has been convicted by the State Drugs Controller or any case is pending against the Chemist under the Drugs and Cosmetics Act and Rules made thereunder as well as under the Drugs Price Control Order issued from time to time?	



13	Whether GST certificate is available with the Chemist	
14	Whether the billing system is computerized on A4 size paper	
15	Agreement to best prices norm ( refer to para 13)	
17	Name and address of Principal Banker Please also give phone numbers.	

I have read and understood the notice issued by Reserve Bank of India, containing the eligibility criteria and the terms and conditions for empanelment of chemists and druggists for supply of drugs and medicines. I fully accept the terms and conditions. I also understand that the Bank reserves the right to accept any or reject any or all of the applications without assigning any reasons.

Signature with seal

Name:

Designation:

Date:

Note: Applications complete in all respects in the above format may be submitted in closed envelopes superscribed as “ **Application for Empanelment of Chemists for Home Delivery of Medicines**” accompanied by the copies of documents as indicated at item no. 5 of the Notice. Applications should be addressed to the Regional Director, Reserve Bank of India, Central Establishment Section, 6, Sansad Marg, New Delhi-110001.

**Banker's Certificate**

TO

The Regional Director  
Reserve Bank of India  
Central Establishment Section  
6, Sansad Marg  
New Delhi-110001

**Bankers' Certificate from a Scheduled Bank**

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

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

For the Bank

(Signature with seal)

Date:

Name and designation

For the Bank

Note:

1. Banker's certificate should be on letterhead of the Bank, sealed in cover and addressed to enlistment authority.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.