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केन्द्रीय स्थापना अनुभाग - मानव संसाधन प्रबंध विभाग
मुंबई क्षेत्रीय कार्यालय

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Minutes of the Pre-bid meeting of e-Tender for providing Advance Life Support (ALS) Ambulance Services to Bank's Offices at Mumbai

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

The pre-bid meeting of the e-Tender for providing Advance Life Support (ALS) Ambulance Services to Bank's Offices at Mumbai 2026-27 was held on July 21, 2026, at 11:00 AM. The meeting was conducted offline at Bank's premises and was attended by three prospective bidders. Shri N Srikanth., AGM, CES presided over the meeting. The list of participants is given in [Annex](#).

2. At the outset, the AGM welcomed the participants and briefly explained the various aspects of the tender process and Bank's requirements. The participants were advised to go through the tender document thoroughly before submitting the tender online and to comply with the guidelines and terms and conditions mentioned therein. The bidders were also advised not to wait till the last date for submitting the technical bids and price bids to avoid any last-minute glitches. Thereafter, he invited queries from the prospective bidders.

3. The major queries put forth by the prospective bidders and the clarification provided are tabulated below:

Sr.	Query	Clarification
1.	Kindly confirm the exact number of ALS ambulances required and whether the quoted Basic Hiring Charge is per ambulance or consolidated.	The requirement is for two (2) Advance Life Support (ALS) Ambulances. The Basic Hiring Charge shall be quoted per ambulance per month, and billing/payment shall be made accordingly. (Ref.: Scope of Work Para 1; Financial Bid Para 1)
2.	Kindly confirm the stationing location(s) of the ambulances.	Kindly refer to Notice Inviting Tender Para 1; Scope of Work Para 1.
3.	Kindly confirm whether a branch/liaison office registered under the Shops & Establishments Act within Mumbai/Thane/Navi Mumbai is sufficient even if the bidder's registered Head Office	Kindly refer to Eligibility Criteria Clause (c) of the Tender Document.



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	is outside the region.	
4.	Kindly clarify the precise scope of 'similar work' for this purpose - whether it is restricted strictly to Advance Life Support (ALS) ambulance retainer/hiring contracts, or whether Basic Life Support (BLS) ambulance services, patient transport services, or other healthcare-logistics retainer contracts of comparable value with Government/PSU/reputed private clients would also be considered eligible.	The bidder must have experience in providing Advance Life Support (ALS) Ambulance Services with at least one Government/Semi-Government/Public Sector/Reputed Private Sector organization during the last five years. (Ref.: Eligibility Criteria Clauses (e) & (f))
5.	The tender has mentioned - The Vendor shall have minimum ten registered fully equipped Advance Life Support (ALS) Ambulance. In the vehicle RC book there is no any ALS word has mentioned so how will it be ascertained that the ambulances are ALS? Kindly clarify whether these ambulances must be owned by the bidder or whether leased/hired/long-term tied-up ambulances are also acceptable. Also confirm whether registration certificates of all ten ambulances are required or only those proposed for deployment.	The bidder shall submit documentary evidence demonstrating that the ambulances comply with AIS-125 (National Ambulance Code) and the technical specifications prescribed in the tender. Verification shall not be based solely on the Registration Certificate (RC). (Ref.: Eligibility Criteria Para (d); Scope of Work Paras 4 & 9)
6.	Work completion certificates issued by clients are not in the RBI format.	Certificates issued in formats other than Annexure III may be accepted, provided they contain all the information required under the prescribed format.
7.	Please confirm the Driver's per day wages according to the minimum wage. (e.g. either Rs. 1008/- (Area-A skilled) OR Rs. 918/- (Area-B skilled) OR Rs. 781/- (Area-C skilled), if any difference is made except for this, please provide). Also confirm the EMT/Premedical Staff/Medical attendant per day wages according to the minimum wage. (e.g. either Rs. 1094/- (Area-A skilled) OR Rs. 1008/- (Area-B skilled) OR Rs. 918/- (Area-C skilled), if any difference is made except for this, please provide the same.	The successful bidder shall ensure payment of wages not less than the minimum wages notified by the competent statutory authority, as applicable from time to time. (Ref.: Financial Bid Para 3; Scope of Work Para 60 – Statutory Liabilities)
8.	Please provide the list of medicines and consumables required in the ambulance	The tender specifies that the ambulance shall be equipped with a First Aid Box with emergency medicines. No separate list of



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	and clarify who will bear the cost.	medicines or consumables is prescribed. The Vendor shall arrange the required medicines and consumables as per emergency requirements, and the associated cost shall be borne by the Vendor, as the quoted rates are all-inclusive.
9.	In case manpower wages increase during the contract period, will the Bank reimburse the additional cost?	No escalation in rates shall be permitted during the currency of the contract. (Ref.: Financial Bid Para 7; Scope of Work Para 43)
10.	Kindly clarify the validity period of the Performance Bank Guarantee since Annexure IV refers to "Defect Liability Period".	For the purpose of this tender, the term "Defect Liability Period" mentioned in Annexure IV shall be construed as the contract completion period. Accordingly, the Performance Bank Guarantee shall remain valid for 180 days (six months) beyond the completion of the contract.
11.	(a) Kindly confirm whether the 1000 KM slab and the KM-based set-off mechanism apply separately to each ambulance (if more than one is deployed) or are pooled/aggregated across all ambulances. (b) Kindly illustrate, with a worked example, how the quarterly set-off of excess/shortfall KM against payment will be computed. (c) Kindly confirm whether the extra kilometre rate is fixed for the entire contract period or subject to escalation.	(a) The 1000 KM slab and the quarterly set-off mechanism shall apply separately to each ambulance. (b) Payment for excess kilometres shall be made at the rate quoted in the Financial Bid. No deduction in case of shortfall in kilometres. (c) The rate quoted for extra kilometres shall be fixed and all-inclusive throughout the contract period.
12.	Kindly confirm the applicable GST rate and HSN/SAC code for ambulance hiring service.	As per Entry No. 74 of Notification No. 12/2017, services by way of transportation of a patient in an ambulance, other than those specified under healthcare services, are exempt from GST. Accordingly, if the services provided are in the nature of transportation of patients by an ambulance, the supply is exempt from GST. The relevant SAC is 999312 (Ambulance services), and GST rate is Nil (Exempt).
13.	Kindly confirm whether standby/backup drivers and paramedics are required.	Reference may be made to the Scope of Work Clauses 17 & 23)
14.	Kindly clarify the distinction between penalty under Clauses 50(a) and 50(b).	Clause 50(a) applies to general non-compliance with contractual obligations, operational instructions or reporting



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		requirements. Clause 50(b) applies specifically to non-availability or failure to provide the ambulance as per the contract. These clauses address different types of defaults.
15.	Kindly confirm the minimum insurance coverage/IDV required under the comprehensive insurance provision.	Kindly refer to Scope of Work Clause 5 of the Tender Document. No separate minimum IDV or coverage limit has been prescribed in the Tender Document

4. The above clarifications are issued for the information of intending bidders. Minutes of the pre-bid meeting shall form part of the tender document / agreement. All the terms and conditions and specifications of the tender document and corrigendum issued, if any, shall continue to remain the same. Hence, it shall be signed and submitted along with the tender by the bidders. Submission of bids shall be construed to be in conformity with the bid document and the above clarifications.

5. The meeting concluded with vote of thanks to the Chair.



Annex

List of Participants

Name & Designation of RBI Officials		
Sl. No	Name	Designation
1	Shri N Srikanth	Assistant General Manager
2	Shri Biswajit Das	Manager
3	Shri Sandeep Nayak	Manager
4	Smt. Pradnya Sapkale	Assistant Manager
5	Shri Vivekanand Gajare	Assistant
Name of Prospective Bidders & Representatives		
Sl. No.	Name of Representative	Name of Firm / Company
1	M/s. Lifejet Ambulances Pvt. Ltd.	Shri Ananda Shirsat
2	M/s URLife Style Wellness Limited	Shri Sankalp Srivastava
3	M/s Zenplus Private Limited	Shri Tonny D'Souza Shri Shailesh Yadav