भारतीय रिजर्व बैंक/ Reserve Bank of India
रखरखाव कक्ष, परिसर विभाग/ COBM Cell, Premises Department

Minutes of Pre-Bid Meeting: Upgradation of Existing EPABX system at Bank's Central Office Building, Mumbai

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The Pre-Bid meeting for the captioned tender was held on September 29, 2026, at 11:30 Hrs. One firm viz., M/s ABS India Pvt Ltd had participated in person for the Pre-bid meeting. The following officials of RBI & representative from prospective firms/bidders were present during the pre-bid meeting:

Sr. No.	Name and Designation of the RBI Official
I.	Shri Nishant Kumar Gupta, AGM - Tech
II.	Shri Manish Gaikwad, Manager
III.	Shri Mahinder Meena, Manager
IV.	Shri Nagarjuna Ratnala, AM – Tech(E)
V.	Shri Aditya Deshpande, JE-E

Sr. No.	Name of the Firm/Prospective Bidder	Name of the Representative
I.	ABS India Pvt Ltd	Shri Brian Viegas Shri Ashish Mishra

2. The following queries received via e-mail / raised in the pre-bid meeting by the prospective bidders were taken up for discussion. The clarification to queries is tabulated below:

Clause	Query	Clarifications furnished by the Bank
2(i)	Should have a minimum 5 years of experience in the field of undertaking similar work i.e., "Supply, Installation, Testing and Commissioning (SITC) of EPABX system". (Whether the date of work completion should be on or before July 31, 2026)	It was clarified that the firm shall have minimum experience of 5 years in undertaking similar works and shall furnish supporting work order, issued to the firm on or before July 31, 2021 and respective completion certificate.
3.16	Please note 4019 -18Nos., 4029 – 118 Nos., 8019 – 44 Nos., 8029 – 28 Nos., 4035- 8 Nos. are EOL & EOsP as per OEM, we will support on best effort	It was clarified that the bidder shall consider all such issues / events / failures and quote their rates accordingly. In case the

	basis. They need to be replaced against new procurement in case non repairable. Request to kindly consider.	instruments become non-repairable due to obsolescence, the vendor shall replace it without any additional cost to the Bank.
3.17 (a-v)	Please note burnt card due to external surges, factors are not considered which is beyond the control of bidder. Request to kindly consider.	It was clarified that the bidder shall consider all such issues / events / failures including arising from external surges and quote their rates accordingly.
3.17 (b-vi)	Please note 4019, 4029, 8019, 8029, 4035. are EOL & EOsP as per OEM, we will support on best effort basis. They need to be replaced against new procurement in case non repairable. Request to kindly consider.	It was clarified that the bidder shall consider all such issues / events / failures and quote their rates accordingly. In case the instruments become non-repairable due to obsolescence, the vendor shall replace it without any additional cost to the Bank.
Pg 39	We understand that the bidder has to follow the policy and all components will be made available by RBI	It was clarified to the firm that the said fire safety norms are guiding instructions, and the firm shall make all necessary arrangements required for the work to be undertaken by them at site.
Pg 70	We understand this refers to Solvency certificate	It was clarified to the firm that the format of document to be issued by the respective banker is attached at Annexure C, and information contained therein shall be duly filled in by the bidders' bankers.
Pg 81	Kindly confirm whether it has to be submitted as work is upgrading of existing system.	It was clarified to the firm that the intending bidders have to submit all the mentioned documents in the Bank's prescribed format at Annexures.

In addition to the above, it was also clarified that Ernest Money Deposit (EMD) in the form of BG or DD shall be submitted in person by all the bidders on or before the last date of submission of tender i.e., till 2:00 p.m. on October 15, 2026 at 5th floor, Premises Department, Central Office Building, RBI, Fort, Mumbai.

3. The terms, conditions and specifications of the Tender / Bid document shall continue to remain same unless otherwise stated / clarified in minutes of pre-bid meeting / corrigendum.

4. These minutes of pre-bid meeting shall form the part of tender/Bid document and Agreement / Contract.

5. The submission of bids by the bidders shall be construed to be in conformity to the Tender / Bid document and Amendments / Clarifications given above.