



RESERVE BANK OF INDIA
Gangtok

E-Tender No: ID: 2026-289333-1/ Tender Reference: RBI/Gangtok/FIRE/01

E-Tender for providing services of Trained Firefighting staff at Reserve Bank of India, Gangtok - Minutes of Pre-Bid Meeting

The Pre-Bid meeting for the [captioned e-Tender](#) was held at Teesta Conference Room of RBI, Gangtok on September 28, 2026 at 14:30 hrs. One representative from SIS Ltd. participated in the Pre-Bid Meeting. The following officials of RBI, Gangtok and the firms/ prospective tenderers were present during the pre-bid meeting:

Sl. No.	Name and Designation of the RBI Official
1.	Shri Arvind Kumar, AGM
2.	Shri Paraj Nagdive, Manager
3.	Shri Nishbinder Singh, Assistant Manager (PSO)
4.	Shri Sangay Tamang, Assistant (P&SE)

The following firms and their representatives participated in the meeting:

Sl. No.	Name of the firms	Name of the representatives
1.	SIS Limited	Shri Chirag Kumar

The following queries/ proposals were raised and clarifications issued in the pre-bid meeting:

Sl.	Name of the Firm	Query / Proposal of the Bidder	Clarification Issued by the Bank
1.	M/s SIS Limited	1. Section – IV: Evaluation / Selection Criteria — Evaluation Matrix, Sl. No. 1: "Number of years in Fire Fighting services business." The bidder seeks confirmation of the scope of experience to be considered.	The criterion at Sl. No. 1 of the Evaluation Matrix is confined solely to the number of years of experience in rendering Fire Fighting services . Experience in the business of providing Security Services shall not be taken into account for the purposes of qualifying or scoring under this criterion. Bidders shall submit supporting evidence (work orders / contracts / completion or performance certificates) evidencing Fire Fighting services rendered, and the same shall be the only basis of evaluation.

	2. Section – IV: Evaluation / Selection Criteria — Evaluation Matrix, Sl. No. 3: "Average Turnover for the last three Financial Years (viz. FY 2023-24, FY 2024-25 and FY 2025-26)." The bidder seeks clarification as to which stream of revenue is to be reckoned.	The criterion at Sl. No. 3 of the Evaluation Matrix shall be reckoned with reference to the average turnover derived exclusively from Fire Fighting services during the last three Financial Years, namely FY 2023-24, FY 2024-25 and FY 2025-26. Turnover attributable to Security Services or any other line of business shall be excluded. The audited figures, duly certified by a Chartered Accountant and supported by the relevant audited Financial Statements/ schedules forming part thereof, shall alone be considered.
	3. Section – IV: Evaluation / Selection Criteria — Evaluation Matrix, Sl. No. 7: "Disaster Management Drill Track Record." The bidder seeks clarification of the constituents of the criterion.	The criterion at Sl. No. 7 of the Evaluation Matrix pertains to the bidder's Disaster Management Drill Track Record, and shall be evaluated with reference to, <i>inter alia</i>, training imparted / conducted and engagement with the National Disaster Response Force (NDRF) and the State Disaster Response Force (SDRF). Documentary evidence in the form of training records, drill reports, participation / engagement certificates or letters from NDRF / SDRF or client organisations shall alone be taken into account.
	4. Section – IV: Evaluation / Selection Criteria — Evaluation Matrix, Sl. No. 8: "Labour Welfare & Retention Policy." The bidder seeks clarification of the scope of the criterion.	The criterion at Sl. No. 8 of the Evaluation Matrix pertains to the bidder's documented Labour Welfare and Staff Retention Policy, including the statutory welfare measures extended to its workforce, service-condition and grievance-settlement framework, measures for reduction of staff attrition, and continuity / retention record of deployed personnel. Bidders shall furnish a copy of the said policy along with supporting records; in the absence of a documented policy, the criterion shall be scored on the basis of the evidence submitted, and the Bank's evaluation thereon shall be final and binding.
	5. Gratuity — The bidder seeks confirmation of the statutory basis on which gratuity would be payable to the personnel deployed under the contract.	Gratuity payable to the personnel deployed under the contract shall be governed by the Payment of Gratuity Act, 1972 read with the Payment of Gratuity (Central) Rules, 1972, as subsumed under

			the Code on Social Security, 2020, and the rules, notifications and amendments made thereunder by the Central Government from time to time. The Bidder, being the employer of such personnel, shall be solely responsible for computation, accrual and payment of gratuity and all incidental statutory obligations, and the entire liability in this behalf shall stand included within the rates quoted by the Bidder. No additional or separate payment shall be made by the Bank on this account. Evidence of compliance shall be furnished along with each monthly invoice, failing which the invoice shall not be processed for release of payment.
--	--	--	---

The above clarifications are issued for the information of all the intending bidders. Bidders shall note that all the above clarifications provided by the Bank during the pre-bid meeting shall form part of the Tender/Contract.

Regional Director
Reserve Bank of India
Gangtok