E-tender for Supply and Door-step delivery of medicines to serving employees / eligible dependents / retirees at residences / RBI colonies / RBI Office within National Capital Region against orders / credit slips issued by the Reserve Bank of India and its dispensaries in New Delhi

Minutes of the Pre-bid Meeting held on September 09, 2026

The Pre-Bid Meeting for the captioned tender was held on September 09, 2026, at 11:00 AM at RBI, New Delhi. The meeting was attended by representatives from three firms. The list of officials from RBI, New Delhi and representatives from firms who participated in the meeting is enclosed in the Annexure to this document.

2. The meeting started with a brief introduction of the e-tender and scope of work. Thereafter, following queries were raised by the representatives of the firms, which were clarified by the Bank:

Sr. No.	Query	Clarification by the Bank
1)	Regarding "experience in executing similar work/s" mentioned in para 3 of section III(b) of the tender document, whether experience in bulk supply or doorstep delivery or both, would be considered?	Similar work/s means the work/s of supply and delivery of medicines as mentioned in the Tender Document. Experience in either category, i.e., bulk supply or doorstep delivery or both would be considered.
2)	Whether the bidder should have work-experience during each of the previous five years?	Yes. Please refer to explanation in para no. 3 of Section III (b) of the Tender Document.
3)	Can the minimum value of each completed similar order (para no. 4 of Section III (b)), be during any period out of the five years?	Yes.
4)	Whether the previous order could be to government or private organizations?	It could be for either Government or private or both.
5)	Regarding local presence, whether any minimum local work experience is required?	The bidder should have a shop/ establishment within National Capital Territory of Delhi before submission of the tender in Part I. No minimum local work experience required as per the tender document.
6)	In how many days, payment of bills would be released?	Payments of the bills presented will normally be arranged in 30 working days from the date of presentation of the correct bill. However, the supplier shall make no claim from the Bank in respect of interest or damages in case the payment is delayed for any

		reasons as mentioned under Section IV: Scope of Work and General Terms & Conditions of the Contract.
7)	Whether Bank would provide the software or the supplier?	The requirement of having a robust software application is for the supplier.
8)	Whether stamping the medicines is mandatory?	Yes.
9)	Can medicines be substituted in case of unavailability?	It was clarified that the medicines shall not be substituted without taking approval of the authorized representative of the Bank in case of supply through Credit Slip and the Bank in case of supply through Indent as mentioned under Section IV.
10)	How would the work be distributed between suppliers selected?	In case the work is distributed between H1 and H2 bidder in 60:40 ratio i.e. 60% to H1 bidder and 40% to H2 bidder, it will be endeavoured to distribute the bulk supply orders and credit slips in the same ratio among the bidders.
11)	Whether Earnest Money Deposit (EMD) exemption granted for certain categories of traders like MSMEs?	No such facility is available for the MSMEs.
12)	In lieu of EMD, could Fixed Deposit Receipt (FDR) be submitted?	No.
13)	What documents are required to be submitted by a sole proprietorship?	The documents as applicable in case of sole proprietorship as per Section III (d): 'Check list of documents to be submitted with the tender', of the tender document for example, copy of GST registration.
14)	Regarding Solvency Certificate, is there any other option for this certificate as the certificate costs between Rs 20,000 to 45,000?	No. The solvency certificate should be as per the format prescribed under Annex III titled 'Banker's Certificate'.
15)	Non-conviction certificate – whether there is any prescribed date of issue for non-conviction certificate?	It should be of the latest possible date.
16)	Where are dispensaries of RBI, New Delhi located?	There are five dispensaries of RBI in New Delhi. The names and addresses of the dispensaries are given in Annex XVI of the tender document.
17)	What is the frequency of bulk orders placed by the dispensaries?	It is generally on a quarterly basis.
18)	What are the guidelines on the residual shelf life of the medicines supplied?	The shelf life of medicines supplied should not have passed more than half of its shelf life at the time of supply

		as mentioned under Section IV of the tender document.
19)	Whether a supplier needs to have a separate set-up for fulfilment of orders placed by RBI dispensaries?	Not required if the supplier is able to cater to the orders within its existing set-up.

Annexure - Participants in the Pre-Bid Meeting held on September 09, 2026

Sr. No.	Name of the Firm	Name of the Participant (Shri / Ms.)
1.	Gautam Enterprises	Shri Gautam Bhatia
2.	Aarvy Pharmacy	Shri Alikesh Awasthi
3.	Kaushik Medical Store	Shri Rajeev Kaushik
4.	Kaushik Medical Store	Ms. Minakshi Bose

Representatives from RBI, New Delhi present in the meeting:

Sr. No.	Name (Shri /Ms.)	Designation
1.	Ms. Jyoti Sayankrit	Deputy General Manager
2.	Ms. Rashma Thukral	Assistant General Manager
3.	Shri Sunil Nigam	Assistant General Manager
4.	Ms. Susmitha Kagitapalli	Manager
5.	Ms. Anupriya Gupta	Manager
6.	Ms Sushma Dwivedi	Assistant Manager
7.	Shri Arabinda Basak	Assistant Manager