



भारतीय रिज़र्व बैंक
सम्पदा विभाग
नई दिल्ली

Minutes of Pre-Bid Meeting: e-Tender for providing Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi

The Pre-Bid Meeting for the Tender for e-Tender for [providing Integrated Facility Management Services at Main Office Premises of Reserve Bank of India, New Delhi](#) was held on August 13, 2026 at 11:00 AM in Conference Room, New Business Area, First Floor, RBI, New Delhi. The meeting was chaired by GM Estate Department.

(a) List of Bank's Officials who attended the meeting:

1.	Smt. Ranjeeta Dubey	General Manager
2.	Smt. Shradha Thakur	General Manager
3.	Shri Yogi Raj Sharma	General Manager (Tech.-Electrical)
4.	Shri Meetesh Sharma	AGM (Estate Department)
5.	Shri Susmitha Kagitapalli	Manager (GeM)
6.	Shri Nitin Pratap Singh	Assistant Manager
7.	Shri Jitin Kumar	Assistant
8.	Shri Krishna Pal	Assistant

(b) List of Firms representatives who attended the meeting:

Sr. No.	Name of the Representative	Name of the Firm
1	Shri Vikash Kumar	M/s. Alert Enterprises
2	Shri Amit Singh	M/s. A.E. Securitas
3	Ms. Supriya Gupta	M/s. Dusters Total Solutions Services Pvt. Ltd.
4	Ms. Vibha Choudhary	M/s. Dusters Total Solutions Services Pvt. Ltd.
5	Shri Anuj Kumar Saini	M/s. Sterling & Wilson
6	Shri Praveen Kumar Saraswat	M/s. Sterling & Wilson

7	Shri Ashish Chauhan	M/s. CASA Grande Prop Care Pvt. Ltd.
8	Shri Anjan Kumar Singh	M/s. Sulabh Sanitation Mission Foundation
9	Shri B. Hemsundar Reddy	M/s. Panorama Enterprises
10	Shri S.Samanthi Raja	M/s. Firstman Management Services Pvt. Ltd.
11	Shri Varun Sharma	M/s. Sarovar Portico
12	Shri Manoj Kumar	M/s. Rajendra Management Group
13	Shri Bhushan Das Tiwari	M/s. Apollo Guards Pvt. Ltd.
14	Shri R.S. Saherawat	M/s Sarvatra Integrated Management Service Pvt. Ltd.

2. At the outset, GM, Estate Department welcomed the participants to the meeting. After initial round of introduction, she invited queries, if any, from the prospective bidder regarding the captioned tender. The queries put forth by the representative and the clarifications issued are tabulated below:

Sr. No.	Queries/Proposals from the firms	Clarifications/Comments
1.	Whether eligible MSMEs/Startups are exempted from submission of EMD	All the participating bidders including MSME bidders must submit the EMD as per tender terms & conditions.
2.	Whether vendors registered outside the NCT of Delhi (NCR Region) would be eligible to participate in Tender process.	Vendors registered outside the NCT of Delhi (NCR Region) are not eligible to participate in Tender process. As per point no. 7 of Section III (b) of Tender Document <i>"The bidder should have an office at the place of Contract i.e., NCT of Delhi with sufficient manpower to take care of day-to-day operational issues".</i>
3.	Whether last date of submission of tender Part-1 i.e., August 25, 2026, may be considered for having an office in NCT of Delhi with presence for at least one year under point no. 7 of Section III (b) of Tender Document.	The period of one year for local presence in NCT of Delhi shall be counted as on last date of submission of the tender i.e 25 August,2026
4.	Participant requested to increase the time period for taking over the work after notification of award of work defined under Point No. 22. (iv) of Section III (a).	Point No. 22. (iv) of Section III (a). may be read as: "(iv) The successful bidder shall take over the entire work within 30 days of notification of award of work or later as decided by the Bank".
5.	Clause 8 of Section IV (a) and Clause B (8) of Articles of Agreement: What is the capacity of the RO plant?	The capacity of RO plant is 500 litre per hour. Further, it was clarified, to prevent breakdown, RO plant may be cleaned and serviced on every Saturday.

6.	Participant sought the clarity on the following points for maintenance / Operation of RO Plant and Water Bottle Distribution: a) In case of RO Plant breakdown, who will bear the cost for repairing of RO Plant? b) In case of RO Plant breakdown, who will bear the cost for arranging alternative safe drinking water (e.g., packaged bottled water or water from an approved external source) within 4 hours of incident reporting?	(a) Pursuant to Bill of Quantities (BOQ) Item No. 29 of Tender document, the Contractor's scope of work shall encompass comprehensive repair, maintenance, periodic servicing, and cleaning obligations. (b) In the event of a breakdown of the Reverse Osmosis (RO) Plant, remedial repairs must be carried out within a stipulated timeframe of four (4) hours. It is reiterated that a 2,000-litre water tank, situated within the RO Plant room, shall be maintained at full capacity at all times to serve as a buffer reserve during such operational disruptions (breakdown of RO Plant). Restoration of the RO Plant shall be treated as a top priority. Failure to execute repairs within the prescribed four-hour window shall be classified as a High Risk operational lapse, attracting suitable penalties under the provisions for 'Penalty for Operational Lapses'. Notwithstanding the foregoing, the Contractor shall not be liable to bear the costs associated with arranging alternative safe drinking water during emergent situations, as outlined in Part 1 of the tender document.
7.	Clause 2.3 (iii) (c) of Section IV (a) and Clause B (2.3 (iii) (c)) of Articles of Agreement: Whether the maintenance of the Sewage Treatment Plant (STP) is in the scope of the Contractor.	It was clarified that the operation, cleaning and maintenance of the STP is in the scope of the Contractor. However, breakdown maintenance shall be carried by the OEM / AMC vendor. The Contractor shall coordinate with the OEM / AMC vendors regarding this.
8.	Clause 5.2(vii) of Section IV (a) and Clause B (5.2 (vii)) of Articles of Agreement: Whether the maintenance of Organic Waste Converter (OWC) is in the scope of the Contractor	It was clarified that the operation, cleaning and maintenance of the OWC is in the scope of the Contractor. However, breakdown maintenance shall be carried by the OEM / AMC vendor. The Contractor shall coordinate with the OEM / AMC vendors regarding this.
9.	For item no. 16, 17, 18, 19, 20, 21 of the Price Bid, what type of flowers should be included?	Flowers like lilies, roses, sunflowers, peonies, carnations, tulips, orchids, daisies and equivalent should be included
10.	Whether Contractor's All Risk Policy is mandatory?	It was reiterated that submission of Contractor's All Risk Policy is mandatory
11.	Whether police verification is not required if the manpower has passport?	Police verification containing the father's name will be mandatory and no other identity proof like passport will be considered as substitute.
12.	Clause 7.3 of Section IV (a), clause B(7.3) of Articles of Agreement and Item 23 of Price Bid: While in Clause 7.3 of Section IV (a), clause B(7.3) of Articles of Agreement, the frequency of Fogging operations is mentioned as follows :	It was clarified that fogging shall be done as per seasonal requirement and the bill payment shall be made based on the actual number of fogging operations carried out.

	i. Once a week during the non-monsoon period. ii. Twice a week during the monsoon period. The frequency in Item 23 of Price Bid is mentioned as “at weekly intervals for 6 months and fortnightly intervals for next 6 months.”	
13.	Participant sought the clarity on the Gratuity. Whether paying Gratuity is mandatory?	As per the Ministry of Labour and Employment FAQ, gratuity is payable for periods of service less than five years in cases of death, disablement, and other conditions as specified therein. Additionally, gratuity shall be calculated for every completed year of service in excess of six months. It is therefore concluded that gratuity shall not be considered as part of minimum wages. However, vendors are advised to incorporate this component into their contractor profit, subject to their specific circumstances and the anticipated number of workmen likely to remain in their organization for a period exceeding five years. The initial contract for the proposed IFMS is for a duration of one year only.
14.	Whether any relaxation may be given in eligibility criteria (Reduction of Minimum Experience Requirement, Reduction of Annual Average Turnover Requirement, Consideration of Ongoing Contracts / Experience Executed up to the Required Value)	No relaxation shall be provided in eligibility criteria. Eligibility criteria would remain same as given in Section III (b) of Tender document.

15.	Modification of TABLE 8 given on point no. 6.5 (iv) of Section IV (a) / TABLE 8 given in Annexure-IX, Article of Agreement.	Item at Sr.07 of TABLE 8 given on Point no. 6.5 (iv) of Section IV (a) / TABLE 8 given in Annexure-IX, Article of Agreement, has been added and new modified table is placed below: <table><tr><th colspan="4">TABLE 8</th></tr><tr><th>S.No</th><th>Particulars</th><th>Brands required</th><th>Quantity</th></tr><tr><td>1.</td><td>Liquid Soap Dispenser stainless steel (SS), 800 ml</td><td>Jaquar or approved equivalent</td><td>15 Nos</td></tr><tr><td>2.</td><td>Dustbin with Lid 12L (Green/Blue)</td><td>Milton/Cello/Nayasa or approved equivalent</td><td>15 Nos</td></tr><tr><td>3.</td><td>Dustbin with Wheel 120 L</td><td>Aristo/Nilkamal or approved equivalent</td><td>5 Nos</td></tr><tr><td>4.</td><td>Plastic Bucket - White 13 L</td><td>Milton/Cello/Nayasa or approved equivalent</td><td>5 Nos</td></tr><tr><td>5.</td><td>Plastic Mug - White</td><td>Milton/Cello/Nayasa or approved equivalent</td><td>5 Nos</td></tr><tr><td>6.</td><td>Toilet Brush (round head)</td><td>Good Quality approved</td><td>10 Nos</td></tr><tr><td>7.</td><td>Aroma Diffuser Machine with initial fill of jasmine and lemongrass</td><td>Air roma or equivalent</td><td>72 Nos</td></tr></table>	TABLE 8				S.No	Particulars	Brands required	Quantity	1.	Liquid Soap Dispenser stainless steel (SS), 800 ml	Jaquar or approved equivalent	15 Nos	2.	Dustbin with Lid 12L (Green/Blue)	Milton/Cello/Nayasa or approved equivalent	15 Nos	3.	Dustbin with Wheel 120 L	Aristo/Nilkamal or approved equivalent	5 Nos	4.	Plastic Bucket - White 13 L	Milton/Cello/Nayasa or approved equivalent	5 Nos	5.	Plastic Mug - White	Milton/Cello/Nayasa or approved equivalent	5 Nos	6.	Toilet Brush (round head)	Good Quality approved	10 Nos	7.	Aroma Diffuser Machine with initial fill of jasmine and lemongrass	Air roma or equivalent	72 Nos
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Note: Following point (iii) of Part II is re-iterated

Bifurcation of individual items for item no. *8,9,10, 11,12 and 13* should be enclosed with third e-cover i.e., Part-II (Price Bid) and to be uploaded as PDF, duly signed and printed on letter head. It should give item, qty, rate and amount. The bifurcation uploaded in the PDF format shall include only the break-up of items 8 to 13 and shall not contain details of any other items. In case of any discrepancy between the Price Bid uploaded in Excel format and the bifurcation uploaded in the PDF format, the Price Bid uploaded in Excel format shall prevail for the purpose of evaluation.

Above clarifications are issued for the information of all intending bidders. Minutes of the pre-bid meeting shall form part of tender. Rest of the terms and conditions shall remain the same.
