



Reserve Bank of India
Estate Department, Bengaluru Regional Office

**GeM Bid for Providing Integrated Facility Management Services at Main Office Premises
and Various Colonies of Reserve Bank of India, Bengaluru - Minutes of the Pre-bid
Meeting**

GeM Bid No. [GEM/2026/B/8007021](#)

In line with GeM Bid No. GEM/2026/B/8007021 dated September 7, 2026, a pre-bid meeting was held on October 5, 2026 at 11:00 AM at the Lecture Hall, 2nd Floor, Reserve Bank of India, Bengaluru. The meeting was attended by officials of the Estate Department and prospective bidders. The list of attendees is given below:

(a) Officials of the Estate Department, Reserve Bank of India, Bengaluru

Sr. No.	Name	Designation
1	Shri Vyom Gupta	DGM
2	Shri Priya Prawas Ranjan	AGM
3	Shri Karthik Ravikumar	Manager (Tech)
4	Shri Joseph J Kunnathoor	Manager
5	Ms Savitha Javarappa	AM
6	Ms Aishwarya Angadi	Assistant

(b) Prospective bidders and their representatives

Sr. No.	Prospective bidder	Representatives
1	M/s Sri Vinayaka Enterprises	Shri G. Chandra Shekhar
2	M/s VAR-FMS	Shri Robin S
3	M/s Swastik Electrotech Pvt. Ltd.	Shri Niranjan Kumar Tiwari, Shri R. Annadurai
4	M/s Bluspring Enterprises Ltd.	Shri Raghunath R, Shri Hari Babu
5	M/s BVG India Ltd.	Smt. Shalini, Shri Akhilesh
6	M/s Panorama Enterprises	Shri M. Manish Reddy
7	M/s Sterling & Wilson	Shri Sudhakaran B, Shri Shivaprasad
8	M/s TCFM	Shri Prashanth Babu V

2. The queries raised by the prospective bidders by e-mail, and those raised during the meeting, were addressed.

3. The details of the queries raised by the bidders and the Bank's clarifications/comments are given below:

Sr. No.	Queries and suggestions	Clarification / Comment
1	Service Area Visit Declaration (Page No. 16, Point No. 8; Section III(b), Sl. No. 8 of the tender document): Please provide the self-declaration format, as it is not mentioned in the tender document.	A sample format for the Service Area Visit Declaration is enclosed with these minutes as Annexure . The declaration shall list each of the seven properties covered by the tender (MOP, RBOQ Cunningham Road, RBOQ Cunningham Crescent, RBOQ Koramangala, RBSQ Osborne Road, RBSQ RPC Layout and RBSQ Nandini Layout) with the date of visit, duly certified by the Caretaker of the respective

Sr. No.	Queries and suggestions	Clarification / Comment
		premises.
2	Cleaning materials (Page No. 24, Point No. 1(e) and Page No. 48, Point No. 18 of the tender document): The name/specification and quantity of cleaning materials are not specified. Clarify whether the cost of cleaning materials will be reimbursed with service charges and 18% GST; if not, provide the exact list and monthly quantity.	The cost of housekeeping/cleaning materials shall not be reimbursed separately. It shall be quoted under Item Nos. 8 to 11 of the Price Bid, and garbage bags under Item No. 12. An indicative list of materials and makes is given in Table 7 of Section IV(a), and the quality requirements are given in Point No. 18 (Quality of Materials) of the housekeeping scope. Quantities shall be assessed by the bidder based on the scope of work, the frequencies specified and the service area visit. The details of flats and common areas are given in Table 1 of Section IV(a).
3	Manpower and overtime (Page No. 25, Point No. 1, 2nd para; Tables 3 and 4 of the tender document): Clarify whether the 135 manpower is inclusive of relievers, and whether overtime paid by the Contractor at double rates will be reimbursed separately by RBI.	The manpower of 135 indicated in Table 2 of Section IV(a) is the minimum deployment required and does not include relievers. Relievers for weekly off and leave shall be provided by the Contractor, and their cost shall be factored into Item Nos. 1 to 4 and 15 of the Price Bid (please refer to the note below Table 3 of Section IV(a) and Annexure XII). No overtime or other payment shall be made separately by the Bank. Compliance with statutory provisions on working hours, weekly rest and overtime is the Contractor's responsibility within the quoted rates (please refer to Clause 8 of Section IV(a), Emergency situations).
4	PF, ESI, Bonus and Gratuity under Item No. 15 of the BoQ: Clarify whether PF is to be considered at 13% on wages restricted to Rs. 25,000 per month; whether workers with wages above Rs. 21,000 are exempt from ESIC and, if so, whether Group Health Insurance (and its coverage) is required; whether Bonus is to be considered; and the basis of calculation for Gratuity.	Bidders shall assess and quote the statutory/mandatory components (EPF, ESI, EDLI, administrative charges, bonus, gratuity, etc.) under Item No. 15 of the Price Bid in accordance with the applicable laws, including the Labour Codes and the rules in force on the last date of bid submission. The Bank does not prescribe rates for these components. The EPF wage ceiling of Rs. 25,000 per month, in force from September 17, 2026, shall be factored in the bid under Item No. 15 (please also refer to the clarification at Sl. No. 23 of this document). Payment under Item No. 15 shall be made only for amounts (a) payable under law, (b) actually paid/remitted, against documentary proof, and (c) relatable to the manpower actually deployed, limited to the quoted amount (please refer to Note (iv) of the Price Bid). For bonus and gratuity, please refer to the clarification at Sl. No. 22 of this document. ESI contributions shall be paid in respect of personnel whose wages are within the coverage limit of the ESI scheme for the time being in force. For personnel not covered by ESI: (a) compensation for employment injury shall be borne by the Contractor and covered by the Employees' Compensation policy under Clause 12 of Section IV(b); (b) maternity benefit shall be borne by the Contractor; (c) the Contractor shall arrange the annual health check-up required under the OSH Code, 2020 at its cost. Group medical insurance is not a requirement of this tender, and its cost shall not be reimbursed if taken.
5	Materials not covered by SAR (Page No. 27, Point No. (f) of the tender document): Materials procured by the	Yes. As per Clause 4 of Section IV(a), materials not covered by SAR and procured with the Bank's prior written approval shall be reimbursed at actual cost

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	Contractor, other than those covered under SAR (Annexure XV), shall be reimbursed on actual basis along with service charges and 18% GST.	supported by invoices, not exceeding the prevailing market rate verified by the Bank. The Contractor's Profit/Service Charge at the percentage quoted in Item No. 18 of the Price Bid shall be paid on the purchased cost (excluding GST), and GST shall be paid as applicable.
6	MOB night-shift electricians (Page No. 29, Table 4 of the tender document): It is not feasible for the MOB electrician to attend emergency complaints in the residential colonies during night hours. An additional electrician may be provided for night shift in the colonies and the estimated cost revised accordingly.	The night-shift electrician deployed at the MOP shall attend emergency electrical complaints in the residential colonies during night hours (e.g., total power failure or a safety hazard), as directed by the Bank. Routine complaints shall be attended during day hours by the electricians deployed at the colonies. Conveyance for such emergency calls shall be arranged by the Contractor, and bidders may factor the same while quoting.
7	Absenteeism (Page No. 29, Point No. 8(2) of the tender document): Only the applicable daily minimum wages should be recovered for the absent manpower. The additional penalty under Sl. No. 9 of Section IV(c) for short deployment may be deleted to avoid duplicate recovery.	The deduction for absence ensures that payment is made only for services actually rendered, while the penalty under Sl. No. 9 of Section IV(c) is for the shortfall in service. However, the penalty under Sl. No. 9 of Section IV(c) shall not be levied for a day on which a reliever approved by the Bank is deployed in place of the absent worker.
8	Emergency service (Page No. 30, Point No. 6(v) of the tender document): The Contractor will attend complaints without additional service charges, but the cost of consumables/materials shall be charged extra, as per SAR or at market/purchase rates with service charges and 18% GST.	Labour for emergency services is included in the quoted rates. Materials required shall be paid as per Clause 4 of Section IV(a): at SAR for items covered by Annexure XV, and for other items at actual cost with the percentage quoted in Item No. 18, plus GST as applicable. Additional manpower, if requisitioned by the Bank over and above the stipulated deployment, shall be paid pro rata at the quoted rates. Notice of a permanent change in deployment will be given in advance; for a short-term additional requirement, notice will ordinarily be given one or two days in advance.
9	Transport (Page No. 32, Point No. 21 of the tender document): The transportation and commuting of the workforce to and from the work locations shall be the responsibility of the workforce and not of the Contractor.	Arranging conveyance and logistics for its workforce is the Contractor's responsibility. The Bank shall neither provide nor reimburse transport.
10	Complaint Management System and AMC (Page No. 36, Point No. A(3) of the tender document): Clarify whether a Complaint Management System is available at the sites; if not, whether RBI will provide it, or reimburse the cost if the Contractor has to provide software. The Supervisors' responsibility should be limited to lodging and follow-up of complaints; AMC/maintenance of CCTV, VDPs, intercoms, fire extinguishers, pumps, lifts, solar systems, heaters, water purifiers, etc. shall not be in the Contractor's	Complaint management systems are already in place. The Contractor's supervisors and workers shall be onboarded on these systems, which will serve as the first level of complaint redressal, with the Bank as the escalation channel. The Supervisors shall lodge and follow up complaints with the respective AMC agencies. However, the operation, routine checks, preventive maintenance and other tasks specified in the scope of work shall be carried out by the Contractor.

Sr. No.	Queries and suggestions	Clarification / Comment
	scope.	
11	Carpenter qualification (Page No. 38, Point No. B(i) of the tender document): ITI-qualified carpenters are not available in the market. Kindly remove the ITI qualification requirement and consider relevant experience.	Please refer to Sl. No. C2 of the corrigendum below.
12	Electrical materials (Page No. 39, Point No. C(ii) of the tender document): No materials are listed for this trade in Annexure XV (SAR). Hence, all materials procured with the Bank's approval shall be reimbursed at actual cost with service charges and 18% GST.	Annexure XV (SAR) does not contain electrical items. Accordingly, electrical materials procured with the Bank's prior written approval shall be reimbursed as per the provision for items not covered by SAR in Clause 4 of Section IV(a): actual cost supported by invoices, not exceeding the prevailing market rate assessed by the Bank, plus the percentage quoted in Item No. 18, plus GST as applicable. A SAR for electrical items is under preparation and, when approved, shall apply to this contract, with the concurrence of the Contractor, from its date of effect. The Bank may also procure and supply materials directly.
13	Plumber qualification (Page No. 43, Point No. D(i) of the tender document): ITI-qualified plumbers are not available in the market. Kindly remove the ITI qualification requirement and consider relevant experience.	Please refer to Sl. No. C3 of the corrigendum below.
14	Chokage/blockage removal (Page No. 43, Point No. D(iv) of the tender document): Specify the number of manholes and the total sewer/drainage line length. Since there is no separate BoQ item, clarify whether the cost will be reimbursed separately with service charges and 18% GST, or provide a suitable BoQ item.	Removal of chokage/blockage by normal means and monthly desilting of sewer chambers are included in the scope of work and the quoted rates. Please also refer to Sl. No. C4 of the corrigendum below.
15	Tanker water supply (Page No. 44, Point No. 15 of the tender document): The cost of water supply through tankers shall be reimbursed by RBI on actual basis along with service charges and 18% GST.	The Contractor shall arrange the supply as directed by the Bank. The cost of water/tanker supplied shall be reimbursed by the Bank at actuals against invoices, not exceeding the BWSSB/approved rate, together with the Contractor's Profit/Service Charge at the percentage quoted in Item No. 18 and GST as applicable.
16	Tank cleaning and water testing (Page No. 45, Point Nos. 22 and 23 of the tender document): Specify the type and capacity of underground and overhead tanks, and whether tank cleaning will be reimbursed separately or a BoQ item provided. Specify the frequency of sample testing for STP and drinking water, and whether the testing cost will be reimbursed or a BoQ item provided.	Please refer to Sl. Nos. C5 and C9 of the corrigendum below. Property-wise total capacity of underground and overhead water tanks (litres): MOP, Nrupathunga Road - 3,46,500; RBOQ Cunningham Road - 2,32,478; RBOQ Cunningham Crescent - 1,72,410; RBOQ Koramangala - 4,61,161; RBSQ Osborne Road - 6,87,917; RBSQ RPC Layout - 1,85,726; RBSQ Nandini Layout - 1,83,908; Total - 22,70,100. Testing of STP and drinking water shall continue to be carried out by the Bank's agencies at the frequency decided by the Bank and at the Bank's cost; the Contractor's personnel shall assist in the collection of

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		samples at no extra cost.
17	Seasonal flower plants (Page No. 55, (c) of the tender document): The requirement is 100 seasonal flower plants per quarter, i.e., 400 plants annually. Any quantity exceeding 400 plants per annum shall be reimbursed at actual purchase rate with service charges and 18% GST.	Item No. 13 of the Price Bid covers the supply of 100 seasonal flower plants with pots per quarter (400 per annum). Any additional plants, including flowering potted plants for meetings, VIP visits and special days (Notes 4 and 5 under Horticulture, Section IV(a)), shall be supplied on the Bank's written instructions. They shall be paid pro rata at the rate derived from Item No. 13, plus GST as applicable, in line with Clause 12 (Variation in Scope/Premises) of the Articles of Agreement (Annexure X).
18	Maternity benefit (Page No. 65, Point No. 6 of the tender document): In case of 6 months' maternity leave, the salary payable to the employee during the leave shall be reimbursed separately on actual basis with 15% CP & OH and 18% GST, as the replacement manpower is already covered in the quoted rates.	Maternity benefit is a statutory obligation of the employer (the Contractor) and shall be factored into the quoted rates. No separate reimbursement shall be made. The Contractor shall deploy a suitable replacement during such leave.
19	SAR rates (Annexure XV): The rates for civil items at pages 131, 134 and 138 are lower than prevailing market rates; kindly revise them. For the plumbing and carpentry items listed, provide make and model numbers so that the rates can be checked.	The rates under Annexure XV (SAR) are the Bank's approved rates for reimbursement and shall not be revised for the purpose of this tender. The SAR is reviewed periodically by the Bank. A revised SAR, when approved, shall apply to this contract from its date of effect, and the Contractor will be consulted during the revision. Materials shall be of the make specified in the item description or an approved equivalent, as directed by the Engineer-in-charge. The Bank also reserves the right to procure and supply materials directly (Clause 4 of Section IV(a)).
20	Excel BoQ (Item Nos. 1 to 20): The Excel BoQ does not contain formulas. Kindly provide the BoQ with formulas for auto-calculation of amounts and totals, to avoid manual calculation errors.	The bidder is responsible for the arithmetic accuracy of its price bid. The total value quoted in the GeM financial bid shall be equal to the Grand Total (Item No. 20) of the Price Bid; the GeM value will be used, together with the technical score, for QCBS evaluation. All rates and amounts for Item Nos. 1 to 18 of the Price Bid shall be quoted exclusive of GST. GST shall be quoted only under Item No. 19, and the Grand Total (Item No. 20) shall be inclusive of GST.
21	Payment terms (Page No. 166, Payment Terms of the tender document): Request to release payments within 30 days instead of 45 days from receipt of invoice.	As per Clause 8 of Section IV(b), payment shall be released within a maximum of forty-five (45) days from the date of receipt of a complete and correct invoice with all supporting documents, subject to satisfactory certification of services and verification of statutory compliance. The Bank will endeavour to release payment well within the specified timeline.
22	Statutory compliance - leave, bonus and gratuity (Page No. 104, Clause 15 of the tender document): (1) Clarify the number of leaves to be considered (NFH, CL/SL and LWW/PL). (2) Clarify whether bidders should include bonus and gratuity in the bid price, or whether actual statutory payments will be reimbursed by RBI when due. (3)	(1) Please refer to Sl. No. C1 of the corrigendum below. (2) and (3) Gratuity is payable as provided in Section 53 of the Code on Social Security, 2020: to an employee on termination after not less than five years' continuous service, and to a fixed-term employee, pro rata, on completion of the fixed term, the five-year condition not applying to such employees. Whether a worker is a fixed-term employee depends on the terms of engagement by the Contractor, and bidders shall assess the liability accordingly. Bonus and gratuity, to

Sr. No.	Queries and suggestions	Clarification / Comment
	Clarify whether bonus should be considered on a monthly accrual basis in the bid, or as an annual payment released on the statutory due dates.	the extent payable under the applicable laws, shall be quoted in Item No. 15 and shall not be reimbursed separately. Bonus shall be released when paid to the workers, on proof of payment. For the release of the gratuity component, please refer to Sl. No. C12 of the corrigendum below.
23	Revised EPF wage ceiling (Page No. 104, Clause 15 of the tender document): Clarify whether the revised EPF contribution due to the increase in the EPF wage ceiling to Rs. 25,000 per month shall be considered in the bid price or reimbursed separately by RBI during the contract period.	The EPF wage ceiling of Rs. 25,000 per month, in force from September 17, 2026, shall be factored in the bid under Item No. 15. The Bank does not prescribe the contribution rates; bidders shall quote as per the law in force (please also refer to the clarification at Sl. No. 4 of this document). Please also refer to Sl. Nos. C6 and C7 of the corrigendum below.
24	Indemnity (Page No. 109, Clause 22(a) of the tender document): The indemnity should be mutual ('Defaulting Party' to indemnify the other), and the Service Provider's total aggregate liability should not exceed one month's service/management fee paid preceding the cause of action.	The Contractor's liability under Clause 12(h) of Section IV(b) (Clause 21(m) of Annexure X) is for the actual loss of or damage to the Bank's property directly attributable to the act, omission, negligence or default of the Contractor or its personnel, assessed in the manner provided in Clause 13 of Section IV(b). It does not extend to loss or damage caused by fair wear and tear or by causes not attributable to the Contractor or its personnel. The Contractor shall cover this liability through the Public/Third Party Liability policy under Clause 12 (please refer to Sl. No. 26 of this document); the Contractor remains liable for any loss not recovered under the policy. The indemnity and liability provisions of the tender shall otherwise remain unchanged. The Contractor's indemnity shall survive the expiry or termination of the Contract only in respect of claims arising out of acts, omissions or defaults during the Contract period, and only for so long as such claims may be lawfully made against the Bank.
25	Liability clause (Page No. 109 of the tender document): Liability is uncapped; request to cap the liability to the contract value.	The aggregate liability of the parties shall be governed by Clause 18 (Limitation of Liability) of the GeM General Terms and Conditions: 'neither party shall be liable for any special, incidental, punitive, exemplary or consequential damages ... The aggregate liability of either party, whether under the contract, in tort or otherwise, shall not exceed the total contract value'. This shall not limit the Contractor's liability for wages, statutory dues and compensation payable to its personnel, death or injury to any person, fraud, gross negligence or wilful misconduct, or breach of the Integrity Pact.
26	Insurance: Clarify whether fire risk is to be covered under the Contractor's All Risk policy, as the contract is for services, and what insurance cover is required for the health and safety of the workers.	Please refer to Sl. No. C8 of the corrigendum below. The insurance policies are in addition to, and do not limit, the Contractor's liability and indemnity under the Contract.
27	Group medical insurance for workers not covered by ESI.	Please refer to the clarification at Sl. No. 4 of this document.
28	Minimum service charge: adequacy of the minimum percentage specified for the Contractor's service charge.	The minimum service charge of 5% specified in the tender is a floor, so that the quoted rate is sufficient to meet the Contractor's overheads and compliance

Sr. No.	Queries and suggestions	Clarification / Comment
		obligations. Bidders may quote higher. The Bank pays the agreed amounts on fulfilment of the contract conditions; the wages, statutory dues and other obligations to the Contractor's personnel are the Contractor's responsibility.
29	Restriction on copying the tender document.	The tender document shall not be copied, distributed or recorded by bidders for any purpose other than preparing and submitting their bids for this tender.
30	Use of 'and/or' in the tender document (e.g., page 12).	'and/or' means either or both, as the context requires.
31	Validity and extension of the EMD bank guarantee (page 10, point 2).	The EMD bank guarantee and the bid are each required to be valid for 180 days, which covers the evaluation period. Extension of the bank guarantee is therefore not ordinarily expected to be required.
32	Proof of the service area visit.	The bidder may keep a copy of the Service Area Visit Declaration certified by the Caretakers and shall submit it with the bid as proof of the visit (please also refer to Sl. No. 1 of this document). The visit is required so that bidders understand the size and nature of the work in each property. A sample format of the declaration is enclosed with these minutes as Annexure .
33	Extension of the bid timelines.	The bid submission end date is extended to October 24, 2026; please refer to Sl. No. C13 of the corrigendum below. Further extension, if any, shall be notified only through a corrigendum on GeM and the RBI website. Automatic extension of the bid end date by GeM under its rules is distinct from an extension made by the Bank.
34	Price Bid Item Nos. 1 to 4 and 15: Clarify whether the rates for these items are to include relievers.	Yes. The rates for Item Nos. 1 to 4 shall include the cost of relievers for weekly off, holidays and leave, and Item No. 15 shall include the statutory contributions for such relievers. Please also refer to Sl. No. C11 of the corrigendum below.
35	Service Area Visit Declaration (Page No. 8, Point No. 5 of the tender document): Provide a sample format for the declaration under Section III(b), Sl. No. 8 of the tender document.	Please refer to the clarifications at Sl. Nos. 1 and 32 of this document. The format is enclosed with these minutes as Annexure .
36	Proof of manpower on payroll for technical scoring (Page No. 22, Point No. 26 of the tender document): Clarify whether the latest EPFO ECR/ESIC contribution statement alone will suffice, or whether a certificate from a Chartered Accountant/authorised signatory indicating total manpower as on August 31, 2026 is also mandatory, since 'and/or' is ambiguous.	Either the latest EPFO ECR (with the ESIC contribution statement, where applicable) for August 2026, or a certificate from a Chartered Accountant indicating the total manpower on the bidder's payroll as on August 31, 2026, shall suffice for scoring under criterion (vi) of Section III(c). The Bank may call for the other document for verification.
37	Client Performance Certificate format (Page No. 83, Annexure II, Format 3A of the tender document): The prescribed format is impractical because each department follows its own format. Request that performance certificates issued with	Performance certificates issued by clients in their own format shall be accepted, provided they contain the particulars required in Format 3A: name and address of the client, description and scope of the work, contract value, period of the contract, value of work executed, and the client's assessment of performance. Where a client's certificate does not contain all these particulars,

Sr. No.	Queries and suggestions	Clarification / Comment
	reference to the respective work order, agreement or LOI be accepted.	the bidder shall submit the missing particulars in Format 3A and supporting documents like the respective work order and agreement.
38	Consumption reports (Page Nos. 48-49, Point No. 23 of the tender document): Provide the current consumption reports for the premises covered under the tender, so that bidders may assess requirements.	Bidders shall assess the requirement of materials and consumables based on the scope of work, the frequencies specified, the indicative list in Table 7 of Section IV(a) and the service area visit (please also refer to the clarification at Sl. No. 2 of this document).
39	Statutory obligations (Page No. 65, Point No. 10 of the tender document): (1) Whether wages, PF, ESI, bonus, gratuity, maternity benefits, occupational safety, welfare measures and other labour-law obligations are considered within the wage breakup and will be reimbursed. (2) Whether Leave with Wages (one day for every twenty days worked) is considered in the wage breakup and will be reimbursed. (3) Whether menstruation leave and casual leave, as per the applicable state leave policy, are considered in the wage breakup and tender evaluation.	(1) Please refer to the clarifications at Sl. Nos. 4, 18 and 22 of this document. Wages are quoted under Item Nos. 1 to 4 and statutory contributions under Item No. 15, as per the applicable laws; they are not reimbursed over and above the quoted amounts, and Item No. 15 is paid on proof of remittance/payment. (2) and (3) Please refer to the clarification at Sl. No. 22(1) of this document. Leave with wages, casual leave and any other leave to which the personnel are entitled under the applicable Central and State laws, and the cost of relievers during such leave, shall be included in the rates quoted for Item Nos. 1 to 4; no separate payment shall be made.
40	Price Bid Item No. 6: Clarify whether monthly charges are to be quoted.	A quarterly rate is to be quoted. Please refer to Sl. No. C10 of the corrigendum below. The rate shall cover three general services (April, July and October), one deep cleaning (January) and attendance to breakdown calls during the year. Spares shall be paid separately as per the scope of work.
41	Insurance (Page No. 108, Point No. 21 of the tender document): The insurance obligations are wide and uncapped. As the Contractor's margin is at most 5%, these obligations are difficult to absorb within it.	Please refer to the clarifications at Sl. Nos. 26 and 28 of this document.
42	Indemnity (Page No. 109, Point No. 22 of the tender document): The indemnity obligations are wide and uncapped (read with Point No. 21).	Please refer to the clarifications at Sl. Nos. 24 and 25 of this document.
43	EPF wage ceiling: Clarify whether the revised EPF wage ceiling of Rs. 25,000 per month, in force from September 17, 2026, is to be considered.	Yes. Please refer to the clarification at Sl. No. 23 of this document.
44	Minimum wages: The tender wages are based on the Central minimum wages notified in April 2026. Clarify whether the revised Central minimum wages released in October 2026 are to be used.	Yes. Quoted rates for Item Nos. 1 to 4 shall not be less than the minimum wages (including Variable Dearness Allowance (VDA)) notified by the Central Government, as applicable for Bengaluru, for the respective categories and applicable on the last date of bid submission. Rates equal to the minimum wages shall be accepted; rates below them shall be rejected. Revisions during the contract period shall be governed by Clause 9 of Section IV(b).

Sr. No.	Queries and suggestions	Clarification / Comment
45	Mechanised jetting: Clarify whether mechanised jetting is to be carried out twice a year at each premises and included in the quoted price.	Yes. Please refer to the clarification at Sl. No. 14 of this document.
46	Tank cleaning: Clarify whether half-yearly tank cleaning will be added to the scope of work.	Yes. Please refer to the clarification at Sl. No. 16 of this document.
47	Wage breakup: Provide a detailed wage breakup format covering Basic, VDA, PF, ESIC/Medicaid (specify the amount for Group Medical Cover including accident policy), Leave with Wages, National Holidays, Festival Holidays, Bonus, Gratuity, Labour Welfare Fund and other elements.	No separate wage-breakup format is prescribed, and Annexure XII is illustrative. The wage analysis used by the bidder shall be submitted along with the price bid; please refer to Sl. No. C11 of the corrigendum below. For medical cover for personnel not covered by ESI, please refer to the clarification at Sl. No. 27 of this document.
48	SAR make and model: Provide the make and model number corresponding to the SAR rates.	Please refer to the clarification at Sl. No. 19 of this document.
49	Extension of time: Request for an extension of seven (7) working days for bid submission, to enable bidders to assess all parameters.	The bid submission end date is extended to October 24, 2026. Please refer to Sl. No. C13 of the corrigendum below.

4. Corrigendum: The following clauses of the tender document stand revised. The corrigendum shall also be published on GeM and shall form part of the tender document.

Sr. No.	Existing clause	Revised clause
C1	Section IV(a), Clause 6, note below Table 3: **The weekly off should be provided to the workers with an alternative arrangement, i.e., reliever(s), for which the bidder shall factor in the charges while quoting rates under this contract. A reliever shall be made available by the contractor to facilitate weekly offs in all colonies, provided that the total number of workers per premises remains the same on any given day. This arrangement is to ensure uninterrupted service throughout the year (365 days). The schedule of weekly offs shall be submitted to the bank every month for approval.'	Existing note retained. The following is added below it: 'Leave, holidays and relievers: (a) The Contractor shall allow its personnel the weekly rest, national and festival holidays and leave (including leave with wages, casual and sick leave, maternity leave, and any leave notified by the State Government, such as menstrual leave, to the extent applicable to them) to which they are entitled under the applicable laws, and shall pay wages for such days as required by law. (b) The manpower in Table 2 is the minimum to be present on duty. Every absence on account of weekly off, holiday, leave of any kind or otherwise shall be covered by a reliever of the same trade and qualification, deployed by the Contractor, so that the stipulated manpower is present on every working day/shift as per the requirements specified in Tables 3 and 4. (c) The cost of relievers, wages for holidays and leave, wages for work on holidays (including any higher rate or compensatory off required by law) and encashment of unavailed leave shall be deemed to be included in the rates quoted for Item Nos. 1 to 4, and the related statutory contributions in Item No. 15. No separate payment shall be made. (d) Annexure XII is illustrative; bidders shall assess the reliever requirement for weekly off, holidays and leave themselves. (e) An absence not covered by an approved reliever shall attract the deduction and penalty under Section IV(c), Sl. No. 9.'
C2	Section IV(a), B (Carpentry), (i) Qualification and Experience, item	'(ii) An Experience Certificate in Carpentry from a recognized institution with a minimum of five (5) years

Sr. No.	Existing clause	Revised clause
	(ii): '(ii) A General Certificate in Carpentry from a recognized institution with a minimum of five (5) years of relevant experience in carpentry and fabrication works.'	of relevant experience in carpentry and fabrication works.'
C3	Section IV(a), D (Plumbing), (i) Qualification and Experience, item (ii): '(ii) A General Certificate in Plumbing from a recognised institution with a minimum of five (5) years of relevant experience in plumbing and sanitary maintenance works.'	'(ii) An Experience Certificate in Plumbing from a recognised institution with a minimum of five (5) years of relevant experience in plumbing and sanitary maintenance works.'
C4	Section IV(a), D (Plumbing), (ii) Scope of work, item 4: '4. Removal of chokage/blockage from drainage lines/water supply lines, gully traps, nahani floor traps, manholes, bottle traps, kitchen sinks, wash basins, urinals, WCs, bathtubs etc. including removal and refixing of connecting pieces, taps and valves etc., making hole in the wall, if necessary and redoing the same etc. to complete the work. Any issues in metro water supply, removal of any block in any waste or soil line / sanitary system within the premises including blocks in the external sewer lines from our premises should be taken care by the Contractor. If the block in the sewer lines could not be removed by the contractor by normal means in general practice and in case of any issues in supply of metro water, the contractor to lodge a complaint at the local BWSSB office, liaise with them and arrange for uninterrupted supply of water and in clearance of block through them or through any scavengers/Mechanical means not prohibited under Prohibition of Manual Scavenging Act, 2013, at the contractor's cost and means. The Sewage/sludge so generated in the process of removal of chokage/blockage should be disposed of immediately without additional cost to the Bank on the same day out of Bank's premises in approved Municipal dump yard.'	Existing text retained. The following is added at the end: 'The Contractor shall carry out mechanical jetting of the sewer lines of the MOP and of each colony once in six months, and its cost shall be factored in the quoted rates. Blockages that cannot be cleared by normal means shall also be cleared by mechanised means at the Contractor's cost. No person shall be engaged for hazardous cleaning of any sewer, manhole, septic tank or chamber within the meaning of the Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013. Desilting and clearing of sewers and chambers shall be done by mechanised means, with the protective gear and safety devices prescribed under that Act and the Rules.'
C5	Section IV(a), D (Plumbing), (ii) Scope of work, item 22: '22. Bank takes up the work of special cleaning of Tanks every six months i.e. underground and	Item 22 shall be read as: '22. Scope of work for Cleaning of Underground and Overhead Water Tanks - Office and Residential Quarters (i) All underground and overhead water tanks in the

Sr. No.	Existing clause	Revised clause
	overhead tank. The plumber and helper should assist the agencies in smooth finishing of cleaning operation and should also ensure unhindered water supply to the residents.'	office and residential quarters shall be cleaned once in six months, in the presence of the Caretaker, through the services of the deployed plumber and support staff. (ii) After emptying, the tank walls shall be scrubbed with a wire brush and disinfected with bleaching-powder solution. Post-cleaning photographs of the empty tank shall be submitted to the Bank's authorised representative. (iii) On completion, all connected taps and outlets shall be cleaned, and any airlock in the pumping system arising from suction shall be identified and rectified. (iv) A dedicated Tank Cleaning and Maintenance Register shall be maintained, and each entry verified and signed by the concerned Caretaker after every cleaning operation.' As the work is to be carried out by the deployed manpower, no separate payment shall be made; tools, bleaching powder and other consumables shall be provided by the Contractor within the quoted rates.
C6	Section IV(b), Clause 9(i): '(i) Wage escalation- The Contractor shall implement revisions in wages immediately upon notification of revised minimum rates of wages by the appropriate Government under the Code on Wages, 2019 or any other applicable law. Upon submission of documentary evidence by the Contractor, the labour component of the Contract price shall be revised only to the extent of the statutory increase in wages and corresponding statutory contributions payable under applicable labour laws. Where the wages already paid by the Contractor exceed the revised statutory minimum wages, no additional escalation shall be admissible.' Annexure X, Clause 18(a): '(a) Wage escalation: The Contractor shall implement revisions in wages immediately upon notification of revised minimum rates of wages by the appropriate Government under the Code on Wages, 2019 or any other applicable law. Upon submission of documentary evidence by the Contractor, the labour component of the Contract price shall be revised only to the extent of the statutory increase in wages and corresponding statutory contributions payable under applicable labour laws. Where the wages already paid by the Contractor exceed the revised statutory minimum wages, no	Existing text of both clauses retained. The following line is added at the end of each: 'For this purpose, the minimum rates of wages and the statutory contributions in force on the last date of bid submission (including any extended date) shall be factored in the bid, and only revisions notified after that date shall be admissible for escalation.'

Sr. No.	Existing clause	Revised clause
	additional escalation shall be admissible.'	
C7	Section IV(b), Clause 9 and Annexure X, Clause 18: no existing provision for revision of Item Nos. 1 to 4 on renewal (new clause).	Added as Clause 9(iii) of Section IV(b) and Clause 18(c) of Annexure X: '(iii) Revision of the wage component on renewal: On each renewal of the Contract, the rates for Item Nos. 1 to 4 shall be revised in proportion to the change in the average of the Consumer Price Index for Industrial Workers (CPI-IW) for the six months immediately preceding the commencement of the renewed contract year over the average for the corresponding six months preceding the commencement of the immediately preceding contract year, using the same index series and linking method as in Clause 9(ii). Any increase already allowed during the preceding contract year under Clause 9(i) on account of statutory revision of minimum wages shall be set off against the increase under this clause, so that the same increase is not paid twice. The revised rates shall not be less than the statutory minimum wages in force. The revision shall apply to decreases as well as increases.'
C8	Section IV(b), Clause 12(a) (and the corresponding Clause 21(a) to (f) of Annexure X): '(a) The Contractor shall take following Insurance Policies with effect from the date on or before the start of work at site. i. Contractor's All Risk Policy (CAR Policy) for the full Contract Value, including Fire Risk. ii. Employees' Compensation Policy for all employees deployed at site. iii. Third Party Liability Policy - either through a separate policy or within CAR policy and having description as per the following details: 1. For injury to persons – Rs 5 Lakh per person per accident For damage to property – Rs 2 Lakh per accident with a ceiling of Rs 25 Lakh (1&2) per annum' Section IV(b), Clause 12(c) (and Clause 21(h) of Annexure X): '(c) The insurance policies shall remain valid throughout the initial term of the Contract and shall be capable of being extended for up to two additional years in the event the Contract is renewed by the Bank.'	Clause 12(a) of Section IV(b) and Clause 21(b) to (f) of Annexure X shall be read as: '(i) Workmen/Employees' Compensation policy covering all personnel deployed under the Contract, including relievers and supervisors, on their gross wages, for the full liability of the employer under the Employees' Compensation Act, 1923 and the corresponding provisions of Chapter VII (Employee's Compensation) of the Code on Social Security, 2020, including any liability fastened upon the Bank. (ii) Third Party Liability policy, in the joint names of RBI, Bengaluru and the Contractor with the name of RBI, Bengaluru placed first, covering legal liability for death of or injury to any person (including residents, visitors and the Bank's staff) and for loss of or damage to property (including the Bank's premises and residents' property, and including damage by fire caused by the Contractor's operations), with limits of not less than Rs. 5 lakh per person per accident, Rs. 5 lakh per accident for property, and Rs. 25 lakh in the aggregate per policy year.' The requirement of a Contractor's All Risk (CAR) policy stands deleted. Clause 12(c) of Section IV(b) and Clause 21(h) of Annexure X shall be read as: 'The insurance policies shall remain valid throughout the initial term of the Contract and shall be extended or renewed in the event the Contract is renewed by the Bank.'
C9	Appendix I, Safety Code, items 1 to 13: no provision on underground sumps and tanks.	The following is added as item 14 of the Safety Code: '14. For cleaning of underground sumps and tanks: no entry without the Supervisor present; the space shall be ventilated and tested for oxygen and hazardous gases before entry; the worker shall wear a safety harness with lifeline, with a standby person outside throughout.'

Sr. No.	Existing clause	Revised clause
C10	Price Bid, Item No. 6: 'Charges towards servicing of domestic chimneys as mentioned in Section IV (a) - Scope of work and services.' Quantity: 240; Unit: Nos.	'Charges towards servicing of 240 domestic chimneys as mentioned in Section IV(a) - Scope of work and services.' Quantity: 4; Unit: Quarter. Bidders shall quote the quarterly rate for all 240 chimneys.
C11	Price Bid, Item Nos. 1 to 4 and 15: '1. Monthly charges for deployment of seven (7) Supervisors as mentioned in Section IV (a) - Scope of work and services.' '2. Monthly charges for deployment of thirty-one (31) skilled workers as mentioned in Section IV (a) - Scope of work and services.' '3. Monthly charges for deployment of nineteen (19) semi-skilled workers/helpers as mentioned in Section IV (a) - Scope of work and services.' '4. Monthly charges for deployment of seventy-eight (78) unskilled workers as mentioned in Section IV (a) - Scope of work and services.' '15. Charges for mandatory and statutory components of the wage structure, including EPF, ESI, bonus, gratuity and other statutory/mandatory wage-related obligations, as mentioned in Section IV (a) - Scope of work and services.'	Item Nos. 1 to 4 and 15 of the Price Bid shall be read as: '1. Monthly charges for deployment of seven (7) Supervisors as mentioned in Section IV(a) - Scope of work and services, inclusive of the cost of relievers for weekly off, holidays and leave.' '2. Monthly charges for deployment of thirty-one (31) skilled workers as mentioned in Section IV(a) - Scope of work and services, inclusive of the cost of relievers for weekly off, holidays and leave.' '3. Monthly charges for deployment of nineteen (19) semi-skilled workers/helpers as mentioned in Section IV(a) - Scope of work and services, inclusive of the cost of relievers for weekly off, holidays and leave.' '4. Monthly charges for deployment of seventy-eight (78) unskilled workers as mentioned in Section IV(a) - Scope of work and services, inclusive of the cost of relievers for weekly off, holidays and leave.' '15. Charges for mandatory and statutory components of the wage structure, including EPF, ESI, bonus, gratuity and other statutory/mandatory wage-related obligations, for the personnel under Item Nos. 1 to 4 including relievers, as mentioned in Section IV(a) - Scope of work and services.' The following note is added below the Price Bid: 'The bidder shall upload, along with its price bid on GeM, the wage analysis it has used to arrive at the rates quoted for Item Nos. 1 to 4 and 15. The analysis shall show, for each category of personnel, the minimum wage (basic and VDA), the provision for relievers, leave and holidays, each statutory contribution (EPF, ESI, EDLI and administrative charges, bonus, gratuity, Labour Welfare Fund, etc.) and any other component, worked out as per the applicable laws.'
C12	Price Bid, note on Item No. 15: 'For item no 15, payment shall not be treated as a fixed monthly entitlement. It shall be regulated on actual/pro-rata basis according to the certified deployment/attendance of manpower during the billing period and shall be payable only upon submission of satisfactory documentary proof of remittance/payment of the applicable statutory obligations, including EPF, ESI, bonus, gratuity and other statutory/mandatory wage-related obligations, in respect of the personnel deployed at the Bank's site. Where manpower is not deployed, is absent, or proof of	Existing note retained. The following is added at the end: 'The gratuity component shall be released monthly or as applicable, on proof that an equal amount has been deposited for the deployed workers in compliance with section 57 of the Code on Social Security, 2020 in respect of the deployed personnel, limited to the amount actually paid and to the statutory requirement. Payment of gratuity to the workers when it falls due remains the Contractor's liability, whether during or after the Contract.'

Sr. No.	Existing clause	Revised clause
	statutory payment is not submitted to the Bank's satisfaction, the corresponding statutory component shall be withheld/deducted proportionately from the monthly bill.'	
C13	Section I, Schedule of Tender, and the GeM bid: Last date for EMD proof on GeM / original bank guarantee submission: 'October 17, 2026 at 12:30 PM' Closing of online bid submission through GeM: 'October 17, 2026 at 02:00 PM' Opening of technical bids: 'Technical bids (Part I): October 19, 2026 at 02:00 PM'	Last date for EMD proof on GeM / original bank guarantee submission: 'October 24, 2026 at 12:30 PM' Closing of online bid submission through GeM: 'October 24, 2026 at 02:00 PM' Opening of technical bids: 'Technical bids (Part I): October 26, 2026 at 02:00 PM'

5. The above-mentioned clarifications are issued for the information of all intending bidders. The minutes of the pre-bid meeting, including the corrigendum, shall form part of the tender document. Submission of a bid shall be construed as acceptance of the tender document read with these clarifications.

Regional Director
Reserve Bank of India, Bengaluru

Annexure

Sample Format of Service Area Visit Declaration

(Section III(b), Eligibility Criteria, Sl. No. 8; Section III(a), Clause 5)

(To be given on the bidder's letterhead)

Ref. No.: _____

Date: _____

To,
The Regional Director
Reserve Bank of India
Estate Department
Bengaluru 560001

Subject: Service Area Visit Declaration: GeM Bid No. GEM/2026/B/8007021 for Providing Integrated Facility Management Services at Main Office Premises and Various Colonies of Reserve Bank of India, Bengaluru

Dear Sir/Madam,

I/We, _____ (name of the bidder), having our registered office at _____, hereby declare that our authorised representative(s) named below visited each of the Bank's properties covered by the above tender on the date(s) shown against them.

2. We have inspected each property and acquainted ourselves with the site conditions and with the nature and extent of the work and the scope of services specified in the tender document. We have understood the same and are able to provide the required services.

3. The details of the visits, certified by the Caretaker of each property, are as under:

Sl. No.	Property and address	Date of visit	Name(s) of the bidder's representative(s)	Certified by the Caretaker (name and signature)
1	Main Office Premises (MOP), Reserve Bank of India, 10/3/8, Nrupathunga Road, Bengaluru 560001			
2	RBOQ Cunningham Road, Abshot Layout, Vasanth Nagar, Bengaluru 560001			
3	RBOQ Cunningham Crescent, Vasanth Nagar, Bengaluru 560001			
4	RBOQ Koramangala, KHB Games Village, Bengaluru 560047			
5	RBSQ Osborne Road, Halasuru, Bengaluru 560042			
6	RBSQ RPC Layout, Vijayanagar, Bengaluru 560040			
7	RBSQ Nandini Layout, Saraswathipura, Bengaluru 560096			

4. A copy of this declaration, so certified, is uploaded with our bid.

Signature of the Authorised Signatory: _____ Place: _____

Name and designation: _____ (Seal of the bidder)