



**भारतीय रिज़र्व बैंक
सम्पदा विभाग
नई दिल्ली**

Minutes of Pre-Bid Meeting – E-Tender for providing Integrated Facility Management Services at Various Colonies of Reserve Bank of India, New Delhi

(E-Tender No. – [RBI/Delhi Regional Office/Estate/5/25-26/ET/244](#))

The Pre-Bid Meeting for the captioned tender was held in the Conference room of New Business area at 1st floor, Main Office Building at 11:00 hrs. on July 22, 2025. The meeting was chaired by Ms. Divya Sood Daur, General Manager, Estate Department.

Following staff members of RBI and representatives of potential bidders were present in the meeting:

Participants in the Pre-Bid Meeting:

RBI		
Sr No.	Name of Representative	Designation
1.	Ms. Divya Sood Daur	GM
2.	Shri Yogi Raj Sharma	GM (Tech-Elec.)
3.	Ms. Subhadra Ramamoorthy	DGM
4.	Shri Ajay Singh Yadav	DGM (P&SO)
5.	Shri Sanjay Kumar	AGM
6.	Shri Krashna Kumar Singh	AGM
7.	Shri Deepak Singh Rajput	AGM
8.	Ms. Kagitapalli Susmitha	Manager
9.	Shri Amit Kumar	AM
Bidders /Firms		
	Name of Firm	Name of Representative
1.	M/s Sterling & Wilson	Praveen Kumar Saraswat & Pradeep Kumar
2.	M/s Swastik Electrotech Private Limited	Varun Maurya & Sachin
3.	M/s Rakshak Securitas Private Limited	Ashutosh Kumar
4.	Impressions Services Pvt. Limited	Balwinder Singh
5.	Group L Services Pvt. Ltd.	Monika Dahiya
6.	Updater Services Limited	Chakrapani Tiwari & Sunil Gaur
7.	Sulabh Sanitation Mission Foundation	Anjan Kumar Singh
8.	Rajendra Management Group	Himanshu Kanojiya & Jagjit Singh



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At the outset, the Chairperson welcomed the participating bidders and requested them to raise their queries in connection with the tender document.

The response / clarifications given to the bidders with respect to each query, are as given below:

Sl. No.	Queries	Bank's Clarification/Remarks
1.	In clause 5.5 of Section IV (a), clause 5.5 of the Articles of Agreement, and Item 16 of the Price Bid, it is stated that 6-inch flowering plants must be supplied, but no specific name, category, or type of plant is mentioned.	It was clarified that a variety of seasonal and colourful plants should be provided.
2.	In Table 9 of Section IV (a) and Table 9 of the Articles of Agreement, the material for the caution boards related to fire extinguishers (such as fire exit signs) and their quantity have not been specified.	It was clarified that these caution boards are intended to provide alerts in situations such as wet floors, ongoing cleaning, maintenance, or work in progress.
3.	In Clause 12 of Section IV (b) and Clause F of the Articles of Agreement, please clarify whether the revision of minimum wages as mandated by the Central Government will be included in the tender value?	As per Clause 12 of Section IV (b), the Contractor shall pay the revised wages as soon as the wages are notified by the Central Government. Upon receiving request from the Contractor, the rates (as stated at S. No. '1 to 4 of 'Price Bid' given in Part II of the tender) would be revised based only on the revision of Minimum Wages as prescribed by Central Government.
4.	Clause 15 of Section IV (b) and Clause I of Articles of Agreement – Contractor's All Risk (CAR) Policy is already an all-risk policy, is third party policy required separately from CAR policy or it can be included in CAR policy?	It is clarified that while the Contractor's All Risk (CAR) Policy is an all-risk policy, the Contractor may submit a CAR policy that includes third-party coverage. However, it must be ensured that the overall policy coverage meets the requirements specified in Clause 15 of Section IV (b) and Clause I of Articles of Agreement.
5.	What is the process for disposing of waste like plants, e-waste etc.	Organic Waste Converters are available in the colonies for the disposal of plant



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		waste. For e-waste, an appropriate disposal method should be followed as per the applicable guidelines.
6.	The Price Bid does not specify the number of relievers for manpower.	The rates must be submitted inclusive of the charges for relievers, as outlined in items '1' to '4' of the Price Bid. For reference, the Wage Analysis provided for illustrative purposes in 'Annexure XII' may be referred to while preparing the Price Bid.
7.	With respect to the solvency certificate to be submitted as part of the Eligibility Criteria (Section III (b)), can the solvency value be more than the estimated annual cost of the tender?	As per the requirement, the bidder must provide a solvency certificate issued by a Scheduled Bank, for a value not less than 100% of the estimated annual cost of the tender and not dated earlier than June 30, 2025, in the format 5 specified in the tender document. Further, the solvency certificate addressed to any office of the Reserve Bank of India may also be submitted provided it meets the same conditions regarding value and date of issuance.
8.	On Page 31, Sl. No. iii, it is mentioned: "Operations of DG sets including regular diesel refilling." In this regard, please clarify whether the diesel will be provided by the Bank, or whether the agency will have to procure it from outside. If the agency is required to procure the diesel, it will claim the cost of diesel along with freight and a profit margin of 15%. Also, for operation of DG sets no staff has been taken hence it will not be in agency scope of work and it is also pertinent to state that, the Electricians cannot be expected to remain near the DG sets at all times, as they are required to attend to frequent electrical complaints throughout the concerned colony.	Currently, a dual-fuel DG set is installed in Hauz Khas colony, which primarily runs on gas, with diesel used only during the starting process. It is clarified that the Contractor will be reimbursed for the cost of diesel, along with freight charges and a profit margin of up to 15%. The OEM of the DG set provides AMC services, and the DG set is designed to start automatically. As such, the role of the electrician will be limited to manually initiating the system in case of any delay, and to coordinate with the OEM for raising complaints in the event of repairs or breakdowns.



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9.	On Page 34, under section 3.1 "Details of Manpower to be Deployed" only one mason has been allocated at RK Puram, who is also expected to handle masonry works in the other colonies. It is not feasible for a single mason to attend to various complaints related to masonry work across multiple colonies in a single day. Therefore, we suggest either increasing the number of masons or ensuring that no recovery is imposed on the agency for pending complaints related to masonry works.	If the mason has been deployed to any colony other than RK Puram by the Bank, he shall remain there for the entire day to address the complaints there.
10.	On Page 37, under section 3.6, "Timing of the various workers are as under" the working hours for plumbers are mentioned as 6 AM to 2 PM and 2 PM to 10 PM. However, under section 3.1, "Details of Manpower to be Deployed," only one plumber has been allocated for Sarojini Nagar, RK Puram, Vasant Vihar, and Shalimar Bagh. It is not feasible for a single plumber to cover both shifts in these colonies. Therefore, we request you to kindly clarify the duty hours for plumbers in these colonies to avoid confusion during execution of work.	<p>In Table 5 under Clause 3.6 of Section IV (a) and Table 5 under Clause 3.6 of the Articles of Agreement, the working hours for the plumber have been revised as follows:</p> <p>For Hauz Khas Colony and Rabindra Nagar Colony:</p> <p>6:00 AM to 2:00 PM and 2:00 PM to 10:00 PM</p> <p>For the remaining colonies:</p> <p>9:00 AM to 5:00 PM</p>
11.	Since there is no plumber deployed in night shift, how are the emergency in the night are to be addressed?	As per Clause No. 5.1 (xi) of Section IV (a) on Page 40, it is specified that A Quick Response Team (QRT) shall be constituted and kept ready for deployment during odd hours, including inclement weather conditions.
12.	On Page 41, under section 5.2, PLUMBING/ SANITARY, it is mentioned at Sl. No. viii) "Flushing systems made of Cl, PVC, or other	Clause no. 3.3 of Section IV (a) on page no. 35 may be referred to which states that, <i>"In normal circumstances, the spares for repairs will be supplied by the Bank</i>



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	<p>materials, including siphons, bells, float valves, cotter pins, plunger washers, nuts and bolts, 'S' hooks, and ball cocks, shall be repaired or replaced as needed."</p> <p>Please clarify whether these materials will be provided by the Bank, or whether the agency will have to procure it from outside. If the agency is required to procure these materials, it will be paid extra.</p>	<p><i>through the Caretaker's store located in the colony. However, if the required material is not available with the Caretaker, the material needed for electrical, plumbing and carpentry works shall be procured by the firm as per site requirements after approval from the Bank. A monthly bill shall be paid upon submission of the tax invoice, challan for the materials delivered and acknowledgement from the end user/caretaker/Bank's engineer".</i></p>
13.	<p>On Page 42, under section 5.2, PLUMBING/ SANITARY, it is mentioned at Sl. No. x), 'The plumber shall disconnect and reconnect suction and delivery lines of water pumps whenever the pumps are sent for repair or replacement.' In this regard, we would like to clarify that only the disconnection of pumps falls within the scope of work. Any repair or replacement of pumps carried out by the agency will be paid extra.</p>	<p>Contractor profit of 15% shall be paid on all such above procurements. The Bank may verify rates and tax invoices for correctness. In case, market rates are found less, suitable deduction shall be made.</p>
14.	<p>On Page 42, under section 5.2, PLUMBING/ SANITARY, it is mentioned at Sl. No. xiv), "All repair and maintenance work related to firefighting water lines, including associated fittings and fixtures, shall also fall within the plumber's scope of duties".</p> <p>In this regard, please note that, only leakage repairs and minor fixes in the firefighting lines shall be checked and carried out by the plumber. The operation and maintenance of the firefighting system are not included in the agency's scope of work, as no operators for firefighting have been provided in the manpower deployment chart. Additionally, the</p>	<p>It is clarified that that the plumber will be responsible for addressing minor leakages, repairs, and small fixes in the firefighting water lines, including the related fittings and fixtures.</p>



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	free replacement of any pipelines is not part of the agency's scope of work. Any major expenses shall be borne by the Bank.	
15.	On Page 43 & 44, under section Drainage and Waste Management, we suggest that a separate item be created or that these works be paid for additionally, for activities such as cleaning sewer lines and drains, removing sludge from manholes and septic tanks, and cleaning the Sewage Treatment Plant (STP) and all open stormwater drains, as these are major works that will need to be carried out using mechanical means. Also, any comprehensive maintenance and operation of Sewage Treatment Plant (STP) is not in agency scope of work.	It has been clarified that the activities listed under the sub-heading "Drainage and Waste Management" in Clause No. 5.2 of Section IV(a) of the tender document must be performed at least twice a year as instructed by the Bank, with one such activity scheduled before the monsoon season. Bidders are advised to include the cost of these activities in their rate quotations for the Price Bid.
16.	On Page 44, under Section CAPENTRY AND FABRICATION, for Sl. No. iii, iv and vii, all the required material and replacements shall be provided by the Bank. If the agency is required to procure these materials, it will be paid extra.	<p>Clause no. 3.3 of Section IV (a) on page no. 35 may be referred –</p> <p>In normal circumstances, the spares for repairs will be supplied by the Bank through the Caretaker's store located in the colony. However, if the required material is not available with the Caretaker, the material needed for electrical, plumbing and carpentry works shall be procured by the firm as per site requirements after approval from the Bank. A monthly bill shall be paid upon submission of the tax invoice, challan for the materials delivered and acknowledgement from the end user/caretaker/Bank's engineer.</p> <p>Contractor profit of 15% shall be paid on all such above procurements. The Bank may verify rates and tax invoices for correctness. In case, market rates are</p>



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		found less, suitable deduction shall be made.
17.	On Page 46, under Section 5.4 Electrical Maintenance of Colonies at Scope of Work Sl. No. iii, it is mentioned that "Prompt rectification of defects in the Bank's electrical and electromechanical installations, including lighting systems, fans, panels, geysers and control gear". Kindly add word Colonies after Bank's to avoid any confusion.	Point no. iii in scope of work of electrician in clause no. 5.4 of Section IV (a) is modified as follows – Prompt rectification of defects in the electrical and electromechanical installations, including lighting systems, fans, panels, geysers and control gear installed in the Bank's colonies.
18.	On Page 47, under Section 5.4 Electrical Maintenance of Colonies at Scope of Work Sl. No. xiii, it is mentioned that "Supporting other service providers (AC technicians, gym equipment engineers, DG set operators, lift maintenance contractors, water purifier/chimney technicians, VDP/intercom providers, internet, cable TV, CCTV technicians, etc.) in their tasks, especially when installations or repairs require electrical interface or coordination". Please note that, any operation or repair not in our scope of work and also clarify what kind of support shall be provided by the agency for these services.	It is clarified that the repair and maintenance of such systems shall be the responsibility of the respective AMC vendor or OEM. The Contractor's electrician shall coordinate with the AMC vendor/OEM in registering complaints and shall facilitate their work as needed.
19.	On Page 47, under Section 5.4 Electrical Maintenance of Colonies at Scope of Work Sl. No. xv, it is mentioned that "Lifts monitoring, rescue of trapped passengers in lifts". This clause should be removed from the scope of work, as no manpower has been assigned for lift operation,	It may be noted that lifts are currently installed in Hauz Khas Colony and are equipped with Automated Rescue Devices (ARD). The Bank will provide formal training to all deployed manpower for the rescue of trapped passengers.



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	lift monitoring, or the rescue of passengers trapped in lifts. Moreover, the Electricians provided under Section 5.4 for Electrical Maintenance of Colonies cannot be expected to remain near the lifts at all times, as they are required to attend to frequent electrical complaints throughout the concerned colony.	
20.	On Page 49, under Section 5.5 Gardening / Horticulture including Vertical Gardens at Sl. No. vi , it is mentioned that, "The Organic Waste Converter (OWC) machine shall be operated jointly by the housekeeping and gardening staff under supervision of the Bank's officials to generate manure for internal use". We suggest and recommend for addition of Separate qualified Operator to operate the OWC machine as housekeeper and gardener are not qualified to do so.	It is reiterated the Organic Waste Converter (OWC) machine shall be operated jointly by the housekeeping and gardening staff.
21.	On Page 58, under Plumbing T&P at Sl. No. 8, a "Plumber pump" is mentioned. Please clarify whether this refers to a specific type of pump required, or if it is intended to mean a plunger.	On Page 58, under Plumbing T&P at Sl. No. 8, the term "Plumber pump" has been mentioned. It is clarified that this term has been revised to "Plunger pump" in Table 10 under Plumbing T&P in both Section IV (a) and the Articles of Agreement.
22.	As per Page 171, bonus is calculated for unskilled workers earning less than ₹21,000/-. Please confirm whether, if wages exceed ₹21,000/- during the contract, bonus will continue to be paid on ₹20,930/- or on the increased wages.	The Contractor is required to comply with the prevailing statutory norms and pay the bonus accordingly.
23.	Kindly provide the area in square feet for item numbers 12 and 13 of the Price Bid to enable us to evaluate the rates accordingly.	Table no.1 of Section IV (a) may be referred.



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24.	With respect to the item no. 17 of Price Bid, please clarify regarding the app-based management system.	The para under sub-heading 'Complaint Management System' may be referred.
25.	A license is required for carrying out pest control services. Is it mandatory to have such a license or whether the services can be carried out through an external agency.	It has been clarified that for carrying out pest control services, the Contractor must either hold a valid license issued by the Government or Government-approved agencies, or alternatively, engage an external agency that possesses the necessary license. However, in the case of using an external agency, prior written approval from the Bank must be obtained, as per Clause 13 (Subletting of Work) of Section IV (b).
26.	With respect to minimum value of each completed similar work/s in Eligibility Criteria, whether all the similar works should be present in one work order.	It is reiterated that, with regard to the minimum value of each completed similar work/s in the Eligibility Criteria, all similar works must be included within the same work order or completion certificate submitted in support of qualifying works. Separate work orders for individual similar works will not be considered.
27.	Will RBI reimburse the cost of Housekeeping Material?	Clause 3.3 of Section IV (a) may be referred – Delivery of cleaning material brought every month should be done in the presence of the Caretaker to verify the quantity and quality. A stock register for each colony shall be maintained for all the consumables and cleaning peripherals supplied. The same shall be put up to the Caretaker. Challan of the material supplied shall be countersigned by the Caretaker and submitted along with the monthly bill. Bank may decide to either reduce the quantity or not to procure monthly supply of cleaning material at all if sufficient cleaning material is available in stock.



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28.	Please give clarity to the CAR Policy as this Policy belongs to construction work only and not for Housekeeping & Maintenance work.	The Contractor shall submit the Insurance policies as required in Clause no. 15 of Section IV (b) of the tender document.
29.	What about Masson Material who will provide?	The material for masonry work will be provided by the Bank, however the tools will be provided by the vendor.
30.	Who will bear the cost of Medical Insurance of those workers not covered under ESIC	The cost of medical insurance for workers not covered under ESIC shall be borne by the Contractor.
31.	Whether a separate purchase order will be issued for the materials required for the housekeeping, carpentry, electrical and plumbing/sanitary works	<p>Clause 3.3 of Section IV (a) may be referred –</p> <p>The Contractor shall obtain the materials required for the housekeeping, carpentry, electrical and plumbing/sanitary works, and submit a monthly bill to the Bank for the materials procured along with the purchase invoice of the materials.</p>
32.	Whether MSME firms are exempt from submission of EMD?	<p>All the firms are required to submit EMD. Further, it is reiterated that EMD is to be submitted only through one of the following modes –</p> <p>a. Through NEFT to the following account (preferably):</p> <p align="center">Beneficiary: Reserve Bank of India, New Delhi Account No.: 186003001 IFS Code: RBIS0NDPA01 (Please read 5th and 10th character of IFSC as zero) In remarks, the name of the bidder and tender number should be mentioned.</p> <p>b. Through Demand Draft/ Banker's Cheque from a Scheduled Bank drawn in favour of Reserve Bank of India, New Delhi</p> <p>c. Through Bank Guarantee from a Scheduled Bank as per Annexure VIII drawn in favour of the Reserve Bank of India, New Delhi (validity of the Bank Guarantee shall be at least upto validity of</p>



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		the tender as per Clause 20 of this Section III(a)).
33.	Whether leaves and holidays are applicable as per Central Government?	For deployment of staff the information given in table no. 4 (Number of days of Deployment per Year) in Section IV (a) may be referred to.

Further, following items are modified as follows -

Sl. No.	Item/Clause No.	Original	Modified
1.	Item no. 2 of Price Bid	Monthly charges for deployment of 33 skilled workers for seven days a week for technical works such as electrician, plumber, carpenter inclusive of all essential components of the minimum wages (including reliever charges but excluding GST). (Skilled)	Monthly charges for deployment of 33 skilled workers for seven days a week for technical works such as electrician, plumber, carpenter, mason , inclusive of all essential components of the minimum wages (including reliever charges but excluding GST). (Skilled)
2.	Item no. 2 of Annexure-XII: Wage Analysis	Skilled Workmen (as Plumber, electrician and Carpenter)	Skilled Workmen (as Plumber, electrician, Carpenter and Mason)

The meeting ended with a vote of thanks to the Chair and all the representatives of potential bidders.

Note: Above amendments / clarifications are issued for information to all intending bidders. Minutes of the pre-bid meeting shall form part of tender. All other parts of the tender document continue to remain unaltered. Submission of tenders shall be construed to be in conformity to the bid document and amendments/clarifications. All bidders are advised to print the pre-bid meeting minutes, affix their signature / stamp, and upload this document along with other necessary papers under submission of Part I of the Tender on the MSTC portal.