



**Reserve Bank of India
Information Technology Cell
Chandigarh**

Minutes of Pre-bid Meeting - Tender for Empanelment of the vendors for a period of three years) for Annual Maintenance Contract (AMC)/Facility Management Service (FMS) for Computers Hardware, Software and Peripherals at Reserve Bank of India and award of Annual Maintenance Contract (AMC) / Facility Management Service (FMS)

The Pre-bid meeting for the [captioned tender](#) was held on February 16, 2021 at 3:00 PM at RBI Chandigarh. The meeting was chaired by Shri Vinod Kumar, General Manager and attended by following officials from IT Cell and prospective bidders.

- a) The following Bank's officials and representative of prospective bidder were present during the pre-bid meeting:

Sr No.	Name and Designation of RBI Officials
1	Shri Vinod Kumar, General Manager
2	Shri Mahesh Kumar, Assistant General Manager
3	Shri Robin, Assistant Manager

- b) Prospective Bidders present during the pre-bid meeting:

Sr No	Prospective Bidders	Representative Name
1	M/s Aforeserve.com Ltd.,	Shri Rajeev Shori
2	M/s Bharti IT Services	Shri Satbir Singh
3	M/s LRS Services Pvt. Ltd.	Shri Ashwani
4	M/s Ensure Services	Shri Deepak
5	M/s Karvy Innotech	Shri Puneet Sharma
6	M/s Sysnet Global	Shri Dilaver
7	M/s Rapidtech IT Services Pvt. Ltd.	Shri Sanjay Dhanotia

2. Shri Vinod Kumar, General Manager welcomed all participants (Annex I) and requested the participants to raise the queries, if any. A brief introduction of the tender was also given to the participants. The queries raised by the representatives of prospective bidders were replied by Shri Vinod Kumar, General Manager and Shri Mahesh Kumar, AGM.

3. The queries raised by the prospective bidders during the meeting along with our clarifications and comments are given below.

Queries and Clarifications/Comments		
Sr. No	Query	Clarification/ Comments
1	Whether company is required to have Registered Office in Chandigarh?	It was clarified that Registered Office may be anywhere in India. However, the company should have a full-fledged service centre / office in Tricity – Chandigarh, Mohali and Panchkula as stipulated at para 6 of the Section II (Eligibility Criteria)
2	As per extant guidelines of Govt of India, the Performance Bank	It was decided to continue with 10% of contract value for PBG as stipulated at para 5 of Section IV

	Guarantee has been capped at 3% of Contract Amount?	(Submission of Bids). (The clarification was given based on the Legal Cells opinion obtained by Estate Department wherein it was clarified that the provisions of General Financial Rules (GFR) are not applicable to Reserve Bank of India).
3.	Whether MSEs are exempted from submission of EMD?	It was clarified that the MSEs are exempted from submission of EMD only in cases where the estimated cost of procurement (Goods, Services or Work Contracts) is upto Rs. 10 Lakh (including all taxes, duties etc.). In the extant case the estimated cost of the tender is more than Rs. 10 lakh and therefore submission of EMD is compulsory.
4	Can a company submit details of qualified engineers available at locations other than Chandigarh?	It was clarified that the company may submit details of qualified engineers from other locations also. However, they must be resident in Chandigarh – Tricity on award of the Tender.
5	Whether RBI will pay additional charges for the engineers deputed on holidays?	The minimum wages have been calculated considering 26 days in a month as per prevalent practice. Normally, RBI remains closed on holidays/Sundays and Non-working Saturdays. The RE shall be compensated by the company suitably with compensatory offs if their deployment is done on holidays and ensure that total number of working days does not go beyond 26 days in a month. Therefore, services shall be required to be provided on holidays/Nonworking Saturdays/ Sundays whenever required at no additional cost as mentioned at para 16. 11 of Section I (Scope and Important Terms & Conditions).
6	Whether the minimum wages prescribed will be revised as per the Govt of India notifications?	Such provision has been duly prescribed in the Tender document itself. The revision in wages is binding on both the parties. In case the minimum wages are reduced, the wages will be paid by RBI on reduced rates and vice-a-versa
7	The physical damage of IT Assets shall not be the responsibility of vendor.	It was clarified that the physical damage due to normal wear and tear has been covered under Comprehensive AMC. However, in cases where the physical damage is due to mishandling by RBI's user, the actual cost of the component may be paid to the company and no service charges for such repairs will be paid. For the purpose, the physical damage has to be justified before undertaking the repairs and in the presence of user.
8	Whether Original Equipment Manufacturer (OEM) certificate is mandatory for the vendor?	The vendor is required to give L1 Support for assets under warranty and therefore, OEM Certificate is required.
9	Whether Client Certificate should be as per the format specified in the tender document?	Yes. The format has been prescribed to keep uniformity and avoid any ambiguity in the Client Certificate.

10	Whether private companies would be considered under reputed concerns?	Yes. Only reputed private companies would be considered under reputed concerns and a copy of TDS certificate need to be submitted for establishing that services have been provided to the private reputed company.
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