



**भारतीय रिज़र्व बैंक / Reserve Bank of India**  
**आंध्र प्रदेश क्षेत्रीय कार्यालय / Andhra Pradesh Regional Office**  
**हैदराबाद / Hyderabad**

**Minutes of Pre-Bid Meeting - Empanelment of Vendors and Award of Work for Facility Management Service (FMS) and Annual Maintenance Contract (AMC) for Computer Hardware, Software and Peripherals at RBI, Andhra Pradesh Regional Office (Vijayawada)**

**e-Tender No: [RBI/Andhra Pradesh Regional Office/Others/4/25-26/ET/166](#)**

As per the schedule, the pre-bid meeting for the captioned tender was conducted at 11:00 am on June 11, 2025 in the Conference Room, Third floor, Reserve Bank of India, Andhra Pradesh RO, Hyderabad.

2. The representatives from the following firms participated in the pre-bid meeting:

- (i) M/s Accel IT Services
- (ii) M/s Armtech Computer Services Pvt. Ltd.
- (iii) M/s Laser Systems Pvt. Ltd.

3. All the major terms and conditions were explained to the firms in detail. The following queries were raised by the firms during the pre-bid meeting and the clarifications furnished by the Bank are as under:

S.No.	Queries/Proposals	Clarifications furnished by the Bank
(i)	Whether the work will be awarded at Vijayawada or Hyderabad?	As mentioned in para 4 of General Instructions under Section IV of the tender document, the place of work will be from office address in Vijayawada as mentioned in the document and any additional office/residential premises where the office IT systems will be installed in future.
(ii)	Whether the vendor should have a full-fledged service and repair centre setup in Vijayawada?	The Company should have a full-fledged service and repair centre setup preferably in Vijayawada. Moreover, as mentioned under para 2 of Eligibility Criteria in the tender document, the Bank reserves the right to inspect the Repair Centre and satisfy itself about the quality and reliability of service that can be rendered by the Vendor before opening the Price Bid (Part-II). Further, the bidders were advised to submit documentary evidence about the service setup. The tenderer should

		have a full-fledged Service and Repair Centre with adequate technical staff and equipment for repair work so as to ensure at least 99% uptime for PCs and 98% uptime for peripherals.
(iii)	Kindly clarify the definition of Highly skilled and skilled Engineers.	<p>Highly skilled Resident Engineer: He should be technically qualified engineer, whose educational qualifications may be B.Tech / B.E. / B.Sc. / MCA in Computer Science / IT / Electronics with at least three years' experience in networking / computer maintenance (both hardware and software). He may also serve as the Team Leader and manage the Helpdesk.</p> <p>Skilled Resident Engineer: His educational qualifications may be B.Tech / B.E. / B.Sc. / MCA in Computer Science / IT / Electronics with at least two years' experience in networking / computer maintenance (both hardware and software).</p> <p>Further, as mentioned in Annexure II of the tender document, the prospective bidders should furnish documentary evidence for the educational qualification, Identification document and number of years of service for the Resident Engineers.</p>
(iv)	Whether the Bank allows the vendors to carry the spare parts during repair/ maintenance?	As mentioned in Para 7 under Scope of work of the tender document, the vendor should arrange for safe shifting of components from the Bank to the vendor's place and vice-versa for repairs/replacement etc. The vendor should maintain the record of such type of asset movement. In such cases, transport arrangement and cost of transport will be borne by the vendor. Further, it was also mentioned under para 11 of Scope of work that all repair/replacement and servicing of equipment will have to be carried out at Bank's

		locations as specified. If the fault is serious in nature in the opinion of the Bank and requires the support of Repair Centre, thereby necessitating shifting of the equipment, the vendor shall arrange shifting/ transportation, installation, re-installation, loading of software packages (both the system and application software, if any) at no extra cost to the Bank. However, it shall be ensured that when IT assets of the Bank are taken out of Bank's premises for repair works, the integrity of the components shall not be compromised at any point. Moreover, the vendor should provide alternate/ substitute system/s of same or higher compatible configuration at their own cost and responsibility till the components are repaired or replaced, as mentioned in para 6 of Scope of the Work in the Tender Document.
(v)	The bidders requested the Bank to clarify whether installation and configuration of new PCs/Laptops have to be done by OEMs or the Vendor who has been awarded the contract?	The installation and configuration of new PCs, laptops, Printers, Scanners etc., will be done by the Resident Engineers with the help of authorised representatives from the OEMs. As mentioned in the tender document, the Resident Engineers shall install/ reinstall and configure the operating system/ applications and/ or any other specific system software/ package as the case may be, at no extra cost to the Bank, whenever the need arises.
(vi)	Can the defective parts be retained by the Vendor after replacement?	Yes. However, the defective storage devices like HDDs, which require replacement, will either be not handed over to the vendor or will be handed over to the vendor only after crushing/damaging them.
(vii)	Whether all the inventories of spare parts required to be maintained by AMC holder in the Office?	Yes, as per Part E of Section V of the Tender Document.

4. Further, the following conditions outlined in the tender document were reiterated for better understanding of the bidders:

- (i) In case, there is any requirement of additional Engineer in future (highly skilled / skilled), he/she should be provided by the vendor at the same rate as quoted in the price bid and agreed upon in the agreement executed between the Bank and successful bidder.
- (ii) The successful vendor has the responsibility of arranging/submitting Police Verification Reports of the Resident Engineers engaged by him to the Bank at the earliest. The Police verification certificates must also be submitted, in case of any change of deployed engineer without any lapses.
- (iii) The tenderers must submit the documentary evidence as sought by the Bank in support of their submission in the tender document uploaded in the MSTC portal.

5. Shri K Santosh, AGM concluded the meeting with vote of thanks.

**Please note:**

- (i) This document (minutes of the Pre-Bid Meeting) shall form a part of the tender;
- (ii) Rest of the terms and conditions and specifications of the bid document shall continue to remain unchanged;
- (iii) The above amendments / clarifications are issued for the information of all the intending bidders; and
- (iv) The submission of bid by the firm shall be construed to be in conformity to the bid document and amendments / clarifications given above.

**Annexure-I**

**List of Participants**

**Reserve Bank of India, AP RO**

<b>Sr.No.</b>	<b>Name (Shri)</b>	<b>Designation</b>
1.	K Santosh	Assistant General Manager
2.	K Hari Krishna	Manager
3.	S Bhaskar	Assistant Manager

**Representatives of Organizations/firms**

<b>S.No</b>	<b>Name (Shri)</b>	<b>Organization / Firm</b>
1.	G Varaprasad	M/s Accel IT Services
2.	N R Manohar	M/s Accel IT Services
3.	R K Choudhury	M/s Armtech Computer Services Pvt. Ltd.
4.	Ch Odelu	M/s Armtech Computer Services Pvt. Ltd.
5.	G Srinivas Rao	M/s Laser Systems Pvt. Ltd.

**Regional Director**  
**Reserve Bank of India**  
**Andhra Pradesh Regional Office**  
**Hyderabad**