



Minutes of Pre-bid Meeting: E- Tender for Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for Computer Hardware, Software & Peripherals at Reserve Bank of India, Guwahati

E-Tender No:- [RBI/Guwahati/Estate/6/25-26/ET/686](#)

A pre-bid meeting for captioned e-tender was held in online mode at 03:00 PM on January 08, 2026, via WebEx.

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

Information Technology Cell, Reserve Bank of India, Guwahati		
S.No.	Name	Designation
01	Shri Abhishek Singh	Manager
02	Shri Kushal Bhagat	Assistant Manager

(b) A total of Six (6) Company/ Individual/ Firm/ Contractor attended the pre-bid meeting.

3. The queries asked by the participants during the meeting vis-à-vis the clarification given by the Bank are given below:

Sl no	Query	Clarification
1	It was informed that in Annex XI - Compliance Matrix Page no. 56 Sr. No 1-" The Vendor should be a Registered Indian Company/ limited company under Companies Act or a registered Partnership Firm or a LLP governed by the Limited Liability Partnership Act 2008 ". As per the clause the bidders registered with company act 1956 can only participate in the tender but as per Annexure I, Page 42 Sl.no 4, as it is mentioned Type of the organization (whether sole Proprietorship/ Partnership/	In this connection, it is clarified that the eligibility criteria given in section II para 1 lists out but not limits the bidders status of firm and other firms not list listed therein are also eligible for participating in the tender. The compliance matrix captures the bidders firm details for the mentioned eligibility criteria and is not in and itself an eligibility parameter. Firms that cannot be classified under any category in point no.1 can mention the same therein and participate in the



	<p>Private Limited/Limited or Co-operative Body etc.).</p> <p>Hence, the query was whether the proprietor can participate in the tender or not.</p>	<p>tender. Therefore, a sole Proprietorship can also participate in the tender.</p>
2	<p>Details of the certified engineers, page no. 31 of the tender document mentions Microsoft, CISCO etc, certifications, are these certifications must for the resident engineers?</p>	<p>It is clarified that the eligibility criteria in Section II do not mandate any certifications for the resident engineers to be posted at the Guwahati office. Only the minimum qualification as mentioned in Sr. No. 8 (page no. 57) is mandatory. However, possessing certifications is an additional advantage that enhances the knowledge of the REs.</p>
3	<p>Further, as per Compliance Matrix Page no. 57 Sr. No 8-, out of the 4 four REs, the team leader should be a B.Tech in Computer Science/Master of Computer Application with 3 years' experience and Other REs should possess a Degree/Diploma in computer hardware /applications/networking with two years' experience in their respective fields. In this connection, if any vendor submits 3 REs with higher education than a diploma, would that be considered an additional advantage for that vendor among the participants?</p>	<p>It is clarified that, having a diploma in computer hardware /applications/networking with two years' experience in their respective fields, is a minimum criterion for other 3 REs. However, if any vendor submit 3 REs with higher education than a diploma, it will not be given additional weightage/advantage or preference for selection of vendor.</p>
4	<p>The query was regarding how the empanelment works. Can empaneled vendors bid for next financial year or they</p>	<p>It was clarified that Empanelment of Vendors will be for three years from FY 2026-2029. In case of</p>



	can participate with the same amount quoted for previous year?	discontinuation/termination of services by the current vendor, the empanelled vendors may be requested to submit price bids for the next financial year based on the number of assets under AMC, which will be shared by DIT Guwahati.
5	In terms of Section I, para 39, who will bear the cost in case of hard disk crash of any system?	It was clarified that the vendor will bear the cost in case of Hard Disk crash of any computer systems/laptop under CAMC.
6	Installation of the systems/equipment will be under whose scope?	It was clarified that the vendor shall extend necessary assistance in maintaining the inventory, shifting, installation and reinstallation of all the equipment.
7	Can the Bank Guarantee be given in place of Earnest Money Deposit?	It was clarified that the Vendor shall deposit an Earnest Money Deposit (EMD) through NEFT only, to participate in the tendering activity. Bank Guarantee shall not be accepted in place of EMD. Further, it was informed that the EMD deposited through NEFT will be refunded later in the event of (i) unsuccessful vendors or (ii) Commencement of AMC and submission of 10% Performance Bank Guarantee in case of successful vendor.
8	In terms of Section I, para 51, compliance with various statutes, is it mandatory to provide bonus to the Resident Engineers?	It was clarified that all government statutes, labour laws, and guidelines must be followed expeditiously. Furthermore, the vendor should ensure that eligible workers are paid bonuses



		under the provisions of the Bonus Act.
9	Whether any revision in the VDA / minimum wages by the Government of India has to be borne by the Vendor?	The bidder will have to bear all such cost during the period of contract since the cost of the activity cannot be changed during the period of the contract. If the Bank proposes to extend the contract for another year, revisions may be done as per the indexation formula mention in the tender document.
10	Whether the call logged for equipment be maintained in the excel sheet?	It was clarified that the vendor should use online call logging Management system to track the calls and fasten the process. All the resident engineers will coordinate with facility management through Online Call Logging & Management System. Further, Record of all the call logs can be maintained in the excel sheet format.

4. The Bank will not be bound to entertain any further query/clarification from any vendor/contractor in future.