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| विदेशी मुद्रा विभाग केन्द्रीय कार्यालय कम्प्युटर प्रभाग |  | Foreign Exchange Department Central Office Computer Division |
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Ref: e-Tender No.: [RBI/FED-CO Central Office Departments/Others/1/25-26/ET/1054\[AMC of FIRMS SMF RE Onsite Dev\]](#)

Minutes of the Pre-Bid Meeting – Annual Maintenance, Resident Engineer Support services and On-site Developer of Foreign Investment Reporting Management System (Single Master Form) i.e., FIRMS (SMF) application for the period from April 01, 2026, to March 31, 2027, Mumbai

A pre-bid meeting through Webex for the captioned tender was held on March 04, 2026, at 12:00 pm by Foreign Exchange Department (FED), Central Office, Reserve Bank of India. Two potential bidders viz. M/s HTC Global Services Pvt Ltd and M/s Paramatrix Technologies Limited participated in the pre-bid meeting for discussion on queries related to the e-tender for Annual Maintenance, Resident Engineer Support services and On-site Developer of FIRMS (SMF) application. The Webex link for the pre-bid meeting was generated based on request of the participating entities.

2. The gist of the queries raised by the participating entities and discussion held during the meeting are tabulated below:

| Sr. No. | Queries raised by the potential bidders | Response of the Bank |
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| 1 | <p>M/s Paramatrix Technologies Limited asked the following queries during the pre-bid meeting:</p> <p>a) Does the Scope of Work for the tender include three components such as Annual Maintenance of the FIRMS (SMF) application, Resident Engineer support services, and Onsite Developer resources for the FIRMS (SMF) application?</p> <p>b) What is the support window for the Resident engineer under AMC?</p> | <p>Bank's response to the queries of M/s Paramatrix Technologies Limited are given below:</p> <p>a) Yes.</p> <p>b) The vendor should be guided by Section IV (A) of the tender document, i.e., Specific Technical Requirements of the contract, for details on the support window for</p> |

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| | <p>c) Whether the AMC includes the Onsite Developer and Resident engineer services?</p> <p>d) Could you provide the expected volume of support tickets raised (monthly, quarterly, or annually) for the FIRMS (SMF) application under the AMC?</p> <p>e) Could you please explain the 200-man-hour limit for bug fixes during the 1-year contract and what happens if we go over this limit?</p> <p>f) What does the penalty clause specify for this tender?</p> | <p>the Resident Engineer under the AMC.</p> <p>c) Yes.</p> <p>d) The number of tickets depends on operational requirements and cannot be quantified with a fixed number.</p> <p>e) The bid amount should include provision for up to 200 man-hours of bug fixes and any other updates throughout the entire contract period. If required efforts exceed this limit, additional costs will apply, subject to mutual agreement.</p> <p>f) The vendor should be guided by paragraph 4.5 (Penalty Clause) in Section IV (Special Conditions of the Contract) of the tender document for the applicable terms.</p> |
| 2 | <p>M/s HTC Global Services Pvt Ltd. asked the following queries during the pre-bid meeting:</p> <p>a) Are there any plans to enhance the FIRMS (SMF) application i.e., Change Requests, in the upcoming FY 2026-27?</p> | <p>Bank's response to the queries of M/s HTC Global Services Pvt Ltd. are given below:</p> <p>a) The Change Request (CR) requirements for the FIRMS (SMF) application for the financial year 2026-27 cannot be foreseen now. If any such requirements emerge during the next financial year, they shall be processed as separate CRs, which will not form part of the AMC. The implementation of such CRs shall be undertaken in</p> |

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| | <p>b) Could you please specify the working hours for the Resident Engineer and Onsite Developer?</p> | <p>consultation with the DIT, CO, and the vendor, ensuring full compliance with the prevailing IT policies of the Reserve Bank of India.</p> <p>b) The vendor should be guided by Section IV (A) of the tender document, i.e., Specific Technical Requirements of the contract, for details on the working hours for the Resident Engineer and Onsite developer under AMC.</p> |
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3. The above clarifications are issued for the information of all interested bidders. The submission of bid by the firm shall be construed to be in conformity with the bid document and the clarifications given above.

4. The details of the officials of the Reserve Bank and the two entities present in the pre-bid meeting (through Webex) are given in table below:

| Sr No | Name and Designation | Organisation/ Firm |
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| 1 | Shri Ashis Nayak, Assistant General Manager | Reserve Bank of India |
| 2 | Shri B Sathish, Assistant Manager | Reserve Bank of India |
| 3 | Shri Mandar Gogate, Associate Manager - Presales | M/s Paramatrix Technologies Limited. |
| 4 | Ms. Sreya Venkataraman, Sales Executive | M/s Paramatrix Technologies Limited. |
| 5 | Ms. Gigy Skaria, Associate Director | M/s HTC Global Services Pvt Ltd. |
| 6 | Shri Aravindan Balasubramanyam, Senior Manager | M/s HTC Global Services Pvt Ltd. |