



भारतीय रिज़र्व बैंक / Reserve Bank of India
मानव संसाधन प्रबंध विभाग / Human Resource Management Department
नागपुर क्षेत्रीय कार्यालय / Nagpur Regional Office

E-Tender for Annual Service Contract for Management and Housekeeping Services (including catering) at Visiting Officers' Flat (VOF) at Madhuban Apartment, Telankhedi Road Staff Quarters and Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) at Atrey Lay Out Staff Quarters, Nagpur – MINUTES OF THE PRE-BID MEETING

E-Tender No- [RBI/Nagpur Regional Office/HRMD/2/25-26/ET/741](#)

In line with E-tender No – RBI/Nagpur Regional Office/HRMD/2/25-26/ET/741 dated December 23, 2025, a pre-bid meeting was held on January 14, 2026, at 12.00 PM in Training Hall, 1st Floor, Reserve Bank of India (RBI) Main Office Building, Nagpur RO, Maharashtra.

2. The details of the queries raised by the vendors and the Bank's clarification/ comments are given below –

Sr. No	Query of Representatives	Clarification/Comment
1	Is it mandatory to quote reliever charges for 30 days?	No. As stipulated in the tender document, reliever charges will not be provided by the Bank. Refer to para 2.6 (a) and 3.3.2 (i) of the tender document.
2	Central government has implemented four labour codes where we have to quote bonus @8.33, leave wages @6.73 and gratuity @ 5%. What if one or more vendors who don't quote these statutory amounts, will RBI reject their bids.	Intended bidders are advised to follow all present statutory requirements/ obligations and bid as stipulated in the tender document. RBI Nagpur will adhere to the New Labour Law reforms as applicable under extant instructions of RBI, Central Office. Any subsequent increased cost incurred towards implementation of these reforms will be eligible for reimbursement subject to the prior approval from the Bank.
3	Will RBI reimburse amount of cleaning materials and laundry charges?	No. RBI will not reimburse any amount for cleaning materials and laundry charges. Refer to para 3.3.2 of the tender document.
4	Is it mandatory that Supervisors should have Diploma certificate?	No. If diploma certificate is not available then experience certificate in cooking/ hospitality/ housekeeping can be provided.
5	How will be L1 bidder decided when more than one bidder quotes same financial/ price bid?	If more than one bidder quotes same financial /price bid, then the L1 bidder will be decided by evaluation methodology given in Annex-I .



E-Tender for Providing Management and Housekeeping Services (including catering) at Visiting Officers' Flat (VOF) at Madhuban Apartment, Telankhedi Road Staff Quarters and Visiting Officers' Flat (VOF) and Transit Holiday Home (THH) at Atrey Lay Out Staff Quarters, Nagpur – MINUTES OF THE PRE-BID MEETING

The above-mentioned clarifications are issued for information of all the intending tenderers. Minutes of the pre-bid meeting shall form part of the tender. The submission of bid by the tenderer shall be construed to be in conformity to the bid document and clarifications given above.

3. The details of participants from the Bank and vendors attended the meeting are given below:

A) Bank Officials –

Sr. No	Name	Designation
1	Shri Piyush D. Telrandhe	AGM
2	Shri Nagesh P. Ambhore	Assistant Manager
3	Shri Raj Kumar Mishra	Assistant

B) Vendor Representative –

Sr. No	Name of Vendor	Name of Representative
1	M/s P M Catering Services	Shri Hariprasad P Shetty
		Shri Nithyananda D Nayak
2	M/s Maazda Caterers	Shri Aslam Sheikh
3	Anchal Group	Shri S L Kavi
4	Yamuna Enterprises	Shri Gopal Marepalli

4. Firms were advised to adhere to the eligibility criteria and all terms & conditions mentioned in the tender document. Further, the bidders were instructed to carefully undertake the bidding process on the MSTC portal and ensure that they are registered on the MSTC Portal (version 3.0). In case of any issues while undertaking the bidding for the captioned e-Tender, bidders were advised to coordinate with MSTC Support Personnel as per the details provided in the tender document. In case any vendors have already uploaded their bids to the MSTC portal before issuance of these minutes of the pre-bid meeting, they are advised to revise their bids and re-upload their bids to the MSTC portal.

5. All the above-mentioned points were noted by the representatives of the respective firms.

Place: Nagpur

Date: January 14, 2026

Regional Director
Reserve Bank of India, Nagpur



The evaluation methodology for determination of L1, when more than one tenderer quotes same financial/ price bid

In the technical evaluation, each bidder will be assigned marks, out of 100, as per the criteria below:

Sr. No.		Evaluation Parameter	Weightage
I.		Average turnover of last three financial years i.e., F.Y. 2022-23, F.Y. 2023-24 and F.Y. 2024-25	30 Marks
	a	Above ₹1 crore	30
	b	Above ₹75 lakh to ₹1 crore	20
	c	Above ₹50 lakh to ₹75 lakh	10
II.		Client Certificate (as per Annexure-II) for Housekeeping, Maintenance and Catering services or similar works last five financial years i.e., F.Y. 2020-21, F.Y.2021-22, F.Y.2022-23, F.Y. 2023-24 and F.Y. 2024-25	20 Marks
	a	One (01) work or more for housekeeping, maintenance and catering services costing not less than the amount equal to 80% of the estimated cost.	20
	b	Two (02) works or more for housekeeping, maintenance and catering services each costing not less than the amount equal to 50% of the estimated cost	15
	c	Three (03) works or more for housekeeping, maintenance and catering services each costing not less than the amount equal to 40% of the estimated cost	10
III.		Empanelled service rendered during last five financial years i.e., F.Y. 2020-21, F.Y.2021-22, F.Y.2022-23, F.Y. 2023-24 and F.Y. 2024-25 for Housekeeping, Maintenance and Catering services or similar works and the value of the work/works should be more than 50% of the estimated cost (without any termination of contract or notice for termination on the grounds of unsatisfactory performance)	20 Marks
	a	Any office of Reserve Bank of India / Central Government/ State Government	20

	b	PSBs/ PSUs/Private Sector Banks	15
	c	Reputed Hotels/Any other private organization	10
	Proper addresses of such offices and details of appropriate authority must be mentioned in the supporting documents.		
IV.	Experience in Housekeeping, Maintenance and Catering of Guest Houses		30 Marks
	a	Above 10 years	30
	b	7 years to 10 years	25
	c	5 years to 7 years	20
Total Maximum Marks			100

In the event of two or more bidders quoting the same financial / price bid (Service charges = Administrative cost + profit margin) (L1), the bidder with the highest technical score shall be ranked as L1.

Further, if technical scores are also found to be equal, the following tie-breaker criteria may be applied sequentially:

- i. Higher average annual turnover from similar services*
- ii. Experience in Housekeeping, Maintenance and Catering of Guest Houses*

The decision of the Tender Evaluation Committee in this regard shall be final and binding.