



**E-tender for Supply and Door-step delivery of medicines issued on Credit Slips by Bank's Dispensaries for the period July 01, 2025 – March 31, 2026**

**E-tender no. [RBI/Kolkata Regional Office/HRMD/2/25-26/ET/32](#)**

**Minutes of Pre-Bid Meeting held on May 06, 2025 at RBI Kolkata Main Office  
Premises (Hybrid Mode)**

The Pre-bid meeting for the captioned E-tender was conducted in Hybrid mode (both offline and Online) at 03:00 PM on May 06, 2025 in the Main Office Premises, Reserve Bank of India, Kolkata. The meeting was attended physically by five (5) prospective bidders namely M/s Gautam Agencies., M/s Bajrang Pharmaceuticals, Mars Remedies, Lili Medical stores, M/s Gaurishankar & Co and through online mode by six (6) prospective bidders namely M/s Hi-Tech Medicos, Tata 1 Mg, Bengal Medical Stores, Apollo Pharmacy, Adeline Pharmaceuticals Pvt Ltd and GSA Surgical and Medicine Pvt Ltd. Further, the meeting was attended by Officers from Central Establishment Section (CES), RBI, Kolkata viz., Shri. Vikram Kesari Bishoi, DGM, CES; Shri Rajarshi Adhikari, AGM, CES; Smt. Barkha Gupta, Manager; Shri Ansuman Parya, AM, and Ms Suparba Saha, AM. The Bank's Independent External Monitors (IEM) viz., Shri Nageshwar Rao Koripalli, IRS (Retd.) and Shri Pramod Shripad Phalnikar, IPS (Retd.) also participated in the pre-bid meeting through WebEx.

2. Following a brief introduction regarding the E-tender, certain queries were raised by the prospective bidders, which were clarified. Summary of the same is as under:

Sr. No.	Query	Clarification / Response given
1.	What would be the geographical area that a contracted vendor would be required to cater to for delivering the medicines?	The bidder/s who would be awarded the contract would be required to deliver to any addresses falling within the boundaries of the state of West Bengal.
2.	Whether the requisition for medicines will be issued in generic name of the medicines or specific brand name?	The requisitions for medicines will be issued incorporating brand names as specified by BMO/BMCs of the respective dispensaries.
3.	How many dispensaries are there under the purview of Reserve Bank of India, Kolkata RO?	There are six dispensaries under Kolkata RO, viz., a. Dispensary at RBI Main Office Premises b. Dispensary at RBI Staff Quarters - Dover Lane (Singhi Park) c. Dispensary at RBI Staff Quarters - Salt Lake

		<p>d. Dispensary at RBI Staff Quarters - Dumdum</p> <p>e. Dispensary at RBI Officers' Quarters- Ultadanga</p> <p>f. Dispensary at RBI Senior Officer's Quarters- New Road, Alipore</p>
4.	What is the timeline that needs to be followed for delivery of medicines issued on credit slips?	As laid out under para 2 of Section V, at least 90% of the all the medicine orders on credit slips for delivery within Kolkata Municipal Limits should be delivered within same day or maximum next day of credit slip issuance. In exceptional cases like non-availability of certain medicines, logistical issues, etc., a maximum of 10% of all the orders on credit slips for delivery within Kolkata Municipal Limits may be allowed to exceed the same day/ next day delivery requirement, however all such orders must be delivered within a maximum of three days. The medicines to be delivered in areas outside the Kolkata Municipal Limits should be delivered within a maximum of four days from issuance of credit slips.
5.	Tender value of ₹9.5 crores pertains to which period?	Tender value as estimated at ₹9.5 crores pertains to the nine months period spanning from July 01, 2025 to March 31, 2026.
6.	While supplying the medicines, whether to follow company's packaging or as specified in the credit slips?	The packaging should exactly match the total quantity demanded of any particular medicine/drug issued on the Credit Slip.
7.	Does the clause of return of unused medicines applicable for the medicines supplied against credit slips?	Return of unused medicines is applicable for the bulk purchases of emergency medicines, order for which would be placed through indents prepared by respective dispensaries.
8.	In case of unavailability of any specific brand or medicine, can a substitute or alternative medicine be supplied?	In case of indent for specific brand of medicines, either through credit slips or through purchase orders, the same shall not be substituted without the explicit permission from the Bank's Medical Officer/Medical Consultant.
9.	Whether the delivery timeline will be considered from the date of issuance of the credit slips or when the same is collected by the vendor?	The timeline will be binding from the date of issuance of the credit slips.

10.	In case more than one vendor is awarded the contract, how the work order will be divided among the selected vendors?	The work order will be distributed equitably or as per the convenience/ discretion of the Bank
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3. All participants were advised to go through tender document and the tentative scope of work in entirety. They were also advised to register themselves on the MSTC portal to be able to take part in the E-tender and submit the bids and all necessary documents well within the stipulated timeline. The prospective bidders were also advised to regularly check the RBI website / MSTC e-portal for any amendment / corrigendum / clarification/addendum and submit the bid after verification of the same. In case of any further query, the prospective bidders were advised to get in touch with the contact persons as mentioned in the tender document.

4. Above minutes may be treated as a part of the tender. All terms and conditions of the tender shall remain unchanged.