



**भारतीय रिज़र्व बैंक
सूचना प्रौद्योगिकी विभाग
नागपुर**

बेटी बचाओ
बेटी पढ़ाओ

Minutes of Pre-Bid Meeting – Comprehensive Annual Maintenance Contract (CAMC) and Facility Management Service (FMS) of Computer Hardware, Software and Peripherals at RBI, Nagpur

Tender No.: [RBI/Nagpur Regional Office/others/5/25-26/ET/722\[FMS and AMC for Computer Hardware\]](#)

As per the schedule of the tender, a Pre-Bid Meeting was conducted on January 13, 2026, at Reserve Bank of India, Nagpur. The following staff members of RBI and representatives of the prospective bidders were present during the pre-bid meeting:

Sr. No.	RBI Officials
1	Smt. Diksha Shinde, Manager
2	Shri. Javed Patel, Assistant Manager

Sr. No.	Prospective Bidder's Name	Representative's Name
1	Vidarbha Infotech Pvt. Ltd.	Shri Suhas Surkar Shri Shoeb Sheikh
2	DCC Infotech Pvt. Ltd.	Shri Sudnyat Khandare
3	Dynacons Systems and Solutions Ltd.	Shri Chetan Wath
4	Vserv Infosystems Private Limited	Shri Tehrim Akhtar Shri Shahwar Year Khan
5	Kaizen IT Services Pvt. Ltd.	Shri Nilesh Karole Shri Prashant Madhwe
6	Unicircuit Engineering Services	Shri Sanghasheel Somkuwar Shri Prathamesh Nagre
7	Excel IT Services	Shri Pankaj Upadhyay Shri Ashok Bhinge

The following queries / issues were raised / discussed during the pre-bid meeting. The clarifications given by the Bank with respect to each of these queries / issues are as follows:

Sr. No.	Participant's Query	Bank's Clarification
1	Whether EMD is exempted for MSMEs and SMEs?	No, EMD is not exempted for MSMEs and SMEs for the mentioned tender.
2.	In terms of Section II (form of tender), para 5, whether certified copy of power of attorney should be submitted on stamp paper or letterhead of the company?	The certified copy of power of attorney should be submitted on stamp paper.

3	<p>As per section 7 of tender – ‘Detailed Scope of Works’, para 7, the vendor shall replace any worn out or defective part/component of all the IT assets under CAMC, at no extra cost to the Bank.</p> <p>(i) Can defective part be retained by the vendor after replacement?</p> <p>(ii) What if the system is out of service by OEM and parts are not available in the market?</p>	<p>(i) Yes. The vendor can retain defective parts after due replacement, except hard drive, after the receipt of confirmation from the Bank.</p> <p>(ii) For such system/s, the vendor is required to submit the acknowledgement / confirmation from OEM that they are out of service. The Bank will replace such systems, if not repairable, on receipt of the above-mentioned confirmation from the vendor.</p>
3	<p>As per section 7 of tender – ‘Detailed Scope of Works’, para 10, the bidder shall procure at its own cost and use standard data erasure software for Desktop PCs/ Laptops, and it should be compliant with global data erasure/wiping standard and generates a certificate of destruction to verify data erasure.</p> <p>(i) Whether data erasure software is to be purchased for all systems while entering into the contract?</p> <p>(ii) Whether a single licensed software which can be run on multiple systems can be procured?</p>	<p>(i) Data erasure software is required when the system is replaced and needed to be disposed. Therefore, the Bank will intimate the vendor whenever the software is required for some or all of the systems under AMC.</p> <p>(ii) A single or multiple licenses of the software can be produced provided that the licensed version should be run on some or all systems under AMC.</p>
4	Whether revision in Minimum wages will be paid by RBI to the bidder?	The Bank will compensate the prospective vendor for revision in minimum wages. The prospective vendor will be required to submit the documentary evidence of payment of salary as per the prescribed minimum wages (revised from time to time) along with the quarterly bill.
5	<p>As per Annex-X of the tender Client’s certificate is required to be obtained.</p> <p>(i) Whether it is mandatory to submit the client certificate in a sealed envelope of the client?</p> <p>(ii) Whether the scanned copy of the client certificate needs to be</p>	Scanned copy of Client certificate may be uploaded as part I documents or submit in a sealed envelope. The certificate should be on letterhead of the client.

	uploaded on the MSTC Portal as part of Part-I documents.	
6	In terms of para 13 of Section V of the tender, the vendor is required to submit Public Liability Policy and Workmen's Compensation Insurance. Whether, both the policies are required to be submitted?	It is mandatory to submit all the policies mentioned in the tender document mentioning the name of Reserve Bank of India and name of the Vendor for which the said insurance policies have been taken.
7	Whether services related to Windows Server 2008 needs to be provided?	No system and server at Reserve Bank of India, Nagpur is working on Windows 2008.
8	Whether there is capping on penalty for downtime of systems mention in point no. 5 of Section VI of tender document?	The capping is available for a single instance as mentioned in the tender document. However, there is no capping for penalties for downtime of systems at multiple instances.
9	How many Linux PCs are available?	Currently, only 3 Linux PCs are available in the office. However, the Bank may increase / reduce the number of Linux PCs during the period of contract.
10	At how many locations the office premises is available in Nagpur?	The bank has two office buildings and five residential colonies at Nagpur. The vendor has to provide services at all these locations.
11	Whether gratuity is applicable to the deputed manpower?	Since the contract period will be of one year, the Bank may not be liable for the payment of gratuity to the vendor.

Please Note:

A	This document (Minutes of the Pre-bid Meeting) shall form a part of the tender/agreement.
B	All the other terms and conditions mentioned in the tender document remain unchanged.
C	The above clarifications are issued for the information of all the intending bidders.
D	The submission of bid by the firm shall be construed to be in conformity to the bid document and clarifications given above.

Place: Nagpur

Date: January 19, 2026

Regional Director
Reserve Bank of India, Nagpur