

E-tender for Supply and Door-step delivery of medicines to retirees / serving employees / eligible dependents at residences / colonies / office within National Capital Region against credit slips issued by dispensaries of the Reserve Bank of India, New Delhi

Minutes of the Pre-bid Meeting held on August 08, 2025

The Pre-Bid Meeting for the [captioned tender](#) was held on August 08, 2025 at 11:00 AM at RBI, New Delhi. The meeting was attended by representatives from 05 Firms. The list of officials from RBI, New Delhi and representatives from firms who participated in the meeting is enclosed in the [Annexure](#) to this document.

2. The meeting started with a brief introduction of the e-tender and scope of work. Thereafter, following queries were raised by the representatives of the firms, which were clarified by the Bank:

Sr. No.	Query	Clarification by the Bank
1)	Whether the medicines ordered will be generic or branded ?	It was clarified that the medicine's brand name, company name etc. will be specified by the Bank Medical Consultants in the credit slip and indent.
2)	Whether the bank will pay the cost of delivery of medicines separately?	It was clarified that the Supplier shall have to bear all the expenses connected with proper packaging, carting, transportation, etc. in connection with supply to any place specified by the Bank. The Bank shall only pay the labelled MRP less discount allowed thereon as per the bid of the Supplier.
3)	Can the supplier substitute the prescribed medicine in case the same is not available with the supplier?	It was clarified that the medicines shall not be substituted without taking approval of the authorized representative of the Bank in case of supply through Credit Slip and the Bank in case of supply through Indent. Please refer to para 1(II)(c) of Section IV of the tender document.
4)	Is there any minimum limit for the uniform discount which is to be quoted by the bidders?	It was clarified that there is no such minimum limit.
5)	Clarity on meaning of "similar works" executed was sought?	Please refer to point 3 of the Section III(b) of the tender document.
6)	Clarity was sought on the minimum value of each completed similar work/s* (para 4 of section III (b)) as in whether it is per annum cost of the work or the total cost from start till completion of the work.	It was clarified that it is total cost of the each work order and not per annum cost.

7)	As per the eligibility criteria, the bidder should have Solvency of value not less than ₹ 4,50,00,000/- (Rupees Four Crore Fifty Lakh only). One of the Firms had requested to consider reduction in this criterion.	Can not be acceded to.
8)	As per the eligibility criterion bidder should have a shop/ establishment within National Capital Territory of Delhi. If shop/ establishment of the bidder is not situated in National Capital Territory of Delhi at the time of bidding then the bidder needs to ensure such arrangement is in place before commencement of the work, if awarded. One of the Firms sought clarity on what document shall be submitted in case the bidder does not have a shop/ establishment within National Capital Territory of Delhi at the time of bidding.	<p>It was clarified that documentary evidence of the shop/ establishment within National Capital Territory of Delhi should be submitted.</p> <p>In case, the bidder does not have shop/ establishment within National Capital Territory of Delhi at the time of bidding an undertaking stating that the bidder will ensure such arrangement is in place before commencement of the work should be submitted.</p>
9)	Whether the Bank will provide a database containing addresses and contact numbers of the beneficiaries to the supplier ?	The supplier shall have a robust software application to directly receive the digital prescriptions (credit slips) from the Bank Medical Consultants (BMCs). BMCs will provide the address and contact number of the beneficiary at the time of placing the order through the software application. The application shall have functionality to capture these details for future use.
10)	The entire work will be divided amongst how many suppliers ?	Please refer to Para 8 of section III (c) of the tender document.
11)	Clarity was sought on modes of submission of Earnest Money Deposit (EMD). Whether the same can be given by NEFT / RTGS?	<p>EMD can be given by NEFT / RTGS.</p> <p>Details in this regard have been given at Clause no. 3 of section III (a) of the tender document.</p>

12)	What is the current footfall (Daily or Monthly) of patients (employees/ retirees/ dependants) across all the dispensaries where BMC/ BMO provide the consultation?	Approximately 35-40 credit slips are issued across all dispensaries on a daily basis. However, this figure may vary.
13)	Whether the Bank will procure medicines for stocking in dispensaries from the suppliers who have been awarded the work through the captioned tender?	Yes. However, it was also stated that the Bank reserves right to procure medicine from any supplier.
14)	One of the firms stated that sometimes medicines of exact pack size (as indented) are not available. They asked what should be done in such case?	It was stated that medicines in original packing of manufacturer, approximately nearest to the total quantity indented shall be supplied.
15)	Whether the credit slips will be uploaded in the software application or the details will be entered for each credit slip?	It was stated that the details for each credit slip shall be entered in the software application.
16)	If the medicine for which credit slip is to be made is not there in the pre-filled database of the software application then how the order of that medicine will be placed?	Although pre-filled list of medicines will save time while placing order, however, there should be functionality to enter any medicine in software application for order placing.
17)	Whether the delivery timeline of T+1 days applies to Gurugram, Faridabad, Ghaziabad and Gautam Buddha Nagar?	Yes
18)	Whether OTP based delivery system shall be provided for all deliveries?	Yes
19)	One of the firms asked if any medicine supplied is subsequently found to be sub-standard, how will the supplier prove if it was procured from authorised distributor of the manufacturer of the said medicine ?	It was stated that the supplier will be responsible to ensure that medicines are genuine and shall be procured from authorized distributors only. In case it is found out that the medicine supplied is sub-standard, the onus of proving that it was procured from authorised distributor of the manufacturer medicine will be on the supplier.

20)	Whether the Client's certificate regarding performance shall be provided exactly as per format given at Annex VI (a) of the tender document ?	The certificate should contain all details as per the format. For Sr. no. 8 in the format, summary comments will be acceptable in case detailed comments are not possible to obtain.
21)	Whether the bidder should have a minimum of five years' experience in executing similar work/s for government clients only?	<p>The bidder should have a minimum of five years' experience in executing similar work/s for client(s) such as Govt. /Semi-Govt. / Public Sector Organization / any other organization / corporate during the last five years ending June 30, 2025.</p> <p>Please refer to point 3 of Section III (b) of the tender document.</p>
22)	As per the eligibility criteria, bidders should have a minimum of five years' experience in executing similar work/s for client(s) such as Govt. /Semi-Govt. / Public Sector Organization / any other organization / corporate during the last five years ending June 30, 2025. In this regard it was asked whether the bidder should have executed similar works in each of the last five years ?	Yes.
23)	One of the firms asked, in case, the bidder does not have shop/ establishment within National Capital Territory of Delhi at the time of bidding will the Bank provide specific time-limit for establishing the same.	If shop/ establishment of the bidder is not situated in National Capital Territory of Delhi at the time of bidding then the bidder needs to ensure such arrangement is in place before commencement of the work, if awarded.
24)	Who will bear the cost of software application?	The vendor shall give the quote after taking into account the cost of software application.
25)	In case of division of work amongst two suppliers, if the H1 bidder (the bidder who had offered highest discount) fails to commence the work for any reason, whether the other successful bidder who had agreed to match the discount	The supplier who had matched H1 bidders' offered discount will have to supply medicines at the discount agreed (H1 bid) and not at the discount originally offered by them.

	offered by H1 bidder be allowed to supply medicines at the discount rate he had originally quoted.	
26)	In case the entire work is awarded to H1 bidder (the bidder who had offered highest discount) and the H1 bidder fails to commence the work for any reason or backs out, will the Bank award the work to H2 bidder?	No

Annexure - Participants in the Pre-Bid Meeting held on August 08, 2025

Sr. No.	Name of the Firm	Name of the Participant (Shri / Ms.)
1)	Payal Pharma	Pawan Kumar
2)	Mars Remedies	Dinesh Gadhavi
3)	Sheth Medical Stores	Parag Patel
4)	Gautam Enterprises	Gautam Bhatia
5)	Cordial Pharmacy	Vishal Sharma

Representatives from RBI, New Delhi present in the meeting :

Sr. No.	Name (Shri /Ms.)	Designation
1)	Divya Sood Daur	General Manager
2)	Sanjay Kumar	Assistant General Manager
3)	Kamal Kumar	Manager
4)	Susmitha Kagitapalli	Manager
5)	Jeevan Chavan	Assistant Manager
6)	Kirandeep Kaur	Assistant

