



भारतीय रिजर्व बैंक Reserve Bank of India  
संपदा विभाग Estate Department  
बैंगलूरु Bengaluru

**Tender for Annual Maintenance Contract for Cleaning and Maintenance of flats at RBI Staff/Officers Quarters, Osborne Road and Koramangala, Bengaluru.**

**Minutes of the pre-bid meeting**

**E-Tender No: [RBI/Bengaluru Regional Office/Estate/47/25-26/ET/755 \(Housekeeping at Osborne Road Quarters\)](#)**

**E-Tender No: [RBI/Bengaluru Regional Office/Estate/48/25-26/ET/765 \(Housekeeping at Koramangala Quarters\)](#)**

The 'Pre-Bid Meeting' for the captioned works were conducted as per schedule at 11.00 AM on January 13, 2026 at Conference Room, 2<sup>nd</sup> Floor, Reserve Bank of India, Bengaluru. The following staff members of RBI and representatives of the prospective bidders were present during the pre-bid meeting:

Sl. No.	Name and designation of the RBI officials
1.	Ms. Mohana Priya S, Manager
2.	Shri S Indrajeet, Assistant

Sl. No.	Name of the prospective bidder/s	Name of the representative
1	M/s BVG India	Shri Akhilesh Anjan
2	M/s Greenpark Hospitality	Shri Pranav Verma
3	M/s Nagalakshmi Electricals	Shri Srinivas
4	M/s Panorama Enterprises	Shri Punith

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

Sl No.	Query / Proposal / Existing condition	Bank's response / revised condition
1	What will be the procedure for the renewal of the contract for additional two years?	Based on the maximum permissible increase in the rates which will be based on the CPI and WPI indices, as decided by the Bank, provided the Bank finds the services of the Contractor satisfactory. However, the decision of the Bank in this regard shall be final and binding.
2	Why is the number of occupied flats not mentioned in the tender?	It is mentioned in Item No. 3a of the Bill of Quantities.

3	Will waste management processes be handled by the RBI?	Yes, a separate contract is in place with another vendor.
4	If any cleaning materials are to be provided by the firm, will they be limited to common area.	All materials/tools are to be provided by the firm and must be used for the complete scope of the tender. No extra payment will be paid by the Bank.
5	From whom must a satisfactory report be submitted along with the bills?	In case of work done in common area, the bills are to be certified by the Caretaker of the premises and in case of works/scope inside flats/ distribution of bio degradable garbage bags, the feedback should be obtained from the residents.
6	In the annexure of minimum wages, only 26 days are included — how can this be considered for the remaining four days?	Contract employees shall be present on a rotational basis, resulting in 26 working days for a worker, and there is also leave coverage component included in the estimation of minimum wages for manpower deployed.
7	Copies of Income Tax Clearance Certificates or Income Tax Assessment Orders, along with the latest audited financial statements of the contractor's business, duly certified by a Chartered Accountant, should be enclosed as proof of creditworthiness and turnover for the past three years. Filed our Income Tax Returns (ITR), and the same copy may be submitted. Whether same document is sufficient for verification of Credit worthiness of the contractor and their turnover during the specified period.	Yes. However, solvency certificate issued by his bank equivalent to estimated value is to be submitted by the bidder.
8	Every employee engaged by the contractor shall wear personal protective equipment (PPE), a uniform, a badge bearing their name, and safety shoes while on duty. The contractor shall provide the aforementioned PPE, uniform, badge, and safety shoes at their own cost. What parameters are used to ensure all vendors are evaluated fairly and equally?	The parameter is one of the general terms and conditions which the bidders have to confirm to comply. More specifically, the contractor is required to provide PPE, uniform, badge, and safety shoes at their own cost to the workers deployed. Cost of providing the same should be suitably factored while placing Financial Bid.
9	Will the department pay the full amount on an actual basis, considering gratuity, workmen's compensation, and other statutory acts that are not part of the salary structure provided by the department?	Only the amount quoted by the bidder during bidding will be paid (both for minimum wages and rates of consumables, service charges and other charges).

10	<p>As per Para 38 of the insurance clause in the tender document, the bidder must submit workmen's compensation insurance.</p> <p>All manpower is covered under ESIC. Does the department require additional insurance coverage? If so, how will billing for the same be handled?</p>	<p>Yes. In addition, Third-party liability insurance is also required to be submitted.</p> <p>The contractor shall, at their cost, obtain insurance.</p>
11	<p>Regarding the submission of third-party liability insurance:</p> <p>We would like to confirm whether the department already has all required insurance coverage for the township/colonies. If so, such cases should be covered under the same policy.</p>	<p>As per RBI guidelines, Third party liability insurance is mandatory.</p>
12	<p>Regarding the submission of the Client Certificate in Annex C format: It is very difficult for anyone to obtain a customized experience certificate. Kindly consider our existing experience certificate instead.</p>	<p>Compliance in the format is preferred however, not mandatory.</p>

Note: Above amendments / clarifications are issued for information to all intending bidders. Minutes of the pre-bid meeting shall form part of tender. All other parts of the tender document continue to remain unaltered. Submission of tenders shall be construed to be in conformity to the bid document and amendments/clarifications.

**Regional Director**  
**Reserve Bank of India**  
**Bengaluru**