



फिनटेक विभाग, केन्द्रीय कार्यालय
FinTech Department, Central Office

Empanelment of Agency/Agencies for providing various services during the Meetings/Seminars/Conferences of FinTech Department – Responses to the Queries

Any communication related to this empanelment may only be sent to cgm fintech@rbi.org.in and no other email ID.

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1.	<p>Eligibility Criteria: The agency must have experience of minimum 05 years in providing event management services as on March 31, 2025. As you are aware, the global COVID-19 pandemic during 2020 and 2021 led to widespread lockdowns and restrictions, significantly impacting the event management industry. During this period, most events were either cancelled or postponed, resulting in limited opportunities to gain practical experience.</p> <p>In light of these unprecedented circumstances, we kindly request that you consider reducing the required experience period to the last 3 to 4 years instead of 5 years. This</p>	<p>The agency must have experience of minimum 03 years in providing event management services as on March 31, 2025.</p>

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	adjustment would more accurately reflect the operational realities of the industry during that time.	
2.	<p>The agency should be a profitable entity (based on PAT) for at least three financial years during the last five financial years namely FY 2020-21, FY 2021-22, FY 2022-23, FY 2023-24 and FY 2024-25.</p> <p>For the Year 2024-25 we will provide you the Provisional CA Certificate (PAT).</p> <p>Our statutory audit for FY 2024-25 is currently in progress, as per statutory timelines, the audited financials for FY 2024-25 are not due until 31st October 2025. Accordingly, the audited documents for FY 2024-25 are not yet available for submission at this stage.</p> <p>Annual Turnover and Profitability - As last date of compilation of financial audit is 30th Sept 2025, therefore, our financial audit for turnover is currently in progress. Hence, we request that you either consider the provisional turnover certificates for the last financial year (FY 2024-25).</p>	<p>The agency should be a profitable entity (based on PAT) for at least three financial years during the last five financial years namely FY 2020-21, FY 2021-22, FY 2022-23, FY 2023-24, and FY 2024-25.</p> <p>For the Year 2024-25, Provisional Balance Sheet will be accepted.</p>

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3.	<p>The agency should be able to provide full on-site services in the states/UTs mentioned in Table 1 under the zone/zones (North, South, East. West) agency is applying for.</p> <p>We are having head office in Mumbai and branches in only few of the zones, however we have conducted events pan India under one order only. Please let us know if it is sufficient.</p> <hr/> <p>After, empanelment, available bid capacity to take up works under the zone/zones for which the application is being made.</p> <p>North</p> <p>South</p> <p>East</p> <p>West</p> <p>Any one or multiple selection</p> <p>Do we have to submit this detail while bidding or we have to submit this after the empanelment.</p>	<p>The presence of office in all the areas mentioned is not required. Our requirement is that the agency should be able to provide full on-site services in the states/UTs of the ZONE/S, which it is applying for. Multiple zones and pan India can also be selected.</p> <p>Please refer to Annex I.</p> <p>Zone/Zones applied for – (One or more)</p> <p>_____</p> <p>(Details of zone/zones for which application is being made may be mentioned.)</p>

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	<p>As we have 9 geographical offices, we are very keen to participate for specific zones as mentioned in the tender document. However, no format for such submission has been provided. We kindly request you to share the prescribed format.</p>	
	<p>As we are having vast geographical spread - offices in various cities with local GST registration, XXXXX is keen to empanel in certain cities in keeping with the RFP terms and conditions.</p> <p>Please confirm "Is your requirement for empanelment for only the whole cities of a single zone? or selection of certain cities in those mentioned zones also will be acceptable to you by the bidder.</p>	<p>Selection of certain select cities within a zone is not allowed. EMAs need to mention the zone/zones in the Annex – I, it is applying for and should be willing to provided services at all the locations within the zone.</p>
4.	<p>The agency should have a current bank account in a scheduled commercial bank.</p> <p>We would like to inform you that while we maintain a Current Account with Bank of India, it has minimal transaction activity. Our primary operational account is with Kotak Mahindra Bank, which we actively use for most of our</p>	<p>Bank account in any scheduled commercial bank, will be accepted. (https://www.rbi.org.in/hindi1/Upload/content/PDFs/APPEH23102021_AP1.pdf).</p> <p>Additionally, it is clarified that Kotak Mahindra Bank is a scheduled bank.</p>

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	<p>transactions. We kindly request you to consider our Kotak Mahindra Bank Current Account for all future communications and transactions.</p>	
5.	<p>Our company, XXXX, has an average annual turnover of ₹4.60 Cr (last 3 years) and extensive experience in managing large events nationally. The current eligibility of ₹10 Cr turnover is restrictive for many capable agencies.</p> <p>We humbly request RBI to kindly reconsider and reduce the turnover requirement to ₹4 Cr (or suitably lower) to allow wider participation from competent agencies like ours.</p>	<p>No relaxation is envisaged as it is clearly mentioned as an eligibility criteria. (Refer to the Section – II (3.1) Sr. No. 3, of the EOI document).</p>
6.	<p>The agency should have GST registration.</p> <p>Please clarify how and where to submit the required document.</p>	<p>Copy of the GST registration in hard copy may be submitted along with the application.</p>
7.	<p>Earnest Money (Security Deposit)</p> <p>EMD & Tender Fee amount is missing in the EOI, therefore please clarify we have to submit the EMD & Tender fee or not if</p>	<p>EMD or Security Deposit is not to be deposited at the time of application. The details have been provided to make applicants aware about the process which will be followed after the empanelment.</p>

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	yes then please specify the amount for the same.	
8.	Format for Bid capacity is missing in the tender, therefore please provide the same.	After empanelment, available bid capacity to take up works under the zone/zones for which the application is being made is ₹ 10 crores. The agencies should be in a position to undertake the events, total billing for which will be up to a maximum value of ₹ 10 crore.
9.	The Work Completion Certificate is already issued on the department's official letterhead. Kindly consider this document. It may not be feasible for the department to issue Annex – VI Client's Certificate Regarding Performance of Event Management Agency (On Client's Letterhead) within such a short timeframe. Therefore, we request you to accept the certificate already provided on the department's letterhead.	Self-certified copies of certificates/documentary evidence already available, will be accepted and they may be subjected to verification at our end.
	Generally, most of the govt. departments are issuing their certificate in standard format on client request. Issuing of certificate as per client's tender requirement is not feasible for them because it takes lots of time for approval from their related authorities. So, we request you	

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	kindly accept standard format for completion/performance for executed work	
10.	<p>Policy on safety measures and personnel to be deployed on the project.</p> <p>Policy for workman/Labour welfare etc.</p> <p>Please clarify.</p>	<p>The agency should have applicable board/company policies in place. Evidence of such policies may be submitted.</p>
11.	<p>Details of skilled, semi-skilled, unskilled labors engaged.</p>	<p>The point no. 18 of Annex I, may be read as: ' EPFO/ESIC registration documents are to be mandatorily done by the company, in respect of skilled, semi-skilled, unskilled labors engaged for execution of various meetings / seminars / workshops / guest lectures / conferences / events for RBI'.</p>
12.	<p>Annex X</p> <p>PRE-CONTRACT INTEGRITY PACT (To be signed post empanelment if the contract value is more than ₹ 5 core)</p> <p>Do we have to submit this on company letter head or on a stamp paper?</p>	<p>To be signed post empanelment if the contract value is more than ₹ 5 core. Hence no action required at this stage.</p>

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13.	<p>Annex XV</p> <p>Non-Disclosure Agreement</p> <p>Do we have to submit this on company letterhead or on a stamp paper?</p>	<p>No action required at this stage. This will be signed on stamp paper, post empanelment at the time of contract executions for events.</p>
14.	<p>Since the pre-bid queries are scheduled to be reverted by 29th August, we request an extension of a few days in the submission deadline so that the clarifications can be suitably incorporated in our proposal.</p>	<p>Last date and time for submission of duly filled/completed application in a sealed envelope is hereby extended from September 01, 2025 to September 03, 2025.</p> <p>The application form, complete in all aspects, may be submitted 'On or before September 03, 2025 up to 15:00 Hrs'.</p> <p>Please note that applications received after the prescribed time and date for submission are liable to be rejected.</p>
	<p>We are writing to respectfully request an extension for the tender mentioned above. Due to the ongoing festive season, we would appreciate your kind consideration in granting us an extension.</p>	
	<p>Due to additional documents required from Banks, Client Performance Certificate as per your given format, we are facing challenges in completing all necessary documents within the current submission timeline.</p> <p>Therefore, we respectfully request an extension of one</p>	

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	week, to enable us to submit a comprehensive and competitive bid.	
15.	In the scoring pattern (Serial No. 7), the marks indicated on the left-hand side paragraph are 20, while on the right-hand side they are shown as 15. We request confirmation on the correct marking scheme.	It is clarified that maximum 15 marks are assigned.
16.	<p>Venue Finalisation</p> <p>o Concern: The scope mentions venue survey but does not clearly define whether EMA is only to recommend or also to finalize and contract with the venue.</p> <p>o Clarification Sought: Will RBI shortlist and finalize the venues, or will EMA be responsible for proposing, negotiating, and contracting the venue?</p>	EMA is only to suggest. RBI will be finalizing the venue, signing contract, if any with the venue, and NOT EMA.
17.	<p>Permissions & Licenses</p> <p>o Concern: Statutory permissions (police, fire, municipal, sound, copyright, etc.) involve costs and legal liabilities.</p> <p>o Clarification Sought: Are such permissions to be obtained in RBI's name or EMA?</p>	Permissions and licenses are to be facilitated by EMA. The permissions need to be obtained in the name of RBI. Necessary letter/letters/authorization, as required, will be provided by RBI, to help the EMA.

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18.	<p>Branding & Theme</p> <ul style="list-style-type: none"> o Concern: Scope requires theme designing but does not specify if RBI provides base guidelines. o Clarification Sought: Will RBI provide branding guidelines/themes, or is EMA expected to propose multiple creative concepts? 	<p>RBI will provide the base guidelines depending on the meeting/seminar/event. The creative(s) would be finalized based on the suggestions/prototypes received from EMA through an iterative engagement.</p>
19.	<p>Delays & Penalties</p> <ul style="list-style-type: none"> o Concern: Venue restrictions and approvals from external authorities may cause delays outside EMA's control. o Clarification Sought: If such delays occur, will EMA still face penalties, or will these cases be exempt? 	<p>Such cases will be dealt with, on case-to-case basis, considering the EMA's role, external dependencies, the special extenuating circumstances, and representation by the EMA.</p>
20.	<p>Extended Event Hours</p> <ul style="list-style-type: none"> o Concern: Events may run beyond scheduled hours, adding costs for manpower, venue, and utilities. o Clarification Sought: Will such additional costs be reimbursed by RBI? 	<p>Any additional item/cost beyond the item list for which bidding will take place, will be reimbursed/paid extra, at the mutually agreed rate/price.</p>

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21.	<p>Advance & Payment Terms</p> <ul style="list-style-type: none"> o Concern: Large-scale events require upfront investment by EMA; financial risk exists without clarity. o Clarification Sought: Will RBI provide an advance against approved budgets? If yes, what percentage? 	<p>Generally, no advance payment is envisaged. The work order will be issued on the letterhead before the meetings/seminar/events and the complete/correct invoices raised post event are paid within 05-15 working days depending on the volume of work involved.</p>
22.	<p>Payment Certification</p> <ul style="list-style-type: none"> o Concern: The approving authority for "satisfactory completion" is not clearly mentioned. o Clarification Sought: What is the exact payment timeline, and who certifies completion – RBI's event officer, finance, or a joint committee? 	<p>As per Sr. No. 21 for payment timeline.</p> <p>Senior Officer/competent authority in respect of the contract, of RBI certifies the completion.</p>
23.	<p>Event Insurance</p> <ul style="list-style-type: none"> o Concern: Liability risks exist (public safety, third-party damage, staff accidents). o Clarification Sought: Who will be responsible for procuring event insurance – RBI or EMA? 	<p>EMA will be responsible for obtaining required event insurance of appropriate type/value and period, covering the outlined risks.</p>

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24.	<p>Zonal Empanelment</p> <ul style="list-style-type: none"> o Concern: EMA capability may extend beyond one geographical zone, but empanelment seems zonal. o Clarification Sought: If empaneled in one zone, can EMA still bid for events in another zone? 	<p>The meeting/seminar/events scheduled in zone will be offered for bidding, first to the empaneled EMAs for that zone. However, RBI will have the flexibility of inviting EMAs of other zones, in case, such need arises. The decision of RBI in this regard will be final.</p>
25.	<p>Tendering Limit</p> <ul style="list-style-type: none"> o Concern: Tendering limit is capped at ₹10 Cr., but some events may exceed this value. o Clarification Sought: For events exceeding ₹10 Cr., will empaneled agencies automatically be excluded, or can they bid separately? 	<p>For events of budget exceeding ₹10 Cr., this empanelment may not be made applicable.</p>
26.	<p>With reference to the above-mentioned RFE, we seek clarification on the following requirement:</p> <ul style="list-style-type: none"> i. Banker's Confidential Report (to be directly sent to cgmfintech@rbi.org.in). ii. Credit Information Commercial Report or equivalent from any 	<p>The EMA needs to submit the bank/credit information commercial report to RBI in a sealed envelope/or specified email at the time of the application.</p>

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	<p>Credit Information Company (CIC).</p> <p>In the event that the above documents are not readily available at the time of submission, we request your guidance on the permissible alternatives, if any, that may be furnished to comply with the eligibility requirements.</p>	