CAFRAL
CENTRE FOR ADVANCED FINANCIAL RESEARCH AND LEARNING
Promoted by Reserve Bank of India

Integrated Facility Management Service: Minutes of the Pre-bid Meeting

Tender (no. CAFRAL/00236/05.08.001/2026-27 dated November 2, 2026) for Integrated Facility Management Services (IFMS) at CAFRAL Campus, Mumbai

Date: November 20, 2026
Time: 11:00 a.m.
Venue: CAFRAL Campus, Mumbai

I. Introduction

CAFRAL has floated tender no. CAFRAL/00236/05.08.001/2026-27 dated November 2, 2026, for Integrated Facility Management Service. In this regard, a Pre-Bid Meeting was convened on November 20, 2026 at the CAFRAL Campus, Mumbai, with prospective bidders to address queries and seek clarifications regarding the Tender for Integrated Facility Management Services (IFMS).

2. Representatives of CAFRAL and representatives of two prospective bidders M/s Swastik Electrotech Private Limited and M/s Shree Consultancy Services attended the meeting. The queries raised by the bidders and the clarifications provided by CAFRAL are recorded below. The list of participants is attached as Annexure-I.

3. Pursuant to the discussion held in the pre-bid meeting and clarifications issued by the CAFRAL during the meeting, a corrigendum have been uploaded on its website and the same shall form an integral part of the tender document and shall be read in conjunction with all other terms and conditions thereof.

II. Queries raised by the bidders and clarifications provided during the Meeting

A. Queries raised by M/s Swastik Electrotech Private Limited

Sr. No.	Tender Reference	Query Raised by Bidders	Clarification provided by CAFRAL
1	Page 1	Clarification regarding issuance of the tender through offline mode.	It was clarified that CAFRAL is an autonomous, non-profit research and learning institution promoted by RBI and not a department of RBI. Presently, CAFRAL does not have the necessary IT infrastructure for conducting tenders through an online platform. Accordingly, the sealed tender documents have to be submitted through the offline mode.
2	Page 8 Para 1	Clarification regarding inclusion of bonus while	Bidders shall prepare their financial bids in compliance with the latest applicable **Unified**

		quoting statutory labour costs.	**Labour Codes** and rules framed thereunder, and notifications issued by the Government of India and the Government of Maharashtra, as amended from time to time.
3	Page 21 Sl. No. 14	Clarification regarding submission of monthly bills prior to generation of EPF/ESI records.	CAFRAL clarified that submission of monthly invoices and submission of statutory compliance documents are independent obligations. Compliance with EPF and ESI requirements shall be governed by the applicable statutory provisions. It has been agreed that Contractor shall submit the monthly bill before the 10th day of each month along with previous month's statutory payments (ESIC and EPF) challans.
4	Page 22 Sl. No. 14	Request for adoption of reimbursement practices prevailing under RBI contracts.	CAFRAL clarified that the tender shall be governed exclusively by the terms and conditions specified in the tender document. CAFRAL follows its own policies and procedures.
5	Page 22 Sl. No. 16	Clarification regarding permissible manpower shortfall and associated recoveries.	The contractor shall maintain the prescribed/ agreed manpower deployment at all times in accordance with the provisions of the contract and applicable labour laws.
6	Page 23 Sl. No. 19	Request for separate reimbursement of Group Mediclaim Insurance.	The contractor shall comply with all applicable statutory and contractual insurance requirements. No reimbursement shall be admissible beyond what is expressly provided for in the tender document. It was advised that 'Ayushman Bharat' card may be provided to all deployed personnel at CAFRAL premises.
7	Page 25, Sl. No. 27	Clarification regarding local deposit of EPF and ESI contributions.	Compliance relating to EPF and ESI contributions shall be governed by the applicable provisions of law and rules framed thereunder.
8	Page 25, Sl. No. 28	Clarification regarding submission of ESI records for personnel not covered under ESI.	Submission of documentary evidence relating to EPF and ESI compliance shall be in accordance with applicable statutory provisions.
9	Page 32, Sl. No. 1.5	Clarification regarding quantity of welcome kits required.	Reimbursement for welcome/toiletry kits shall be made on the basis of actual consumption in accordance with the provisions contained in the tender document.
10	Page 33, Sl. No. 1.7	Clarification regarding extent of drainage cleaning work and reimbursement thereof.	Prospective bidders were advised to inspect the site and independently assess to satisfy themselves on the extent of work involved.
11	Page 35, Sl. No. 9	Clarification regarding police verification certificates.	Prior to award of the contract, police verification certificates shall be furnished in respect of all key personnel and at least 80% of the workforce proposed to be deployed. Verification certificates for the remaining personnel may be furnished within one month from commencement of the contract.

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12	Page 35, Sl. No. 11	Request for adoption of service charge and GST practices applicable to RBI contracts.	GST shall be reimbursed against valid/genuine tax invoices, wherever admissible under the tender conditions. Service charges shall be restricted to 5% as stipulated in the tender document.
13	Page 36, Sl. No. 18	Request for separate payment for ladders, scaffolding and related safety arrangements.	The contractor shall provide, at its own cost, all ladders, scaffolding, tools, equipment and safety arrangements necessary for performance of the services. Such costs shall be deemed to be included in the quoted rates.
14	Page 36, Sl. No. 19	Clarification regarding deployment of personnel above 50 years of age.	The contractor shall ensure compliance with applicable labour laws, statutory requirements. The personnel deployed under the contract shall be physically and medically fit to perform the assigned duties and must be at least 18 years of age. No minor shall be deployed under the contract, under any circumstances.
15	Page 39, Sl. No. 4	Clarification regarding garbage disposal arrangements and chair-cleaning requirements.	The contractor shall comply with applicable MCGM regulations and coordinate with the concerned authorities for lawful and timely disposal of all kinds waste. No separate reimbursement shall be admissible. Prospective bidders were advised to inspect the site and assess to satisfy themselves on the scope of work prior to submission of bids.
16	Page 43 Sl. No. 1(ii) & (iii)	Request to treat weekly, monthly and half-yearly maintenance activities as separately payable items.	CAFRAL clarified that all such small activities form an integral part of the IFMS scope of work and shall not be separately compensated.
17	Page 44	Clarification regarding reimbursement for replacement of plumbing and sanitary items.	Expenses incurred towards day-to-day repairs, replacements items (for clean and hassle-free maintenance of premises), costing up to ₹2,000/- per instance, subject to an overall monthly ceiling of ₹12,000/, shall be included in the contractor's monthly billing cycle. Any expenditure exceeding the monthly ceiling of ₹12,000/- shall be reimbursed separately on an actual basis, along with applicable taxes and a service charge of 5% payable to the contractor.
18	Page 45, Sl. No. 2	Clarification regarding cleaning of underground sumps and overhead tanks.	Bidders shall undertake their own assessment of the extent of work involved. No separate payment shall be admissible unless expressly provided in the tender document.
19	Page 50 Sl. No. 4(a)	Clarification regarding POP and false ceiling repairs.	Minor POP and false ceiling repairs shall form part of the contractor's obligations under the contract and shall not be separately payable.
20	Page 50, Sl. No. 5	Request for relaxation of prescribed qualification and experience criteria for LAN-Telephone Technician.	It has been decided that Lan Telephone Technician - Educational Qualification & Experience would be minimum 10th passed and minimum 2 years' experience in the field.

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21	Page 52, Sl. No. 2	Clarification regarding number and specifications of indoor plants.	CAFRAL clarified that the requisite details are already specified in the Part II, Price Bid (Sr. no. 7).
22	Page 54	Clarification regarding additional manpower required during monsoon season.	The bidder shall assess the likely extent of such requirements and take the same into consideration while quoting rates.
23	Page 56, Sl. No. 7	Request for reimbursement of transportation cost associated with tree-cutting activities.	Bidders shall independently assess all requirements associated with the scope of work and quote accordingly.
24	Page 63, Sl. No. 9	Clarification regarding deployment of helpers and relievers.	CAFRAL clarified that the total requirement is six helpers, as specified in the tender document.
25	Page 84, Sl. Nos. 37, 42 and 43	Request for separate payment for façade cleaning, water tank cleaning and water testing/treatment activities.	Bidders shall quote strictly in accordance with the pricing structure specified in the tender document. The bidders are required to visit the site to assess and satisfy themselves fully on the scope of the work. As façade cleaning of building and glass panels is a highly specialised job, the contractor has to engage licensed/ professional service provider for carrying out the work on half yearly basis with utmost safety. Thus, the contractor has to quote accordingly. No additional reimbursement shall be admissible.
26	Page 89, Annexure XI	Clarification regarding the Complaint Management System.	The Complaint Management System, for efficient and timely disposal of complaints, shall constitute an integral component of the IFMS and no separate payment shall be admissible on this account.
27	Page 100, Sl. No. 11	Request for removal of prescribed minimum and maximum limits on service charges.	The request was not accepted. Bidders shall submit their financial bids strictly in accordance with the format and conditions prescribed in the tender document.
28	General	Request for separate reimbursement of gratuity on actual payment basis.	Bidders shall take into account all statutory liabilities, including gratuity obligations under **Unified Labour Codes** and rules framed thereunder, wherever applicable, while quoting their rates. No separate reimbursement shall be admissible unless expressly provided for in the tender document.

B. Queries raised by M/s Shree Consultancy Services

Representative of M/s Shree Consultancy Services raised a few queries verbally, which were answered by CAFRAL to her satisfaction.

III. General Clarifications

a) CAFRAL reiterated that it is an autonomous, non-profit institution promoted by the Reserve Bank of India and is governed by its own rules, regulations and administrative procedures.

b) Prospective bidders were advised to undertake a detailed inspection of the CAFRAL campus and satisfy themselves regarding the nature, scope, volume and complexity of the services to be provided under the contract.

c) Unless specifically provided otherwise in the tender document, all costs necessary for satisfactory execution of the contract shall be deemed to have been included in the rates quoted by the bidder.

d) Except to the extent modified or clarified through these Minutes, all provisions, terms and conditions contained in the Tender Document shall remain unchanged and shall continue to apply in full.

IV. Conclusion

a) There being no further issues for discussion, the meeting concluded with a vote of thanks to the participants.

b) The minutes of the pre-bid meeting shall form part of the Tender Document and shall be binding on all prospective bidders.

c) All the remaining terms and conditions & specifications of the tender document shall continue to remain the same.

d) Submission of bid by the firm shall be construed to be in conformity with the bid document and minutes of the pre-bid meeting.

Annexure-I

List of CAFRAL's officials who attended the meeting:

	Name	Designation
1.	**Shri Kamal Patnaik**	Senior Program Director
2.	**Smt. Rama Nabar**	Administrative Officer
3.	**Shri Rajesh Salvi**	Administrative Officer
4.	**Shri Anup Sonawane**	Senior IT & Web Manager

List of representatives of prospective bidding firms who attended the meeting:

	Name	Name of the firm
1.	Shri Niranjan Kumar Tiwari	M/s Swastik Electrotech Private Limited
2.	Shri Jitendra Bhapkar	M/s Swastik Electrotech Private Limited
3.	Ms. Dipika Gurav	M/s Shree Consultancy Services

Date: November 23, 2026

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