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PART - 1
TECHNICAL BID

Tender document for “Request for Proposal (RFP) for Record Management System” at Indian Bank.

ISSUED TO

M/s. _____

This document contains 33 pages



CORPORATE OFFICE, CHENNAI -14

TENDER DOCUMENT

Name of work:

“Request for Proposal (RFP) for Record Management System at Indian Bank.

Important Dates:

1	Issuance of RFP Document by Indian BANK	20.03.2020
2	Last Date of Submission of Bids by 3.00 PM	09.04.2020

Important definitions / clarifications:

- “Indian Bank” name of the **company floating the RFP**
- “Recipient”, “Respondent” and “Bidder” means respondent to the RFP document.
- “RFP” means this RFP document
- Words “Selected Bidder” means the bidder/applicant who is declared successful after completion of the entire process of technical/commercial evaluation, as defined under this RFP.
- “Bid” means response to this RFP document

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. Indian Bank expects the Bidders or any person acting on behalf of the Bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Indian Bank, in the event of such circumstances being brought to the notice of the Indian Bank. By downloading the document, the interested party is subject to confidentiality clauses.

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SECTION - I

INTRODUCTION

This Request for Proposal document (“RFP document” or “RFP”) has been prepared solely for the purpose of enabling Indian Bank in defining the requirements for implementation of Record Management System for the Indian Bank. The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Indian Bank and any successful Bidder as identified by the Indian Bank after completion of selection process.

INFORMATION PROVIDED

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Indian Bank in relation to the provision of services. Neither Indian Bank nor any of its officers, employees, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document.

FOR RESPONDENT ONLY

The RFP document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) i.e., Government Organization / PSU / Limited Company, Partnership Firm/LLP and/or an Autonomous Institution approved by GOI. CONFIDENTIALITY The RFP document is confidential and is not to be disclosed, reproduced, transmitted or made available by the Recipient to any other person. The RFP document is provided to the Recipient on the basis of undertaking of confidentiality given by the Recipient to Indian Bank. Indian Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document shall be received subject to the same confidentiality undertaking. The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Indian Bank or any of its customers or suppliers without the prior written consent of Indian Bank.

DISCLAIMER

Subject to any law to the contrary, and to the maximum extent permitted by law, Indian Bank and its directors, officers, employees, contractors, representatives, agents and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damages

(whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the losses arise in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Indian Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

COSTS BORNE BY RESPONDENTS

All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, presentations, etc. and providing any additional information required by Indian Bank, will be borne entirely and exclusively by the Recipient / Respondent.

NO LEGAL RELATIONSHIP

No binding legal relationship will exist between any of the Recipients / Respondents and the Indian Bank until execution of a contractual agreement to the full satisfaction of the Indian Bank.

RECIPIENT OBLIGATION TO INFORM ITSELF

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

EVALUATION OF OFFERS

Each Recipient acknowledges and accepts that the Indian Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this RFP document. The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as material for any investigation or review to be carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

ERRORS AND OMISSIONS

Each Recipient should notify the Indian Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than five business days prior to the due date for lodgment of response to RFP.

ACCEPTANCE OF TERMS

The Recipient will, by responding to the Indian Bank RFP document, be deemed to have accepted the terms as stated in this RFP document.

RFP RESPONSE TERMS:

a) Lodgment of RFP Response

Lodgment of RFP Response terms should be guided by points a) to d) hereunder of Section I (current section) and any changes thereof will not be considered.

b) RFP Closing Date

RFP Response should be submitted to the officials indicated below not later than 3.00 PM on 09.04.2020.

At any time prior to the deadline of submission of the Bids, the Indian Bank for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment. Notification of amendments will be posted on Indian Banks website. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing the Bids, the Indian Bank, at its discretion, may extend the deadline for a reasonable period.

c) Submission to Indian Bank

The RFP response documents should be submitted in paper copies in single set and should contain one copy of the following:

- i. A sealed envelope containing Technical Bid documents super scribed "TECHNICAL BID FOR IMPLEMENTATION OF RECORD MANAGEMENT SYSTEM" and
- ii. Second sealed envelope containing Commercial Bid documents super scribed "COMMERCIAL BID FOR SELECTION OF IMPLEMENTATION OF RECORD MANAGEMENT SYSTEM".

The two envelopes should be put together in a larger envelope to constitute one set. Each set should be packed in an envelope super scribing "IMPLEMENTATION OF RECORD MANAGEMENT SYSTEM".

The proposal should be prepared in English in MS Word/Excel format. The e-mail address and phone/fax numbers of the Bidder should also be indicated on the sealed envelopes.

All correspondence will be in English. The Bid shall be typed in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The person or persons signing the Bids shall initial all pages of the Bids. Any inter-lineation, erasure or overwriting shall be valid only if they are

initiated by the person signing the Bids. The Indian Bank reserves the right to reject the Bids not conforming to the above.

Paper copies of RFP response as mentioned above must be submitted to the Indian Bank at the following address:

Assistant General Manager (P&E)
Indian Bank
Corporate Office
No 254-260,
Avvai Shanmugam Salai,
Royapettah
Chennai- 600014

The evaluation of the bids will be done as defined in this document. The Bidders who do not qualify under Technical Bid, as per the evaluation / selection done by the Indian Bank on the criteria specified, will not be considered for opening of Commercial Bid.

d) Submission will be valid if;

Copies of the RFP response documents are submitted as per clause c) above, subject to clause g) below, before the aforementioned closing date specified in clause b). Submission by Fax transmission or email is not allowed and will be considered invalid.

e) Registering of RFP

Registering of RFP response will be effected by the Indian Bank by making entry in a separate register kept for the purpose upon receiving the RFP response in the above manner (Points a to d). The RFP response must contain all documents, information, and details required by this RFP. If the submission to this RFP does not include all the documents and information required or is incomplete or submission is through Fax mode or e-mail, the RFP is liable to be summarily rejected. All submissions, including any accompanying documents, will become the property of the Indian Bank. The Recipient shall be deemed to have licensed, and granted all rights to the Indian Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient in the submission or accompanying documents.

f) RFP Validity Period

RFP responses will remain valid and open for evaluation according to their terms for a period of at least three (3) months from the RFP closing date. In exceptional circumstances, the Indian Bank may solicit the Bidder's consent to an extension of period of validity.

g) Requests for Information

Recipients are required to direct all communications for any clarification related to this RFP to the Indian Bank official as mentioned under point 3 of Section IV. All queries relating to the RFP, technical or otherwise, must be either in writing or by email only and will be entertained by the Indian Bank only in respect of the queries received up to the date of Pre Bid Meeting. The Indian Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Recipients in the manner specified. However, the Indian Bank will not answer any communication initiated by Respondents later than the date of Pre Bid Meeting. Indian Bank may, in its absolute discretion seek, but being under no obligation to seek, additional information or material from any Respondent after the RFP closes and all such information and material provided will be taken to form part of that Respondent's response. Respondents should invariably provide details of their email address as responses to queries will only be provided to the Respondent via email. If Indian Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then Indian Bank reserves the right to communicate such response to all Respondents in the pre-bid meeting. Indian Bank may in its sole and absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.

NOTIFICATIONS

Indian Bank will either notify the Respondents individually in writing as soon as practicable, about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted / rejected or shall cause to publish / notify the name of the firm/agency finally selected in the Indian Bank's website after completion of the entire evaluation process, as enumerated in this RFP. Indian Bank is not obliged to provide any reasons for any such acceptance or rejection.

DISQUALIFICATION

Any form of canvassing/lobbying/influence/query regarding short listing, status, etc will be a disqualification.

PROCESS & TIMEFRAME

Selection of the suitable agency will involve a five (5) stage approach. The approach follows the Indian Government's Central Vigilance Commission (CVC) guidelines.

STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
Issue of RFP	Pre-Bid Meeting	Receipt of RFP Bids	Evaluation of Bids: -Technical Evaluation -Financial Evaluation	Award of Work/Contract

The following is an indicative timeframe for the overall selection process. Indian Bank reserves the right to vary this timeframe at its absolute and sole discretion should the need arise. Changes to the timeframe will be relayed to the affected Respondents during the process.

Description	Due Date & Time
Issue of RFP by Indian Bank	20.03.2020
Queries to be mailed by	26.03.2020 before 5.00 PM Email – hoestate@indianbank.co.in
Pre Bid Meeting	27.03.2020 – 3.00 PM at Corporate Office , Chennai - 14
Bid Submission Last Date & Time	09.04.2020 before 3.00 PM
Opening of Technical Bids	09.04.2020 – 4.00 PM
Communication to the short-listed applicants	Shall be intimated later
Opening of Commercial Bid	Shall be intimated later

The dates mentioned above are tentative dates and the Bidder acknowledges that it cannot hold the Indian Bank responsible for breach of any of the dates.

Note: Bidders, if they so desire, can depute their representative (only one) to attend the bid opening process with due authorization letter. No separate intimation will be given in this regard to the Bidders for deputing their representatives.

SECTION –II

Indian Bank is a premium public sector, Government of India Undertaking established on 15th August 1907 as a part of the Swadeshi movement having pan India presence with 9786 touch points comprising 2872 domestic branches, 3892 ATMs/BNAs and 3022 BCs. All branches are under core banking solutions. The Bank's mission is "To be a common Man's Bank" – to provide all financial products and services under one roof at affordable cost in a fair and transparent manner to all customers.

The purpose of RFP is to invite proposals from experienced Service Providers of repute and credentials for implementation of complete Record Management System solution including inventorisation, packing and transporting to the same to identified storage facility of the service provider, PAN INDIA Basis. Though quotes are for Pan India, it is to be implemented initially for the branches and offices around Chennai.

The tender is invited for a volume of approximately 50,000 cartoons of size 42 cms * 32.5 cms * 26 cms. At the discretion of the Bank, if required this volume can be extended up to another one lakh boxes with same commercials.

Technical and Commercial bids are invited from Service Providers **on open tender basis**, having storage facility with infrastructure for meeting the operational, administrative and security needs of a Records Storage Facility (hereinafter referred to as STORAGE FACILITY).

The Service Providers should ensure safe and secure upkeep of the records of Indian Bank in good conditions, retrieval of records in electronic form or supply of original records/ scanned copies, as and when demanded by the Indian Bank's CO/ HO / FGM (O) or ZO by authorized person of that location and destruction of non-current records/ documents as per Indian Bank's instructions, etc. at STORAGE FACILITY. STORAGE FACILITY should include e-mail, access control, CCTV, Scanning Machines, Photocopiers, Racking System, Software for tracking of Cartons using Bar Coding system, Transportation and Manpower for lifting the identified records for storing / retrieval / destruction from the identified locations / centers.

PROPOSAL FORMAT AND SUBMISSION PROCEDURE

Two Bid System shall be strictly followed. Technical and Commercial bids have to be submitted separately.

Joint bids will not be accepted by the Indian Bank.

The proposal should be prepared in the following **Two Envelopes**:-

S. No.	Item	Reference Form
A	Envelope - A Technical Bid Documents duly Indexed	
1	Earnest Money Deposit (DD for Rs. 50,000/-)	
2	Photocopy of Certificate of Incorporation	
3	Photocopy of E. S. I. C. Registration	
4	Photocopy of P. F. Registration	
5	Photocopy of Labor License	
6	Photocopy of Shops & Establishment Registration	
7	Photocopy of Insurance Policy for Storage Areas	
8	Photocopy of ISO 27001:2013 and ISO 9001:2008 Certificate	
9	Photocopy of International certification/ affiliation/ membership from Professional Records & Information Services Management (PRISM) Registration	
10	Service Provider's Proposal Letter	Form 1
11	Service Provider's Authorization Certificate	Form 2
12	The documents establishing Service Provider's experience, eligibility and qualification requirements	Form 3
13	Self-Declaration certificate as required	Form 4
14	Certificate of Conformity as required	Form 5
15	Financial information about the Service Provider	Form 6
16	Technical Evaluation	Form 7
17	Any other Technical Information	Not more than five pages
B	Envelope - B Commercial Proposal	Form 9

Note:

a) Tender documents should be deposited in the Tender Box located on Premises, Estate and Expenditure Dept. before stipulated time on the due date. No postal or courier delays will be acceptable.

b) Bid will be opened in the presence of Service Providers' authorized representatives who may choose to attend as above. In case of holiday, the bid will be opened on the next working day at the same time i.e. 4.00 pm.

c) DDs for EMD should be enclosed with the Technical Bid only. Technical Bids without the relevant documents and DDs shall be rejected.

d) A copy of the tender document and related details can be downloaded from **Indian Bank website (i.e. www.indianbank.in)**

SECTION -III

SCOPE OF WORK

COLLECTION

The Service Provider will visit different Branches, Field General Manager Office, Zonal Office and Corporate Office of identified locations of the **Indian Bank** for collection of record documents including flat files, box files, bounded files, ledgers, registers, book, etc., in physical form for storage at STORAGE FACILITY in a time bound period which will be decided mutually. The requirement includes the indexing of files and packing of boxes. The Service Provider shall carryout related activities on the instructions of authorized person from Indian bank in writing/mail from Office ID. Indian Bank will provide a soft copy of list of records to be collected. Acknowledgements of the records / documents i.e. flat files, box files, bounded files, registers, ledgers, books etc with description in each box / container are to be given to the concerned Department at the time of pickup. The service provider shall give the soft copy and hard copy of list of inventory.

CATALOGUING

The Service Provider will barcode the identified files and prepare inventory. Bar codes are to be pasted on each box and each file, registers, etc. to prevent any loss during storage or removal/ retrieval. Scope of cataloguing will also include indexing/ data entry (up to 4 fields). Acknowledgments of the records giving the number of boxes and files/ registers, etc. are to be given to the concerned office at the time of pickup. Thereafter the Service Provider shall give the soft copy of list of inventory within 8working days of the pickup. Bar coding should be tamper/ water proof.

TRANSPORT

The Service Provider will arrange lifting of records, as provided by authorized person, from the Indian bank premises by their own transport facility for storage at STORAGE FACILITY. The Service Provider must comply with the local traffic, health, safety, insurance and other legislative requirements during transport.

STORAGE

The Service Provider will provide facility satisfying the following minimum requirements:

- The building / structures for storage facility should be a permanent construction preferably on a three feet plinth with RCC/ Strong and Corrosion Resistance modern metal roofing, specially designed to protect records from fire, theft, dust and having proper drainage provision.
- The metal racks used for storing cartons in the warehouse should have fire rated coating.

- No leakage from water pipes sprinklers, mechanical installations, roots, drains, or any other source of water ingress.
- Storage facilities must be locked and guarded 24 X 7. No unauthorized personnel can be allowed access to these records at any time. Access be controlled by card based / bio metrics electronic access control system and a record kept on register of personnel and material entering and leaving the secured area.
- CCTV monitoring of the area with recording for minimum 60 days is essential.
- Fire protection system to include Fire Hydrant System, Fire alarm system, VESDA (Very Early Smoke Detection Apparatus), Fire Extinguishers (including modular extinguishers) in accordance with relevant local standards should exist. The Service Provider's staff should be adequately trained in handling fire equipments.
- Service Provider must confirm that Pest and Rodent Control and Termite treatments are carried out regularly in the storage space for a Pest Free environment.
- The Building for storage must be constructed in accordance with local relevant legislations. Service Providers are required to demonstrate/provide evidence of legal ownership or lease of the storage facility with approved site/building plan.
- Service Providers are required to use any racking system of reputed company.
- The Service Provider should comply to all National / State / Local Body Rules / Acts / Regulations and should possess all relevant certificate / registrations.
- The storage cartons must be dust resistant with flaps or a lid forming a seal against airborne particles as per following specifications.

Carton design: 5 ply die-cut bottom minimum Size: 42 cms x 32.5 cms x 26 cms with corresponding 3 ply die-cut top lid with tuck-in on the top on the width sides.

Board properties: Top minimum 180 GSM 24 BF paper and rest 140 GSM 20 BF.

- The Service Provider is required to operate the facility of storage of Indian Bank's records in accordance with local legislative requirement in respect of health and safety legislation, employment law, fire safety law, relevant building codes.
- The Records Storage Centre Premises where Indian Bank's Records are to be kept, should be certified by a competent engineer / firm on the Dead Weight Bearing & Structural Stability aspects.
- The Indian Bank's representative/ security official reserves the right to inspect the STORAGE FACILITY to confirm compliance at any time.
- The premises being used as storage should have a clear title and permission from the competent authority for its commercial use should be in place.

- The bidder should have storage facility at all metro cities and major Class-'A' cities and must have their storage facility spread across atleast 10 locations PAN India within geographical boundary of Indian Bank's Regional/Zonal Offices as listed in Table / Annexure

RETRIEVAL OF RECORDS

The Service Provider undertakes to retrieve and deliver the requested cartons, files, registers etc. and any other documents within below specified TAT upon receipt of a written request in the form of e-mails or letters from the authorized officials of the Indian Bank. Retrieval shall mean delivery of document from STORAGE FACILITY to the Indian Bank's office. The Service Provider will provide retrieval satisfying the following minimum requirements:

- Retrieval should be done on written request from authorized officials only.
- Retrieval should be done within specified TAT.
- For retrieval of documents to a remote location in outskirts of the city limit, courier charges if incurred by the service provider will be reimbursed by the Indian Bank after considering the same on case to case basis.

Turn-Around-Time (TAT)

Nature of Retrievals	Turn-Around-Time (TAT)
Ordinary Retrievals	All requests by e-mail received by 11:00am, will be delivered in T+2 working day to local office/ courier.
Urgent Retrievals	All requests by e-mail received by 11.00 am will be delivered in T+1 working day to local office/ courier. (A maximum request of 25 files shall be entertained at one time.)
Bulk/ Project Retrievals	As communicated by the Indian Bank at the time of assigning the task (with mutual consent)

Failure to maintain TAT will lead to imposing penalty and liquidated damages and termination as well.

REPORTS

The Service Provider is required to provide the location wise reports as per Indian Bank's requirement and periodicity to the designated offices.

- Total number and details of the cartons containing records of the Indian Bank being stored at STORAGE FACILITY.
- Total number and details of the Indian Bank's cartons / files retrieved (delivered) during a period.
- Total number and details of the Indian Bank cartons / records destroyed.
- Any other report as and when required by the Indian Bank

RETENTION OF RECORDS

The Service Provider will retain and maintain the records as per Record Maintenance Policy of the Indian Bank which shall be provided by the Indian Bank. The Service Provider will maintain strict confidentiality in maintaining Bank's records and will execute a NDA with indemnity clause to this effect as stipulated by the Bank.

DESTRUCTION/ PERMANENT RETRIEVAL

- In the beginning of each quarter (January, April, July, October), Indian Bank will share the List of records, which have outlived their retention period in terms of Records Maintenance Policy and inform the service provider in written for destruction.
- Unless there are instructions to the contrary, records meant for destruction will be shredded in the presence of authorized officials of Indian Bank.
- Mode, date of destruction and details of Indian Bank's authority will be recorded in the system, against each relevant item.
- The Service Provider will arrange for transport, labor and other necessary support to send the records to chemical furnace or paper mill, for burning or converting into pulp.

TIMELINE

The contract will be for a period of three years. The rates quoted will be fixed for the first three years. Bidders to start the work immediately on signing the agreement. Indian Bank retain the right to extend the service of the selected bidder for additional period of three years with an escalation of 10% on the commercials agreed, on finalized in the contract agreement to be entered with the selected bidder.

SECTION - IV

PRE-QUALIFICATION CRITERIA

To qualify for submission of the bid, each Service Provider must meet all of the following pre-qualification criteria in their Technical Bid so as to get eligible for Technical Evaluation.

1. The Service Provider may be a Government Organization/ PSU/ PSE/ Private/ Public Limited Indian Company/ Others under Indian Laws. The Service Provider shall submit the **Certificate of Incorporation** along with the Technical Bid in respect of this requirement.
2. The Service Provider must have minimum **10 years of experience** in India of managing comprehensive Record Management System including cataloging, transportation, and storing. The service provider must be managing minimum
 - **3 nos of storage area of 8 lakh sq ft each (or)**
 - **2 nos of storage area of 10 lakh sq ft each (or)**
 - **1 no of storage area of 16 lakh sq ft each**

And preferably be servicing at least **5 PSUs/Govt.** excluding Pilot Projects. Proof of the same is to be enclosed.

3. Service Providers should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Tendering Authority. A Self-declaration Certificate should be enclosed (**Form 4**).
4. There should have been no past history of damage to records at facilities at identified storage locations due to **FIRE & FLOOD**. A Self-declaration Certificate should be enclosed (**Form 4**).
5. In the last three financial years i.e. 2016-17 to 2018-19, the Service Provider must have achieved minimum average annual financial **turnover of Rs. 25 Crores from their records storage services rendered** and should have positive net worth. The Service Providers shall submit audited annual accounts of all three years in respect of this requirement. (**Form 6**)
6. The Service Provider must have aggregate space of at least **2,00,000 sq. feet exclusively for storing records**, spread across **at least 10 locations PAN India within geographical boundary of Indian Bank's 10 Zonal Centers as listed in Table / Annexure (Form 8)**. Each facility must be minimum 5,000 sq. ft. or at least 20,000 cft. storage capacity with provision to allot required storage space for Indian Bank's records when required. They also must have adequate scalability in Storage Space in the locations over the period for added records. (**Form 7**)

7. Title of Space acquired by the Service Provider must be legally managed by Service Provider only. Title of space must be clear and it must be free from any encumbrances. **(Form 7)**.
8. The Service Provider should comply to all National / State / Local Body Rules / Acts / Regulations and should possess all relevant certificate / registrations (like E.S.I.C., P.F. registration, Labor License, if required). Photocopies of relevant registrations / license must be furnished with the Technical Bid.
9. Service Provider must certify that proper Shops & Establishment licenses are acquired and able to produce whenever required by the Indian Bank. Photocopies of valid registrations and license must be furnished with the Technical Bid.
10. Storage area must be insured against fire, flood, cyclone and other natural calamity besides theft, burglary etc. and the Service Provider will bear the cost of such insurance. Photocopies of valid insurance policy must be furnished with the Technical Bid.
11. The Service Provider must have ISO 27001:2013 and ISO 9001:2008 certification for Data Security in Service Provider's name. Photocopy of the certificate must be furnished with the Technical Bid.
12. The Service Provider must have International certification / affiliation / Membership from Professional Records & Information Services Management (PRISM) for record management. Photocopy of the registration must be furnished with the Technical Bid.
13. The building / structures for storage facility should be a permanent construction preferably on a three feet plinth with RCC / Strong and Corrosion Resistance modern metal roofing, specially designed to protect Indian Bank's records from fire, theft, dust and having proper drainage provision **(Form 7)**.
14. The Records Storage Centre Premises where **Indian Bank's** Records are going to be kept, must be certified by a competent engineer / firm on the **Dead Weight Bearing & Structural Stability** aspects **(Form 7)**.
15. Storage facilities must be locked and guarded 24 X 7. No unauthorized personnel can be allowed access to the **BANK's** records at any time. Access be controlled by card based/bio metrics electronic access control system and a record kept on register of personnel and material entering and leaving the secured area **(Form 7)**.
16. CCTV monitoring of the area with recording for minimum 60 days is essential **(Form 7)**.
17. Fire protection system to include Fire alarm system, VESDA (Very Early Smoke Detection Apparatus), Fire Extinguishers (including modular extinguishers) in accordance with relevant local standards should exist. The Service Provider's staff should be adequately trained in handling fire equipments **(Form 7)**.

18. Service Provider must confirm that Pest and Rodent Control and Termite treatments are carried out regularly in the storage space for a Pest Free environment (**Form 7**).

SUBMISSION OF BIDS

Please also refer to Section-I.

The Technical and commercial proposals / Bid shall be submitted as per the requirement of the bank in prescribed formats.

(a) The Technical Proposal / Bid:

The technical proposal shall be organized and submitted as per the following sequence:

- EMD DD
- List of documents enclosed
- Organization profile
- All copies of certificates, documentary proofs, etc.
- Declarations as per Form 2 and Form 4
- Proof of the experience
- Details of infrastructural and other capabilities
- Declaration / self-affidavit by the bidding firms as to their technical suitability
- Technical bid should have no financial information. If technical proposal is found containing any commercial information, the bid will be summarily rejected.

(b) The commercial proposal: This will contain the financial quote covering the cost for all the deliverables mentioned in this RFP. The financial quote should be in Indian rupees and it should include all expenses proposed exclusive of taxes.

(c) Documents comprising commercial Bid: Bidders are expected to furnish their commercial bid duly signed by authorized representative of the company.

- Price Bids containing any conditional offers will be rejected
- The only variability allowed in the price Bids is on account of government taxes. The **BANK** will reject price Bids which have any other variability.
- Price Bids should be inclusive of professional fees and all costs to be incurred by the bidder in the discharge of this assignment.
- In case of discrepancy between price in words and figures, the one in words will be taken as final
- Any over writing, erasure, etc has to be initialed by the authorized person
- Bids are to be quoted in Indian Rupees only
- The Bidder shall submit the Bid properly filed so that the papers are not loose. The Bidder shall submit the proposal in suitable capacity of the file such that the papers do not bulge out and tear during scrutiny.

CLARIFICATIONS:

It may be noted that all queries, clarifications, questions etc., relating to this RFP, technical or otherwise, must be in writing only and should be addressed to the nominated point of contact as mentioned below:

Designation : Assistant General Manager (P&E)
Address : Indian Bank, Corporate Office, No 254-260,
Avvaishanmugam Salai, Royapettah,
Chennai - 600014
E-mail ID :

Bidders should provide their E-mail address in their queries without fail since replies will be sent by e-mail.

BID EARNEST MONEY (REFUNDABLE)

Bid Earnest Money of Rs. _____ (Rupees _____ only) dated _____ (REFUNDABLE), in the form of Demand Draft / Pay order issued by a bank favoring Indian Bank, Payable at **Chennai** must be submitted along with the Technical offer. This amount will be forfeited if the service provider refuses to accept work order or having accepted the work order, or fails to carry out his obligations mentioned therein. Guarantee in lieu of Bid Earnest Money will not be accepted. No interest will be payable on the Bid Earnest Money amount. The Bid Earnest Money must be submitted along with technical offer. In the event of non-submission of the Bid Earnest Money of Rs. _____ (Rupees _____ only) the proposal will be rejected. The Bid Earnest Money will be refunded to the un-successful bidders only after the completion of the bid process.

FORFEITURE OF EARNEST MONEY

The EMD will be forfeited on account of one or more of the following reasons:

- a) The Service Provider withdraws or modifies the offer after opening of bid but before acceptance of bid.
- b) When the Service Provider does not execute the agreement if any, prescribed within the specified time.
- c) When the Service Provider does not deposit the security money after the work order is given.
- d) When the Service Provider fails to commence the work as per work order within the time prescribed.

In case of un-successful Service Providers, EMD will be released after completion of tendering process.

DEADLINE FOR SUBMISSION OF BIDS

Indian Bank should receive the tender Document as per schedule. Indian Bank may, at its discretion, extend this deadline for submission of bids due to any administrative or operational exigencies.

MODIFICATION AND OR WITHDRAWAL OF BIDS

Bids once submitted will be treated, as final and no modification will be permitted. No correspondence in this regard will be entertained. No Service Provider shall be allowed to withdraw the bid after the deadline for submission of bids. In case of the successful Service Provider, he will not be allowed to withdraw/back out from the bid commitments, the bid earnest money in such eventuality shall be forfeited and all interests/claims of such Service Provider shall be deemed as foreclosed.

PRE-BID MEETING

A Pre-bid meeting will be held at Indian Bank, Corporate Office on 27.03.2020 at 3.00 PM.

BID OPENING AND EVALUATION

Indian Bank shall open the bids, in the presence of Service Provider's representative who choose to attend, at the time and date mentioned in bid document at the address mentioned.

The Service Provider's representatives who are present shall sign register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for, the bids shall be opened at the appointed time and place on next working day.

The commercial bid shall be opened in the presence of Service Provider's representative, who qualifies as per the technical and other qualification criteria. Date of opening shall be indicated after finalizing the technical eligibility.

PRELIMINARY EXAMINATION

Indian Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

Indian Bank will reject the bid determined as not substantially responsive.

Indian Bank may waive any minor non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any Service Provider.

Any effort by Service Provider to influence the Indian Bank in the Service Provider's bid evaluation, bid comparison or contract award decision may result in the rejection of the Service Provider's bid. Indian Bank's decision will be final and without prejudice and will be binding on all parties.

BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

Indian Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason thereof, without thereby incurring any liability to the affected Service Provider or Service Providers or any obligation to inform the affected Service Provider or Service Providers of the ground for the Indian Bank's action. Indian Bank reserves the right to select more than one Service Provider keeping in view its large requirements. Bank may at its discretion abandon the Request for Proposal (RFP) process any time before issuance of award of contract.

Bank shall have the option to terminate the RFP / Contract / Subsequent Agreement at any stage without assigning any reasons

SIGNING OF CONTRACT

The successful Service Provider(s) shall be required to enter into a contract with Indian Bank, within 10 days of accepting the LOI. The contract papers shall be finalized in discussion with successful Service Providers with regard to the terms and conditions and other relevant clauses, which shall be mostly in line with tender criteria, terms and conditions of the tender document. **The contract will be valid for three years initially unless terminated by the either party before that date. The contract could also be renewed for further terms with mutual consent.**

The successful bidder / service provider is required to sign the contract containing the terms and conditions of RFP , confidentiality, indemnity, penalty, liquidated damages, liability and other clauses and terms and conditions as stipulated by the Bank. The successful bidder / service provider will execute contract / SLA and NDA to this effect.

The Service Provider(s) will be liable for damage, loss incurred by the Indian Bank due to the misconduct, non-performance, breach of duties and obligations, negligence, fraud willful default or omission on the part of the Service Provider(s) subject to limitation of liability specified in the contract signed by both parties.

The Service Provider(s) will be liable for failing to carry out any of its obligations under the above contract including any and all acts and omissions of its subcontractors, and not be liable in the event of their failure results from Acts of God, war, civil commotion, fire, flood, any government action or intervention and sudden change in political situation, strike or labor dispute. and/or any other situations, causes or contingencies beyond its reasonable control.

GOVERNING LAW AND DISPUTES (APPLICABLE IN CASE OF SUCCESSFUL SERVICE PROVIDER)

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance

thereof shall be binding on the parties. The Arbitrator/s shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of Honorable Courts at Chennai.

The Service Provider shall continue work under the contract during the arbitration proceedings unless otherwise directed in writing by the Indian Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Chennai.

Submitting to arbitration may be treated as additional remedy and it does not preclude the parties to seek redressal / to other legal course.

ASSIGNMENT & SUB LETTING

The Service Provider shall not assign/ sub-let, in whole or in part, its obligations to perform under the contract, except with the Indian Bank's prior written consent.

AUDIT REQUIREMENTS

The facility and the documents should be available for inspection by the internal/external auditors of the Indian Bank.

TECHNICAL BID EVALUATION CRITERIA

Indian Bank shall constitute an Evaluation Committee (EC), which shall carry out the entire evaluation process. The Technical proposal evaluation process would focus on the ability of Service Provider to satisfy technical requirements of the assignment, quality assurance procedures and experience of safekeeping of records. Technical proposals will be evaluated based on the criteria mentioned in **Form 7**. Member(s) of the Indian Bank's Evaluation Committee (EC) will visit one or more Records Storage centers of pre-qualified Service Providers to verify these criteria.

EVALUATION CRITERIA

Only the Service Providers who score more than 80 (Eighty) marks in Technical Evaluation process will qualify for Commercial Evaluation process. Once the evaluation of technical proposals is completed, the Service Providers who score more than the prescribed cut-off score will only be short listed. **Indian Bank, at its sole discretion, may modify / increase / decrease the cut-off score of 80.**

The commercial proposals of technically short listed Service Providers will be opened. The Service Provider whose bid has been determined as the lowest final commercial quote (i.e. **L-1**) shall be awarded the project. **Indian Bank**, in its sole and absolute discretion, may split the work for identified locations between L-1 and L-2 (preferably in the ratio 60:40) or between L-1, L-2 and L-3 bidder (preferably in the ratio 50:30:20), subject to L-2 and L-3 bidder matching the rates of L-1. **Indian Bank**, in its sole and absolute discretion, may split the work based on Zonal Office Centers or Regional Office Centers or based on any other condition as deemed fit.

PAYMENT TERMS

The Bank will release the payments from Regional / Zonal Office within a period of 30days from the date of receipt of invoice. Any dispute regarding the relevant invoice will be communicated in writing to the Service Provider within 30days from the date of receipt of the relevant invoice after the dispute is resolved; will make payment within 30days from the date of dispute stands resolved. If no dispute is informed in the period afore stated, the invoice shall stand approved by the Bank.

In the case when the boxes stored, deteriorate over a period of time due to natural ageing process, considering an average life of the boxes of five (5) years, requirement of re-boxing will be intimated by the service provider to the and a decision on the same will be taken by the bank and communicated to the service provider. Accordingly, re-boxing will be done and charges for the same will be charged to the bank on mutually agreed rates.

If fails to pay the Service Provider's fee within the due date, Service Provider may at its option, exercise Suspension of services, however such suspension of services shall only be done on accumulation of non-payment for 3months till receipt of outstanding payment. Clearance of all outstanding invoices is the condition precedent to restore the Services.

INITIAL SECURITY DEPOSIT

The successful bidder requires furnishing the Guarantee equivalent to 10% of the estimated total fixed cost plus annual recurring cost, issued by a scheduled commercial bank in favor of Indian Bank. This will be reviewed annually and Guarantee amount will be decided accordingly.

Signature of the Tenderer with Seal

SECTION -V

Form 1 – Service Provider’s Proposal Letter

(Letter to be submitted by Service Provider on Service Provider’s company’s letter head)

Date: _____

The Assistant General Manager

Dear Sir/Madam,

Reg: Our bid for Implementation of Record Management System

We submit our Bid Document herewith. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Indian Bank to do so, a contract/agreement.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the execution of the contract.

We understand that the Indian Bank is not bound to accept the lowest or any bid received, and may reject all or any bid.

We also understand the Indian Bank may accept or entrust the entire work to one Service Provider or divide the work to more than one Service Provider, without assigning any reason whatsoever.

We have read and understood the terms and conditions in the tender document including the process of technical short listing.

We certify that the details provided about the firm and the documents enclosed are correct and we are liable to be disqualified in case any information contained therein are found to be false at any stage of the tender process.

Yours faithfully,

Signature & Seal: _____

Name & Designation: _____

Address: _____

Contact No: _____

Form 2 - Service Provider's Authorization Certificate

To,

The Asst General Manager

Dear Sir / Madam

<Service Provider's Name> _____,
<Designation> _____ is hereby authorized to sign
relevant documents on behalf of the company in dealing with Tender of reference
<Tender No. & Date> _____. He/She is also
authorized to attend meetings & submit technical & commercial information as may
be required by you in the course of processing above said tender.

Thanking you,

Authorized Signatory

<Company Name>
Seal

Form 3 – Technical Bid: Basic Information of Bidder

SL No	Description	
1.0	Name of the Applicant	
1.1	Address of the registered offices (With Phone Nos. Fax Nos. & Email ID & Contact Person)	
2.0	Year of Establishment	
3.0	Type of the Organization (whether Sole Proprietorship, Partnership, Private Ltd. Or Ltd. Co. etc.)(Enclose Certified Copies of documents as evidence)	
4.0	Name & Qualification of the Proprietor / Partners / Directors of the Organization / Firm a) b) c)	
5.0	Details of Registration - Whether Partnership Firm, Company, etc. Name of Registering Authority, Date & Registration Number. Enclose certified copies of Document as evidence.	
6.0	Whether Registered with Government / Semi Government / Municipal Authorities of any other Public Organization and if so, in which class and since when?(Enclose certified copies of document as evidence)	
a)	No. of years of experience in the field and details of work in any other field.	
b)	Area of business activities other than Record Storage Services, if any, share the details.	
7.0	Address of office through which the proposed work of The will be handled and the name & designation of officer in charge.	
	a) Yearly turnover of the organization during last 3 years (year wise) and furnish audited balance sheet and Profit & Loss A/c (Audited) for the last -3- years. Turnover in <input type="checkbox"/> 2016-2017 <input type="checkbox"/> 2017-2018 <input type="checkbox"/> 2018-2019	<input type="checkbox"/> 2016-2017 <input type="checkbox"/> 2017-2018 <input type="checkbox"/> 2018-2019
8.0	PAN No. :	
9.0	Details of Registration for a. GST b. ESIC c. EPF	

Experience Details:

S. No.	Name of Scheduled/ Commercial s for whom the Service Provider is providing Document Management services	Start Date	Valid till	No. of years served	Volume
1					
2					
3					
4					
5					

* Service Provider should produce copies of valid agreements as documentary evidence for abovementioned information.

Date: _____

Place: _____

Signature & Seal of the Service Provider: _____

Form 4 - Self Declaration

Date: _____

To,

The Assistant General Manager

Ref: RFP for Record Management Service dt. _____

In response to the RFP for Document Management System dated _____ as _____ of _____, I / we hereby declare that our company is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

I / We further declare that we have _____ storage facilities at different locations in India as per BANK's requirement and there have been no damage to records at any of our existing facilities due to FIRE or FLOOD.

Date: _____

Place: _____

Signature & Seal of the Service Provider: _____

Form 5 - Certificate of Conformity

Date:

To,

The Assistant General Manager

CERTIFICATE

This is to certify that, the Record Document Management Services which we shall provide, if are awarded with the work, are in conformity with the Scope of Work in the Tender document. We also certify that the price we have quoted per unit cost basis is inclusive of all the cost factors involved in the execution of the project except the applicable taxes, to meet the desired standards set out in the Conditions of the contract.

Date: _____

Place: _____

Signature & Seal of the Service Provider: _____

Form 6 - Financial Details as per Audited Accounts

Years	FY 2016-17		FY 2017-18		FY 2018-19		Average Turnover	
	Total	From RMS*	Total	From RMS*	Total	From RMS*	Total	From RMS*
Turnover (In Lakhs)								

* Record Management Services

Note:

- 1) The Service Provider should submit copies of Audited Accounts Statements.
- 2) The Service Provider should submit a certificate from their Chartered Accountant confirming the annual turnover from records storage services mentioned above.
- 3) In case, Audit has not completed for last year i.e. FY 2018-19, Provisional Annual accounts duly signed and stamped by Auditor/ Service Provider Company's authorized representative and an undertaking for submission of the Final Audited annual accounts as and when it is ready, shall be submitted.

Date: _____

Place: _____

Signature & Seal of the Service Provider: _____

Form 7 – Record Management System: Technical Evaluation

RECORDS STORAGE CENTRES	RATING	SELF RATING	'S RATING
Permanent Construction (Walls & Flooring) - Brick work, preferably with Three Feet Plinth	2		
RCC/Strong & Corrosion Resistance Modern Metal Roofing	2		
VESDA	4		
Sprinklers and Hydrant	6		
24 X 7 Security Guards	2		
DFMD / HHMD	2		
Card / Biometric Access Control	4		
Fire Fighting Equipment	4		
Fire Alarm System – Detectors	4		
CCTV With Minimum 60days Recording	4		
Central Monitoring – CCTV	4		
Pest Control and Rodent Control	2		
SUB-TOTAL(i)	40		
EXPERIENCE (MANDATORY)			
Experience in storing and managing physical records for Schedule/ Commercial s in India. (Maximum 10 points)			
10 Years & above	10		
5-9 Years	8		
Experience of storing and managing physical records for Govt. and PSUs in India excluding Pilot Projects (Maximum 10 Points)			
Five PSUs or Govt. Sector 10	10		
Three PSUs or Govt. Sector 8	8		
Volume of storing and managing physical records for PSUs or Govt. Sector cumulatively (Maximum 10 Points)			
As per the space criteria given in Sec –IV , Point no 2, 10	10		
Others 8	8		
Average annual financial turnover in the last three financial years i.e. 2014-15 to 2016-17 from records storage services rendered (Maximum 5 points)			
More than Rs.25 Crores 5	5		
More than Rs.20 Crores 4	4		
Aggregate space of exclusively for storing records, spread across PAN India with provision to allot required storage space for the BANK's physical records (Maximum 10 points)			
As per the space criteria given in Sec –IV , Point no 2, 10	10		
Others 8	8		
Records Storage Facilities across India each, with minimum 10,000 square feet area and 40,000 cubic feet storage capacity, at least 10 locations PAN India within geographical boundary of BANK's Regional Offices as provided in SECTION V (Form 8) (Maximum 5points)			
15 STORAGE FACILITY	5		

RECORDS STORAGE CENTRES	RATING	SELF RATING	'S RATING
10 RSC	4		
5 RSC	3		
SUB-TOTAL(ii)	50		
GENERAL & TECHNICAL INFORMATION RATING			
Certification/Membership from PRISM (Professional Records & Information Services Management)	2		
ISO Certifications	2		
Bank Committee's Observation	6		
SUB-TOTAL(iii)	10		
TOTAL SCORE (i) + (ii) + (iii)	100		

Date: _____

Place: _____

Signature & Seal of the Service Provider:

Form 8 – BANK's List of Locations