

**Request for Proposal (RFP) for Record Management System"**

Ref. No. CO/P&E/RMS/01/2021-22 dated 21.03.2022 - Pre Bid Meeting held on 04.04.2022 - Reply to queries

Sl. No.	Page no.	RFP Point	Details Point of RFP	Clarification Sought	Decision
1	7	3. PRE-QUALIFICATION CRITERIA Clause 3 point 2	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 a minimum of - 3 nos of storage area of 4 lakh sq ft each (or) - 2 nos of storage area of 5 lakh sq ft each (or) - 1 no of storage area of 8 lakh sq ft each And preferably be servicing at least 5 PSUs/Govt. excluding Pilot Projects. Proof of the same is to be enclosed.	Need clarity on the Sq. Ft. .As per my understanding it should be Cu .Ft. Request you to consider the storage area in cubic ft as the storage considered in records management is in Cubic ft and if its square ft kindly reduce it to 50,000 to 100,000sq ft. each	The storage area is clarified as cubic feet instead of square feet. The previous experience is modified as below : Preferably be servicing atleast 5 PSUs / Government / Scheduled Commercial Bank, excluding pilot projects. Proof of the same is to be enclosed.
2	7	3. PRE-QUALIFICATION CRITERIA	In the last three financial years i.e. 2018-19, 2019-20 and 2020-21, the Service Provider must have achieved minimum average annual financial turnover of Rs. 11 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)	Activities of setting up and maintenance of documents storage centres involves lot of requirement of funds. Therefore, it is suggested that the Bank should entertain only those service providers who not only have got sound net worth but have also recorded Net Profit after taxes during the last three years i.e. 2018-19, 2019-20 and 2020-21. Borrowal Accounts of Service Providers should not be Non Performing Assets (NPAs) as on 31.03.2022. Service Provider should be required to submit a Certificate from their respective Bankers. Further, service providers should submit an affidavit along with technical bid in the enclosed format.	The service providers who have positive net worth during the last three years i.e. 2018-19, 2019-20 and 2020-21. Borrowal Accounts of Service Providers should not be Non Performing Assets (NPAs) as on 31.12.2021. Service Provider should submit a Certificate from their respective Bankers. Also, service providers should submit an affidavit along with technical bid in the enclosed format.
3	14	6. 7 Signing of Contract	The successful Service Provider(s) shall be required to enter into a contract with Indian Bank, within 15 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 by giving 3 months' time. The contract could also be renewed for a further period of 3 years on agreed terms and with mutual consent.	We suggest that the contract period should be 5 +5 years . as it is very slow revenue generation project. And huge capital involvement in the initial stage of project. It would be good for the Bank prospective, and bank will get very competitive price if contract period is 5+5 years.	Bank has considered the request of the bidders and hence the initial contract period is changed to 5 years with further extension of 5 years on agreed terms and with mutual consent. Pricing is steady for the first 5 years with an increase of 15% after expiry of 5 years for the next 5 years.
4	5	2.1Introduction: RFP for Record Management System	The tender is invited for a volume of approximately 70,000 cartoons of approximate size 42 cms * 32.5 cms * 26 cms. At the discretion of the Bank and based on requirement this volume can be extended further to one lakh boxes with same commercials.	is it any specific reason for selection of this size? Please clarify	The size of carton is arrived at considering the requirement of the Bank.
5	5	Clause 2 point 2.1	The tender is invited for a volume of approximately 70,000 cartoons of approximate size 42 cms * 32.5 cms * 26 cms. At the discretion of the Bank and based on requirement this volume can be extended further to one lakh boxes with same commercials.	The volume mentioned is for PAN India or one specific location. Seeing the geographical spread of 5830 branches volume should be above 5L cartons. Kindly confirm the FGMO wise volume.	Project is in initial phase and the requirement will be extended in future.
6	7	Clause 3 point 3	In the last three financial years i.e. 2018-19, 2019-20 and 2020-21, the Service Provider must have achieved minimum average annual financial turnover of Rs. 11 Crores from their records storage services rendered and should have positive net worth.	Bank has a huge volume and it is high Capex business so request you to increase the minimum average annual financial turnover to 100Cr to ensure the successful completion of project by the competent service providers.	Tender conditions holds good.



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7	7	Clause 4 point 3	The Service Provider must have / possess aggregate space of at least 2,00,000 sq. feet exclusively for storing records, spread across at least 15 locations PAN India within geographical boundary of Indian Bank's 14 FGM Centers as listed in Table / Annexure (Form 8). Each facility must range from a minimum of 7,000 sq. ft. to 10,000 sq. ft. or a minimum of 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)	We request you to consider 2,00,000 sq ft to 2,00,000cubic ft, as the record storage facilities are 25-40ft high so the standard measure of area is in cubic ft.	The storage area is clarified as cubic feet instead of square feet.
8	8	point 8	The Service Provider must have ISO 27001:2013 and ISO 9001:2015 certification for Data Security in Service Provider's name. Photocopy of the certificate must be furnished with the Technical Bid.	Request you to consider the applied for certificate and service provider should submit the final certificate before starting the services and consider it in marking sheet.	Maximum period of 120 days from the award of contract will be considered for those bidders who have applied for the certificates. However proof of having applied for the same to be submitted by the bidder during bid submission. Penalty of Rs.1.00 lac per month would be levied on the successful bidder by the Bank, until submission of certificate beyond the stipulated period of 120 days.
9	8	point 9	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.	The business is being executed in India so request you to not keep it as mandatory requirement and consider it in marking sheet.	Optional. Bank will consider the same in Marking System, if the bidder holds this certificate.
10	10		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.	Request you allow the size of Box as per the service provider's racking so that the bank gets the competitive per cft pricing by the technically qualified bidders.	The size of carton is arrived at considering the requirement of the Bank.
11	10		The bidder should have storage facility at all metro cities and major Class-'A' cities and must have their storage facility spread across atleast 14 locations PAN India within geographical boundary besides Chennai and Indian Bank's Offices as listed in Table / Annexure	Request you to reduce the locations to atleast 10 including Chennai across PAN India within geographical boundary of Indian Bank's Offices as listed in Table / Annexure	L1 bidder should have minimum of 08 locations in Bank's FGM span on standalone basis. Balance locations would be offered to L2 bidder at the price quoted by L1 bidder. The L1 or L2 should create infra groundup in the balance locations, within 04 months time from date of award of work.
12	Part 2, Price Bid, Pg 2	1	Initial fixed cost is including the transportation	Request you to please keep the transportation cost separate	Considering the request of bidders, it is decided to accept FREE of COST for upto 200 kms from FGMO centres and above 200 kms transportation cost on actuals for
13	Part 2, Price Bid, Pg 2	3, 4 and 5	Cost is to be quoted including transportation	Request you to please keep the transportation cost separate	Whether billing will be done at FGM or Corporate Office.
14				Whether billing will be done at FGM or Corporate Office.	Billing will be done at respective FGM centres only.
15				Template to be provided for indexing / cataloguing	Requirement will be discussed with successful bidder(s).
16				Fire resistant capacity of storage rack.	After deliberations, the condition is withdrawn but necessary fire prevention procedures, addressable fire alarm system with compatible smoke sensor, automated fire suppression system should be installed as in NBC / IS codes for fire safety.



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17				Vendors requested a time period of 7 working days for submission of bid after receipt of clarifications.	Considered.
18				Share the location list with address of 6000 branches across Pan India which would enable us to calculate the transportation cost.	Branches are located pan India. Details will be shared with successful bidder(s).
19				The strategic acquisition of OEC including the facilities, knowhow, manpower and customers etc., by Iron Mountain brings the synergies and the expertise to our business and therefore we request you to please consider the past experience of OEC while assessing the overall business experience of the organisation.	Details of such acquisition including retention of manpower, facilities and technical knowhow to be provided during tender submission. Bank's decision will be final and binding on the bidder, in this regard.
20	8	4.14 f	Fire protection system to include fire alarm system, very early smoke detection apparatus, and fire extinguishers in accordance with relevant standards should exist. The service provider's staff should be adequately trained in handling fire equipment.	VESDA (very early smoke detection apparatus) works in control environment while Record management uses open environment practice in across industry so this start giving wrong alarm in case of dust or human intervention for retrieval or refilling activity, VESDA normally used for server room or closed room, request Bank to keep conventional alarm system instead	Considering the explanation of the bidders, the condition is withdrawn but necessary standard fire prevention procedures, smoke detection equipments and other equipments are to be installed viz., conventional / addressable system without fail.
21	Pg No 10	5.4	Carton Design	Bank is interested for per cubic rate so request bank to provide Option to use services providers standard boxes too	With the presumption that the carton size / standard boxes of the bidder is larger than the specification mentioned by the Bank, Bank is positively inclined to this request of the bidder with a condition that the bidder calculates the cost based on the carton size specified by the Bank and as per the unit rate quoted by the bidder in the price bid.
22			Transportation	Request bank to define radius for picking the record and also provide transportation beyond the given limit	Considering the request of bidders, it is decided to modify as below : Upto 200 kms FREE of COST and above that transportation cost on actuals.
23			Inventory and Record Management Policy	Request bank to share RMS Policy for defining retention period in system	Bank will be share the details with the successful bidder(s).
24					Last Date and Time for Submission of Bid in Online Mode is extended upto 21.04.2022, 01.00 PM. Date of Opening of Technical (Part I) Bid & Conformity to Eligibility Criteria is extended to 21.04.2022, 01.30 PM.

All bidders are requested to download this document, affix their company seal and sign on the document and upload the signed document alongwith Technical Bid.



