



TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS



CANARA BANK  
ESTATE POLICY & CONTROL SECTION  
GENERAL ADMINISTRATION WING  
HEAD OFFICE  
BENGALURU

REQUEST FOR PROPOSAL (RFP)  
OF  
RECORD MANAGEMENT SERVICES FOR BANK RECORDS

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INDEX OF CONTENTS

Sl No.	Contents	Page No.
1.	Introduction	3
2.	Invitation to Bid	4
3.	Purpose of this RFP	6
4.	Submission of RFP response	7
5.	Notifications	10
6.	Disqualification	10
7.	Scope of work	10
8.	Pre-qualification criteria (Mandatory)	14
9.	Other requirements	14
10.	Bid Earnest Money (Refundable)	16
11.	Modification and/or withdrawal of bids	17
12.	Pre-bid meeting	17
13.	Bid opening and evaluation	17
14.	Preliminary Examination	18
15.	Bank's right to accept or reject any bid or all bids	18
16.	Signing of contract	18
17.	Termination of services	19
18.	Assignment and sub letting	20
19.	Audit requirements	20
20.	Technical bid evaluation criteria	20
21.	Evaluation criteria	21
22.	Payment terms	21
23.	Liquidated Damages	22
24.	Initial Security Deposit	22
25.	Bidders from a Country sharing land border with India	23
26.	Provisions for Micro & Small enterprises (MSEs)	25
27.	Integrity Pact	26
28.	Resolution of disputes	26
29.	Indemnity	27
30.	Non-Disclosure Agreement	27
31.	Force Majeure	28
32.	Description of Annexures & Forms	29





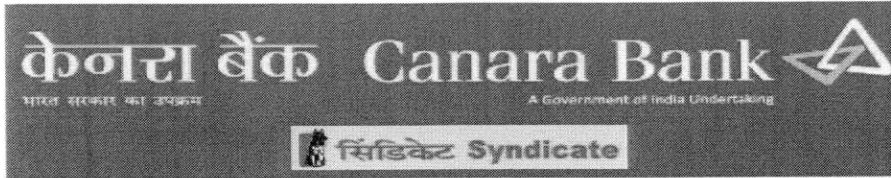
TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

1. INTRODUCTION

- 1.1 CANARA Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002 and among others is having General Administration Wing at 3rd Floor, Dwarkanath Bhavan, 29, K R Road, Bengaluru 560004. The Bank is having pan India presence of about 9700 Branches, 176 Regional Offices and 24 Circle Offices situated across the States and presence abroad. This Request for Proposal (RFP) is being issued for selection of Vendor (hereinafter referred to as the Bidder/ Vendor/Service Provider) for setting up/ providing Records Management Services for the Bank. The purpose of RFP is to invite proposals from experienced Service Providers of repute and credentials for providing the facility for the Bank at various centres. Interested Bidders are advised to go through the entire RFP document before submission of bids. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at Bank's sole discretion. This RFP seeks proposal from Bidders who have the necessary expertise, capability & experience to provide the proposed services adhering to Bank's requirements outlined in this RFP.
- 1.2 This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. 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 Bank, in the event of such circumstances being brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.
- 1.3 Important definitions / clarifications:
- "Bank" means Canara Bank (overseas operations / international, Indian subsidiaries, Associate Banks & Regional Rural Banks are excluded)
  - "Recipient", "Respondent" and "Bidder" means respondent to the RFP document.
  - "RFP" means this "Request for Proposal" 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





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

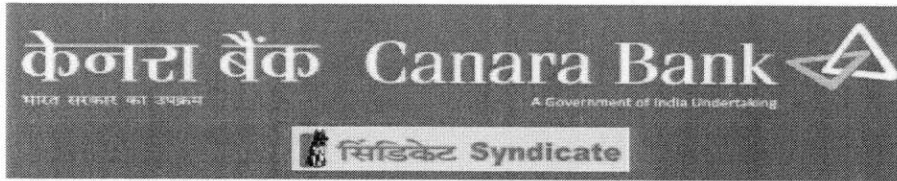
REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

2. INVITATION TO BID

- 2.1 This Request for Proposal document (“RFP document” or “RFP”) has been prepared solely for enabling the Bank in defining the requirements for implementation of Record Management Services for the 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 Bank and any successful Bidder as identified by the Bank after completion of selection process.
- 2.2 Interested Reputed firms/ Companies who are dealing in storing and retrieval of Ledgers/ Registers/ Files/Records across India and meeting the Eligibility Criteria stipulated in this RFP may respond.
- 2.3 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 Bank in relation to the provision of services. Neither Bank nor any of its directors, officers, employees, agents, 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.
- 2.4 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 / Public/ Private Limited Company, Partnership Firm/LLP and/or an Autonomous Institution approved by GOI.
- 2.5 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 Bank. 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.
- 2.6 Subject to any law to the contrary and to the maximum extent permitted by law, 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







TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

- 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 Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.
- 2.7 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, submission of documents (physically or electronically) etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Recipient / Respondent.
- 2.8 No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.
- 2.9 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.
- 2.10 Each Recipient acknowledges and accepts that the Bank may, at 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.
- 2.11 Each Recipient should notify the Bank of any error, fault, omission or discrepancy found in this RFP document, if any, during or before the pre-bid meeting.
- 2.12 The Recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document.
- 2.13 Tender document and related details can be downloaded free of cost from Canara Bank's website (<https://canarabank.com/tenders.aspx>) or Central Public Procurement (CPP) portal ([www.eprocure.gov.in](http://www.eprocure.gov.in)) or e-procurement portal [www.gerpegov.com/canarabank](http://www.gerpegov.com/canarabank) from 15.06.2023 till last date of submission.

For any queries regarding submission of the tender in e-procurement portal ([www.gerpegov.com/canarabank](http://www.gerpegov.com/canarabank)) kindly call or mail on the below mentioned details:





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

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E-mail ID: [sushmitha.b@antares.com](mailto:sushmitha.b@antares.com) / [helpdeskcanbank@gmail.com](mailto:helpdeskcanbank@gmail.com)

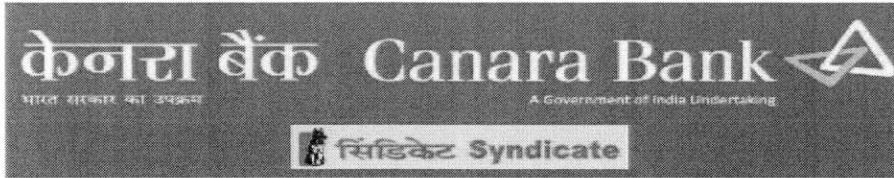
Mobile No : 951944383/ 8951944383

Antares Systems Limited

### 3. PURPOSE OF THIS RFP

- 3.1 The Bank intends to outsource the activity of storing and retrieval (Record Management) of non-current Records in Retail Asset Hubs, MSME Sulabhs, branches Pan India. The records outsourced should be protected in terms of Bank's documented policy on storage of old records and access to off-site record storage will be restricted to authorized person only, keeping in view the operational requirements of the Bank. This RFP is for outsourcing the activity of storing, retrieval and destruction (RECORD MANAGEMENT SERVICES) of non-current records held in Retail Asset Hubs, MSME Sulabhs, branches Pan India. Initially, the agencies shall be finalized for Record Management Services in 5 cities, viz., Bangalore, Chennai, Delhi, Kolkata and Mumbai. Subsequently, the same will be extended Pan India.
- 3.2 The purpose of RFP is to invite proposals from experienced Service Providers of repute and credentials for implementation of complete Record Management Services including inventory, packing and transporting the same to identified storage facility of the service provider.
- 3.3 The Vendor should ensure safe and secure upkeep of Records and documents of the Bank in good condition and retrieve the records as and when demanded by authorized person of the Bank in carton / box as per Bank's instructions. Record Storage Centre should have the facility of e-mail, Scanning Machines, Photocopiers, Racking system, Software for tracking of Cartons/Documents using Bar-Coding system, access control measures, CCTV surveillance system, Fire alarm, Fire Fighting equipment, transportation and man power for lifting the identified records / storing / retrieval from the identified locations / centres.
- 3.4 Technical and Indicative Price bid 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 Centre (hereinafter referred to as RSC) and have experience in implementation of enterprise DMS (software for tracking movement of files/ carton & its retrieval) platform.
- 3.5 The Service Providers should ensure safe and secure upkeep of the Records of Bank in good conditions, retrieval of records in electronic form or supply of original records/ scanned copies, as and when demanded by the Bank's officials in Retail Asset Hubs and MSME Sulabhs/any other offices Pan India





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

by authorized person of that location and destruction of non-current records / documents as per Bank’s instructions, etc. at RSC.

4. SUBMISSION OF RFP RESPONSE

4.1 Time Schedule

Table with 3 columns: Sl No, Description of activity, Time. Rows include: Issue of RFP document (15.06.2023), Pre-bid query submission by (20.06.2023), Pre-bid meeting (22.06.2023), Last date of submission of bids (06.07.2023 @ 03:00 PM), Opening of Technical Bids (06.07.2023 @ 03:30 PM), Opening of Financial Bids and Reverse auction (Will be informed to the qualified bidders).

Note: The dates mentioned above are tentative dates and the Bidder acknowledges that it cannot hold the Bank responsible for breach of any of the dates. In case any of the days are declared a holiday under Negotiable Instruments (NI) Act, the activity shall be carried out on next working day.

4.2 At any time prior to the deadline of submission of the Bids, the 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 Banks website. In order to allow prospective Bidders reasonable time on account of amendment, the Bank, at its discretion, may extend the deadline for a reasonable period.

4.3 Method of Submission of Bids:

4.3.1 The RFP response documents should be submitted online through e-procurement portal. The proposal should be prepared in English. The e-mail address and phone/fax numbers of the Bidder should also be indicated on the bid document. All correspondence will be in English. The Bid shall be typed 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 interlineation, erasure or overwriting shall be valid only if they are initialed by the person signing the Bids. The Bank reserves the right to reject the Bids not conforming to the above.

4.3.2 Bids are to be submitted online under two bids system (Technical Bid and Financial Bid) with Reverse Auction. All supporting documents in proof of satisfying the eligibility criteria shall be uploaded along with Technical Bid.



REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

- 4.3.3 The Technical and commercial/financial Bid shall be submitted as per the requirement of the Bank in prescribed formats.
- 4.3.4 The Technical Bid contains the following details:
- 4.3.4.1 EMD - NEFT/RTGS/IMPS/UPI/Account transfer to account given below  
Account No: 209272434  
Branch: Town Hall  
IFSC: CNRB0000413  
Or  
Details of Bank Guarantee
- 4.3.4.2 List of documents enclosed
- 4.3.4.3 Organization profile
- 4.3.4.4 All copies of certificates, documentary proofs, etc.
- 4.3.4.5 Declarations as per Annexure A and Annexure C
- 4.3.4.6 Proof of the experience
- 4.3.4.7 Details of infrastructural and other capabilities
- 4.3.4.8 Declaration / self-affidavit by the bidding firms as to their technical suitability
- 4.3.5 Technical bid should have no financial information. If technical proposal is found containing any commercial information, the bid will be summarily rejected.
- 4.3.6 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.
- 4.3.7 Price Bids containing any conditional offers will be rejected
- 4.3.8 Price Bids should be inclusive of professional fees and all costs to be incurred by the bidder in the discharge of this assignment.
- 4.3.9 Bids are to be quoted in Indian Rupees only
- 4.4 Any clarification shall be obtained from the following address.  
The General Manager  
Canara Bank  
Estate Policy and Control Section,  
General Administration Wing,  
Head Office Annexe  
Dwarakanath Bhavan, No: 29, K.R Road  
Basavanagudi, Bengaluru -560004  
[hoepc@canarabank.com](mailto:hoepc@canarabank.com)





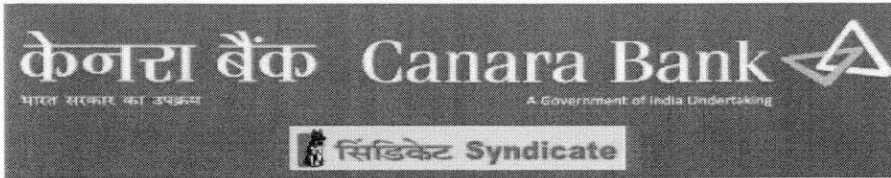
TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

- 4.5 All pre-bid queries should be sent to the mail ID: hoepc@canarabank.com.
- 4.6 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 Bank on the criteria specified, will not be considered for opening of Commercial Bid.
- 4.7 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 Bank. The Recipient shall be deemed to have licensed, and granted all rights to the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation.
- 4.8 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. The bidding documents submitted should be clear, unambiguous, legible and without any strikethrough/corrections. Failure to furnish all information required in the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- 4.9 RFP Validity Period: RFP responses, including the price quoted, will remain valid and open for evaluation for a period of at least three (3) months from the RFP closing date. In exceptional circumstances, the Bank may solicit the Bidder's consent to an extension of period of validity.
- 4.10 Requests for Information: Recipients are required to direct all communications for any clarification related to this RFP to the Bank official as mentioned under point 4.4 above. All queries relating to the RFP, technical or otherwise, must be either in writing or by email only and will be entertained by the Bank only in respect of the queries received up to the date of Pre-bid Meeting. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Recipients in the manner specified. However, the Bank will not answer any communication initiated by Respondents later than the date of Pre-bid Meeting. Bank may, at 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 Bank at its sole and absolute discretion deems that the originator of the







TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

## REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

query will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents in the pre-bid meeting. Bank may at its sole and absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closed, to improve or clarify any response.

### 5. NOTIFICATIONS

- 5.1 Bidders shall login Bank's website <https://canarabank.com/tenders.aspx> and e-procurement portal (<http://www.gerpegov.com/canarabank> ) for status of tender/ any updations or corrigendum issued if any from time to time. No individual notifications will be sent by Bank in this regard.

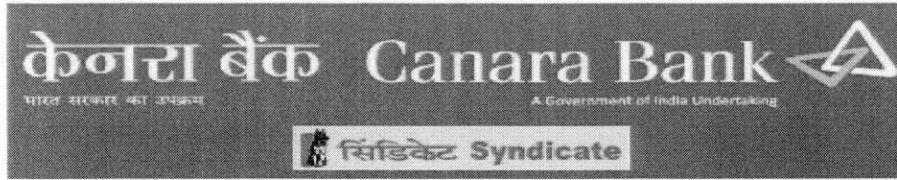
### 6. DISQUALIFICATION

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

### 7. SCOPE OF WORK

- 7.1 **COLLECTION:** The Service Provider will visit different RAHs, MSME Sulabhs and branches of the Bank for collection of records 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 boxes for packing should be provided by vendor at its cost. The Service Provider shall carryout related activities on the instructions of authorized person from Bank in writing/mail from Office ID.
- 7.2 **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 8 working days of the pickup. Bar coding should be tamper proof/ water proof.
- 7.3 **TRANSPORT:** The Service Provider will arrange lifting of records, as provided by authorized person, from the Bank's 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.
- 7.4 **STORAGE:** The Service Provider will provide facility satisfying the following minimum requirements:





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

- 7.4.1 The building/structures for storage facility should be a permanent construction with minimum of three feet plinth and RCC/Strong and Corrosion Resistance modern metal roofing and walls, specially designed to protect records from fire, theft, dust and having proper drainage provision.
- 7.4.2 No leakage from water pipes sprinklers, mechanical installations, roofs, drains, or any other source of water ingress.
- 7.4.3 Storage facilities must be locked and guarded 24 X 7. No unauthorized personnel can be allowed access to the 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.
- 7.4.4 CCTV monitoring of the area with recording for minimum 90 days is essential.
- 7.4.5 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 equipment.
- 7.4.6 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.
- 7.4.7 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.
- 7.4.8 Service Providers are required to use racking system of reputed company.
- 7.4.9 The Service Provider should comply to all National / State / Local Body Rules / Acts / Regulations and should possess all relevant certificate / registrations.
- 7.4.10 The storage cartons must be dust resistant with flaps or a lid forming a seal against airborne particles as per following specifications.
- 7.4.11 Carton design: 5 ply die-cut bottom minimum Size: 35cms x 32 cms x 26 cms with corresponding 3 ply die-cut top lid with tuck-in on the top on the width sides.
- 7.4.12 Board properties: Top minimum 180 GSM 24 BF paper and rest 140 GSM 20 BF.
- 7.4.13 The Service Provider is required to operate the facility of storage of Bank's records in accordance with local legislative requirement in



**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

respect of health and safety legislation, employment law, fire safety law, relevant building codes.

- 7.4.14 The Records Storage Centre Premises where Bank’s Records are to be kept, should be certified by a competent engineer / firm on the Structural Stability aspects and capacity to carry the proposed weight of records.
- 7.4.15 The Bank’s representative/ security official reserves the right to inspect the storage facility to confirm compliance at any time.
- 7.4.16 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.

**7.5 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 Bank. Retrieval shall mean delivery of document from STORAGE FACILITY to the Bank’s office. The Service Provider will provide retrieval satisfying the following minimum requirements:

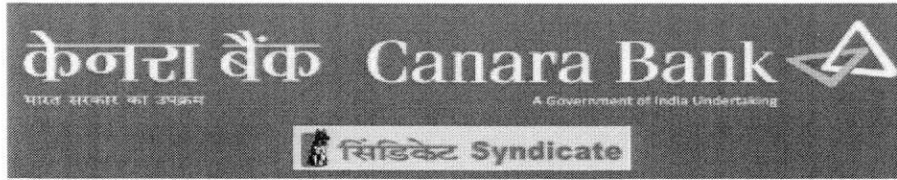
- 7.5.1 Retrieval should be done on request from an authorized official only.
- 7.5.2 Retrieval should be done within specified TAT.

Nature of Retrievals	Turn-Around-Time (TAT)
Ordinary Retrievals	All requests by e-mail received by 11:00 am, will be delivered in T+2 working day.
Emergency Retrievals	All requests by e-mail received by 11.00 am will be delivered in T+1 working day. (A maximum request of 25 files shall be entertained at one time.)

**7.6 REPORTS:** The Service Provider is required to provide the location wise reports as per Bank’s requirement and periodicity to the designated offices.

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





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

- 7.7 RETENTION OF RECORDS: The Service Provider will retain and maintain the records as per Document handling and retention policy of the Bank which shall be provided by the Bank.
- 7.8 DESTRUCTION/ PERMANENT RETRIEVAL
- 7.8.1 In the beginning of each quarter (January, April, July, October), Bank will share the List of records, which have outlived their retention period in terms of Document handling and retention policy and inform the service provider in writing for destruction.
- 7.8.2 Unless there are instructions to the contrary, records meant for destruction will be shredded in the presence of authorized officials of Bank.
- 7.8.3 Mode, date of destruction and details of Bank's authority will be recorded in the system, against each relevant item.
- 7.8.4 The Service Provider will arrange for transport, labour and other necessary support to send the records to chemical furnace or paper mill, for burning or converting into pulp.
- 7.8.5 The price received on disposal of the record shall be remitted to Bank by the service provider.
- 7.9 AUDIT: There should be computerized facility to track record while it is away from the original storage area. Movement of records should adhere to the policy defined by the Bank. There shall be periodic internal / external audits to ensure that all processes are performed as per policy defined and required by the Bank. Selected Bidder shall provide the facility for third party audit / audit by RBI or its representative as and when required. The system will maintain an audit trail of all relevant events and actions performed:
- 7.9.1 Records added per day / week / fortnight / month.
- 7.9.2 Records edited / updated / deleted per day / week / fortnight / month.
- 7.9.3 Failed transactions or unauthorized access or disapproved records on the basis of quality, etc.
- 7.9.4 Tracking the physical movement of the documents collected from the source to the final destination point.
- 7.10 TIMELINE: The contract will be for a period of six years (3+3 years). Bank expects the selected Bidder to start the work immediately on signing of the agreement. Bank retains the right to extend the services of the selected Bidder for additional period of 3 years after the six year period at its sole discretion at same commercial terms, as finalized in the contract / agreement







TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

to be entered with the selected Bidder or at fresh terms to be mutually agreed upon after the initial contract period.

**8. PRE-QUALIFICATION CRITERIA (MANDATORY)**

(The service provider shall submit the relevant documents in proof of satisfying each of the below mentioned criteria)

Bidder must meet following pre-qualification criteria in their Technical Bid to get qualify in the 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 3 years of experience as on 31.12.2022, in managing comprehensive Record Management Service including cataloging, transportation, and storing in India.
3. The service provider should have rendered Record Management services of any one of the following during last 5 years as on 31/12/2022 :
  - a) At least Rs 33 crores each from 3 similar contracts
  - b) At least Rs 42 crores each from 2 similar contracts
  - c) At least Rs 66 crores each from 1 similar contract
4. The service provider must be servicing at least 3 PSUs/Govt.
5. In the last three financial years i.e. 2019-20 to 2021-22, the Service Provider must have achieved minimum average annual financial turnover of Rs.15 Crores from their record storage services rendered. The net worth as on 31.03.2022 should be positive and should have not eroded by more than 30% in the last three years, ending 31.03.2022. The Service Providers shall submit audited annual accounts of all three years in respect of this requirement.
6. The borrowal accounts of service providers should not be non-performing assets (NPAs) as on 31.12.2022. Service provider should submit a Certificate from their respective Bankers.

**9. OTHER REQUIREMENTS**

- 9.1 Service Providers should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Tendering Authority. There should have been no past history of damage to records at facilities at identified storage







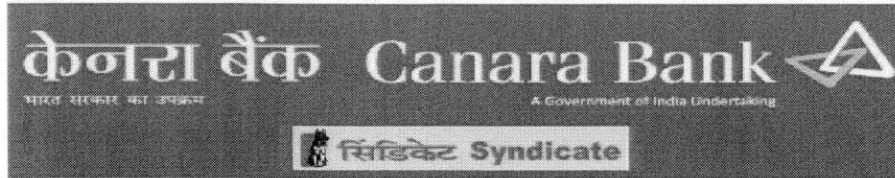
TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

locations due to FIRE & FLOOD. A Self-declaration Certificate should be enclosed in this regard (Form 4).

- 9.2 The service provider must have storage capacity exclusively for storing records, spread across at least 15 locations PAN India within geographical boundary of Bank's 24 Circle offices. Each facility must be minimum 10,000 sq. ft. or at least 40,000 cft. storage capacity with provision to allot required storage space for Bank's records when required. They also must have adequate scalability in storage space in the locations over the period for added records in addition to creation of storage facility as per Bank's requirement wherever not available presently.
- 9.3 At the time of applying for this tender, the bidder should invariably have storage facility at all 5 major cities viz., Bangalore, Chennai, Delhi, Kolkata and Mumbai.
- 9.4 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.
- 9.5 The Service Provider should comply to all National / State / Local Body Rules / Acts / Regulations and should possess all relevant certificate / registrations (like ESIC, PF registration, Labour License, if required). Photocopies of relevant registrations / license must be furnished with the Technical Bid.
- 9.6 Service Provider must certify that proper Shops & Establishment licenses are acquired and able to produce whenever required by the Bank. Photocopies of valid registrations and license must be furnished with the Technical Bid.
- 9.7 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.
- 9.8 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.
- 9.9 The Service Provider must have International certification/affiliation/ Membership from Professional Records & Information Services Management (PRISM) / i-Sigma for record management. Photocopy of the registration must be furnished with the Technical Bid.
- 9.10 The building/structures for storage facility should be a permanent construction with minimum of three feet plinth with RCC/ Strong and Corrosion Resistance modern metal roofing, specially designed to protect





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

Bank's records from fire, theft, dust and having proper drainage provision (Form 7).

- 9.11 The Records Storage Centre Premises where 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).
- 9.12 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).
- 9.13 CCTV monitoring of the area with recording for minimum 90 days is essential (Form 7).
- 9.14 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 equipment (Form 7).
- 9.15 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).

**10. BID EARNEST MONEY (REFUNDABLE)**

- 10.1 Bid Earnest Money of Rs.15.00 lakh (Rupees Fifteen Lakhs only) (REFUNDABLE), in the form of NEFT/RTGS/IMPS/UPI/Account transfer (Account details mentioned in Clause No.4.3.4.1). Proof of which must be submitted along with the Technical offer. This amount will be forfeited if the service provider refuses to accept the work order or having accepted the work order, fails to carry out his obligations mentioned therein. EMD can also be submitted in form of Bank Guarantee (as per Form 11) issued by scheduled commercial Bank other than Canara Bank. 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 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.
- 10.2 **FORFEITURE OF EARNEST MONEY:** The EMD will be forfeited on account of one or more of the following reasons:





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

## REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

- 10.2.1 The Service Provider withdraws or modifies the offer after opening of bid but before acceptance of bid.
- 10.2.2 When the Service Provider does not execute the agreement if any, prescribed within the specified time.
- 10.2.3 When the Service Provider does not deposit the security money/performance Bank guarantee after the work order is given within a prescribed time period.
- 10.2.4 When the Service Provider fails to commence the work as per work order within the time prescribed.
- 10.3 In case of un-successful Service Providers, EMD will be released after completion of tendering process.

## 11. MODIFICATION AND/OR WITHDRAWAL OF BIDS

- 11.1 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.

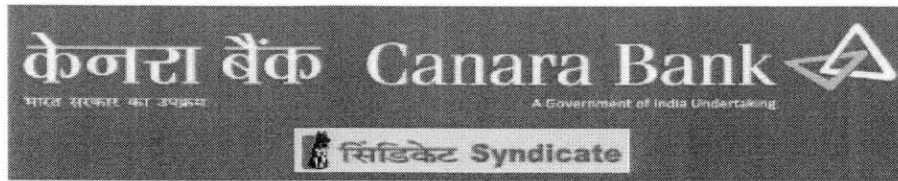
## 12. PRE-BID MEETING

- 12.1 A pre-bid meeting will be held at 3:00 PM on 22.06.2023 at Estate Policy and Control Section, General Administration Wing, Head Office Annexe, Dwarakanath Bhavan, No: 29, K.R Road, Basavanagudi, Bengaluru -560004.

## 13. BID OPENING AND EVALUATION

- 13.1 The Bank shall open the bids in on-line mode as per the time schedule furnished elsewhere in this document.
- 13.2 In the event of the specified date of bid opening being declared a holiday, the bids shall be opened at the appointed time and place on next working day.
- 13.3 The commercial bid shall be opened on-line, who qualifies as per the technical and other qualification criteria. Date of opening shall be indicated to qualified bidders after finalizing the technical eligibility.
- 13.4 Based on the commercial bid opening, start price shall be fixed and reverse auction shall be conducted amongst the technically qualified bidders. Business rules for reverse auction will be intimated to technically qualified bidders





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

## REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

after completion of technical evaluation. Successful bidder shall be arrived based on reverse auction.

### 14. PRELIMINARY EXAMINATION

- 14.1 The 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.
- 14.2 The Bank will reject the bid determined as not substantially responsive.
- 14.3 The 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.
- 14.4 Any effort by Service Provider to influence the 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. Bank's decision will be final and without prejudice and will be binding on all parties.

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

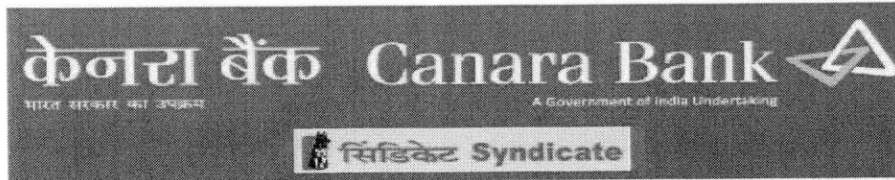
- 15.1 The Bank reserves the right to accept or reject any bid and annul the bidding process or cancel the RFP process at its sole discretion and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Service Provider or Service Providers or any obligation to inform the affected Service Provider or Service Providers of the ground for the Bank's action. Bank reserves the right to select more than one Service Provider keeping in view its large requirements.

### 16. SIGNING OF CONTRACT

- 16.1 The successful Service Provider(s) shall be required to enter into a contract with Bank, within 10 days of issuing the Work order. The contract will be valid for three years initially, with further extension for another three year period, unless terminated by the Bank before that date. The contract could also be renewed for further terms with mutual consent.
- 16.2 The Service Provider(s) will be liable for damage, loss incurred by the Bank due to the misconduct, non-performance, breach of duties and obligations,







TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

## REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

negligence, fraud willful default or omission on the part of the Service Provider(s) subject to limitation of liability to the extent of contract value.

- 16.3 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, flood, any government action or intervention and sudden change in political situation, strike or labour dispute and/or any other situations, causes or contingencies beyond its reasonable control.

## 17. TERMINATION OF SERVICES

- 17.1 Bank may decide to give the contract to other Service Provider after the expiry of the contractual period, or if the contract is terminated for any reason. In such a scenario, Service Provider has to hand over all the Bank's records to the respective branches/offices or to the new Service Provider (as the case may be) at the location of branch/office/new service provider, without any extra cost.
- 17.2 The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of not less than 30 (thirty) days sent to the Vendor, may terminate the Contract in whole or in part:
- If the Vendor fails to deliver any or all of the Products and Services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or
  - If the vendor fails to perform any other obligation(s) under the contract; or
  - Laxity in adherence to standards laid down by the Bank; or
  - Discrepancies/deviations in the agreed processes and/or products; or
  - Violations of terms and conditions stipulated in this RFP.
  - For inconvenience or in the interest of the Bank.
- 17.3 In the event the Bank terminates the Contract in whole or in part for the breaches attributable to the Vendor, the Bank may procure, upon such terms and in such manner as it deems appropriate, Products and Services similar to those undelivered, and the vendor shall be liable to the Bank for any increase in cost for such similar Products and/or Services. However, the Vendor shall continue performance of the Contract to the extent not terminated.





**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

- 17.4 If the contract is terminated under any termination clause, the vendor shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Bank.
- 17.5 If the contract is terminated under any of the above said clause, Bank reserves the right to invoke Performance Bank Guarantee either in partial or full. This right of the Bank shall be without prejudice to any other remedy available to the bank for breach of Contract
- 17.6 During the transition, the vendor shall also support the Bank on technical queries/support on process implementation or in case of software provision for future upgrades.
- 17.7 The Bank's right to terminate the Contract will be in addition to the penalties /liquidated damages and other actions as deemed fit.

**18. 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 Bank's prior written consent.

**19. AUDIT REQUIREMENTS**

Selected bidder shall make the facility and the documents for inspection available by the internal/external auditors of the Bank.

**20. TECHNICAL BID EVALUATION CRITERIA**

- 20.1 The Bank shall constitute an Evaluation Committee (EC), which shall carry out the entire evaluation process.
- 20.2 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 Bank's Evaluation Committee (EC) will visit one or more Records Storage centers of pre-qualified Service Providers to verify these criteria.



TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

**21. EVALUATION CRITERIA**

- 21.1 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. Bank, at its sole discretion, may modify / increase / decrease the cut-off score of 80.
- 21.2 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. 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. Bank, at its sole and absolute discretion, may split the work state-wise /based on Circle Office Centers or Regional Office Centers or based on any other condition as deemed fit. Bank will have right to re-fix the percentage of sharing among L1, L2 & L3.

**22. PAYMENT TERMS**

- 22.1 The Bank will release the payments from Circle / Regional Office within a period of 15 days from the date of receipt of invoice. Any dispute regarding the relevant invoice will be communicated in writing to the Service Provider within 15 days from the date of receipt of the relevant invoice. After the dispute is resolved, Bank will make payment within 15 days from the date of dispute stands resolved. If no dispute is informed in the period aforesaid, the invoice shall stand approved by the Bank.
- 22.2 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 Bank 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 expenses for the same will be charged to the Bank on mutually agreed rates.
- 22.3 Tax Deduction at Source (TDS) will be deducted as per bank's norms & Income Tax rules in force.



**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

**23. LIQUIDATED DAMAGES**

23.1 Turn Around Time (TAT) to be maintained at all the time else will attract a penalty as mentioned as below.

**Ordinary Retrievals**

Condition	Penalty
More than or equal to 95% of the total retrievals in a month as per TAT	NIL
Less than 95% of the total retrievals in a month as per TAT	10% of the retrievals billing of the month

**Emergency Retrievals**

Condition	Penalty
More than or equal to 95% of the total retrievals in a month as per TAT	Nil
Less than 95% of the total retrievals in a month as per TAT	15% of the retrievals billing of the month

23.2 Penalty on loss of documents on account of fire/ flood or other such eventualities Bank may levy a penalty to the extent of 10% of Total Cost of Ownership on loss of documents on account of fire/ flood or other such eventualities.

23.3 In case the service provider fails to provide services as per requirement of the Bank, the Bank shall without prejudice to its other remedies under the contract forfeit the initial Security Deposit either in part of full.

**24. INITIAL SECURITY DEPOSIT/BANK GUARANTEE**

24.1 The successful bidder requires furnishing Guarantee equivalent to 10% of the estimated total fixed cost plus annual recurring cost, issued by a scheduled commercial in favour of Bank. This will be reviewed annually and Guarantee amount will be decided accordingly. The Guarantee may be submitted in the form of amount credited to Bank's account (as per details given for submission of EMD) or as performance Bank Guarantee issued by a Commercial Bank other than Canara Bank.

24.2 In the event the successful bidder fails to accept the rate/ execute work in the initial phase ( 5 centers) or subsequent phase, i.e. expansion in Pan India





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

centres, the Performance Bank Guarantee is liable to be forfeited to the extent of non-acceptance/ non- execution of works.

**25. BIDDERS FROM A COUNTRY SHARING LAND BORDER WITH INDIA**

**25.1 Requirement of registration**

25.1.1 Any bidder from a country which shares a land border with India will be eligible to bid only if the bidder is registered with the Competent Authority, as per the details laid down by Department for Promotion of Industry and Internal Trade, Ministry of Commerce and Industry.

25.1.2 This shall not apply to cases falling under para 25.7 below.

**25.2 Definitions**

25.2.1 "Bidder from a country which shares a land border with India" means

25.2.1.1 An entity incorporated, established or registered in such a country; or

25.2.1.2 A subsidiary of an entity incorporated, established or registered in such a country; or

25.2.1.3 An entity substantially controlled through entities incorporated, established or registered in such a country; or

25.2.1.4 An entity whose beneficial owner is situated in such a country; or

25.2.1.5 An Indian (or other) agent of such an entity; or

25.2.1.6 A natural person who is a citizen of such a country; or

25.2.1.7 A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

25.3 Beneficial owner for the purposes of point 25.2.1.4 will be as under:

25.3.1 In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

25.3.2 In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;



**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

25.3.3 In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

25.3.4 Where no natural person is identified under 25.3.1 or 25.3.2 or 25.3.3 above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

**25.4 Sub-contracting in works contracts**

25.4.1 In works contracts, including turnkey contracts, contractors shall not be allowed to subcontract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority. The definition of “contractor from a country which shares a land border with India” shall be as in paragraph 25.2.1 above.

**25.5 Certificate regarding compliance**

25.5.1 A certificate shall be submitted by the bidder regarding their compliance with the Clause No.25 above as per Annexure-A. If such certificate given by a bidder whose bid is accepted is found to be false, this would be a ground for immediate termination and further legal action in accordance with law.

**25.6 Validity of registration**

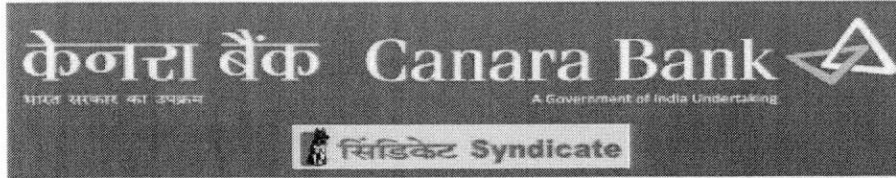
25.6.1 The registration should be valid at the time of submission of bids and at the time of acceptance of bids. If the bidder was validly registered at the time of acceptance / placement of order, registration shall not be a relevant consideration during contract execution.

**25.7 Special Cases [In reference to para 25.1.2 above]**

25.7.1 The Clause 25 will not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects.

25.7.2 A bidder is permitted to procure raw material, components, sub-assemblies etc. from the vendors from countries which shares a land border with India. Such vendors will not be required to be registered with the Competent Authority, as it is not regarded as “sub-contracting”. However, in case a bidder has proposed to supply





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

finished goods procured directly/ indirectly from the vendors from the countries sharing land border with India, such vendor will be required to be registered with the Competent Authority.

25.8 Bidder shall submit a declaration as per Annexure - A of this RFP

**26. PROVISIONS FOR MICRO & SMALL ENTERPRISES (MSEs):-**

- 26.1 This clause apply to MSEs registered with District Industries Centres or Khadi Village Industries Commission or Khadi & Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts & Handlooms or any other body specified by Ministry of Micro, Small & Medium Enterprises.
- 26.2 MSEs participating in this RFP and qualified for opening price bid, quoting price within price band of L1+15% shall also be placed with order for a portion of requirement by bringing down their price to L1 in a situation where L1 price is from someone other than a MSE & such MSE shall be allowed up to 25% of RFP quantity. In case there are more than one MSE, order shall be shared proportionately.
- 26.3 Within this 25% (Twenty-Five Percent) quantity, a purchase preference of four (4) per cent is reserved for MSEs owned by Scheduled Caste (SC)/ Scheduled Tribe (ST) entrepreneurs and three (3) percent is reserved for MSEs owned by women entrepreneur (if they participate in the tender process and match the L1 price). However, in event of failure of such MSEs to participate in tender process or meet tender requirements and L1 price, four percent sub-target for procurement earmarked for MSEs owned by SC/ST entrepreneurs and three (3) percent earmarked to women entrepreneur will be met from other MSEs. MSEs would be treated as owned by SC/ ST entrepreneurs:
- 26.3.1 In case of proprietary MSE, proprietor(s) shall be SC /ST;
- 26.3.2 In case of partnership MSE, the SC/ ST partners shall be holding at least 51% (fifty-one percent) shares in the unit;
- 26.3.3 In case of Private Limited Companies, at least 51% (fifty-one percent) share shall be held by SC/ ST promoters.
- 26.4 If subcontract is given to MSEs, it will be considered as procurement from MSEs.
- 26.5 MSEs are also exempted from paying EMD. For getting the benefits, MSE firm shall submit relevant documents such as valid MSE registration certificates as per clause 26.1.





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

27. INTEGRITY PACT

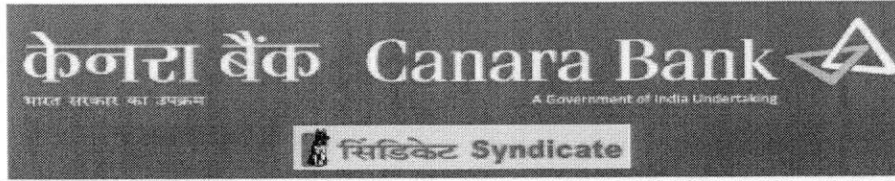
- 27.1 The pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons / officials of both sides, not to resort to any corrupt practices in any aspect / stage of the contract.
27.2 The bidders are required to execute "Integrity Pact" as specified in Annexure B, on requisite non judicial stamp paper, at the time of submission of the bid. The amount of stamp paper shall be as per the applicable law and based on the place of execution of documents. Copy of signed Integrity Pact should be attached with the Technical Bid.
27.3 Only those tenderers, who commit themselves to the above pact with the Bank shall be considered eligible to participate in the tendering process. Those Bids which are not containing the above pact are liable for rejection. Integrity pact shall be signed by the person who is authorized to sign the Bid.
27.4 Name and details of Independent External Monitor (IEM) identified for this Tender / RFP are as below:

Table with 2 columns: Name, E mail details. Rows include Sri. Rakesh Jain, IA & AS (Retd.) and Sri. D R S Chaudhary.

28. RESOLUTION OF DISPUTES

- 28.1 Canara Bank and the selected bidder shall make every effort at the earliest to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Canara Bank and the bidder are unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration. The arbitration tribunal shall consist of sole arbitrator mutually agreed by the parties. The arbitration shall be concluded in English and a written order shall be prepared. The Arbitration and Reconciliation Act 1996 as amended from time to time shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be Bengaluru. In case if the parties fail to arrive at consensus regarding appointment of sole arbitrator within 30 days of notice of such dispute, parties may approach court of competent jurisdiction at Bengaluru for resolving such dispute.
28.2 The Service Provider shall continue work under the contract during the arbitration proceedings unless otherwise directed in writing by the 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.





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

**29. INDEMNITY**

29.1 The selected bidder shall keep and hold the Bank indemnified and harmless from time to time and at all times against all actions, proceedings, claims, suits, liabilities(including statutory liability), penalties, demands, charges, costs (including legal costs) and expenses, damages, losses and any other expenses which may be caused to or suffered by or made or taken against the Bank arising out of:

29.1.1 The breach, default or non-performance of undertakings, warranties, covenants or obligations of the RFP/ contract including Non Disclosure Agreement by the bidder;

29.1.2 Any contravention or Non compliance with any applicable laws, regulations, rules, statutory or legal requirements by the bidder;

29.2 The selected bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of services provided by them.

29.2.1 All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.

29.2.2 The limits specified in the above said clause shall not apply to claims made by the Bank/third parties in case of infringement of Intellectual property rights or for claims relating to the loss or damage to real property and tangible personal property and for bodily injury or death and in these cases the liability will be unlimited.

29.2.3 All Employees engaged by the Bidder shall be in sole employment of the bidder and the bidder shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall the Bank be liable for any payment or claim or compensation (including but not limited to compensation on account of injury / death / termination) of any nature to the employees and personnel of the bidder.

**30. Non Disclosure Agreement**

Bidder shall execute duly stamped Non Disclosure Agreement in favour of Bank as per Annexure - C of this RFP





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

**31. FORCE MAJEURE:**

- 31.1 VENDOR/ SERVICE PROVIDER shall not be liable for default or non-performance of the obligations under the Contract, if such default or non-performance of the obligations under this Contract is caused by any reason or circumstances or occurrences beyond the control of VENDOR/ SERVICE PROVIDER, i.e. Force Majeure.
- 31.2 For the purpose of this clause, “Force Majeure” shall mean an event beyond the control of the VENDOR/ SERVICE PROVIDER, due to or as a result of or caused by acts of God, wars, insurrections, riots and earth quake, Government policies or events not foreseeable but does not include any fault or negligence or carelessness on the part of the VENDOR/ SERVICE PROVIDER, resulting in such a situation.
- 31.3 In the event of any such intervening Force Majeure, VENDOR/ SERVICE PROVIDER shall notify the Bank in writing of such circumstances and the cause thereof immediately within seven days. Unless otherwise directed by the Bank, VENDOR/ SERVICE PROVIDER shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.
- 31.4 In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and VENDOR/ SERVICE PROVIDER shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of the Bank shall be final and binding on the VENDOR/ SERVICE PROVIDER.







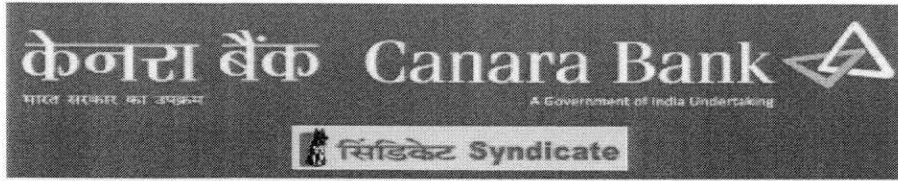
TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

**Description of Annexures & Forms**

Sl No.	Contents	Page No.
1.	Annexure A: Declaration on Bidders from a Country sharing land border with India	30
2.	Annexure B: Pre contract Integrity Pact format	31
3.	Annexure C: Non-Disclosure Agreement format	39
4.	Annexure D: Checklist of documents to be uploaded	41
5.	Form 1: Format of Service Provider's Proposal Letter	42
6.	Form 2: Format of Service Provider's Authorization Certificate	43
7.	Form 3: Format of Technical Bid	44
8.	Form 4: Format of Self Declaration	47
9.	Form 5: Format of Certificate of Conformity	48
10.	Form 6: Format of Financial Details as per Audited Accounts	49
11.	Form 7: Format of Marking Scheme	50
12.	Form 8: Bank's List of Locations	52
13.	Form 9: Format of Indicative Price Bid	53
14.	Form 10: Circle-wise Volume of files proposed to be shifted to storage facility during three year period	56
15.	Form 11: Bank Guarantee Format for Earnest Money Deposit	58
16.	Form 12: Affidavit for Creation of Additional Space in the existing storage location/ Creation of new storage facility	60





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

Annexure - A

CERTIFICATE

I have read the clause regarding restrictions for participation in this RFP by a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered.

Authorised signature of the Bidder  
With details and seal





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

ANNEXURE - B

PRE CONTRACT INTEGRITY PACT

1. GENERAL

1.1. This pre-bid contract Agreement (herein after called the Integrity Pact) is made On \_\_\_\_\_ Day \_\_\_\_\_ (of the month) 20 \_\_\_\_\_, between, the Canara Bank, a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970 having its Head office at 112, J.C. Road, Bengaluru 560 002, with branches spread over India and abroad (hereinafter referred to as BUYER which expression shall include its successors and assigns) acting through Shri. \_\_\_\_\_, (Designation of the officer) representing \_\_\_\_\_, of the BUYER, of the FIRST PART

AND

M/s. \_\_\_\_\_ represented by Shri. \_\_\_\_\_ Chief Executive Officer/Authorized Signatory (hereinafter called the "BIDDER/SERVICE PROVIDER", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns), of the SECOND PART

1.2. WHEREAS the BUYER proposes to engage the services and the BIDDER/SERVICE PROVIDER is willing to offer/has offered the services and

1.3. WHEREAS the BIDDER/SERVICE PROVIDER is a private company/ public company/Government undertaking/ partnership/ LLP/service provider, duly constituted in accordance with the relevant law governing its formation/incorporation/constitution and the BUYER is a body corporate constituted under Banking Companies (Acquisition and transfer of undertakings), Act 1970.

1.4. WHEREAS the BIDDER/SERVICE PROVIDER has clearly understood that the signing of this agreement is an essential pre-requisite for participation in the bidding process in respect of Services proposed to be procured by the BUYER and also understood that this agreement would be effective from the stage of invitation of bids till the complete execution of the agreement and beyond as provided in clause 13 and the breach of this agreement detected or found at any stage of the procurement process shall result into rejection of the bid and cancellation of contract rendering BIDDER/SERVICE PROVIDER liable for damages and replacement costs incurred by the BUYER.

2. NOW, THEREFORE, the BUYER and the BIDDER/SERVICE PROVIDER agree to enter into this pre-contract integrity agreement, hereinafter referred to as Integrity Pact, which shall form part and parcel of RFP as also the contract agreement if contracted with BIDDER, in the event that the BIDDER turns out to be successful bidder, and it is intended through this agreement to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the Contract to be entered into with a view to:-





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

## REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

2.1. Enabling the BUYER to obtain the desired Service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

2.2. Enabling BIDDER/SERVICE PROVIDER to refrain from bribing or indulging in any corrupt practices in order to secure the contract, by providing assurance to them that the BUYER shall not be influenced in any way by the bribery or corrupt practices emanating from or resorted to by their competitors and that all procurements shall be free from any blemish or stain of corruption and the BUYER stays committed to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this integrity Pact and agree as follows:

### COMMITMENTS OF THE BUYER

The BUYER commits itself to the following:-

3.1. The BUYER represents that all officials of the BUYER, connected whether directly or indirectly with the procurement process are duty bound by rules and regulations governing their service terms and conditions not to demand, take promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER/SERVICE PROVIDER either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

3.2. The BUYER will, during the pre-contract stage, treat all BIDDERS/ SERVICE PROVIDERS alike, and will provide to all BIDDERS/ SERVICE PROVIDERS the same information and will not provide any such information to any particular BIDDER/SERVICE PROVIDER which could afford an advantage to that particular BIDDER/SERVICE PROVIDER in comparison to the other BIDDER/SERVICE PROVIDERS.

3.3. The BUYER shall report to the appropriate Government Regulators/Authorities any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach, as and when the same is considered necessary to comply with the law in force in this regard.

In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER/SERVICE PROVIDER to the BUYER with the full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by the BUYER, the proceedings under the contract would not be stalled

### 4. COMMITMENTS OF BIDDER/SERVICE PROVIDERS

32 | Page

CANARA BANK, ESTATE POLICY & CONTROL SECTION, GENERAL ADMINISTRATION WING, HEAD OFFICE, BENGALURU







TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

The BIDDER/SERVICE PROVIDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

4.1. The BIDDER/SERVICE PROVIDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

4.2. The BIDDER/SERVICE PROVIDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage, or inducement to any official of the BUYER or otherwise for procuring the Contract or for forbearing to do or for having done any act in relation to the obtaining or execution of the contract or any other contract with the BUYER or for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the BUYER.

4.3. The BIDDER/SERVICE PROVIDER further confirms and declares to the BUYER that the BIDDER/SERVICE PROVIDER is the Authorized / approved Service Provider having necessary authorizations, intellectual property rights and approvals from the intellectual property right owners of such materials/services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER/SERVICE PROVIDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

4.4. The BIDDER/SERVICE PROVIDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payment he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

4.5. The BIDDER/SERVICE PROVIDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

4.6. The BIDDER/SERVICE PROVIDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities emanating from other competitors or from anyone else.



**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

4.7. The BIDDER/SERVICE PROVIDER shall not use improperly, for purpose of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposal and business details, including information contained in any electronic data carrier. The BIDDER/SERVICE PROVIDER also undertakes to exercise due and adequate care lest any such information is divulged.

4.8. The BIDDER/SERVICE PROVIDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

4.9. The BIDDER/SERVICE PROVIDER shall not instigate or cause to instigate any third person to commit any of the acts mentioned above.

**5. PREVIOUS TRANSGRESSION**

5.1 The BIDDER/SERVICE PROVIDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Bank, Public Sector Enterprise/Undertaking in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

5.2. If the BIDDER/SERVICE PROVIDER makes incorrect statement on this subject, BIDDER/SERVICE PROVIDER can be disqualified from the tender/bid process or the contract, if already awarded, can be terminated for such reason.

**6. EARNEST MONEY (SECURITY DEPOSIT)**

6.1. Every BIDDER/SERVICE PROVIDER while submitting commercial bid, shall deposit an amount, if specified in RFP/Tender Documents as Earnest Money/Security, Deposit, with the BUYER through any of the instruments as detailed in the tender documents.

6.2. The Earnest Money/Security Deposit shall be valid for a period till the complete conclusion of the contractual obligations or for such period as mentioned in RFP/Contract, including warranty period, whichever is later to the complete satisfaction of BUYER.

6.3. In the case of successful BIDDER/SELLER/CONTRACTOR/SERVICE PROVIDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

6.4. No interest shall be payable by the BUYER to the BIDDER/SERVICE PROVIDER on Earnest Money/Security Deposit for the period of its currency.

**7. SANCTIONS FOR VIOLATIONS**

7.1. Any breach of the provisions herein contained by the BIDDER/SERVICE PROVIDER or any one employed by it or acting on its behalf (whether with or without the



TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

knowledge of the BIDDER/SERVICE PROVIDER shall entitle the BUYER to take all or any one of the following actions, wherever required:

(i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER/SERVICE PROVIDER. However, the proceedings with the other BIDDER/SERVICE PROVIDER(s) would continue.

(ii) To forfeit fully or partially the Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) if any, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

(iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER / SERVICE PROVIDER.

(iv) To recover all sums already paid by the BUYER, and in case of the Indian BIDDER/SERVICE PROVIDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of (Name of the Bank/Financial Institution) while in case of a BIDDER/SERVICE PROVIDER from a country other than India with Interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER/ SERVICE PROVIDER from the BUYER in connection with any other contract such outstanding payment could also be utilized to recover the aforesaid sum and interest. The BUYER shall also be entitled to recover the replacement costs from BIDDER/SERVICE PROVIDER.

(v) To encash the advance Bank guarantee and performance bond/warranty bond, if furnished by the BIDDER/SERVICE PROVIDER, in order to recover the payments, already made by the BUYER, along with interest.

(vi) To cancel all or any other contracts with the BIDDER/SERVICE PROVIDER and the BIDDER/SERVICE PROVIDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER / SERVICE PROVIDER.

(vii) To debar the BIDDER/SERVICE PROVIDER from participating in future bidding processes of the BUYER for a minimum period of five years, which may be further extended at the discretion of the BUYER.

(viii) To recover all sums paid in violation of this Pact by BIDDER/SERVICE PROVIDER(s) to any middlemen or agent or broker with a view to securing the contract.

(ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER/SERVICE PROVIDER, the same shall not be opened.

(x) Forfeiture of The Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.



**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

(xi) The BIDDER/SERVICE PROVIDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER, and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER/SERVICE PROVIDER. The BIDDER/SERVICE PROVIDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER/SERVICE PROVIDER.

7.2. The BUYER will be entitled to take all or any of the actions mentioned at para 7.1 (i) to (xi) of this Pact, also in the event of commission by the BIDDER/ SERVICE PROVIDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined In Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

7.3. The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER/SERVICE PROVIDER shall be final and conclusive on the BIDDER/SERVICE PROVIDER. However, the BIDDER/SERVICE PROVIDER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

**8. FALL CLAUSE**

8.1. The BIDDER/SERVICE PROVIDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems/services at a price lower than that offered in the present bid to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law and if it is found at any stage that similar product/systems or sub systems/services was supplied by the BIDDER/SERVICE PROVIDER to any other Bank or PSU or Government Department or to any other organization/entity whether or not constituted under any law, at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER/SERVICE PROVIDER to the BUYER, if the contract has already been concluded.

**9. INDEPENDENT EXTERNAL MONITORS**

9.1. The BUYER has appointed two Independent External Monitors (hereinafter referred to as Monitors) for this Pact in accordance with the recommendations and guidelines issued by Central Vigilance Commission.

9.2. The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

9.3. The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

9.4. Both the parties accept that the Monitors have the right to access all the documents relating to the project/services, including minutes of meetings. The Monitors shall on





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

## REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

receipt of any complaint arising out of tendering process jointly examine such complaint, look into the records while conducting the investigation and submit their joint recommendations and views to the Management and Chief Executive of the BUYER. The MONITORS may also send their report directly to the CVO and the commission, in case of suspicion of serious irregularities.

9.5. As soon as any event or incident of violation of this Pact is noticed by Monitors, or Monitors have reason to believe, a violation of this Pact, they will so inform the Management of the BUYER.

9.6. The BIDDER(s) accepts that the Monitors have the right to access without restriction to all Project /Services documentation of the BUYER including that provided by the BIDDER/SERVICE PROVIDER. The BIDDER/SERVICE PROVIDER will also grant the Monitors, upon their request and demonstration of a valid interest, unrestricted and unconditional access to his documentation pertaining to the project for which the RFP/Tender is being /has been submitted by BIDDER/SERVICE PROVIDER. The same is applicable to Subcontractors. The Monitors shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractors ( ) with confidentiality.

9.7. The BUYER will provide to the Monitors sufficient information about all meetings among the parties related to the Project provided such meetings could have an Impact on the contractual relations between the parties. The parties may offer to the Monitors the option to participate in such meetings.

9.8. The Monitors will submit a written report to the BUYER at the earliest from the date of reference or intimation to him by the BUYER/SERVICE PROVIDER and submit proposals for correcting problematic situations.

### 10. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER/SERVICE PROVIDER and the BIDDER/SERVICE PROVIDER shall provide necessary information of the relevant documents and shall extend all possible help for the purpose of such examination.

### 11. LAW AND PLACE OF JURISDICTION

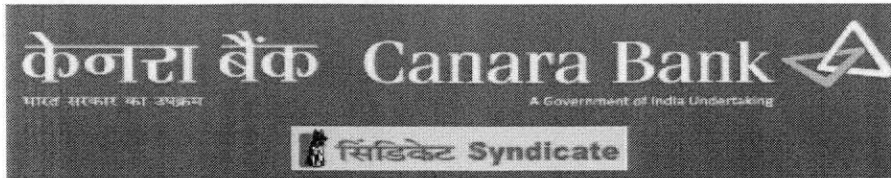
This Pact is subject to Indian Law and the place of jurisdiction is Bengaluru.

### 12. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the any other law in force relating to any civil or criminal proceedings.

### 13. VALIDITY





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

13.1. The validity of this Integrity Pact shall be from the date of its signing and extend up to 5 years or such longer period as mentioned in RFP/Contract or the complete execution of the contract to the satisfaction of the BUYER whichever is later. In case BIDDER/SERVICE PROVIDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

13.2. If one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In such case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact at ..... on.....

BUYER

BIDDER

Name of the Officer  
SIGNATORY

CHIEF EXECUTIVE OFFICER/AUTHORISED

Designation

Name of Wing

Canara Bank

Witness:

1)

2)

Witness:

1)

2)





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

ANNEXURE-C

Non-Disclosure Agreement [On Firm's / Company's letter head]

SUB: RFP for \_\_\_\_\_.

Ref: RFP No. \_\_\_\_/\_\_\_\_ dated \_\_\_\_\_.

WHEREAS, we, \_\_\_\_\_, having Registered Office at \_\_\_\_\_, hereinafter referred to as the Bidder, are agreeable to the formalities of services as per timelines mentioned in the RFP for each ordered locations to Canara Bank, having its having its Head office at 112, J.C. Road, Bengaluru 560 002 hereinafter referred to as the Bank and,

WHEREAS, the Bidder understands that the information regarding the Bank's activities shared by the Bank in their Request for Proposal is confidential and/or proprietary to the Bank, and

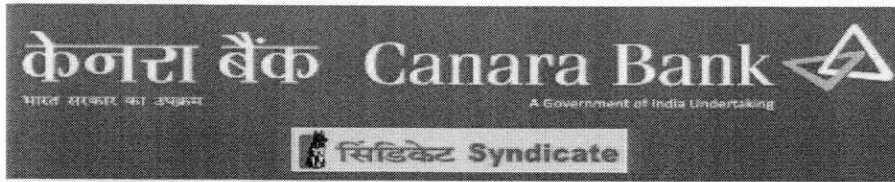
WHEREAS, the Bidder understands that in the course of submission of the offer for the subject RFP and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the Bank; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the Bank to grant the Bidder specific access to the Bank's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the Bank, unless the Bidder has first obtained the Bank's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the Bank or, prepared or produced by the Bidder for the purpose of submitting the offer to the Bank for the said solution, will not be disclosed during or subsequent to submission of the offer to the Bank, to anyone outside the Bank.

The Bidder shall not, without the Banks written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the Bank in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the Bank and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Bidder further agrees that if contract is awarded to it, all the information provided/shared with it for the purpose of performing obligations under the contract shall be treated as confidential and bidder shall not disclose the said information to anyone without prior written consent of the Bank.





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

Bidder acknowledges that the Confidential Information to be disclosed under the RFP or under the Contract if awarded is of a unique and valuable character, and that the unauthorized dissemination of the Confidential Information would destroy or diminish the value of such information and may cause irreparable loss to the Bank. Therefore, parties hereby agree that the Bank shall be entitled to injunctive relief preventing the dissemination of any Confidential Information in violation of the terms hereof. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or in equity or under the contract. Bank shall be entitled to recover Damages consisting a sum equal to the loss suffered by the Bank including loss of business opportunity, costs of business interruption its costs and fees, including reasonable attorneys' fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its reasonable attorney's fees and expenses

Date

Signature with seal

Name :

Designation :







TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

**ANNEXURE -D CHECKLIST OF ITEMS WITH REFERENCE DOCUMENTS**

The proposal should be prepared in the following Two Bids:-

S. No.	Item	Reference Form
A	Technical Bid Documents duly Indexed	
1	Earnest Money Deposit (DD for ₹ 15lakhs) / BG	
2	Pre-Contract Integrity Pact (Annexure-B on requisite stamp paper)	
3	Photocopy of Certificate of Incorporation	
4	Photocopy of E. S. I. C. Registration	
5	Photocopy of P. F. Registration	
6	Photocopy of Labor License	
7	Photocopy of Shops & Establishment Registration	
8	Photocopy of Insurance Policy for Storage Areas	
9	Photocopy of ISO 27001:2013 and ISO 9001:2015 Certificate	
10	Photocopy of International certification/ affiliation/ membership from Professional Records & Information Services Management (PRISM) / i-Sigma Registration	
11	Service Provider's Proposal Letter	Form 1
12	Service Provider's Authorization Certificate	Form 2
	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	Any other Technical Information	Not more than five pages
B	Commercial Proposal	Form 9





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

**Form 1 - Service Provider's Proposal Letter**  
(Letter to be submitted by Service Provider on Service Provider's company's letter head)

Date: \_\_\_\_\_

The General Manager  
General Administration wing,  
Head office,  
Bangaluru

Dear Sir/Madam,

Reg: Our bid for Implementation of Record Management Services

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

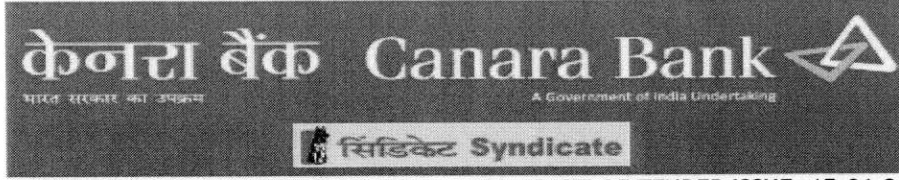
We also understand the Bank may accept or entrust the entire work to one Service Provider or divide the work to more than one Service Provider, without assigning any reason whatsoever.

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 is found to be false at any stage of the tender process.

Yours faithfully,  
Signature & Seal: \_\_\_\_\_  
Name & Designation: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact No: \_\_\_\_\_





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

## Form 2 - Service Provider's Authorization Certificate

To,

The General Manager  
General Administration wing,  
Head office,  
Bangaluru

<Name of Authorized Signatory> \_\_\_\_\_,  
<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. The relevant extract of resolution of the Board of the Company is attached.

Thanking you,

Authorised Signatory

\_\_\_\_\_  
<Company Name>

Seal





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

Form 3 - Technical Bid: Basic Information of Bidder

Sl No.	Description	Response
1	Name of the Applicant / Organization	
2	Address of the registered offices (With Phone Nos. Fax Nos. & Email ID & Contact Person)	
3	Year of Establishment	
4	Type of the Organization (whether Sole Proprietorship, Partnership, Private Ltd. Or Ltd. Co., PSU, LPP etc.)(Enclose Certified Copies of documents as evidence)	
5	Name & Qualification of the Proprietor / Partners /Directors of the Organization / Firm a) b) c)	
6	Details of Registration - Whether Partnership Firm, Company, etc. Name of Registering Authority, Date & Registration Number. Enclose certified copies of Document as evidence.	
7	Whether Registered with Government / Semi Government / Municipal Authorities or any other Public Organization for Record Storage Service and if so, name of agency, volume of storage and since when?(Enclose certified copies of document as evidence)	Name of agency, Volume, From year
8	No. of years of experience in the field of Record Management in India (Please provide copy of work order as proof).	







TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

9	Area of business activities other than Record Storage Services, if any, share the details.	
10	Address of office through which the proposed work of the Bank will be handled and the name & designation of officer in charge.	
11	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 2019-2020 2020-2021 2021-2022	
12	PAN No. :	
13	Details of Registration for a. GST b. ESIC c. EPF d. Labour License	
14	Details of certification relevant to the service offered, like PRISM and ISO.	
15	Details of storage location (pan India) available with the bidder (attached separate sheet, if space provided is insufficient).	Location address and area in Sft

**16. Experience Details:**

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



TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

4					
5					

\* Service Provider should produce copies of valid agreements as documentary evidence for above mentioned information.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature & Seal of the Service Provider: \_\_\_\_\_





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

**Form 4 - Self Declaration**

Date:

To,

The General Manager  
General Administration wing,  
Head office,  
Bangaluru

Ref: RFP for Record Management Service dt. \_\_\_\_\_

In response to the RFP No. \_\_\_\_\_ dated \_\_\_\_\_ for Record Management Services, 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 \_\_\_\_\_ number of 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: \_\_\_\_\_





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

**Form 5 - Certificate of Conformity**

Date:

To,

The General Manager  
General Administration wing,  
Head office,  
Bangaluru

**CERTIFICATE**

This is to certify that, the Record Management Services which we shall provide, if 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 as per item rate is inclusive of all the cost factors involved in the execution of the project except the applicable GST, to meet the desired standards set out in the Conditions of the contract.

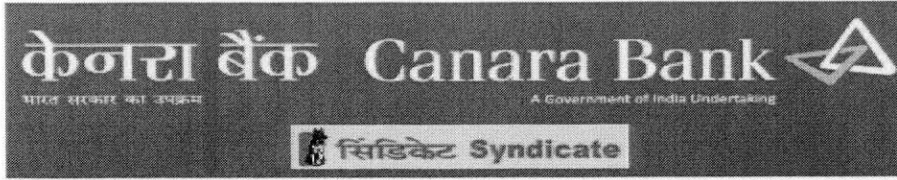
Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature & Seal of the Service Provider: \_\_\_\_\_







TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

**Form 6 - Financial Details as per Audited Accounts**

Years	FY 2019-20		FY 2020-21		FY 2021-22		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.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature & Seal of the Service Provider: \_\_\_\_\_

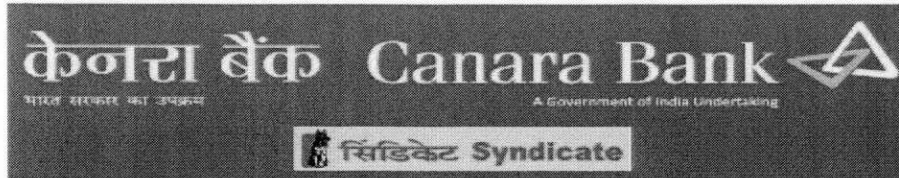


**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

**Form 7 - Marking scheme**

The marks indicated against the criteria shall be awarded based on availability of the same upon inspection of site. In case of non-availability of the specification/ certificate, NIL marks will be awarded.

RECORDS STORAGE CENTRES	MAXIMUM MARKS
Permanent Construction ( Walls & Flooring) - Brick work, with plinth height of minimum 3 feet	2
Premises owned by company or under long lease(minimum 9 years)	2
Generator to support power backup	2
MCB/RCB limit switch etc. installed to auto detect and auto cut off power supply when overload/ short circuit happens in storage area	2
RCC/Strong & Corrosion Resistance Modern Metal Roofing	2
VESDA	4
Fire Sprinklers and Hydrant system	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 90 days Recording	4
Central Monitoring - CCTV	4
Pest Control and Rodent Control	2
<b>SUB-TOTAL(i)</b>	<b>46</b>
<b>EXPERIENCE (MANDATORY)</b>	
Experience in storing and managing physical records for Schedule/ Commercial Banks 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) as on 31.12.2022	



TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

Five PSUs or Govt. Sector	10
Three PSUs or Govt. Sector	8
Volume of storing and managing physical records for PSUs or Govt. Sector cumulatively (Maximum 10 Points) as on 31.12.2022	
10 lacs & above Cubic Feet	10
5 lacs & above Cubic Feet	8
Average annual financial turnover in the last three financial years i.e. 2019 - 20 to 2021 - 22 from records storage services rendered (Maximum 5 points)	
More than Rs.25 Crores	5
More than Rs.15 Crores	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)	
3 lac and above sq. ft.	10
1.5 Lac and above sq. ft.	8
Records Storage Facilities across India each, with minimum 10,000 square feet area and 40,000 cubic feet storage capacity, at least 15 locations PAN India within geographical boundary of Bank's Circle Offices as provided in Form 8 (Maximum 5 points)	
25 STORAGE FACILITY	5
20 STORAGE FACILITY	4
15 STORAGE FACILITY	3
<b>SUB-TOTAL(ii)</b>	<b>50</b>
<b>GENERAL &amp; TECHNICAL INFORMATION RATING</b>	
Certification/Membership from PRISM (Professional Records & Information Services Management)	2
ISO Certifications	2
<b>SUB-TOTAL(iii)</b>	<b>4</b>
<b>TOTAL SCORE (i) + (ii) + (iii)</b>	<b>100</b>

Date:

Place:

Signature & Seal of the Service Provider:



TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

**Form 8 - Bank's List of Locations**

Banks Circle Offices are at the following locations

Sl No.	Location of Circle Office
1	Agra
2	Ahmedabad
3	Bengaluru
4	Bhopal
5	Bhubaneswar
6	Chandigarh
7	Chennai
8	Delhi
9	Guwahati
10	Hubli
11	Hyderabad
12	Jaipur
13	Karnal
14	Kolkata
15	Lucknow
16	Madurai
17	Manipal
18	Mangalore
19	Mumbai
20	Patna
21	Pune
22	Ranchi
23	Thiruvananthapuram
24	Vijayawada





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

**FORM 9 -INDICATIVE PRICE BID**

The service provider should quote prices as per the following schedule, which is applicable for first **three** years of the contract. L1 bidder shall be arrived based on the total outgo for Six years as per the table below.

S.No.	Items	Approx. qty	Unit	Rate per unit in ₹ Excluding GST	Total cost ₹ Excluding GST
i	ii	iii	iv	v	vi
1	Initial operational cost for entire contract period ( <b>per cft</b> ): Collection of record from RAHs and MSMEs, bar coding, data entry into the system, transportation to storage location, manpower cost including labour charges, packing charges and onetime cost of carton as per size and quality specified	29,50,000	Cft	R1	=(29,50,000*R1)
2	Recurring cost ( <b>per cft per month</b> ): Recurring cost includes storage charges including all maintenance charges viz. electricity, security, telephone, stationery, manpower, pest control etc. as mentioned in RFP	29,50,000	Cft	R2	=(29,50,000 *R2 *36)
3	<b>Cost of retrieval per carton</b>				
	a) Ordinary retrieval to be delivered within next 2 working day to respective Offices	30,000	carton	R3	=(30,000*R3)
	b) Emergency retrieval within 24 hours to be delivered to respective Offices	30,000	carton	R4	= (30,000*R4)

TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

S.No.	Items	Approx. qty	Unit	Rate per unit in ₹ Excluding GST	Total cost ₹ Excluding GST
i	ii	iii	iv	v	vi
	<b>Cost of retrieval per file</b>				
4	a) Ordinary retrieval to be delivered within next 2 working day to respective Offices	30,000	Files	R5	=(30,000*R5)
	b) Emergency retrieval within 24 hours to be delivered to respective Offices	30,000	Files	R6	=(30,000*R6)
5	Cost of Destruction or Permanently shifting record out of facility per file Including cost of transport, labour and all support to dispatch the non-current records to a chemical furnace or paper mill for burning or converting into pulp.	30,000	Files	R7	=(30,000*R7)
6	(A) Fixed cost = 1				
7	(A1) Recurring charges for 1 <sup>st</sup> block of 3 years = (2+3a+3b+4a+4b+5)				
8	(B) Percentage increase in the above rates for the next 3-year period after completion of first 3-year period. Note - The quantity entered in this field shall not be divided by 100. For instance, if 20% enhancement is proposed by the bidder, value of 20 shall be entered in this field and not 0.20.				
9	(C) Total Cost (for 3 + 3 years) = [A + A1 + { A1+ (A1 X B)/100 } ]				

**NOTE:**

- For serial No. 2 of the indicative price bid (Recurring cost per cft per month), rates should be quoted per cft per month however the same shall be multiplied with 36 while putting total cost in column (vi) for arriving at cost for 3 years block.





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

- 2 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 bottom minimum Size: 35 cms x 32 cms x 26 cms with corresponding 3ply 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.
- 3 Price quoted should be **Exclusive of GST**.
- 4 All the above quantities are only for calculation of L1 Service Provider(s) and actual quantity may vary depending upon **BANK's** actual requirement.
- 5 The above formula will be used only to decide L1 Service Provider. After award of the contract the actual payments will be made by the **BANK** on prorata basis as per rates quoted by the Service Provider on unit basis.  
**BANK**, at 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. **BANK**, at its sole and absolute discretion, may split the work based on Circle Office Centers or Regional Office Centers or based on any other condition as deemed fit.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature & Seal of the Service Provider: \_\_\_\_\_



TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

**REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS**

**Form 10 - Details of Circle-wise Volume of files proposed to be shifted to storage facility during three year period**

Sl.NO	Circle Name	Volume of files in cu.ft
1	Agra	90,860.17
2	Ahmedabad	59,012.67
3	Bengaluru	2,21,258.00
4	Bhopal	1,03,618.00
5	Bhubaneswar	49,784.17
6	Chandigarh	90,216.33
7	Chennai	2,90,902.83
8	Delhi	1,07,789.00
9	Guwahati	33,021.67
10	Hyderabad	1,72,196.33
11	Hubballi	1,04,388.67
12	Jaipur	51,705.33
13	Karnal	66,440.67
14	Kolkata	74,122.50
15	Lucknow	90,676.50
16	Madurai	2,48,303.17
17	Mangaluru	1,01,878.33
18	Manipal	1,54,585.17
19	Mumbai	60,453.83
20	Patna	55,800.17
21	Pune	96,100.50
22	Ranchi	38,993.00
23	Trivandrum	3,31,059.00
24	Vijayawada	1,97,992.67
Total volume cft of non-current documents to be shifted to storage in first year (tentative)		28,91,158.67

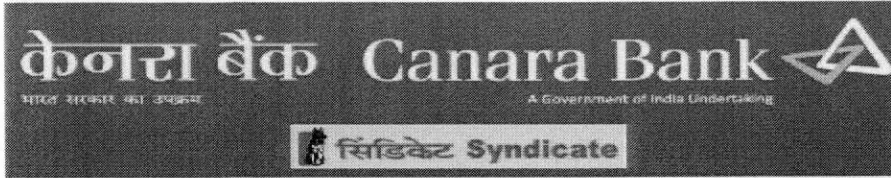


TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

Total volume cft of non-current documents to be shifted to storage in next two years (tentative)	54,521.14
Total	29,45,679.81
say	29,50,000





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

Form 11

Bank Guarantee Format for Earnest Money Deposit

To :

The General Manager,  
Canara Bank,  
GA Wing, Head Office,  
Dwaraknath Bhavan, 29 K R Road  
Basavanagudi, Bengaluru 560004

WHEREAS \_\_\_\_\_(Name of Tenderer) (hereinafter called "the Tenderer" has submitted its tender dated \_\_\_\_\_ (Date) for the execution of (Name of Contract) \_\_\_\_\_(hereinafter called "the Tender") in favour of \_\_\_\_\_ hereinafter called the "Beneficiary";

KNOW ALL MEN by these presents that we, \_\_\_\_\_(name of the issuing Bank), a body corporate constituted under the \_\_\_\_\_having its Head Office at \_\_\_\_\_amongst others a branch/office at \_\_\_\_\_ (hereinafter called "the Bank" are bound unto the Beneficiary for the sum of Rs \_\_\_\_\_(Rupees \_\_\_\_\_only) for which payment well and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents;

THE CONDITIONS of this obligation are:

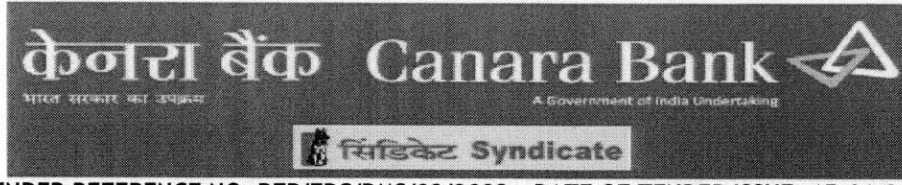
- (a) If the Tenderer withdraws its Tender during the period of Tender validity specified in the Tender; or
- (b) If the Tenderer having been notified of the acceptance of his Tender by the Beneficiary during the period of Tender validity;
  - (i) fails or refuses to execute the Agreement, if required; or
  - (ii) fails or refuses to furnish the performance security, in accordance with clause 24 of conditions of Contract.

We undertake to pay to the Beneficiary up to the above amount upon receipt of his first written demand without the Beneficiary having to substantiate his demand, provided that in his demand the Beneficiary will note that the amount claimed by him is due to him owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

Notwithstanding anything contained herein

- i) Our liability under this Bank Guarantee shall not exceed Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_only)
- ii) This Bank Guarantee is valid up to \_\_\_\_\_ and





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

iii) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before \_\_\_\_\_ (mention period of guarantee as found under clause (ii) above plus claim period)

Dated \_\_\_\_\_ day of \_\_\_\_\_ 20.....

(SIGNATURE & SEAL OF THE BANK)

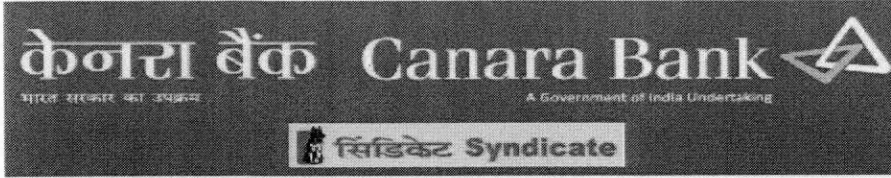
This Bank guarantee should be confirmed through SFMS by the issuing Bank and the details are as follows

Name of the Bank: Canara Bank

Name of the Branch : GA Wing

IFSC Code: CNRB0000413





TENDER REFERENCE NO: RFP/EPC/RMS/02/2023 - DATE OF TENDER ISSUE: 15.06.2023

REQUEST FOR PROPOSAL (RFP) OF RECORD MANAGEMENT SERVICES FOR BANK RECORDS

Form 12

Affidavit for Creation of Additional Space in the existing storage location/ Creation of new storage facility

Date: .....

I \_\_\_\_\_ S/o, D/o, W/o \_\_\_\_\_, Resident of \_\_\_\_\_ do hereby solemnly affirm and declare as under.

That the information furnished hereinafter is correct to best of my knowledge and belief.

I confirm that there is adequate scalability in storage space in the locations as provided under Form 8 of the RFP NO: RFP/EPC/RMS/02/2023 over the period for added records.

I agree to create additional storage facility as per Bank's requirement wherever such facility is not available presently.

For and on behalf of \_\_\_\_\_ (Name of firm/entity)

Authorized signatory (To be duly authorized by the Board of Directors) <Insert Name, Designation and Contact No.>

