

**PRE-BID QUERIES AND BANK'S RESPONSE FOR GeM BID: GEM/2023/B/3267356**

| S. No. | Page No. in RFP | Clause No. & Title in RFP     | Clause Description as per RFP  | Query submitted by bidder  | Bank's response  |
|--------|-----------------|-------------------------------|--|--|--|
| 1      | 10              | 7. Scope Of Work              | 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.   | For insurance of the records during transit we need to understand the declared value of files so that required insurance coverage shall be provisioned for this.   | The items mentioned here are old records and any loss may lead to recreation of the same. The cost of recreation cannot be assessed at this stage.   |
| 2      | 12              | 7. Scope Of Work              | 7.4.16)The Bank's representative/ security official reserves the right to inspect the storage facility to confirm compliance at any time.  | There should be 72 hours advance notice to schedule the visit  | Normally Bank will be giving a notice of not less than 24 hours for any visit. However, in case of any unforeseen/emergency visits, this may not be applicable.  |
| 3      | 14              | 8. PRE-QUALIFICATION CRITERIA | 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 :<br>a)At least Rs 33 crores each from 3 similar contracts<br>b)At least Rs 42 crores each from 2 similar contracts<br>c)At least Rs 66 crores each from 1 similar contract   | A)Relaxation of criteria sought. B) Request to consider financial year instead of calendar year. c)we presume that we need to submit the CA certificate in respect of volume of contracts executed/under execution during the required period. Please confirm. C)The eligibility criteria mentioned in the GEM document and the pre-qualification mentioned in the RFP documents are totally different in terms of experience criteria. D) Request to consider volume in cft.  | Bidders to comply as per tender T&C. Any mismatch between the terms mentioned in GEM document and RFP document, the terms mentioned in RFP document will supersede.  |
| 4      | 14              | 8. PRE-QUALIFICATION CRITERIA | 4.)The service provider must be servicing at least 3 PSUs/Govt.  | Service of Private organizations may also be considered.   | Bidders to comply as per tender T&C.   |
| 5      | 14              | 8. PRE-QUALIFICATION CRITERIA | 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.   | A) Suggested revision of turnover criteria B) Kindly confirm if the criteria is that the net worth should be positive and should have not eroded by more than 30% each year in the last three years, ending 31.03.2022.  | Bidders to comply as per tender T&C. 30% mentioned is for three years and not for each year.   |
| 6      | 15              | 9. OTHER REQUIREMENTS         | 9.3)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. | A) Referring to sub-clause no 9.4 we assume this is not a mandatory requirement at the time of bidding, nevertheless the storage facilities could be build up in the mentioned locations of RFP with mutual discussion on completion timelines and forecasted volume for storage. B) From point no. 9.3 & 9.4 , please clarify whether bidders need to submit the documentary proof for 5 storage centres or need to submit the same for 15 storage centres? C) At page no. 15 it is mentioned OR but at page no. 52 it is mention AND instead of OR. We understand that " for creation of additional facilities and/or at place where facility is not available" an affidavit would be needed to be submitted along with the technical bid; please confirm? | Availability in 15 centres is mandatory. Out of the 15 centres, 5 centres should be at Mumbai, Chennai, Delhi, Kolkata and Bengaluru as on the date of submission of offers. s In Form-7, the word "AND" may be replaced with "OR". Affidavit format is included as per Corrigendum. |
| 7      | 23              | 23. LIQUIDATED DAMAGES        | 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 TCO on loss of documents on account of fire/ flood or other such eventualities.  | This is a case of Force Majeur and we recommend to have adequate insurance, cost of which shall be borne by the bank. In this case, Bank needs to declared the value of the records probably file or carton level cost.  | Bidders to comply as per tender T&C.   |



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| 8      | 13              | 7.10 Timeline                | 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 to be entered with the selected Bidder or at fresh terms to be mutually agreed upon after the initial contract period. | Suggested contract period of 5+5 years with provision of further extension on mutually agreed terms. The price escalation should be fixed at least 15% after completion of 5 years of service   | Bidders to comply as per tender T&C.  |
| 9      | 11              | 7.4.1 Scope of work          | The building/structures for storage facility should be a permanent construction preferably on a three feet plinth with fire proof walls and RCC/ Strong and Corrosion Resistance modern metal roofing, specially designed to protect records from fire, theft, dust and having proper drainage provision.  | a) Condition of Fire proof wall may be exempt since Record Storage Warehouse is fully equipped with fire fighting equipment. b) Request you to include that the finished floor level should be minimum 3-4 ft above from ground floor level to mitigate flooding risk | Please be guided by corrigendum issued.   |
| 10     | 11              | 7.4.2 Scope of work          | The metal racks used for storing cartons in the warehouse should have fire rated coating   | No relevance for this clause, may be exempted.  | Please be guided by corrigendum issued.   |
| 11     |                 | Bid Submission Timeline      | To be submitted by 05.04.2023  | Request you please provide us the good time to prepare this important bid as we require to collect the document on PAN India. Request to please extend it at least 15 days from the current date of bid submission.   | Please be guided by corrigendum issued.   |
| 12     | 19              | 16.2 Signing of Contract     | 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, negligence, fraud willful default or omission on the part of the Service Provider(s) subject to limitation of liability specified in the contract signed by both parties.   | This must be capped up to 10 % of contract value, Since we don't know the value of files "or" kindly disclose the value and take insurance for the same   | Please be guided by corrigendum issued.   |
| 13     | 11              | 7.4.6 Scope of work          | 7.4.6 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.   | VESDA keep giving false alarm which disturb the business process - Request to kindly relax this   | Bidders to comply as per tender T&C.  |
| 14     | 14              | 8.Pre qualification Criteria | 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.  | We request bank to make profitable company as eligible as this is cash intensive job and loss making organization can default providing services  | Bidders to comply as per tender T&C.  |
| 15     | 28              | 29.2.1                       | All indemnities shall survive notwithstanding expiry or termination of the contract and bidder shall continue to be liable under the indemnities.  | As per industry standard, liabilities cannot be perpetual, request to cap this up to 36 months/12 months after expiry or termination of the contract.   | Indemnity as stated in the clause pertains to infringement of any law pertaining to patent, trademarks, copyrights etc. or any other statutory infringement in respect of services provided by the Service provider. In this regard, we are of the view that liability on account of breach of law cannot be restricted for a certain period. Hence, we are not in favour of fixing cap on it. Bidders to comply as per tender T&C. |
| 16     | 11              | 7.4.5                        | CCTV monitoring of the area with recording for minimum 180 days is essential.  | As per industry standard , CCTV footage recoding back up are kept for 90 days. We would request Bank to consider 90 days.   | Revised to 90 days as per Corrigendum.  |



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| 17     | 6               | 3 PURPOSE OF THIS RFP                                   | 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 SYSTEM) of non-current records held in Retail Asset Hubs, MSME Sulabhs, branches Pan India. Initially, the agencies shall be finalized for Record Management System services in 5 cities, viz., Bangalore, Chennai, Delhi, Kolkata and Mumbai. Subsequently, the same will be extended Pan India.   | What is the timeline for rollout of complete project on pan India level?   | To start with, 5 centres will be rolled out initially. Based on the feedback and experience gained, the process will be extended to other centres in a phased manner, probably within a year.   |
| 18     | 6               | 3.4 PURPOSE OF THIS RFP                                 | Technical and Indicative Commercial bids are invited from Service Providers on open tender basis, having storage facility with infrastructure for meeting the operational, administrative and security needs of a Records Storage Centre (hereinafter referred to as RSC) and have experience in implementation of enterprise DMS platform.  | We understand that the DMS stands for Document Management Software, kindly clarify whether our understanding is correct?   | Software is required for tracking the movement of files/cartons and its retrieval.  |
| 19     | 7               | 4.3 Method of Submission of Bids:                       | The RFP response documents should be submitted online through GeM 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 inter-lineation, 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. 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. | There is limitation on GeM portal for uploading of the pages of technical bid. In this RFP, bank has desired that the lease agreement and other related documents including the work order should be submitted which would run into huge data. Therefore, request you to please clarify how we can submit the entire documents on Gem portal.  | If there are any restrictions in uploading documents in GeM portal, the hard copies of the documents may be submitted in sealed covers at our office within the last date of submission of RFP. |
| 20     | 15              | 9. OTHER REQUIREMENTS                                   | 9.9. The Service Provider must have ISO 27001:2013 and ISO 9001:2008 certification for Data Security in Service Provider's name. Photocopy of the certificate must be furnished with the Technical Bid.  | This project involves DMS. Therefore in addition to the ISO requirements, it is suggested that the Bank should include the CMMI Level-3 for software development & customization and ISO 27701:2019 for Privacy Information Management System. Copies of these certificates should be uploaded with the technical bid.   | Bidders to comply as per tender T&C.  |
| 21     | 16              | 9. OTHER REQUIREMENTS                                   | 9.10. The Service Provider must have International certification / affiliation / Membership from Professional Records & Information Services Management (PRISM) for record management. Photocopy of the registration must be furnished with the Technical Bid.   | <div>This is for your information that the PRISM is not valid now. It has been replaced with i-Sigma.</div> <div>Therefore, the clause should be changed appropriately.</div> <div>Accordingly, we request you to kindly update the existing clause as below:-</div> <div>"The Service Provider must have International certification / affiliation / Membership from Professional Records &amp; Information Services Management (i-Sigma) for record management. Photocopy of the registration must be furnished with the Technical Bid."</div> | Please be guided by corrigendum issued.   |
| 22     | 42              | ANNEXURE -D CHECKLIST OF ITEMS WITH REFERENCE DOCUMENTS | Photocopy of International certification/affiliation/ membership from Professional Records & Information Services Management (PRISM) Registration  | It should be replaced with i-Sigma as PRISM is obsolete certification.   | Please be guided by corrigendum issued.   |



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| 23     | 19              | 17. TERMINATION OF SERVICES       | 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:   | Period of 30 days is too small for a capital intensive project. Therefore, we request that the notice period for termination of contract should be at least 180 days instead of 30 days.  | Bidders to comply as per tender T&C.  |
| 24     | 36              | 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. | Suggested modification/ deletion of clause  | Bidders to comply as per tender T&C.  |
| 25     | 54              | Form 8 - Bank's List of Locations | Form 8 - Bank's List of Locations  | Names of the Circle office are repeated so please clarify whether Bank is having 2 circle offices in one city or it is a typo error?  | Bidders to be guided by Corrigendum issued.                                 |
| 26     |                 |                                   | Forms of EMD and PBG   | We understand that for EMD and PBG either BG or security in the form of DD/STDR would be required. Please clarify?  | Format of BG attached as Corrigendum.                                       |
| 27     | Gem page no. 6  | Forms of EMD and PBG              | Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of name of seller A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.   | PBG should be defined as 3% as per guidelines.  | Performance Guarantee should be 10% of contract value, as mentioned in RFP. |
| 28     | 15              | Point no. 9.5                     | 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.  | We understand that the space under lease with the service provider will be treated as "Title of space as legally managed by service provider only" under this requirement. Please confirm. Most of the premises taken by the service providers are under lease only. Alternatively, the clause should be changed appropriately. | Bidders to comply as per tender T&C.  |
| 29     | 51              | Form-7 item 2                     | Premises owned by company or under long lease (minimum 10 years)   | No lease is taken by anyone for 10 years in business. Therefore, this clause needs to be changed as: "The lease should have minimum lock in period of 3 years initially and further renewal clause of the validity period of lease should be available in the lease agreement" .  | Bidders to comply as per tender T&C.  |
| 30     | 56              | FORM 9 -INDICATIVE PRICE BID      | 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. Compression Strength: The box Average Compression Strength (BCT):300 Kgs.   | We understand the clause mentioned for Compression Strength is wrongly entered. It should not be more than 10-12 kg for Carton Boxes.   | The Compression Strength specification deleted.                             |



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| 31  | 56                  | FORM 9 -INDICATIVE PRICE BID  | Grand Total C = (A) + (A) +(AB)/100  | Need clarification on the calculation method   | A is the total cost for three years. B% increase in rate is quoted for the next three years and hence the amount for next three years is calculated accordingly and added to A. |   |      |   |    |                         |                                |
| 32  | 45                  | FORM-3. point # 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  | Kindly clarify what details is to be shared  | Work experience with such organizations need to be submitted.   |   |      |   |    |                         |                                |
| 33  | 10                  | Clause 7.4.1                  | The building/structures for storage facility should be a permanent construction preferably on a three feet plinth with fire proof walls and RCC/ Strong and Corrosion Resistance modern metal roofing, specially designed to protect records from fire, theft, dust and having proper drainage provision.  | Request you to include that the finished floor level should be minimum 3-4 ft above from ground floor level to mitigate flooding risk  | Please be guided by corrigendum issued.   |   |      |   |    |                         |                                |
| 34  | 11                  | Cluase 7.4.6                  | 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  | We request you to keep it mandate to comply Fire fighting system to National building code i.e NBC IS - 15105  | Fire fighting system to be as per NBC provisions.   |   |      |   |    |                         |                                |
| 35  | Price Bid Breakup   | S.No. 2                       | Recurring cost (per cft per month): Recurring cost includes storage charges including all maintenance charges viz. electricity, security, telephone, stationery, manpower, pest control etc. as mentioned in RFP   | Kindly share the more details on this volume.  | The quantity mentioned is the estimate for three years with annual increment in volume.   |   |      |   |    |                         |                                |
| 36  | 23                  | 24.1                          | 1.1 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. | Kindly confirm the PBG % of the estimated total fixed cost plus annual recurring cost  | It is 10% as mentioned in RFP.  |   |      |   |    |                         |                                |
| 37  | 25                  | 26                            | 1. PROVISIONS FOR MICRO & SMALL ENTERPRISES (MSEs):-   | Need more clarity on this clause   | Please be guided by tender T&C.   |   |      |   |    |                         |                                |
| Bid Document GeM  |                     |                               |  |  |   |   |      |   |    |                         |                                |
| 38  | 2                   | ePBG Detail                   | <div>ePBG Details/एपीबीजी विवरण</div> <table><tr><td>Advisory Bank</td><td>State Bank of India</td></tr><tr><td>ePBG Percentage(%) /एपीबीजी प्रतिशत (x)</td><td>1.00</td></tr><tr><td>Duration of ePBG required (Months) /एपीबीजी की अवधि (महीने)</td><td>36</td></tr></table>   | Advisory Bank  | State Bank of India   | ePBG Percentage(%) /एपीबीजी प्रतिशत (x) | 1.00 | Duration of ePBG required (Months) /एपीबीजी की अवधि (महीने) | 36 | Kindly confir the PBG % | It is 10% as mentioned in RFP. |
| Advisory Bank   | State Bank of India |                               |  |  |   |   |      |   |    |                         |                                |
| ePBG Percentage(%) /एपीबीजी प्रतिशत (x)                     | 1.00                |                               |  |  |   |   |      |   |    |                         |                                |
| Duration of ePBG required (Months) /एपीबीजी की अवधि (महीने) | 36                  |                               |  |  |   |   |      |   |    |                         |                                |
| 39  | 13                  | Clause # 6 - GEM Bid Document | However, H-1 will also be allowed to participate in RA in following cases:<br>i. If number of technically qualified bidders are only 2 or 3.   | We request you to allow more bidders so that Bank can get the competitive pricing and can store records with the best suited storage site available in the required location     | The guidelines of GeM portal will be followed.  |   |      |   |    |                         |                                |
| General Points  |                     |                               |  |  |   |   |      |   |    |                         |                                |
| 40  |                     | General Point                 |  | We request you to please share the split of within city and out of station volume. Also request you to please add transportation charges for the outstation pick up and delivery | A majority of the locations are within city limits.No additional transportation charges shall be payable.   |   |      |   |    |                         |                                |
| 41  |                     | General Point                 |  | Kindly share the volume split by locations so that bank can get the competitive pricing  | Provided in corrigendum   |   |      |   |    |                         |                                |