

PRE-BID QUERIES AND BANK'S REPLIES FOR TENDER REF. NO. RFP/CONSULTANT/02/2021 DATE: 16.06.2021: SELECTION OF CONSULTANT FOR CENTRALISED STORAGE OF SECURITY DOCUMENTS OF THE BANK

Sl No.	Page No.	Tender Clause	Tender Clause	Query	Reply from the Bank
1	7	3	Eligibility Criteria	Increase Turnover from 1 Crore to 50 Crores	Bidders has to comply with RFP Terms
2	7	2	Eligibility Criteria	Existence for 10 years	Bidders has to comply with RFP Terms
3	7	2	Eligibility Criteria	Consultant should have experience to provide end to end solution solutions for Secured documents	Amendment No.1 is proposed.
4			General	Bank to Share Policy Guidelines	The policy shall be shared to the successful bidder.
5	11	4	Scope of work	For which location the said RM services needs to be provided	Bank will implement the centralized secured storage of documents on pilot basis at Bengaluru Alone.
6	11	4	Scope of work	If PAN India, What are expected Volumes by location?	Bengaluru with a volume of 1,00,000 security documents approximately in the initial stage.
7	11	4	Scope of work	As per the clause, consultant needs to assist in forming the process. Do we need accommodate one time consultancy fees, Web request charges (if we are offering the same to the customer) or any additional one time revenue?	One-time fee for consultancy Services.
8	11	4	Timelines	Whether the entire activity from process to implementation needs to be completed in 60 days?	Timeline of 60 days is for completion of works, only for consultancy services.
9	35	Annexure D	Financial Bid	Are we going for a POC?	Consultancy Services for Documentation.

10	35	Annexure D	Financial Bid	Looking at the phases mentioned in the Financial Bid, Is this a One-time project or recurring? Or it is just for releasing the money?	The project is one time with the successful bidder.
11	35	Annexure D	Financial Bid	If it is one time consultancy project, 3% of BG is on the Cost charged by us or on the entire Record management project cost (i.e. including Capex)	3% of Retention Money on each running bills/ Bank Guarantee will be on Consultancy Services.
12	11	Timelines	Scope of work	Timeline of 60 days: Is it applicable for consulting only or for project implementation	Timeline of 60 days is for completion of Consultancy services only.
13	10	4	Scope Of Work	DMS Solution should be included in the SOW	Consultancy Services does not include development of software.
14	10	4	Scope Of Work	Bank to provide infrastructure for the software solution - to be included in Scope	Consultancy Services does not include development of software.
15	7	2	Eligibility Criteria	5 Years of experience is not sufficient enough for a company to provide consultancy services for storage of such critical records. Minimum experience criteria should be 15 years for consultancy to be precise and accurate	Bidders has to comply with RFP Terms

16	7	3	Eligibility Criteria	Bidders having an annual turnover criteria of 1 Cr is too small for an organization to provide consultancy for storage of security documents of a bank which is very critical irrespective of the contract value. because we are talking about providing consultancy for setting up records storage facility for banks records which is very critical. We recommend minimum turnover of a bidder should be 200 cr so that only bidders with sufficient experience and financial stability bid for this project.	Bidders has to comply with RFP Terms
17	10	4	Scope of Work	Assisting Bank for Infrastructure Of Storage Location: Do we have total files to be stored?	Bank propose for Bengaluru alone with a volume of 1,00,000 security documents approximately, in the initial stage.
18	10	4	Scope of Work	Assisting Bank for Infrastructure Of Storage Location: Do we need to consider environmental clearance, storage center structure specifications, fire audit specifications, etc to be considered as part of our consultancy solution?	All requirements to be incorporated in the documentation.
19	10	4	Scope of Work	Assisting Bank for Infrastructure Of Storage Location: Do we need to set up central records storage facility or decentralized?	Bank will be implementing the centralized secured storage of documents on pilot basis at Bengaluru Alone.
20	10	4	Scope of Work	Assisting Bank for Infrastructure Of Storage Location: Do we also need to set up the storage center under this RFP or only a consultancy report needs to shared with the bank	Consultancy Services for Documentation alone.

21	10	4	Scope of Work	Assisting Bank for Infrastructure Of Storage Location:	At Bengaluru on pilot basis.
				Is there any preferred location which the bank has decided to set up storage center	
22	10	4	Scope of Work	Assisting Bank for Infrastructure Of Storage Location:	The same will be decided based on availability of premises with required specifications.
				Is the Bank looking at building a completely new storage center or would like revamp existing premises somewhere?	
23	10	4	Scope of Work	Assisting Bank for Infrastructure Of Storage Location:	Bank has an own software developing team. However, the successful Consultant has to provide the process flow.
				Is there any records storage/retrieval software being used by Bank?	
24	10	4	Scope of Work	Assisting Bank in retrieval Mechanism:	Training to be provided to the Central team.
				Do we need to train all branches of Bank on records storage process by visiting each branch or only the central team needs to be trained	
25	10	4	Scope of Work	Do we also need to include electronic as well as physical storage of documents of the bank? Do we also need to consider document scanning activity in the overall scope?	Only physical storage of security documents and no scanning activity to be included.
26	11	5	Scope of Work	60 days for completing the project looks too tight because identification of suitable premise will depend on property dealer Hence 60 days should be made 6 months.	Timeline of 60 days is for completion of Consultancy services only and identification of premises is not in the scope of Consultant.

27	11	5	Scope of Work	The Bank, at its sole discretion reserves the right to ask the consultant to continue for additional months or additional target groups beyond the first phase on related scope enhancements beyond the scope mentioned in this RFP at a cost not exceeding pro-rata cost as quoted for the earlier job.	Bidder has to comply with the RFP terms.
				<u>Queries:</u>	
				Cost for additional activities can be decided on prorate basis, because consultancy efforts and efforts required in implementing new policies, was way too different hence instead of pro rata basis, it should be made at actual post negotiation.	

All the other Instructions and terms & conditions of the REF. NO. RFP/CONSULTANT/02/2021 DATE: 16.06.2021 & Amendment remain unchanged. Please take note of the above replies while submitting your repsonse to the subject RFP. The bids without Amendments/ Clarifications will be laible for rejection.

Date: 15.07.2021

Place: BENGALURU

ASSISTANT GENERAL MANAGER