

Premise Policy & Administration Section

General Administration Wing, Head Office, 29, K R Road, Basavangudi, Bengaluru

Corrigendum - 01 of "Pre-Qualification of Vendors for Carrying Out Offsite Record Management Of Ledgers/ Registers/ Files/ Records On Pan India Basis" - Clarification On Pre- Bid Queries conducted on 21.01.2019.

No	Page No./ Tender Clause No.	Tender Clause Description	Queries	Clarifications
1	Page 7 (Point 3)	The Vendor should have minimum 5 years of experience in storing and managing of Registers/ Records/ Files/ documents both physical Record Storage and Digitization for minimum 6.5 Lac cubic feet of physical records in India aggregating from Scheduled/Commercial Banks/ PSUs excluding Pilot Projects	We request you to kindly reduce cubic feet requirement from 6.5 Lac cubic feet to 3 Lac cubic feet as it will allow the wider participation and the successful bidder can create the requisite space for storage of Bank documents if the requirement arises. We would also highlight here that we have recently been awarded the big order by the PSU Bank for storage of its documents. As such we are in process of creating excess space for such requirement and the same can be utilised for subject project as well.	The Vendor should have minimum 5 years of experience in storing and managing of Registers/ Records/ Files/ documents both physical Record Storage for minimum 6.5 Lac cubic feet of physical records in India aggregating from Scheduled/Commercial Banks/ PSUs excluding Pilot Projects. Vendor should have facilities for Digitization of Records.
2	Page 7 (Point 4)	The financial turnover of the vendor in undertaking Record Management System should not be less than Rs. 10.00 Crores each year during last three financial years with Net profit. The Net Worth of the Vendor must be positive during last three financial years. (i.e 2015-16, 2016-17, 2017-18)	Vendor Suggested that the company should have positive in Net Worth and profit during the last three years.	No change

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3	Page 7 (Point 5)	The Vendor should have aggregate space of at least 6.50 lakh sq feet (50*2*6500) out of which 1.625 lakh sq.ft (25%) or more space to be owned by the Vendor.	Kindly reduce the sq ft requirement to 2.50 lakh sq feet from 6.50 lakh sq feet. We would further like to state herein that now as per the Industrial norms, all vendors have moved from ownership model to leased based model. We are currently rendering storage services to some of the big PSU Banks through leased based ownership premises in line with their requirement and satisfaction. In view of the same, we request you to kindly remove the ownership clause. Requested to reduce the percentage of owned space from 25% to 5 to 10% so that maximum participation.	The vendor should have aggregate space of at least 2.50 lakh sq feet (Owned/ leased).
4	Page 7 (Point 6)	System Information: a) Records data on SQL / RDBMS Database b) In house IT server setup with firewalls c) CMMI Level III Certification d) MPLS Connectivity connecting all RSC On-Line Access	For Record Management services CMMI level-3 is not required as this certification is for software development. We request Bank to remove this clause or replace with Company should have CMMI certification.	CMMI Level III Certification clause stands removed.

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5	Page 8 (Point 10)	The vendor should have valid licence /certificate for undertaking destruction of old records by themselves OR through agencies having valid licence/ certificate for undertaking such activities, in which case the same is to be borne by the vendor.	For the destruction no license is required only approval is required from the User Department as per destruction policy of Records. We request you kindly remove this clause as it is not required.	The clause stands removed. However, the vendor shall produce copies of past work orders for carried out destruction of old records by themselves or through external agencies.
6	Page 6 (Clause 6)	The qualified applicants will be invited to participate in the tender for carrying out Offsite Record Management of Ledgers/ Registers/ Files/ Records on PAN INDIA Basis for the Bank. Initially, the activity will be carried out in Bengaluru region and will be extended further to other locations PAN INDIA.	Please clarify which locations where Bank wants to probably in future with volumes.	The list of locations is annexed with this corrigendum. However, the vendor should have adequate scalability for extending RSC in additional locations as per Bank requirements.

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7	Page 9	CARTON DESIGN: Carton Boxes has to be provided by the vendor as per Bank's requirements.	We would like to bring to your kind notice that some of the biggest PSU Banks have recently undertaken transition to metallic boxes from Corrugated boxes considering the safety and security of the important documents. We hence request you to consider metallic boxes for storage of your important documents instead of Corrugated/Paper Boxes. Dimensions of Metallic Box: L : 16 Inch B : 12 Inch H : 13.5 Inch Cubic Feet : 1.5 Cft Galvanized Steel with Manual Lock.	The vendor should have minimum 1.5 cft capacity of Corrugated/ Paper Boxes preferably the dimensions L : 16 Inch B : 12 Inch H : 13 Inch The box should capable of holding A4 file as well as box file and other office files.
8	General		To finding the best Record Management Company a marking system must be incorporated in the RFP so the Bank may evaluate best Service Providers.	Not considered.

No	Page No./ Tender Clause No.	Tender Clause Description	Queries	Clarifications
9	General		As the Bank is looking this RMS service for PAN India. The clause for number of Record Storage Centre must be incorporate for better and smooth service. For this the clause should be incorporate:” The Bidder should have minimum 15 DSC in India” & also we request the Bank to specify the carton size.	Already clarified under Point no 6 & 7
10	General		The documents are to be delivered centrally or branch wise	The documents are to be delivered directly to the respective Branch / Office by the vendor through his own transport means within a radius of 50 Kms from RSC. Branch / Office located more than 50 Kms are to be delivered through the courier agency as specified / stipulated by the Bank.
11	General		The documents have to be picked/ delivered from / to branches locally & outstation or only for local branches and outstation documents will be through courier.	Already clarified under Point no 10
12	General		The Bank will provide soft copy of index or the vendor has to do the same.	The indexing has to be done by the vendor in presence of Bank officials.
13	General		Is there also requirement for scanning of documents under this project if yes, kindly provide branch wise volume & size of documents (like A4, legal etc) and scanning specifications.	The vendor should have the digitalization facility as and when required by the Bank.



Last date for submission of document is extended till 15.02.2019 upto 3.00 pm & Date and time of Opening Application for Pre Qualification Documents is 15.02.2019 (3.30pm).

All other terms & conditions will remain same, the above amendments and the clarifications for issues raised in the Pre-bid meeting shall form part of the tender.

Vendors to note the above corrigendum and submit the signed copy of the same along with tender document.

GENERAL MANAGER

Place: Bengaluru

Date: 31.01.2019

ANNEXURE TO CORRIGENDUM POINT NO 6

S NO	PREFFERED RSC LOCATIONS
1.	AHMEDABAD
2.	BANGALORE
3.	BHOPAL
4.	BHUBANESWAR
5.	CHANDIGARH
6.	CHENNAI
7.	DELHI
8.	GUWAHATI
9.	HYDERABAD
10.	JAIPUR
11.	KARNAL
12.	KOLKATA
13.	LUCKNOW
14.	MADURAI
15.	MANGALORE
16.	MUMBAI
17.	PATNA
18.	PUNE
19.	RANCHI
20.	TRIVANDRUM
21.	VIJAYAWADA