



भारत सरकार आयकर विभाग

Government of India Income Tax Department

कार्यलय प्रधान आयकर आयुक्त, आयकर भवन रोहतक - 124001

O/o Pr. Commissioner of Income-tax, Aayakar Bhawan, Rohtak – 124 001

F.No. PR.CIT/RTK /2018-19/ 228

Dated: 05.04.2019

To,

The Pr. Chief Commissioner of Income Tax,
Aayakar Bhawan, Sector – 17E,
Chandigarh

[Through proper channel]

[Kind Atten: DCIT(HQ)(ADMN.)]

Sir,

**Sub: Uploading of Tender of Record management at Aayakar Bhawan,
Rohtak – reg-**

In this connection, I have been directed to state that this office proposes to invite quotations/tender for record management of Aayakar Bhawan Rohtak office. As per guidelines of our department it is necessary to upload the same to the web-site of CBDT NWR, Chandigarh. It is therefore, requested to kindly upload this notice and its enclosures as early as possible.

Yours faithfully,

Rattan Singh Kaushik

(Rattan Singh Kaushik)
Income Tax Officer, (Hq.)(Admn.)
O/o Pr. Commissioner of Income Tax,
Rohtak.

Encl: - As above.



भारत सरकार आयकर विभाग

Government of India Income Tax Department

कार्यलय प्रधान आयकर आयुक्त, आयकर भवन रोहतक - 124001

O/o Pr. Commissioner of Income-tax, Aayakar Bhawan, Rohtak - 124 001

Dated: 05.04.2019

F.No. PR.CIT/RTK /2018-19/ _____

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Aayakar Bhawan, Sector - 17E,
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Government of India Income Tax Department

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O/o Pr. Commissioner of Income-tax, Aayakar Bhawan, Rohtak – 124001

F.No. PR.CIT/RTK /2018-19/ 223

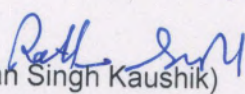
Dated: 05.04.2019

PUBLIC NOTICE

Quotations are invited for Office Record Management Service at Aayakar Bhawan, Opposite Man Sarovar Park, Civil Lines Rohtak – 124001.

Interested parties are requested to send their quotation (in the sealed envelope) to the Income Tax Officer, (Hq.) (Admn.), Room No.103, 1st Floor, O/o Pr. Commissioner of Income Tax, Aayakar Bhawan, Opposite Man Sarovar Park, Civil Lines, Rohtak- 124001. The quotations received by the prescribed time by 29.04.2019 & will be opened on 30.04.2019 at 05:00 P.M. The Additional Commissioner of Income Tax, Rohtak reserves the right to accept or reject any or all tenders/quotations without assigning any reason thereof. Description of items in this regard are enclosed as Annexure- A and terms and conditions as Annexure- B

The interested parties can also download this tender notice from <http://www.incometaxchandigarh.org/> website.


(Rattan Singh Kaushik)
Income Tax Officer, (Hq.) (Admn.)
O/o Pr. Commissioner of Income Tax,
Rohtak.

Copy to: Notice board & webmaster <http://www.incometaxchandigarh.org/> to upload in website and ADGIT (Systems) – 4, Aayakar Bhawan, Sector-3, Vaishali, Ghaziabad .

Form -10

Scope of work

Sr. No.	Items/Service nomenclature	Cost/Rate	
1	One-time packing (indexing, envenomization, transportation with city limits)		
	<u>Per cubic foot level</u>		
	<u>File Barcode Charges</u>		
2	<u>Monthly storage Charges per month or any part thereof (please specify)</u>		
	<u>Per Cubic Foot</u>		
3	<u>Retrieval (Physical Files)- Local next day service –before end of next working day</u>		
	<u>Per Box</u>		
	<u>Per File</u>		
	<u>Minimum Billing Charges, if any</u>		
4	<u>Retrieval (Physical files) Same Day Service-All requests upto 12 noon only</u>		
	<u>Per Box</u>		
	<u>Per File</u>		
	<u>Minimum Billing Charges, if any</u>		
5	<u>Refiling charges or replacement of retrieved files</u>		
	<u>Per Box</u>		

	<u>Per File</u>		
	<u>Minimum Billing Charges, if any</u>		
<u>6</u>	<u>Reference/Audit facility (at archive center)</u>		
	<u>Per Box</u>		
	<u>Per File</u>		
	<u>Minimum Billing Charges, if any</u>		
<u>7</u>	<u>Permanent Retrieval charges</u>		
	<u>Per Box</u>		
	<u>Per File</u>		
	<u>Minimum Billing Charges, if any</u>		
<u>8</u>	<u>Document Insertion Charges</u>		
	<u>Per Document</u>		
<u>9</u>	<u>Photocopy charges</u>		
<u>10</u>	<u>Destruction charges</u>		
	<u>Per Box</u>		
	<u>Minimum Billing Charges, if any</u>		
<u>11</u>	<u>Replacement of Cartoons (Per Cartoons)</u>		

		<u>At ST Premises</u>	<u>At Ware- house</u>
<u>12</u>	<u>Document scanning (per page)</u>		
	<u>A4 & legal Pages</u>		
	<u>A3 Pages</u>		
	<u>Larger than A3 page</u>		
<u>13</u>	<u>Indexing charges (Per field)</u>		
<u>14</u>	<u>CD/DVD Charges (per CD/DVD)including delivery</u>		
<u>15</u>	<u>Pricing Review if any?</u>		

Please note:	<ol style="list-style-type: none"> 1. No fees for food charges will be paid by the department. 2. The agreement to provide record management service will be in effect for a minimum period of 12 months. Rollover will, however, be applicable based on mutual understanding.
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Annexure – “B’

Terms & Conditions

Section - I

REQUEST FOR PROPOSAL (RFP)

RECORD MANAGEMENT INTRODUCTION

The offices are in possession of assessment and other records pertaining to their assesseees and other administrative records, which are not subject to disclosure to third parties in view of the legal provisions contained in section 138 of the income tax Act. The charge intends to outsource the activity of storing, and retrieval (Record Management) of non-current Records held as its Offices presently located in Aayakar Bhawan, Civil Line Road, Opp. Man Sarovar Park, Rohtak -124001.

The purpose of RFP is to invite proposals from experienced Service Providers of repute and credentials for providing the facility of Centralized Records Storage Centers (Records Management) / within warehouse located in Rohtak or nearby Rohtak from where service may be offered in time.

Technical and Financial bids are invited from Service Providers on open tender basis, having Godowns/warehouses with infrastructure for meeting the operational, administrative and security needs of a Record Storage Centre (hereinafter referred to as RSC) within Rohtak City.

The Service Providers should ensure safe and secure upkeep of the non-current record in good conditions in computerized system, retrieval of records in electronic form or supply of original records/ scanned copies, as and when demanded by any office. RSC should include e-mail, access control, CCTV, FAX/Scanning Machines, photocopiers, Racking System, Software for tracking cartons/Documents using bar coding system, transportation and Manpower for lifting the identified non-current records for storing/retrieval.

PROPOSAL FORMAT AND SUBMISSION PROCEDURE

Two Bid System shall be strictly followed. Technical and Financial bids have to be submitted separately.

Joint bids will not be accepted by the Charge.

Each individual Service Provider/Service Providers has to necessarily fulfill the eligibility criteria stipulated and the terms of two bid system should be strictly adhered to. The Service Providers will have to go through three stages of process viz.

Stage – 1 Technical Assessment based on eligibility criteria and document submitted.

Stage – 2 Opening of the Financial Bid.

Service Providers have to qualify in Stage 1, to be eligible for consideration for stage- 2.

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

S. No.	Item	Reference Form
	Envelope – A Technical Bid Documents Duly-Indexed	
1.	Cost of tender (DD of Rs. 500.00)	
2.	Earnest Money Deposit (DD of Rs. 50,000.00)	
3.	Incorporation of Company Certificate	
4.	Service Providers Proposal Letter	Form 1
5.	Service Providers Authorization Letter	Form 2
6.	The documents stabling Service Providers eligibility and qualification requirements	Form 3
7.	Self-Declaration Certificate as Required	Form 4
8.	Certificate of Conformity as required	Form 5
9.	Financial Information about the Service Provider	Form 6
10.	Records Storage Centre-Wise Information	Form 7
11.	General & Technical Information	Form 8
12.	Any Other Technical Information	Not more than 5 pages
		Form 9
B	Envelope – B Financial Proposal	

Sealed envelope containing Technical bid should be super scribed "Technical Bid for Record Management" and envelope containing Financial Bid should be super scribed " Financial Bid for Record Management". Both the envelopes should be kept in one envelope super scribed on the top "Tender for Record Management" addressed to the Income Tax Officer, (Hq.)(Admn.), O/o Pr. Commissioner of Income Tax, Rohtak clearly indicating Service Providers address and contact details.

Bid Details

Sr. No.	Particular	Details
1.	Date of issue of Notice of inviting Quotations	
2.	Last Date & Time for submission of Bids	
3.	Date of Opening of Technical Bid	
4.	Date of Opening of Financial Bid	Financial bids shall be opened after evaluation of Technical Bids.

Section - II

SCOPE OF WORK

Collection

The Service Provider will visit different offices of the Charge for collection of non-current record/documents in physical form i.e. files and folders etc. for storage at RSC in a time bound programme which will be decided mutually. The requirement includes the packing of boxes and indexing of contents, sealing of boxes and all other works or process in this connection. The Service Provider shall carry out collection on specific authority or instructions of the Offices of the Charge. The details of person/offices authorized to issue requests in respect of the scope of work shall be informed in due course. The record shall be packed either assessee wise or assessment year wise as shall be instructed at the time of collection.

CATALOGUEING

The Service Provider will arrange and catalogue the records and prepare inventory using bar code technology. Bar codes are to be securely fixed on each carton and its each and every content to prevent any loss during storage or removal/retrieval. Acknowledgements of the records giving the number of cartons/containers with description and number of files/folders etc. in each box/container are to be given to the concerned office at the time of pickup. Thereafter, the Service Provider shall give the soft copy and hard copy of list of inventory. Bar coding should be tampered/water-proof.

TRANSPORT

The Service Provider will arrange lifting of non-current records, as provided by the Charge, from the office premises by their own transport facility for storage at RSC. The Service Provider must comply with the local traffic, health, safety and other legislative requirements during transport.

STORAGE

The Service Provider will provide RSC satisfying the following minimum requirements on shared basis for the Charge.

- The building/structures for storage facility should be a permanent construction preferably on a three feet plinth with RCC/strong and Corrosion Resistance modern metal roofing, specially designed to protect charges records from fire, theft, dust and having proper drainage provision.
- No leakage from water pipes sprinklers, mechanical installations, roots, drains or any other

- Source of water ingress.
- Storage facilities must be locked and guarded 24x7. No unauthorized personnel can be allowed the access to the cartoons/records at any time. Access be controlled by card based/biometrics access control system and a record kept on register of personnel and material entering and leaving the secured area.
- CCTV monitoring of the area with recording for minimum two weeks is essential.
- Fire protection system to include Fire alarm system, 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 equipments.
- Service Provider must confirm that Pest and Rodent Control Termite treatments are carried out regularly in the storage space for a pest free environment.
- 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.
- The Service Provider should have ESIC., PF registration and hold labor License. Photocopies of valid registrations and license should be furnished with the Tender.
- The storage cartoons must be dust resistant with flaps or a lid forming a seal against airborne particles as per following specifications.
Carton design : 5 ply die-cut bottom minimum size 42 cms x 32.5 cms x 26 cms with corresponding 3 ply die cut top lid with tuck – in on the top of the width sides. Board properties: Top minimum 180 GSM 24BF paper and rest 140 GSM 20BF>
- The Service Provider is required to operate the facility of storage on non-current records of Charge in accordance with local legislative requirement in respect of health and safety legislation, employment law, fire safety law, relevant building codes.
- The charges representative reserves the right to inspect the RSC to confirm compliance at any time.

RETRIEVAL OF RECORDS

The Service Provider undertakes to retrieve and deliver the requested cartons, files, vouchers, ledgers, registers and any other documents within below specified _ Turnaround time (TAT) upon receipt of a written request in the form of faxes, e-mails or letters from the authorized officials of the Charge. Retrieval shall mean delivery to the office premises.

Turn-Around-Time (TAT)	
Natures of Retrievals	Turn-Around-Time (TAT)
Ordinary Retrievals	All requests by fax/emailed received by 5:00 PM will be delivered by the next working

	day to local branches/courier.(24 working hours TAT)
Urgent Retrievals	All requests by fax/e-mail received by 12:00 noon will be delivered on the same day to local branches/courier. (A maximum request files will be entertained at one time. For request over & above this, the delivery will be on best effort basis.
Bulk I Project Retrievals	As communicated by the Charge at the time of assigning the task (with mutual consent)

REPORTS

The Service Provider is required to provide the office wise reports as per charge's requirement and periodicity to the designated offices.

- a) Total number and details of the cartons with size containing records of the office being stored at RSC.
- b) Total number and details of the office's cartons retrieved (delivered)during a period.
- c) Total number and details of the office's cartons returned by the office.

CONFIDENTIALITY AND DISCLOSURE

The Service Provider must ensure that the records are at all times in its possession shall be kept in sealed cartons and the Service Provider or any other person shall not have any access to the records inside the sealed box. Disclosure of such records to third party is subject to prohibitions u/s 138 of the Income Tax Act and also by decisions of the Supreme Court, even under the Right to Information Act, 2005. The Service Provider shall take all the responsible and necessary steps to ensure that the records in its possession remain in sealed cartons at all times, once these are handed over to it. Any breach in this regard shall constitute a valid ground for termination of contract forthwith ad forfeiture of Initial Security deposit. An undertaking to this effect should be given in Form - 5.

ON-LINE ACCESS

The Service Provider's software should be capable of providing on line web-based access of their system to the offices for making request for retrieval of Documents through this system.

IMPROVEMENTS IN PROCESSES

The Charge will be opened to any up gradation/improvement in the system/processes which

will contribute to better Records Management at its sole discretion.

MIGRATION OF CHARGE'S RECORD MANAGEMENT DATA

Charge plans to use the RMS system available with the Service Provider. However, in case Charge intends to use its own RMS system in future, the Service Provider should provide necessary data to facilitate such migration.

HANDING BACK OF RECORDS UPON TERMINATION

Upon completion of the term of the contract or in the event of termination of contract by the Charge, the Service Provider shall hand over all the sealed cartoons in its possession alongwith inventory report back to respective offices as directed by Charge within 7 days of such direction free of cost.

TECHNICAL QUALIFICATION CRITERIA (MANDATORY)

Each Service Provider should meet all of the following qualification criteria in their Technical Bid so as to get eligible for further evaluation.

1. The Service Provider may be a Government Organization/PSU/PSE/Private/Public Limited Indian Company 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 should have minimum 3 years of experience in India of storing and managing from at least Three establishments out of which Two should be from Government Office/ Public Sector Scheduled I Banks/PSUs (Form 3) excluding Pilot Projects.
3. Service Provider should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Tendering Authority. A self-declaration Certificate should be enclosed (Form 4).
4. There should have been no damage to records at any facility due to fire (Form 4)
5. In the last three Financial Years, the Service Provider should have achieved minimum average annual financial turnover of minimum Rs.20 crores from their records storage service rendered. The Service Providers shall submit audited annual account of all three years in respect of this requirement (Form 6)
6. The Service Provider should have space for exclusively for storing records, located in Rohtak (Form 7) 80 KM nearby Rohtak. And facility should be operated since 3 years.
7. Title of space acquired by the Service Provider should be legally managed by Service Provider only. Subcontracting the work is not permitted. Title of space should be clear, and it should be free from any encumbrances. Service Provider should certify that all legal & technical formalities are completed for this storage space (Refer Form 7).
8. The Service Provider should have E.S.I.C., P.F. registration and photocopies of valid

- Registrations and license should be furnished with the Technical Bid.
9. Service Provider should certify that proper shops & Establishment licenses are acquired and able to produce whenever required by / the Charge. Photocopies of valid registrations and license should be furnished with the Technical Bid.
 10. Storage areas should 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 should be furnished with the Technical Bid.
 11. The Service Provider must have ISO 9001 and ISO 27001:2005 certification for data security in Service Provider's name. (Copies to be enclosed).

BID EARNEST MONEY (REFUNDABLE)

Service Providers have to submit the Bid earnest money (EMD) of Rs. 50,000/- (Rupees Fifty Thousand only), refundable, in the form of Demand Draft favoring DDO, O/o Pr.CIT, Rohtak payable at Rohtak. This EMD will be released to successful Service Provider after award of contract and execution of the agreement.

FORFEITURE OF EARNEST MONEY

The EMD will be forfeited on account of one or more of the following reasons:

- a) The Service Provider withdraws or modifies the offer after opening of bid but before acceptance of bid.
- b) When the Service Provider does not execute the agreement if any, prescribed within the specified time.
- c) When the Service Provider does not deposit the security money after the work order is given.
- d) When the Service Provider fails to commence the work as per work order within the time prescribed. In case of un-successful Service Providers, EMD will be released after completion of tendering process.

DEADLINE FOR SUBMISSION OF BIDS

The Charge should receive the notice for inviting quotations as per schedule. The charge, may at its discretion extend this deadline for submission of bids due to any administrative or operational exigencies

MODIFICATION AND OR WITHDRAWAL OF BIDS.

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.

BID OPENING AND EVALUATION

The charge shall open the bids, in the presence of Service Provider's Representative who choose to attend, at the time and date mentioned in bid document at the address mentioned.

The Service Providers representatives who are present shall sign register evidencing their attendance. The commercial bid shall be opened in the presence of Service Provider representatives, who qualify as per the technical and other qualification criteria.

PRELIMINARY EXAMINATION

The Charge shall 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 documents have been properly signed, and whether bids are generally in order.

The Charge will reject the bid determined as not substantially responsive.

The Charge 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.

Any effort by Service Provider to influence the Charge in the Service Provider's bid evaluation, bid comparison or contract award decision may result in the rejection of the Service Provider's bid.

Charge's decision will be final and without prejudice and will be binding on all parties.

RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Charge reserves the right to accept or reject any bid and annul the bidding process 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 Charge action.

SIGNING OF CONTRACT

The successful Service Provider(s) shall be required to enter into a contract with the Charge, within such period as may be specified by the Charge. The contract papers shall be finalized in discussion with successful Service Providers with regard to the terms and conditions and other relevant clauses, which shall be mostly in line with tender criteria, terms and condition of the tender document. The contract will be valid for five years unless terminated by the Charge before that date after one-month notice. The contract could also be renewed for further terms with mutual consent.

GOVERNING LAW AND DISPUTES (APPLICABLE IN CASE OF SUCCESSFUL SERVICE PROVIDER)

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/s shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of Courts.

The Service Provider shall continue work under the contract during the arbitration proceedings unless otherwise directed in writing by the Charge 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 obtained. The venue of the arbitration shall be jurisdictional Courts.

ASSIGNMENT AND 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 Charge prior written consent.

TECHNICAL BID EVALUATION CRITERIA

The Charge shall constitute a purchase committee, which shall carry out all the entire evaluation process. The PC would evaluate on the basis of documents submitted by the Service Providers as to whether their technical proposals fully meet the parameters given above.

EVALUATION CRITERIA

Only the Service Providers who meet the technical evaluation parameters will qualify for the financial evaluation process. The Financial proposals of technically shortlisted Service Providers will be opened. The Service Provider whose bid has been determined as the

lowest final financial quote (i.e. L1) shall be awarded the project.

PAYMENT TERMS

Payment will be released on monthly/ quarterly basis after successful collection, transportation, storage, retrieval of physical records as per certification by the authorized person of the concerned office. The Service Provider shall raise a monthly invoice address to the Pr. CIT, Rohtak.

INITIAL SECURITY DEPOSIT

The successful Service Provider should deposit Bank Guarantee equivalent to 5% of the estimated total fixed cost plus annual recurring cost subject to minimum bank guarantee of Rs. 15,000/-. This will be reviewed annually, and Bank guarantee amount will be decided accordingly.

COST OF BIDDING

The Service Provider shall bear all the costs associated with the preparation and submission of its bid, and the Tendering Authority in no case, will be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

BIDDING DOCUMENT

The Service Provider is expected to examine all the instructions, forms, terms and specifications in the bidding documents. The bidding documents submitted should be unambiguous, legible and without any strikethrough/corrections. Failure to furnish all the information required by the bidding documents or submission of a bid not substantive responsive to the bidding document in every respect will be at the Service Providers risk and may result in rejection of the bid.

CORRECTION OF ERRORS

Financial bids to be determined to be substantially responsive will be checked by the Bidding Authority / Bid Evaluation committee for any errors. If there is any discrepancy between the quoted rates in figures and the quoted rates in words, the rate in words will take precedence. Arithmetic errors will be rectified on the following basis.
The amount stated in the financial bid (Form 10) will be adjusted by the bidding authority in accordance with the above-mentioned point for the correction of the errors and, shall be considered as binding upon the Service Provider. If the Service Provider does not accept the corrected amount of the bid, the bid will be rejected and the EMD will be forfeited.

AMENDMENT OF THE BIDDING DOCUMENTS

- a) At any time prior to the deadline for submission of the bids, the Tendering Authority may, for any reason whether on its own initiative or in response to the clarification requested by a prospective Service Provider, modify, change, incorporate or delete certain conditions in the bidding conditions.
- b) All amendments will be hosted on our website and shall be binding on all the Service Providers.
- c) In order to allow prospective Service-Providers reasonable time to take into consideration the amendments while preparing their bids the Tendering Authority, as its discretion, may extend the deadline for the submission of the bids.

AUDIT

The system may maintain on audit trail of all relevant events and actions performed including:

- Records added per day/week/fortnight/month.
- Records edited/updated/deleted per day/week/fortnight/month
- Failed transactions or unauthorized access or disapproved record on the basis of quality etc.
- Tracking of the physical movement of the document collected from the source to the final-destination point.

Based on these audit trials, the system is expected to provide extensive options to retrieve statistics and generate charts and reports.

The system will prevent audit trial records from being modified or deleted by any person and users will have full access to their own audit trail. It will be clearly communicated to all administrative users who have access to the audit trials, under which circumstances these trials are viewed and used. Access to an audit trial will require approval of the Charge.

PENALTIES

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

Ordinary Retrievals

Application Condition	Application Penalty
95% of total retrievals in a month as per TAT	Nil
Less than 95% of total retrievals in a month as per TAT.	10 % of the retrievals billing of the month.

Urgent Retrievals

Application Condition	Application Penalty
Retrievals which are not adhered to in 1 day TAT- will be considered as ordinary Retrieval.	As above

LIQUIDATED DAMAGES

In case the Service Provider fails to provide services as per requirement of the charge shall without prejudice to its other remedies under the contract forfeit the Initial Security Deposit either in part or full. The Addl. CIT, Rohtak will be final authority to ascertain the veracity of any reason provided by the Service Provider.

Notwithstanding the provision of contract, the Service Provider shall not be liable for forfeiture of its Initial security Deposit or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

PRICE AND VALIDITY

All the prices mentioned in our proposal should be in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids

SECTION - I
BID FORMATS

Form 1- Service Provider's Proposal Letter

(Letter to be submitted by the Service Provider on Service Providers Company's Letter Head)

Date:.....

To,

The Income Tax Officer, (HQ.)(Admn.)
O/o Pr. Commissioner of Income Tax,
Room No. 103, 1st Floor, Aayakar Bhawan,
Opp. Man Sarovar Park, Civil Lines,
Rohtak- 124001

Sir,

Reg: **Our Bids for Records Management**

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

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

Yours faithfully,

Signature & Seal: _____
Name & Designation: _____
Address: _____
Contact No.: _____

Form 2 – Service Provider's Authorization Certificate

Date:.....

To,

The Income Tax Officer, (HQ.) (Admn.)
O/o Pr. Commissioner of Income Tax,
Room No. 103, 1st Floor, Aayakar Bhawan,
Opp. Man Sarovar Park, Civil Lines,
Rohtak- 124001

<Service Provider's Name> _____
<Designation> _____ is hereby authorized to sign relevant documents on behalf of the
company in dealing with Notice for inviting quotations of reference <Notice for inviting quotations No.
& Date> _____. He is also authorized to attend meetings & submit
technical & commercial information as may be required by you in the course of processing above said
tender.

Thank You,

Authorized Signatory

<Company Name>

Seal

Form 3 – Work Experience Certificate

Name of the Firm: _____

S. No.	Name of the Govt. Offices/nationalized/Scheduled Banks/PSU for whom the Service Provider is providing Record Storage Service	Start Date	Valid Till	No. of years served	Current volume of records stored (in Cft.)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
	Total				

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

Date: _____

Place: _____

Signature of the Service Provider: _____

Form 4 – Self Declaration

Date: _____

Ref:

To,

The Income Tax Officer, (HQ.) (Admn.)
O/o Pr. Commissioner of Income Tax,
Room No. 103, 1st Floor, Aayakar Bhawan,
Opp. Man Sarovar Park, Civil Lines,
Rohtak- 124001

In response to the tender No. _____ Dated _____ as owner/Partner/ Director of
_____ / we hereby declare that our Agency _____ 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 there have been no damage to records at any of our facility due to FIRE.

Name of the Service Provider: _____

Signature: _____

Seal of the Company: _____

Form - 5 Certificate of Conformity

Date: _____

To,

The Income Tax Officer, (HQ.)(Admn.)
O/o Pr. Commissioner of Income Tax,
Room No. 103, 1st Floor, Aayakar Bhawan,
Opp. Man Sarovar Park, Civil Lines,
Rohtak- 124001

CERTIFICATE

This is to certify that the services for Record Storage and Management System which I shall provide, if I am awarded with the work, are in conformity with the Scope of Work in the Tender document. I also certify that the price I have quoted per unit cost basis is inclusive of all the cost factors involved in the execution of the project, to meet the desired standards set out in the conditions of the contract.

I understand the importance of "confidentially and disclosure" clause and undertake that I will abide by the same without any reservations.

Signature: _____

Name: _____

Designation: _____

Seal: _____

Form 6 – Financial Details as per Audited Accounts

Years	FY 2015-16		FY 2016-17		FY 2017-18		Average Turnover	
	Total	From Record Storage Services	Total	From Record Storage Services	Total	From Record Storage Services	Total	From Record Storage Services
Turnover (Rs."000)								
Profit (Rs."000)								

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.

Signature: _____

Name: _____

Designation: _____

Seal: _____

Form 7 – Records Storage Center-Wise Information

Name of the Service Provider: _____

Address of Records Storage Centre: _____

Owned/Leased Premises: _____

Record Storage Area In Sq. Ft.: _____

Record Storage Centre Building Availability of the following	Mark Y/N in all the boxes below
Permanent Construction (Wall & Flooring) – Brick Work	
RCC/Strong Corrosion Resistance Modern Metal Roofing	
Trained Staff	
24x7 Security Guards	
Biometric Access Control	
Fire Fighting Equipment	
Fire Alarm System – Detectors	
CCTV with 1 minimum weeks recording	
Pest Control and Rodent Control	

Signature: _____

Name: _____

Designation: _____

Seal: _____

Note: Service Provider should submit copy of lease/ownership document and recent tax receipt.

Form 8 General & Technical Information

Name of the Service Provider: _____

DOCUMENT FOR TECHNICAL EVALUATION		
	Mark Y/N only in one box below	Reference document
1. Certification of Incorporation		Copy Form - 3
2. Experience of at least 3 years in storing and managing physical records for Govt. Offices/Income Tax/PSU/Nationalized/Schedule Banks in India		
3. The Service Provider should have aggregate space of at approx. 10,000 sq. feet exclusively for storing Records located in Rohtak or Nearby Rohtak		
4. Average annual financial turnover in the last three financial Year's i.e. 2015-16 to 2017-18 from records storage services rendered minimum Rs. 20 Crores.		Form - 4
5. Self-declaration for corrupt and fraudulent practices		Form - 4
6. Self-Declaration that no past damage due to fire		Form - 7
7. A certificate regarding compliance of required storage facility		Copy
8. Valid Insurance Policy, Labor License and Shop and Establishment License.		Copy
9. ISO 9001 and ISO; 27001 in the name of the Service Provider		Form - 5
10. Undertaking to abide by the confidentiality and disclosure		
SYSTEM INFORMATION		
Comprehensive Records Management Software with the Source code of the software		
Records data on SQL/RDBMS Database in House IT Server setup with firewalls		
Online Access		

Signature: _____

Name: _____

Designation: _____

Seal: _____

Form – 9 Financial Bid Format

Price schedule for the proposed Record Storage and Management System:

The Service Provider should quote prices as per following schedule (Amount in Rs.)

Sr. No.	Name of the Item	Rate
1.	Initial Fixed operational cost (per carton): Collection of non-current record from the offices, arranging, segregation, bar coding, data entry into the system, transportation cost including labour charges, packing charges and onetime cost of carton as per size and quantity (specified)	Rate per CFT
2.	Recurring cost (per carton per month): Recurring cost includes storage charges including all maintenance charges viz. electricity, security, telephone, stationary, manpower, pest control etc. as mentioned in RFP	
3.	Cost of retrieval (per Carton) <ul style="list-style-type: none"> • Ordinary retrieval within 24 hours to be delivered to Offices and recollecting as mentioned in RFP • Emergency retrieval within 4 hours to be delivered to Offices and recollecting as mentioned in RFP 	
4.	Cost of retrieval (per file) <ul style="list-style-type: none"> • Ordinary retrieval within 24 hours to be delivered to Offices and recollecting as mentioned in RFP • Emergency retrieval within 4 hours to be delivered to Offices and recollecting as mentioned in RFP 	
5	Pricing Of Escalation Annually	

NOTE:

4. The storage cartons must be dust resistant with flaps or a lid forming a seal against air borne particles as per following specifications.
Carton design : 5 ply die-cut bottom minimum size 42 cms x 32.5 cms x 26 cms with corresponding 3 ply die cut top lid with tuck – in on the top of the width sides. Board properties: Top minimum 180 GSM 24BF paper and rest 140 GSM 20BF.
5. Price quoted should be inclusive of all taxes of Service Tax.
6. All the above quantities are only for calculation of L1 Service Provider(s) and actual quantity may vary depending upon Charges actual requirement.

$$L1 = \text{Total Cost of (Items S. Nos. 1+3+4)} + (\text{Items at Sr. No. 2} \times 12 \text{ months}) + (\text{items at Sr. No. 2} \times \text{Sr. No. 5} \times 5 \text{ years})$$

The above formula will be used only to decide L1 Service Provider. After award of the contract the actual payments will be the Charge on pro data basis as per rates quoted by the Service Provider on unit basis.

Signature: _____
 Name: _____
 Designation: _____
 Seal: _____