



INCOME TAX DEPARTMENT
OFFICE OF THE ADDL. COMMISSIONER OF INCOME TAX
RANGE-1, NEW C.G.O. COMPLEX, B-BLOCK, NH-IV, FARIDABAD

F. No. Addl. CIT/Range-1/ FBD/2022-23/ 379

Dated: 25.05.2022

TENDER NOTICE

SUB: INVITING QUOTATIONS FOR RECORD MANAGEMENT SYSTEM FOR THE RECORDS OF OFFICE OF THE PRINCIPAL COMMISSIONER OF INCOME TAX, FARIDABAD

The Office of the Principal Commissioner of Income Tax, Faridabad invites Quotations under two-bid System from experienced Service Providers of repute for providing the facility of Centralized Record Storage Centers (Record Management). Tender documents containing detailed terms and conditions and the proforma for bidding may be downloaded from the website: www.incometaxchandigarh.org and www.incometaxindia.gov.in.

Tender forms duly filled in all respect should be submitted in the office of the Deputy Commissioner of income tax, Range-1, New CGO Complex, B-block, NH-IV, Faridabad on or before 06-06-2022 at 2 pm.

Encl: As above

(Umesh Chandra)
Addl. Commissioner of Income Tax
Range-1, Faridabad

SECTION-1: REQUEST FOR PROPOSAL (RFP)

1.1 RECORD MANAGEMENT INTRODUCTION

1.1.2 The Office of the Principal Commissioner of Income Tax, Faridabad (referred to herein after as the Office) intends to outsource the activity of digitization, storing, retrieval and destruction of Records (Record Management) held at its office/record rooms presently situated at Delhi/NCR locations.

1.1.3 The purpose of this RFP is to invite proposals from experienced Service Providers of repute for providing the facility of Centralized Records Storage Centers (Record Management) within 40 KM in Delhi/NCR.

1.1.4 Technical and Financial Bids are invited from Service Providers of repute (on open tender basis) having Godowns/Warehouses with proper infrastructure for meeting the operational, administrative and security needs of a Record Storage Centre (here in after referred to as RSC). Proposed facility should have ISO 9001:2018, ISO 27001 & ISO 15489 certified (valid certificate must be submitted along with the technical bid)

1.1.5 The Service Providers shall ensure safe and secure up keep of the records in good condition, in computerized system, retrieval of records in electronic form or supply of original records/scanned copies as and when demanded by authorized person/officer of this Office. RSC should have e-mail, access control, CCTV, Fax/Scanning Machines, Photocopiers, Racking System, Software for tracking of Cartons/Documents using Bar Coding system, Transportation and Manpower for lifting the identified records and other facilities for such storage/retrieval.

1.2 PROPOSAL FORMAT AND SUBMISSION PROCEDURE

1.2.1 Two Bid System shall be strictly followed. Technical and Financial Bids are required to be submitted separately.

1.2.2 Joint Bids will not be accepted by the Office.

1.2.3 Each Individual Service Provider has to necessarily fulfill the eligibility criteria stipulated here in and the terms of two bid system should be strictly adhered to. The interested Service Providers will have to go through the following stages of process viz;

Stage-1 Technical Assessment based on eligibility criteria and documents submitted in Technical Bid.

Stage-2 Opening of Financial Bid.

In order to be eligible for consideration for Stage 2, the Service Providers have to necessarily qualify in Stage 1.

1.2.4 The proposal should be prepared and submitted in the following Two Envelopes:

S.No.	Item	Reference Form
A	Envelope-A: Technical Bid Documents Duly Indexed	
1	Cost of Tender (DD/PO for Rs. 1000.00)	
2	Earnest Money Deposit (DD/PO for Rs. 1,00,000.00)	
3	Photocopy of Certificate of Incorporation of the Service Provider	
4	Photocopy of E.S.I.C. Registration	
5	Photocopy of P.F Registration	
6	Photocopy of lease agreement of warehouse/facility	
7	Photocopy of Shops and Establishment Registration	
8	Photocopy of Insurance Policy for Storage Areas	
9	Photocopy of ISO 27001 Certificate Photocopy of ISO 9001 Certificate Photocopy of ISO 15489 Certificate.	
10	Photocopy of International certification / affiliation / membership from Professional Records and Information Services Management (i-SIGMA)	
11	Bidder's Proposal Letter	Form1
12	Bidder's Authorization Certificate	Form2
13	The documents establishing Bidder's eligibility and qualification requirements	Form3
14	Self-Declaration certificate, as required	Form4
15	Certificate of Confirmity, as required	Form5
16	Financial information about the Bidder	Form6
17	Information of each Records Storage Centre (where records of this Office is proposed to be stored)	Form7
18	General & Technical In formation	Form8
B	Envelope-B: Financial Proposal	Form9

The envelope containing Technical Bid should be super scribed "Technical Bid for Record Management" and the envelope containing Financial Bid should be super scribed "Financial Bid for Record Management". Both the envelopes should be separately sealed and kept in another envelope super scribed on top "Tender for Record Management" addressed to **The Office of Addl. Commissioner Of Income Tax, Range-1, New C.G.O. Complex, B-Block, NH-IV, Faridabad, Haryana on or before 06-06-2022 up to 4 Pm.**, clearly indicating the bidder's address and contact details. This envelope should also be sealed and deposited in the tender box.

1.2.6 Relevant dates for the purpose of this RFP are as follows:

Bid Details		
S. No.	Particulars	Details
1.	Date of issue of Tender Document	26-05-2022
3.	Date & Time For submission of Bids	06.06.2022 before 2 PM
4.	Date & Time of Opening of Technical Bids	07.06.2022 at 04.00PM
5.	Date & Time of Opening of Financial Bids	07.06.2022 at 04.00PM
6.	Place of Opening of Bids	Office of the Deputy Commissioner Of Income Tax, Circle-1, New C.G.O. Complex, B-Block, NH-IV, Faridabad, Haryana
7.	Address of Communication / Submission of Proposals	Office of the Deputy Commissioner Of Income Tax, Circle-1, New C.G.O. Complex, B-Block, NH-IV, Faridabad,
8.	Earnest Money Deposit	Rs.1,00,000/-

1.2.7 Tender documents should be placed in a sealed box located at **The Office of Deputy Commissioner Of Income Tax, Circle-1, New C.G.O. Complex, B-Block, NH-IV, Faridabad**, before stipulated time on the due date. No courier/postal delays will be acceptable. The tender box may be inspected by bidders or their authorized representatives on due date at 2 PM after which it will be sealed in their presence. In case, any bidder does not turn-up by 2 PM, box will be sealed in the presence of whosoever is on the spot. **Tender will be opened at 4:00 pm on the same day i.e. 07-06-2022.**

1.2.8 Bids will be opened in the presence of bidders' authorized representatives who may choose to attend as above.

SECTION-II

2.1 SCOPE OF WORK

The scope of work to be awarded through this tender is as follows:

i. Collection of records

ii. Cataloguing of records (including entry in computer of each file to be shared with the office

iii. Transportation of records

iv. Storage of records

v. Retrieval of records

vi. Reports

vii. Destruction/shredding/permanent retrieval of unwanted/ time barred records

The details of the scope of work are as per following paras.

2.2 COLLECTION OF RECORDS

2.2.1 The Service Provider will visit office premises/record rooms for collection of records/documents in physical form i.e. files and folders etc. for storage at RSC in a time bound manner which will be decided mutually. The requirement includes the packing of cartons/boxes and indexing of contents, sealing of the boxes and all other works or processes necessary in this connection. The Service Provider shall carry out collection on specific authority or instructions of the Office in writing/mail from Office ID. The details of persons/officers authorized to issue requests/instructions in respect of the scope of work shall be informed in at the time of signing of agreement.

2.2.2 The record shall be packed Scheme/File No./Financial Year wise as shall be instructed at the time of collection of records.

2.3 CATALOGUING OF RECORDS

The Service Provider will arrange and catalogue the records under data fields as specified by the office and prepare inventory using Bar Code technology. Bar codes are to be securely fixed on each carton and its each and every file to prevent any loss during transportation, storage or removal/retrieval. Acknowledgments of the records specifying the number of cartons/boxes/containers with description and number of files /folders etc. in each carton/box/container are to be provided to the Office at the time of pickup. Thereafter, the Service Provider shall provide the soft copy and hardcopy of the inventory of records to the concerned office and to the controller office i.e. PCT Faridabad. Bar coding should be tamper/water proof.

2.4 TRANSPORTATION OF RECORDS

The Service Provider will arrange lifting of records, as provided by the Office, from the office/record rooms by their own transportation facility for storage at RSC. The Service Provider shall comply with the local traffic, health, safety and other statutory requirements during the transportation of records.

2.5 STORAGE OF RECORDS

2.5.1 The service provider will store the records at its RSC in a safe and secure environment.

2.5.2 The RSC of Service Provider should satisfy the following minimum requirements:

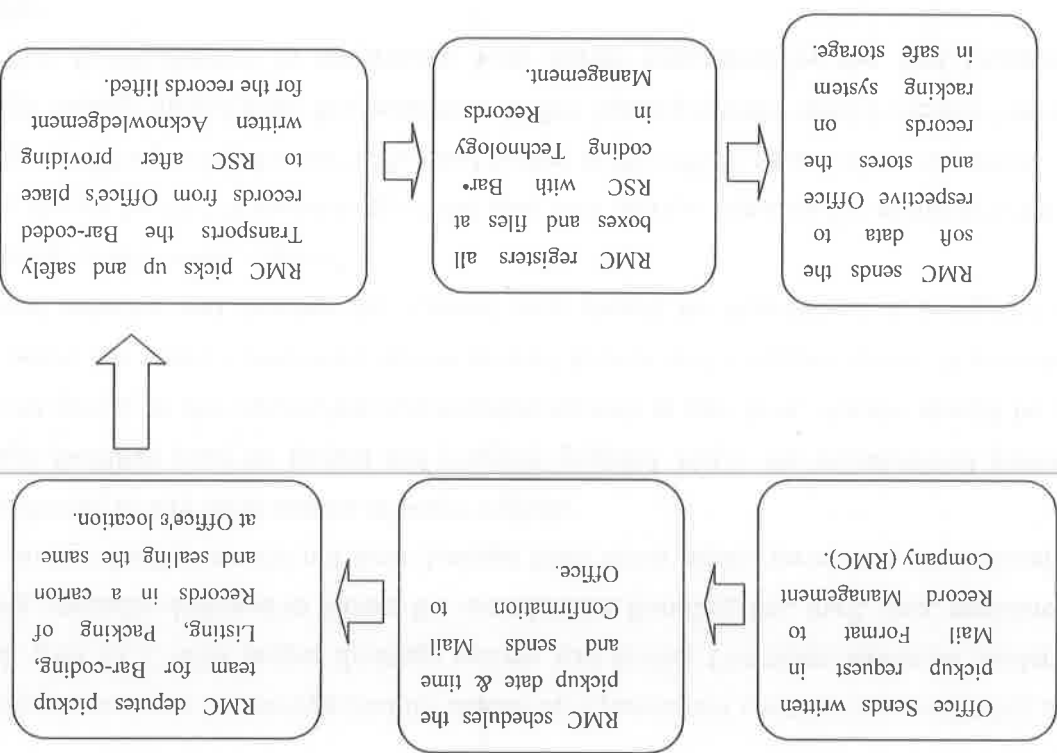
- I. Building/ structures for storage facility should be a permanent construction preferably on a three feet plinth with RCC with proper drainage system and having Corrosion Resistant modern metal roof/ ceiling, specially designed to protect the records from flooding, fire, theft, dust, moisture, and pest.
- II. The storage facility should not have leakage from water pipes, sprinklers, mechanical installations, roots, drains, or any other source of water ingress.
- III. Storage facilities must be locked and properly guarded 24X7. No unauthorized personnel shall be allowed access to the cartons/boxes/containers/records at any time. Access should be controlled by card based bio metrics electronic access control system and a regular record of personnel record of material entering and leaving the secured area should be maintained in a register and kept for reference, as and when required.
- IV. There should be CCTV monitoring of the area with storage capacity for minimum two months. The footage shall be provided to the authorized person of the Office, as and when requested.
- V. Storage facility should have fire protection & fire-fighting system (which include Fire alarm system and Fire Extinguishers) in accordance with norms prescribed by the Fire Department for the building.
- VI. The Service Provider's staff should be adequately trained in handling the fire equipments. The fire protection should adhere to fire security norms as prescribed by Competent Authority.
- VII. Service Provider must confirm that Pest & Rodent Control and Termite treatments are carried out regularly (as per prescribed norms) in the storage space for a Pest Free environment.
- VIII. The Building for storage must be constructed in accordance with applicable local laws and regulations. Service Providers are required to demonstrate/provide evidence of legal ownership or lease of the storage facility with approved site/building plan.
- IX. The Service Provider is required to operate the facility of storage of records of the Office in accordance with local legal requirements in respect of health and safety regulations, employment law, fire safety law and relevant building codes etc.

- X. The Office reserves the right to inspect the RSC to confirm compliances of terms and conditions of storage at any time.
- XI. The Record Storage Centre Premises where Office's records are going to be kept, must be certified by a competent engineer/organization on the Dead Weight Bearing & Structural Stability aspects.

2.5.3 All files must be stored in storage cartons. The storage cartons must be dust and moisture resistant with flaps or a lid forming a seal against airborne particles as per following specifications:

Carton design: 5 ply die-cut bottom having minimum space of 1.5 cubic feet and for bigger size documents cartons to be customized accordingly.

2.5.4 Collection And Storage Process



2.6 RETRIEVAL OF RECORDS

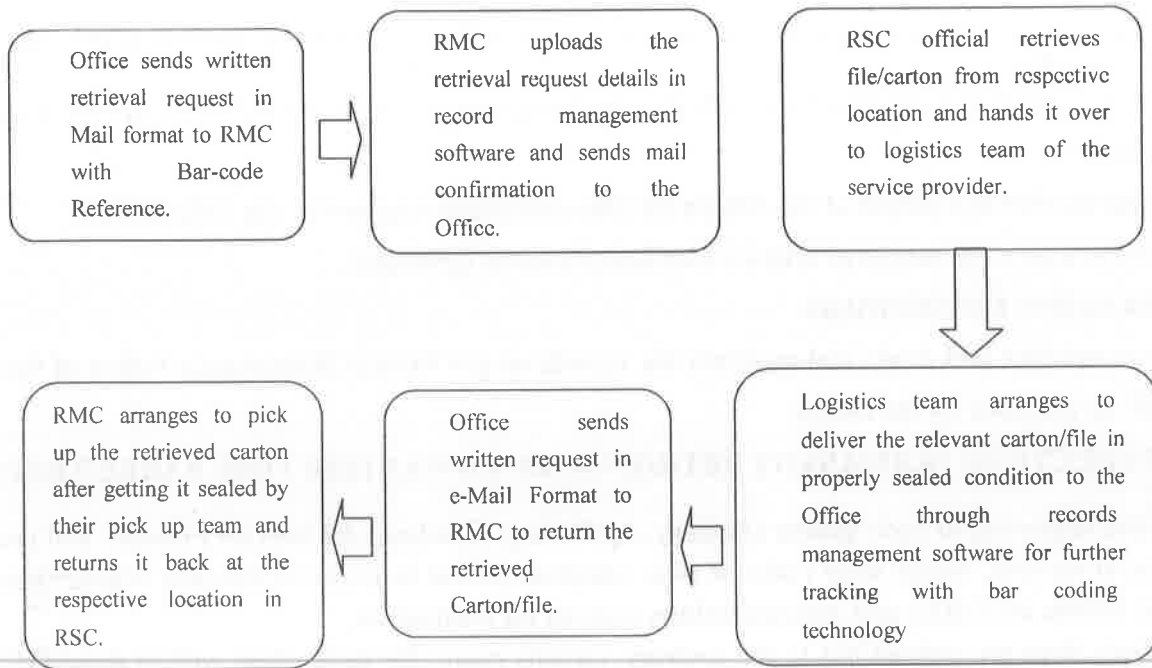
2.6.1 The Service Provider will undertake to retrieve and deliver the requested cartons, files, vouchers, ledgers, registers and any other documents within below specified Turn Around Time (TAT) upon receipt of a written request in the form of fax, e-mail or letter from an authorized officer/official of the Office. Retrieval shall mean delivery of relevant records at the designated office premises of the Office with real time delivery system.

2.6.2 The safety and confidentiality of the file/cartons shall be ensured during this process. The service provider cannot stop the services of retrieval of Cartons or files or documents demanded by the department for any reason whatsoever including delay in the rental bills payments or non



payment of the same etc.

2.6.3 Retrieval process:



2.6.3 Turn-Around-Time (TAT)

Nature of Retrievals	Turn-Around-Time(TAT)
Ordinary Retrievals	All requests from Office by fax/e-mail received by 5P.M. will be delivered by the next working day (within 24 working hrs TAT). (Maximum 25 files in single request)
Urgent Retrievals	All requests from Office of the Office received by 12.00 noon will be delivered by 6 P.M of the same day with real time system. (Maximum 25 files in single request)
Bulk/project Retrievals	As communicated by the Office at the time of assigning the task (with mutual consent)

2.7 REPORTS

The Service Provider is required to provide the reports as per the Office's requirement and periodicity to the designated/authorized officers.

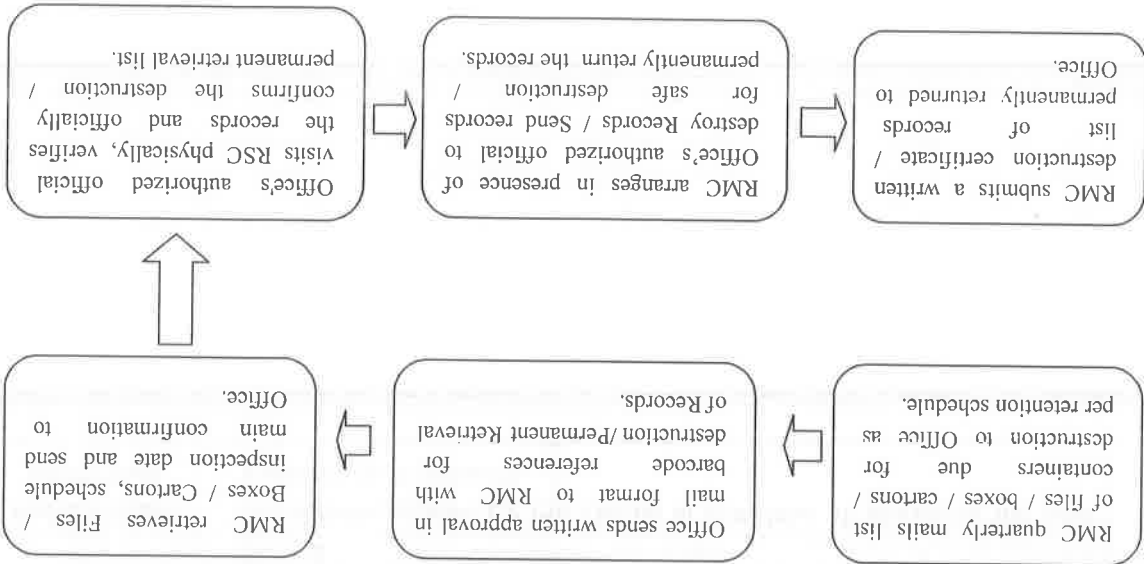
- I. Total number and details of the files/boxes/cartons with size containing records of the office being stored at RSC.
- II. Total number and details of the office's files/boxes/cartons retrieved/delivered during a particular period.
- III. Total number and details of the office's files/boxes/cartons returned by the Office.
- IV. Total number and details of office's files/boxes/cartons destroyed.

2.8 RETENTION OF RECORDS

The service provider will retain and maintain the records as per Record Maintenance Policy of the Office which shall be provided by the Office.

2.9 DESTRUCTION/PERMANENT RETRIEVAL OF UNWANTED/TIME BARRED RECORDS

- I. In the beginning of each quarter (January, April, July, October), the Service Provider will prepare the List of records, which have outlived their retention period in terms of Records Maintenance Policy and inform the Office and seek the written consent for destruction.
- II. Unless there are instructions to the contrary, records meant for destruction will be shredded/ burnt in the presence of authorized officials of the Office. Records may be sold after shredding to a chemical furnace or paper mill for burning or converting into pulp. However this must be done with the prior approval of The Secretary, NMC or the officer/committee specifically authorized by the head of office.
- III. Mode, date of destruction and details of Office's authority will be recorded in the system, against each relevant item.
- IV. Amount earned at RSC on account of selling record to the paper mill/scrap dealer for converting into pulp will be credited to Office's Account in the head of "Miscellaneous Income".
- V. The Service Provider will arrange for transport, labor and other necessary support to send the non-current records to chemical furnace or paper mill, for burning or converting into pulp.



2.10 CONFIDENTIALITY AND DISCLOSURE STATEMENT

The service provider shall ensure that at all times the records are kept in its possession 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 by decisions of the Hon'ble Supreme Court and even under the Right to Information Act, 2005. After the records are handed over to the service provider, it shall take all reasonable precaution sand necessary steps to ensure that the cartons are stored in a manner so as to ensure that the seals of the cartons remain act. Any breach in this regard shall constitute a valid ground for termination of the contract forth with without assigning any reason and forfeiture of Initial Security deposit in addition to any other permissible legal action that may be taken by the Office. An undertaking to this effect should be given in Form-5.

2.11 ON -LINE ACCESS

The Service Provider's software should be capable of providing online web-based access of their system to the officers of the Office for making request for retrieval of Documents through this system and real time delivery updation.

2.12 IMPROVEMENTS IN PROCESSES

The Office will be open to any up gradation/improvement in the system/processes which will contribute to better Record Management at its sole discretion.

2.13 HANDING BACK OF RECORDS UPON TERMINATION

Upon expiry of the term of the contract or in the event of termination of contract by the Office otherwise, the Service Provider shall handover all the sealed cartons in its possession along with the inventory of records to the office at its office/record room or at any other place within Delhi/NCR as directed by the Office within 30 days of such direction free of cost at the site. The Service Provider will provide the softcopy & hardcopy of lists,files and barcodes of all such files kept over period of time. The service provider will also provide manpower to help in storing the sent files in appropriate form for future use with proper segregation and in the same way as kept by service provider or as may be required by new service provider. No extra charges will be paid for this service. In case of non-providing of service, the department may claim expenditure for the same and deduct it from bill. In case of any dispute pending regarding any issue over payment or violation of any clause, this will not impact handing over of records. There will be no lien on the said records of the service provider to keep it till the dispute is over. There will be no right over the custody of the Service Provider over the material/files kept with it once the contract is terminated/over. The said material cannot be kept back as securely till the resolving of dispute or payment.

2.14 TECHNICAL QUALIFICATION CRITERIA (MANDATORY)

2.14.1 The bidder should meet all of the following qualification criteria in their Technical Bid so as to be eligible for further evaluation:

- I. The bidder may be a Government Organization/PSU/PSE/Private/Public Limited Company/firm incorporated under Indian Laws. The bidder shall submit the **Certificate of Incorporation** along with the Technical Bid in respect of this requirement.
- II. The bidder should have minimum 5 years of experience in India of storing and managing minimum One Lakh cubic feet of physical records aggregating from at least three Government Offices & PSU Banks (Form-3) excluding Pilot Projects. The order completion certificate shall be issued by the competent authority of concerned department.

III. The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by any Tendering Authority or termination of contract in between contract period for any reason other than change in policy of record retention. A Self-declaration Certificate should be closed in this regard (Form 4).

IV. In the last three financial years i.e. 2018-19, 2019-20 and 2020-21 the bidder should have achieved **minimum average annual financial turnover of one crore** from rendering of record storage services and company must have positive net profit and net worth in each of last three financial year i.e. 2018-19, 2019-20 and 2020-21. The bidders shall submit certified copy of audited annual accounts. A Chartered Accountant must be submitted in the prescribed format (Form 6).

V. The bidder should have sufficient space of **at least 50,000 sq feet** exclusively for storing records, located in the Delhi/NCR (Form7).

VI. Title of Space acquired by the bidder should be legally managed by the bidder only. Subcontracting the work is not permitted. Title of space should be clear and it should be free from any encumbrances. The bidder should certify that all legal & technical formalities are completed for this storage space (Refer Form7).

VII. Bidder should have a defined process with barcode technology to track records. Any process for maintaining the accuracy of the data set would be an added advantage. Processes for maintaining accuracy of inventory during retrieval and refile process. Ability to generate system generated reports and ability to provide an audit trail of the records. The software should have functionality to real time updation of retrievals with OTP based and it should be owned by the bidder.

VIII. The bidder should own and operate their own fleet of vehicle to carry out boxes/cartons and documents dedicated to records management services. It will be mandatory to submit details of vehicles owned by the company as part of technical bid.

IX. The vehicles used for transporting records should be GPS enabled and their drivers should carry mobile phones.

- X. The bidder should have E.S.I.C., P. F. registration. Photocopies of valid registrations and licenses should be furnished along with the Technical Bid.
- XI. The bidder should certify that proper Shops & Establishment licenses are acquired and able to produce whenever required by the Office. Photocopies of valid registrations license should be furnished with the Technical Bid.
- XII. Storage area should be insured against fire, flood, cyclone and other natural calamities besides theft, burglary etc. and the bidder will bear the cost of such insurance. Photocopies of valid insurance policy should be furnished with the Technical Bid.
- XIII. The bidder must have certification for ISO 9001, ISO 27001, ISO 15489, ISO 20001 for IT Management, Data Security, process compliance, Physical document archival management ets. in Service Provider's name (Copy to be enclosed).
- XIV. The Record Management Software should be developed by Indian company and it is also running in any PSU/Government organization in India with OTP real time retrieval updation system.
- XV. The Bidder should have at lease two work order of any state or center government department. A copy of work order and contact details along with address of client should be furnished with technical bid document.

2.14.2 Technical Bids without the specified documents will be rejected.

2.15 FINANCIAL BID

2.15.1 Rates quoted in Form 9 shall be exclusive of GST &/or other taxes as applicable.

2.15.2 Rates quoted in Form 9 shall be valid for a period of 5 years i.e, during the validity of the contract and contract can be extended further 5 years with mutual consent.

2.16 BID EARNEST MONEY

2.16.1 Bidders have to submit the Bid Earnest Money (EMD) of 1,00,000/- (Rupees One Lac Only) refundable, in the form of account payee **Demand Draft /Bankers Cheque in favor of Zonal Account Officer, CBDT Rohtak payable at Rohtak**. This EMD will be released to successful Service Provider after award of contract and execution of the agreement. In case of un-successful bidders, the EMD will be released only after completion of Tendering process

2.16.2 In case of un-successful bidders, the EMD will be released after completion of Tendering process.

2.16.3 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 the bid but before acceptance of bid
- b) When the Service Provider fails to execute the agreement if any, prescribed within the specific time.
- c) When the Service Provider fails to deposit the security money after the work order is

issued/awarded.
d) The Service Provider fails to commence the work as per work order within the time prescribed.

2.17 DEADLINE FOR SUBMISSION OF BIDS

The Office should receive the Tender Documents as per given time schedule. However, the Office may, at its sole discretion, extend the time limit for submission of bids for administrative or operational reasons or even without assigning any reasons.

2.18 MODIFICATION AND/OR WITHDRAWAL OF BIDS

Bids once submitted will be treated as final and no modification will be permitted after submission of the bids. No correspondence in this regard will be entertained from any bidder. No bidder, who has submitted a bid, shall be allowed to withdraw the bid after the deadline for submission of bids is over. In case of the successful bidder, it will not be allowed to withdraw/back out from the bid commitments. The earnest money deposited in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as forfeited. No correspondence will be entertained in this regard. The bidder may also be black listed for next 10 years.

2.19 OPENING OF BIDS

2.19.1 The Office shall open the technical bids in the presence of bidders' representatives, who choose to attend, at the place, date and time mentioned in the bid document.

2.19.2 The bidders' representatives who are present shall affix their signature for the purpose of evidencing their attendance.

2.19.3 The Financial bids shall be opened in the presence of bidders' representatives, who qualify as per the technical and other qualification criteria, and who choose to attend.

2.20 PRELIMINARY EXAMINATION OF BIDS

2.20.1 The Office will examine the bids to determine whether they are complete, whether any computational errors, have been made whether required information has been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.

2.20.2 The Office will reject the bids which are not found to confirm to the requirements. Any effort by any bidder to influence the Office in its bid Evaluation, bid comparison or decision or contract awards decision may result in the rejection of its bid. In this regard, the Office's decision shall be final and no correspondence or claim will be entertained.

2.21 OFFICE'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Office 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 assigning any reasons and without incurring any liability whatsoever. Office reserves the right to select more than one service provider/bidder keeping in view its large requirements. Cost of the tender will not be refundable.

2.22 SIGNING OF CONTRACT

2.22.1 The successful bidder(s) shall be required to enter into a contract with the Office, within stipulated time period as may be specified by the Office. The contract papers shall be finalized in discussion with successful bidder with regard to the terms and conditions and other relevant clauses, which shall be in line with tender criteria and terms & conditions of the tender document. The contract will be valid for a period of five years unless terminated by the Office before the said date after giving one month's notice to the service provider. The contract could also be renewed for further period subject to mutual consent of both the parties to the agreement.

2.22.2 The Service Provider(s) will be liable for damage, loss incurred by the Port 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.

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

2.23.1 All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of the Tender Document/contract or breach thereof shall be settled amicably with mutual consultation. If, however, the parties are not able to resolve the dispute amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the arbitration award made in pursuance thereof shall be binding on both the parties.

2.23.2 The Service Provider shall continue to work as per the existing contract during the arbitration proceedings unless otherwise directed in writing by the Office or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained. The place of the arbitration shall be Delhi.

2.24 ASSIGNMENT & SUBLETTING OF THE CONTRACT

The Service Provider shall not assign or sublet, in whole or in part, its obligations to perform under the contract, except with the prior written consent of the Office.

2.25 EVALUATION CRITERIA

2.25.1 Only the bidders who meet the technical evaluation criteria will qualify for the Financial Evaluation Process. The financial proposals of only technically qualified short listed bidders will be opened.

2.25.2 The bidder with the lowest final financial quote (i.e.L-1) may be awarded the contract. The lowest financial quote (L1) shall be determined by the Aggregate Total Cost. Aggregate Total Cost shall be the sum of Total Cost (column D) of Items at S. No. 1, 2, 3, 4 and 5 below (as quoted in the Financial Proposal, i.e, Form 9)

S. No.	Name of Item	Approx. Units (A)	Rate Rs./unit (B)	Unit (C)	Total cost (A)x(B) Rs. (D)
1.	a) Initial Fixed operational cost / Collection of record from office / locations, arranging, segregation, transportation to storage location.	5,000		CFT	
2.	Storage cost including all maintenance charges/month	5,000		CFT	
3.	Cost of retrieval Ordinary retrieval within 24 hours to be delivered to Office	50		Files	
4	Urgent retrieval within same day to be delivered to Office. (maximum 25 files request in a single day)	20		Files	
5	Permanent charges (per file)	50		Files	
	Aggregate Total Cost (Sum of Total Cost of Sl. 1, 2, 3, 4 and 5 above)				

2.25.3 The above formula will be used only to decide LI bidder. After award of the contract, the actual payments will be made by the Office on pro rata basis as per rates quoted by the bidder for the actual number of units handled.

2.26 TERMS OF PAYMENT

Bills/Invoices will be raised by the service provider on monthly basis after successful collection, transportation, storage, retrieval, of physical records as per certification by the authorized person of the Office. The Service provider shall raise a monthly bill addressed to The Office of Addl. Commissioner Of Income Tax, Range-1, New C.G.O. Complex, B-Block, NH-IV, Faridabad and submit by 7th day of the following month. The Office shall process the bill for payment at the earliest possible.

2.27 COST OF BIDDING

The bidder shall bear all the costs associated with the preparation and submission of its bid, and, in no case and under no circumstances, the Office will be responsible or liable for such costs, regardless of conduct or outcome of the bidding process.

2.28 BIDDING DOCUMENT

The bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. The bidding documents should be unambiguous, legible and without any strike through/corrections. Failure to furnish all information required as per 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.

2.29 CORRECTION OF ERRORS

2.29.1 If there is a discrepancy between the quoted rate in figures and the quoted rate in words, the rate in words will take precedence.

2.29.2 The amount stated in the Financial Bid (Form-9) will be adjusted by the Tender Committee in accordance with the above-mentioned point for the correction of errors and, shall be considered as binding up on the bidder. If the bidder does not accept the corrected amount of bid, the bid will be rejected, and the EMD shall be forfeited.

2.30 AMENDMENT OF BIDDING DOCUMENTS

- a) At any time prior to the expiry of the deadline for submission of bids, the Tendering Authority may, for any reason, whether on its own initiative or in response to a clarification requested by any prospective bidder, modify, amend, incorporate or delete any condition(s) in the tender document.
- b) All amendments will be hosted on our website and shall be binding on all the bidders.
- c) In order to allow prospective bidders reasonable time to take in to consideration the amendments while preparing their bids the Tendering Authority, at its discretion, may also extend the dead line for the submission of bids.

2.31 AUDIT

2.31.1 The system of the service provider shall maintain an audit trail of all relevant events and actions performed including:

- i. Records added per day /week/fortnight/month.
- ii. Records edited/updated/ deleted per day/week/fortnight/month.
- iii. Failed Transactions or unauthorized access or disapproved records on the basis of quality, etc.

iv. Tracking the physical movement of the documents collected from the source to the final destination point. Based on these audit trails, the system of the service provider is expected to provide extensive options to retrieve statistics and generate charts and reports.

2.31.2 The system will prevent audit trail 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 trails, under which circumstances these trails are viewed and used. Access to an audit trail will require approval of the **Office of Addl. Commissioner Of Income Tax, Range-1, New C.G.O. Complex, B-Block, NH-IV, Faridabad.** The database tables which contain the audit trails need to be encrypted so the direct retrieval of audit trail data from database outside of the solution system is not possible.

2.32 PENALTIES

Failure to adhere to the prescribed Turn-Around-Time (TAT) will attract penalty as mentioned below:

Ordinary Retrievals

Applicable Condition	95% of the total Retrievals in a month as per TAT	Applicable Penalty	NIL
	Less than 95% of the total Retrievals in a month as per TAT		10% of the retrievals billing of the month

Urgent Retrievals

Applicable Condition	Retrievals which are not adhered to in the prescribed Turn Around Time	Applicable Penalty	a) No payment for the retrieval (Not even at rates for ordinary retrieval).
	Less than 95% of the total retrievals in a month as per TAT.		b) Penalty of Rs.50/-per carton will be levied.

2.33 LIQUIDATED DAMAGES

As agreed between the parties that Service Provider will be custodian/facilitator of records of the stored with it and Service Provider shall be liable for:

2.33.1 Any loss to the Department Occurring due to the Service Failure of the company

2.33.2 Special, indirect, incidental or consequential loss or damages;

2.33.3 To the maximum extent applicable by law, in a loss occurring from Service Failure, Service Provider liability will be decided by the **Office of The Principal Commissioner Income Tax, Faridabad, New C.G.O. Complex, B-Block, NH-IV, Faridabad.**

2.34 FORCE MAJEURE

Neither party shall be deemed to have defaulted in the performance of its contractual obligations whilst the performance thereof is prevented by force majeure factors including acts of god, strike, lock-outs, war, legislative changes or any other circumstances beyond the anticipation or control of the parties, provided that the party effected gives notice in writing of such occurrence to the other party within 15 days of such occurrence.

2.35 ENTIRE AGREEMENT

The agreement would constitute the entire understanding between the parties with regard to the subject matter hereof and there have not been and there are no understanding, agreements, representation or warranties between the parties other than those specifically set forth herein. The Service Provider shall not be entitled to cede or assign any rights in terms of this to any third party without prior written consent of the Office.

2.36 NON VARIATION

No variation or modification of this agreement shall be of any force or effect unless the same shall be confirmed in writing by way of an addendum to this agreement and signed by all the parties and then such variation or modification shall be effective only for the purpose and to the extent for which it was made and given.

The parties hereto, are required to witness, sign and seal the terms, conditions and covenants mentioned & described as above:

2.37 PRICE AND VALIDITY

All the prices mentioned in the 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 five years from the date of award of the contract and further it can be extended with mutual consent of both party.

3. TERMS AND CONDITIONS

3.1 The Bidder is expected to examine all instructions, forms, terms & conditions, and specifications in the bidding document. Failure to furnish information required by the bidding document or submission of a bid not substantially responsive to the bidding document in every respect will result in rejection of the bid.

3.2 The Income tax department also reserves the right to accept or reject any bid, and to annul the bidding process at any time, without thereby incurring any liability to the affected Bidder or Bidders.

3.3 The Agency shall acknowledge that it has made itself fully acquainted with all the conditions and circumstances under which the services required under the contract will have to be provided and the terms, clauses and conditions, specifications and other details of the contract. The Agency shall not plead ignorance on any matter as an excuse for deficiency in service or failure to perform or with a view to asking for increase of any rates agreed to the contract or to evading any of its obligations under the contract.

3.4 In the event of the Agency failing to fulfill or committing any breach of any of the terms and conditions of this contract or indulge in following omission or commission then without prejudice to the Income-tax department's rights and remedies to which otherwise, Income-tax department, shall be entitled, the contract shall be terminated forthwith, forfeit the Security Deposit and to blacklist the Agency and execute the work or arrange otherwise at the Agency's risk and at the absolute discretion of the Income-tax department. The cost of such works together with all incidental charges or expenses shall be recoverable from the Agency:-

a) If the Agency or its agents or employees are found guilty of fraud in respect of the contract or any other contract entered into by the Agency or any of his partners or representatives thereof with the Income-tax department ; or

b) If the Agency or any of its partner becomes insolvent or applies for relief as insolvent debtor or commences any insolvency proceedings or makes any composition with its/their creditors or attempts to do so; or if

c) At any time during the pendency of the contract, it comes to the notice of the Income- tax department that the Agency has misled it by giving false/incorrect information.

3.5 Without prejudice to the preceding term of contract, the Agency will be liable to reimburse the Income-tax department of any cost or legal liability penalty fine imposed on the Income-tax department by any authority, because of any misconduct, negligence, fraud, theft or any act of omission or commission, whether intentional or otherwise of the Agency or any of the workers deployed by the Agency in the course of providing any services stated in this contract.

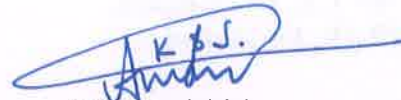
3.6 The Income-tax department may discontinue the contract at any point of time, by giving a notice of 30 days before the intended date of discontinuation, and will not be liable to any additional charges or compensation payable to the Agency or any other person.

3.7 The Agency may discontinue the contract at any point of time, by giving a notice at least 60 days before the intended date for discontinuation. The Income-tax department will have the right to claim damages, and recover them from the payments due to the Agency or by any other means, in case of any violation of the terms & conditions of the agreement.

3.8 The workers employed by the Agency will not be treated as the employees of the Income-tax department for any purpose whatsoever.

3.9 Any change in the constitution of the concern of the Agency shall be notified forthwith by the Agency in writing to the Income-tax department and such change shall not relieve any former member of the concern from any liability under the contract.

3.10 In the event of bid being accepted, the bid will be converted into a contract, which will be governed by the terms and conditions given in the bid document. The instructions to bidders shall also form part of the contract.



(Aman Bishla)

Deputy Commissioner of Income Tax
Circle-1, Faridabad

SECTION-III: BID FORMATS

FORM 1- BIDDER'S PROPOSAL LETTER

(Letter to be submitted by the bidder on its company's/firm's letterhead)

Date: _____

To,
The Office of Addl. Commissioner Of Income Tax,
Range-1, New C.G.O. Complex,
B-Block, NH-IV, Faridabad,
Sir/Madam,

Reg: Our bid for Record 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 Office of Principal Commissioner Of Income Tax, Faridabad, New C.G.O. Complex, B-Block, NH-IV, Faridabad 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 The Office of Principal Commissioner Of Income Tax, Faridabad, New C.G.O. Complex, B-Block, NH-IV, Faridabad is not bound to accept the lowest or any bid received, and the Office may reject all or any bid.

We have read and understood the terms & conditions in the tender document, including the process of technical evaluation.

We certify that the details provided about the company/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:

FORM 2 -BIDDER'S AUTHORIZATION CERTIFICATE

To,

**The Principal Commissioner Of Income Tax,
Faridabad, New C.G.O. Complex,
B-Block, NH-IV, Faridabad**

Sir

<Designated Person's Name> -----
<Designation> -----is hereby authorized to sign
relevant document on behalf of the company in dealing with Tender of reference <tender No. & date> -
-----, He is also authorized to attend meeting & submit technical
information as may be required by you in the course of processing above said tender. His signature is
attested below.

Thanking you,

<Name & Designation of Authorised Signatory>

<Company/firm Name>

Seal of <company/firm>

(Signature of Designated Person)

Attested signature of <Designated Person>

(Signature of Authorised Signatory)

Name & Designation of <Authorised Singatory>

FORM 3- WORK EXPERIENCE CERTIFICATE

Name of the company/firm: _____

S. No.	Name of Government Offices/Nationalized/ Scheduled/ Commercial Banks/PSU for whom the Service Provider is providing Record storage services	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 self-certified copies of valid agreements as documentary evidence for above mentioned information.

Date:

Place:

Signature of the Service Provider:

FORM 4-SELF DECLARATION

Ref: _____

Date: _____

To,

**The Principal Commissioner Of Income Tax,
Faridabad, New C.G.O. Complex,
B-Block, NH-IV, Faridabad**

Sir/Madam,

In response to the tender No. _____ dated _____ as owner/ partner/ Secretary of _____ I/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/pest/dust/flood since _____

Name of the Service Provider: _____

Signature: _____

Seal of the Company/firm: _____

FORM 5- CERTIFICATE OF CONFORMITY

Date: _____

To,

**The Principal Commissioner Of Income Tax,
Faridabad, New C.G.O. Complex,
B-Block, NH-IV, Faridabad**

CERTIFICATE

This is to certify that, the services for Record Storage and Management System which I shall provide, if I am awarded the work contract, are in conformity with the terms and conditions including Scope of Work mentioned in the section-II of RFP/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 'confidentiality and disclosure' clause and undertake that will abide by the same without any reservations.

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

FORM 6 - FINANCIAL DETAILS AS PER AUDITED ACCOUNTS

Years	FY 2018-19		FY2019-20		FY2020-21		Average Turnove	
	Total	From Record Storage Services	Total	Fro m Reco rd	Total	From Record Storage Services	Total	From Record Storage Services
Turnover ("000)								
Profit ("000)								

Note:

1. Certified copies of Audited Annual Accounts for Financial Year 2018-19, 2019-20 and Financial Year 2020-21 are enclosed.

Signature: _____

Date: _____

Name of Chartered Accountant

Address

Membership No. _____

Seal: _____

FORM 7-RECORDS STORAGE CENTRE-WISE INFORMATION

(Separate sheet to be submitted for each Records Storage Centre where records of the office are prepared to be stored)

Name of the Bidder: _____

Address of Records Storage Centre: _____

Owned / Leased Premises: _____

Records Storage Area in Sq. Ft. _____

Records Storage Capacity in Cubic Ft _____

RECORDS STORAGE CENTRE BUILDING	
Availability of the following	
Mark Y/N in all	the boxes below
	Permanent Construction (Walls & Flooring)-Brickwork
	RCC/ Strong & Corrosion Resistance Modern Metal Roofing
	Fire Doors
	Ttrained Staff
	24X7 Security Guards
	Access Control
	Fire Fighting Equipment
	Fire Alarm System-Detectors
	CCTV With 2 months Recording
	Pest Control and Rodent Control

NOTE: Service Provider/Bidder should submit copy of lease/owner ship document and recent tax receipt. Other documents evidencing the availability of above infrastructure may also be filed.

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

FORM 8- GENERAL AND TECHNICAL INFORMATION

Name of the Service Provider/Bidder: _____

DOCUMENTATION FOR TECHNICAL EVALUATION	Mark Y/N only.	Reference document
1. Certification of Incorporation / Registration Details		Copy
2. Experience of at least 5 years in storing and managing physical records for Govt. Offices /PSUs / Nationalized / Schedule / Commercial Banks in India.		Form-3
3. Area of at least 50000 Delhi/NCR and one lakh (across PAN INDIA) square feet for storing and managing physical records for Govt. Offices / PSUs / Nationalized / Schedule / Commercial Banks in India etc.		Y/N
4. Average annual financial turnover in the last three financial years i.e. from records storage services.		Form-6
5. Self declaration for corrupt and fraudulent practices		Form-4
6. Self declaration that no past damage due to fire/dust/moisture		Form-4
7. A certificate regarding compliance of required storage facility		Form-7
8. Valid Insurance Policy, certified Engineer certificate structural stability and load wearing capacity and Shop and Establishment License.		Copy
9. Undertaking to abide by the confidentiality and disclosure		Form-5
10.ISO 9001, ISO 27001:2013, ISO 15489 & iSigma Certificate		Copy

Signature: _____

Name: _____

Designation: _____

Seal: _____

FORM 9 – Financial Bid Format

Price Schedule for the proposed Record Storage and Management Systems:
The Service Provider should quote prices as per following schedule

S. No.	Name of Item	Approx. Units (A)	Rate Rs./unit (B)	Unit (C)	Total cost (A)x(B) Rs. (D)
1.	a) Initial Fixed operational cost / Collection of record from office / locations, arranging, segregation, transportation to storage location.	5,000		CFT	
2.	Storage cost including all maintenance charges/month	5,000		CFT	
3.	Cost of retrieval Ordinary retrieval within 24 hours to be delivered to Office	50		Files	
4	Urgent retrieval within same day to be delivered to Office. (maximum 25 files request in a single day)	20		Files	
5	Permanent retrieval charges (per file)	50		Files	
	Aggregate Total Cost (Sum of Total Cost of Sl. 1, 2, 3, 4 and 5 above)				

Aggregate Total Cost (in words): _____

Signature: _____

Name: _____

Designation: _____

Seal: _____