



Govt. of India  
Ministry of Finance  
Department of Revenue  
Office of the Chief Commissioner of Income Tax  
Aayakar Bhawan, 13-A, Subhash Road, Dehradun

**NOTICE INVITING QUOTATIONS**

**Dated: 25.01.2023**

**Sub: Tender documents for Offsite Record Management published on 14.09.2022–Reg-**

Office of the CCIT, Dehradun invites Offers/Quotations both technical & financial from competent agencies for one year for the work of Offsite Record Management.

The agencies which are interested can contact the office of undersigned for tender from rules & conditions on any working day between 11:00 AM to 6:00 PM. The same can also be viewed/downloaded from this department's website [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) for the procurement related website of the central government.


The Offers/Quotations in closed envelopes may be submitted in the office of the undersigned till 05:30PM on or before 17.02.2023 by registered speed post or by hand addressed to:

Income Tax Officer(HQ),  
O/o Chief Commissioner of Income Tax, Dehradun  
13A Subhash Road, Dehradun

Agencies interested in submitting tenders are requested to superscribe "Tender for Offsite Record Management" on the envelope & their name, address & mobile no.



Yours Faithfully,


  
(Harswardhan Kumar)  
Income Tax Officer (Hq)  
for Chief Commissioner of Income Tax  
Dehradun

F.No.CCIT/DDN/Offsite management/ 2022-23/  
3964

Dated: 25.01.2023

Copy to-

- 1.The web master 7008, Aaykar Bhawan, Viashali, Ghaziabad, U.P. with a request to upload it on department website [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in)
2. Notice Board/Guard File

  
(Harswardhan Kumar)  
Income Tax Officer (Hq)  
for Chief Commissioner of Income Tax  
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*Sd/-*  
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Dehradun

**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF REVENUE  
INCOMET TAX DEPARTMENT, DEHRADUN**

**Tender Document  
For  
Off-site Record Management  
For Income-Tax offices at Dehradun**

**Last date for submission of bid: Hours 17:30 on 16/02/2023**

**Tender Document for Off-site Record Management for Income tax office at Dehradun****Index**

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**Tender Document for Off-site Record Management for Income tax office at Dehradun****TENDER SUMMARY**

Tender No.	
<b>Nature of Work</b>	<b>Off -site management of the physical records of the Income -tax offices at Dehradun</b>
Date of publishing of tender document	<b>27/01/2023</b>
Tender document availability start date	<b>28/01/2023</b>
Pre -bid conference date	<b>07/02/2023</b> at 11:30 am at Conference Hall, 13A Subhash Road, Aayakar Bhawan, Dehradun
Bid Submission start date	<b>08/02/2023</b>
Bid Submission Last date	<b>16/02/2023</b>
Date of opening of Technical bid	<b>17/02/2023</b> at 11:00 am at Conference Hall, 13A Subhash Road, Aayakar Bhawan, Dehradun
Date of opening of Financial bid	To be intimated after evaluation of technical bids(including site visit )
Tender documents can be obtained from	Income Tax Officer(HQ), O/o The Chief Commissioner of Income Tax cum Member Secretary, Offsite Record Management Committee, 13A Subhash Road Dehradun. The same can be downloaded from department's website <a href="http://www.incometaxindia.gov.in">www.incometaxindia.gov.in</a>
Bid Submission Mode & Place	Bid to be submitted by Post /Courier /hand -dropped in Income Tax Officer (HQ), O/o The Chief Commissioner of Income Tax cum Member Secretary, Offsite Record Management Committee, 13A Subhash Road Dehradun addressed to Additional CIT (TDS), Dehradun Chairperson Offsite Record Management Committee, 13A Subhash Road, Dehradun.
Place of Pre-bid meeting, opening of Technical bid and opening of Financial bid	Conference Hall, 13A Subhash Road, Aayakar Bhawan, Dehradun
Contract tenure	3 years, extendable by 3 years subject to satisfactory performance and mutual consent.
Start of contract period	Within 10 days from signing of contract
Earnest Money Deposit (EMD)	Rs.1,00,000/-(Rupees one lakh Only)
Sequence of evaluation of bids	Stage 1. Technical Assessment based on eligibility criteria and document submitted. Stage 2. Site visit (existing facility/s of this service provider) by a team /committee. Stage 3. Opening of the Financial Bids. Service Providers have to qualify in Stage -1 and Stage -2 to be eligible for consideration in stage 3.
<p>Note: Interested bidders are requested to visit the Income Tax Department Office with prior appointment with Income Tax Officer (Hq), O/o The Chief Commissioner of Income Tax cum Member Secretary, Offsite Record Management Committee, 13A Subhash Road Dehradun to understand the work requirement before submitting the bid. Bidders are requested to visit Income Tax Department website <a href="http://www.incometaxindia.gov.in">www.incometaxindia.gov.in</a> for any clarification /corrigendum /addendum to this tender document till due date. All correspondence with respect to any clarification should be addressed to: Additional CIT (TDS), Dehradun Chairperson Offsite Record Management Committee, 13A Subhash Road Dehradun.</p>	

Phone:

Mobile No: 7678085876

E-mail: [dehradun.ccit@incometax.gov.in](mailto:dehradun.ccit@incometax.gov.in)

Tender Document for Off-site Record Management for Income tax office at Dehradun

CHAPTER I: DEFINITIONS

Unless otherwise specified, the following definitions shall apply to the terms used in this Tender Document:

1. "Authorized Person" means the officer(s)/official(s) of the Income-tax Department, Dehradun, appointed by the office of the Pr. Commissioner of Income-tax, Dehradun as a nodal officer/committee for monitoring/coordinating with service provider vis-a-vis successful implementation/performance of the various contractual obligations under the tender document/agreement.

2. "Bidder/applicant" means the party who shall be offering the personnel, equipment(s), goods, service(s) and /or materials as required in the tender document. The word bidder when used in the pre-award period shall be synonymous with parties submitting tender bids against this tender document, and when used after the award of the contract shall mean the successful party with whom the department signs the agreement as per the 'Terms & Conditions', 'Scope of Work', and other specifications/conditions stipulated in the tender document.

3. "Committee" means a tender / purchase committee, duly constituted by the Principal Commissioner of Income-tax, Dehradun to formulate & regulate the entire tender process.

4. "Contract / Agreement / Contract Agreement / Services Agreement" means the agreement to be signed between the successful bidder and the department, including all attachments, appendices, documents incorporated by reference thereto together with any subsequent modifications, to this tender document, the acceptance and all related correspondence, clarifications and presentations.

5. "Income-Tax Department Dehradun" may also be referred to as "Department" in this tender document and is represented by the **Pr. Commissioner of Income-tax, Dehradun**.

6. "LOI" means the letter of intent issued by the department to the bidder who has been selected as 'Contractor/Service Provider' towards award of contract.

7. "Permanent retrieval" means records retrieved by the department for final weeding out and not to be handed over for storage as in the case of ordinary retrieval.

8. "Record" means file, folder, documents etc., and which belong to the Income-tax Department and are meant to be safely stored.

9. "Record Management" means to the activity of storage, retrieval and such other activities integral to act of sake keeping and usage of records.

10. "Service/Specified Service/Prescribed Service" means providing all services & supply of goods in relation to the Scope of Work, Terms & Conditions & other specifications provided in this Tender document.

11. "Tender Document" means Tender Document prepared by the Income Tax Department Dehradun to select vendor/contractor/service provider for off-site record management.

12. "Tender Process" means entire selection process comprising of issue of 'Notice Inviting Tender' to signing of contract in response to selection of bid.

Tender Document for Off-site Record Management for Income tax office at Dehradun

13 "Tender /Bid" means the application/proposal submitted by bidder along with all the necessary documents.

14. "Turn-around Time" 'TAT' means the time of retrieval of records as ordinary retrieval or urgent retrieval as defined more elaborately in chapter — scope of work.

15. 'Vendor/Contractor/Service Provider" means the bidder who has been selected to execute the given scope of work under this tender document.

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Tender Document for Off-site Record Management for Income tax office at Dehradun

CHAPTER II: INVITATION TO BIDDERS

1. The Income-tax 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 the legal provisions contained in section 138 of the income tax Act. This tender intends to outsource the activity of storing, and retrieval (Record Management) of Records held at its Offices presently located in various buildings of Income-tax department at Dehradun.

2. The purpose of Tender is to invite bids from experienced Service Providers of repute and credentials for providing the facility of Centralized Records Storage Centers (Records Management) having within warehouse located nearest to city of Dehradun from where service may be offered in time.

3. The Income-tax Department Dehradun, for and on behalf of the President of India invites bids to select contractor / service provider, fulfilling the prescribed minimum eligibility criteria, for off-site record management on contract basis.

4. The bidder should have good track record and relevant experience to execute specified services under the given 'scope of work'.

5. The prescribed work-contract is to be executed as per the scope of work, terms & conditions, other specifications, annexure and details specified in the tender document. The bidder has to abide by all the prevailing Central / State Government / Local Bodies' rules & regulations governing the given scope of works under this tender document.

6. Tender documents can be obtained from the office of the Income Tax Officer (Hq), O/o The Chief Commissioner of Income Tax cum Member Secretary, Offsite Record Management Committee, 13A Subhash Road Dehradun or can be downloaded from [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in). The sealed bid, in prescribed formats, complete in all respect shall be submitted by Post/Courier/hand-dropped in the tender box kept at the office of Income Tax Officer (Hq), O/o The Chief Commissioner of Income Tax cum Member Secretary, Offsite Record Management Committee, 13A Subhash Road Dehradun office **not later than 16/02/2023 5:30 pm**, along with all other required documents/attachments/annexure.

7. Bids (complete in all respect) received along with Earnest Money Deposit (EMD) shall be opened as per stipulated time and date indicated in the tender document in presence of bidder/authorized representative of bidder, who have quoted and chosen to be present for bid opening process. Such bidders are requested to **report not later than 17/02/2023 11:00 am**. The representative from contractor/bidder agency should come with the Govt. ID Proof and valid authorization letter on the letter head of concerned bidder agency Bids received without EMD shall be rejected straightaway.

8. The committee shall evaluate eligibility criteria of bidders, and select successful bidder for awarding the contract on the basis of lowest quoted price subject to fulfillment of all Terms and conditions of the tender document.

9. After determining the successful bidder, the department shall issue a letter of intent (LoI)/work-order in duplicate to the successful bidder who shall return one copy to the department duly acknowledged, accepted and signed by the authorized signatory of the successful bidder, within seven (07) days of receipt of the same.



Tender Document for Off-site Record Management for Income tax office at Dehradun

10. The successful bidder, after receiving the letter of intent (LoI)/work-order/signing of agreement, shall start rendering the prescribed services within 10 days of acceptance of letter of intent (LoI)/work-order/signing of agreement.

11. The Income-tax Department reserves the right to accept or reject any bid, and to cancel or annul the tender process at any time without assigning any reason and also without incurring any liability to the affected Bidder(s).

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Tender Document for Off-site Record Management for Income tax office at Dehradun

**CHAPTER III: ELIGIBILITY CRITERIA OF BIDDERS**

Tender bids not complying with any of the 'eligibility criteria' and/or not accompanying the required documents in prescribed form and manner are liable to be rejected and shall not be considered for further evaluation. The bidders should have the following minimum eligibility criteria:

1. The Bidders may be reputed Companies/ Government organizations, engaged in the business of providing off-site management of the physical records. They are entitled to submit their Bids subject to their fulfilling all Terms and Conditions. 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 records for at least three establishments from Income Tax Department or any other govt. offices.

3. Service Provider should not have been declared ineligible for any tender / work for corrupt and fraudulent practices by any Tendering Authority / organization. A self-declaration Certificate should be enclosed with the bid (Form 4),

4. There should have been no damage to records at any facility due to fire, flood, pest etc (Form 4).

5. In the last three Financial Years (i.e. F.Y. 2019-20, F.Y. 2020-21 & F.Y. 2021-22), the Service Provider should have achieved minimum average annual financial turnover of minimum Rs. 1 crore from their records management service rendered. The Service Providers shall submit audited annual accounts of all three years in respect of this requirement with necessary break ups of turnover from different businesses duly certified by their respective Statutory Auditors. (Form 6)

6. The Service Provider should have adequate space for storing records, located in Dehradun or **nearest to the city of Dehradun**. Such facility should be under operation for at least 6 months as on the date of publishing of tender.

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. (Form 7)

If the space is held in name of a related entity and not in the name of bidder, the bidder as well as the related entity should file an affidavit on a Rs.100/- non-judicial stamp paper providing exact details of the relationship and should also certify that all liabilities and obligations that may arise from the contract awarded pursuant to the tender will be jointly and severally borne by the bidder and the related entity.

8. The Service Provider should have G.S.T., E.S.I.C., P.F., PAN, Labour License etc. all registrations and other necessary statutory approvals as applicable. Photocopies of valid registrations and license should be furnished with the Technical Bid.

9. Service Provider should certify that shops & Establishment licenses are available (if applicable) and produce whenever required by the Department. Photocopies shall be furnished along with technical bid.

**Tender Document for Off-site Record Management for Income tax office at Dehradun**

10. Storage areas should be insured against fire, flood, cyclone and other natural calamities besides theft, burglary etc. and the Service Provider shall 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 (or such other equivalent certificate as may be prescribed) in Service Provider's name. (Copies to be enclosed)

12. The bidders are liable to be disqualified even though they meet the eligibility criteria, if they have past record of poor performance such as abandoning the works, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures, requesting for claims not admissible under the contract conditions etc.

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Tender Document for Off-site Record Management for Income tax office at Dehradun

**CHAPTER IV: BIDDING PROCEDURE**

**Record Management — An Introduction**

1. The Income-tax offices at Dehradun 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 Department intends to outsource the activity of storing, and retrieval (Record Management) of Records held at its offices presently located in building of Income-tax department at Dehradun.

2. The purpose of Tender is to invite bids from experienced Service Providers of repute and credentials for providing the facility of Centralized Records Storage Centers (Records Management) located **nearest to the city of Dehradun** from where service may be offered in time.

3. The Service Providers should ensure safe and secure upkeep of the record in good condition in secured physical space and inventoried in computerized system, retrieval of records and supply of original records as and when demanded by the office. Record Storage Center 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 records for storing/retrieval etc.

4. The "scope of work" is detailed separately in this Tender Document.

5. The bidders are requested to submit their bid, in compliance with the instructions which are laid down in this Tender Document.

**Site-visit & General Inquiry:**

6. Prior to the submission of bid, the bidders are requested to understand the work properly. The bidders, after receipt of the tender document, may visit the income Tax Department office/premises, collect information, understand the work requirement and satisfy themselves about the nature/extent/character of services/work and obtain required clarifications, if any in connection with the execution of the work. The bidder shall take prior appointment with the Income Tax Officer (Hq) O/o The Chief Commissioner of Income Tax cum Member Secretary, Offsite Record Management Committee, 13A Subhash Road Dehradun/ authorized person of the department, before visiting the Income Tax Department office premises for above purposes.

7. Submission of tender bid implies that the bidder has read this notice and has made himself fully aware of the scope and specifications of the work to be done, local conditions and other factors having a bearing on the execution of the work.

8. The cost of any such visit shall be borne by the bidder.

**Tender Format and Submission Procedure**

9. Two Bid System shall be strictly followed i.e. Technical Bid and Financial Bid have to be submitted in 2 separate sealed envelopes within one larger sealed envelope. If both the technical and financial bids are submitted together in same envelope such that opening of technical bid leads to disclosure of financial bid, the bids shall be summarily rejected.

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

**Tender Document for Off-site Record Management for Income tax office at Dehradun**

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

Stage — 2. Site visit (existing facility/s of this service provider) by a team/ committee.

Stage — 3. Opening of the Financial Bid.

Bidders have to qualify in Stage -1. & Stage - 2 to be eligible for consideration for stage- 3.

**The tender should be submitted in a closed envelope, inside which the following Two sealed Envelopes shall be placed separately.**

<b>ENVELOPE A (separate sealed envelope with superscription "Technical Bid ")</b>		
A	Technical Bid Documents Duly -Indexed	
No.	Item	Reference Form
1	Cost of tender documents (DD of Rs 500)	
2.	Earnest Money Deposit (DD of Rs100,000/-)	
3.	Incorporation of Company Certificate	
4.	Service Providers Proposal Letter	Form 1
5.	Service Providers Authorization Letter	Form 2
6.	The documents establishing 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.	Checklist for Technical Bid	Form 8
12.	Any Other Technical Information	Not more than 1500 words
<b>ENVELOPE B (separate sealed envelope with superscription "Financial Bid ")</b>		
B	Financial Bid	Form 9A & 9B

**Note:-**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 superscribed on the top "Tender for Record Management' addressed to Additional CIT (TDS), Dehradun Chairperson Offsite Record Management Committee, 13A Subhash Road Dehradun clearly indicating Service Providers address and contact details.

**Bid Details**

No.	Particular	Details
1.	Date of issue of Notice of inviting Quotations	28/01/2023
2.	Last Date &Time for submission of Bids	16/02/2023 at 05:30 p.m.
3.	Date of Opening of Technical Bid	17/02/2023
4.	Date of Opening of Financial Bid	Financial bids shall be opened after evaluation of Technical Bids.

**Tender Document for Off-site Record Management for Income tax office at Dehradun**

**Other Procedural Requirements for Submissions of Bid:**

11. The bid and other attached documents filed by the bidder shall be in printed/typed / neatly handwritten and in legible form only.
12. The bid documents must be properly bound/stitched/securely stapled.
13. The documents must be page numbered and a proper index of all documents must be placed at the top.
14. The bidders should mark/highlight all the relevant dates of validity of the certificates and corresponding page numbers should be mentioned explicitly in the check list.
15. Each page of the bid and documents attached/enclosed with the bid must be signed and stamped. The bidder shall sign its bid with the exact name of the concern to which the contract is to be awarded.
16. Each bidder shall submit only one bid either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.
17. All signatures to be done only by the authorized signatory.

**Sealing and Marking of Bid:**

18. The Technical Bid in prescribed Form-A along with all requisite/specified documents and EMD-envelope shall be placed in one sealed envelope super-scribed "Technical Bid for Record Management".
19. The Financial Bid in prescribed Form-B shall be kept in a separate sealed envelope super-scribed "Financial Bid for Record Management".
20. Both the above envelopes shall then be placed in one master envelope, sealed and super-scribed "Tender for Off-site Record Management for Income-tax offices located at Dehradun"
21. The tender document — Chapter-I on Definitions, Chapter-II on Invitation to Bidders, Chapter-III or Eligibility Criteria, Chapter-IV on Bidding Procedure, Chapter-V on Scope of Work, constitute integral part of bid and shall be duly signed and stamped and returned with the technical bid, as acknowledgement of having read and understood the tender document.
22. The bidder's name, telephone number, email-ID and complete mailing address shall be indicated on the outer cover of all the envelopes.
23. If the envelopes containing bid documents are not sealed and marked as required, the department shall assume no responsibility for the bid's misplacement or premature opening.
24. If for any reason, it is found that the technical bid reveals the financial bid related details in any manner whatsoever or the financial bid is enclosed in the envelope super-scribed, "Technical Bid", the bid document shall be summarily rejected in the first instance itself.
25. The bidder can submit his bid by Post/Courier/hand-dropped in the 'Tender Box' kept in the office of Income Tax Officer (Hq)O/o The Chief Commissioner of Income Tax cum Member Secretary, Offsite Record Management Committee, 13A Subhash Road Dehradun. Bid sent through fax/email shall not be accepted. However, all bids must reach the authorized person i.e. The ITO

Tender Document for Off-site Record Management for Income tax office at Dehradun

(Hqs) O/o CCIT, Dehradun, 13A Subhash Road Dehradun before the expiry of deadline. Any bid received after such deadline shall not be accepted.

**Deadline for Submission of Bids**

26. The Department, may at its discretion extend this deadline for submission of bids due to any administrative or operational exigencies.

**Modification and/or Withdrawal of Bids**

27. 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 and 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**

28. The Department shall open the bids, in the presence of Service Providers Representative who choose to attend, at the time and date mentioned in bid document at the address mentioned.

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

**Preliminary Examination**

30. The Income-tax Department 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.

31. The Department will reject the bid determined as not substantially responsive.

32. The Department may waive any minor non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Service Provider.

33. Any effort by Service Provider to influence the Department and/or its officers in the Service Provider's bid evaluation, bid comparison or contract award decision shall result in the rejection of the Service Provider's bid.

34. The Department'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**

35. The Department 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 Providers of the ground for such action.

**Tender Document for Off-site Record Management for Income tax office at Dehradun**

**Signing of Contract**

36. The successful Service Providers shall be required to enter into a contract with the Department, within such period as may be specified by the Department. 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 3 (three) years unless terminated by the Department 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)**

37. 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 subject to the original jurisdiction of Courts in Dehradun.

38. The Service Provider shall continue work under the contract during such court proceedings unless otherwise directed in writing by the Department or unless the matter is such that the work cannot possibly be continued until the decision of the Hon'ble Court, as the case may be obtained.

**Assignment and Sub Letting**

39. The Service Provider shall not assign/ sub-let, in whole or in part, it's obligations to perform under the contract, except with the Department's prior written consent.

**Earnest Money Deposit/Security Deposit**

40. The bidder is required to submit Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees One lakh only) in the form of demand draft Pay/Banker's Cheque drawn in favour of Zonal Accounts Officer, CBDT, payable at Dehradun, along with his bid. EMD submitted by any other mode shall be rejected.

41. The EMD is to remain valid for a period of 90 days beyond the bid validity period (bid validity period is 180 days from the opening date of the financial bid). in case the tender process takes longer than 90 days beyond the bid validity period, the successful bidder shall submit a fresh EMD of Rs.1,00,000/- (Rupees One lakh only) before the expiry of earlier instrument through which the EMD was furnished.

42. EMD of unsuccessful bidder shall be returned to him within 15 days of the completion of bid evaluation process. However, no interest shall be paid on the EMD by the department.

43. EMD of a bidder shall be forfeited, if the bidder withdraws or amends his bid or impairs or derogates from the bid in any respect within the period of validity of his bid i.e. 180 days from the opening date of the financial bid.

44. EMD of the successful bidder shall be liable to be forfeited on account of violation of any of the terms of the contract including any of the following conditions:

- i. Fails or refuses to honour his quoted prices for the services or part thereof.



**Tender Document for Off-site Record Management for Income tax office at Dehradun**

ii. Fails to commence the specified work within 30 days of acceptance of letter of intent (LoI)/ work order

iii. Fails to execute the agreement if any prescribed within the specified time.

45. EMD of the successful bidder shall be returned after satisfactory signing of the contract.

46. EMD of the successful bidder shall be encashed to the extent of any financial liabilities, which the service provider owes to the department for violation of any terms and conditions of the contract.

**Technical Bid Evaluation Criteria**

47. The Department shall carry out the entire evaluation process through a designated purchase committee or such other team's representatives as deemed fit. The Department would evaluate on the basis of documents submitted by the Service Providers as to whether their technical proposals fully meet the parameters prescribed in this tender document.

Sr. No.	Evaluation Criteria	Points	Marking System	
1.	Experience Capabilities	<b>60</b>	Experience in storing and managing physical records in India .(Maximum points -10)	
			5 completed years	5 point
			1 point for every additional completed year above 5years	
			Experience of storing and managing physical records in India .(Maximum points -10)	
			50,000&above sq. ft	5points
			1point for every additional 10000sq.ft. above 50000sq.ft.	
			Experience of storing and managing physical records for Income Tax Department(Maximum points 10)	
			02 points for each year	
			Average annual financial turnover in the last three financial years i.e. 2019-20 to 2021-22 from records storage services rendered (Maximum points -10)	
			More than Rs.1 Crore	5points
1to 5Crores	1 point for every additional 1Crore			

## Tender Document for Off-site Record Management for Income tax office at Dehradun

Sr. No.	Evaluation Criteria	Points	Marking System
			Aggregate space exclusively for storing records ,spread across India (Maximum 10points )
			50,000 and above sq.ft   10points
			25,000 and above sq.ft.   08points
			10,000 and above sq.ft.   05points
			(Maximum points -10)
			Documentation of Business Continuity Plan   4 Points
			Documentation of Disaster Recovery Plan   4 Points
			100+employees   2 Point
2.	Individual Storage Facilities (Submit Form 7 for each Records storage Center) Evaluation will be based on average	25	Member (s )of the Department's Committee will visit one or more Records Storage centers of pre -qualified Service Providers to verify the following criteria (Maximum 25points)
			Permanent Construction   2Points
			3Ft .Plinth   2Points
			RCC /Strong & Corrosion Resistance Modern Metal Roofing   2Points
			Fire proof Doors   2Points
			Trained staff   1Point
			24 X 7 Security Guards   2Points
			Metal Detector   1Point
			Biometrics System   2Points
			Fire Hydrant System   2Points
			Fire Alarm System   2Points
			Fire certification from Government Fire Department   2Points
			CCTV   2Points
			Pest & Rodent Control   2Points
			Lightening arrester   1Point
3.	Records Management Software and Processes	15	The Service Provider should have implemented a Comprehensive Records Management Software. The Service Provider should have the ability to customize the process with access to the Source code of the software being used by the Service Provider at any time- <b>6 points</b>

**Tender Document for Off-site Record Management for Income tax office at Dehradun**

			Records data on SQL / RDBMS Database	2 Points
			in house IT server setup with Firewall & Anti-Virus	2 Points
			CMMI Level III Certification	2 Points
			MPLS Connectivity connecting all Records storage Centers	2 Points
			On-Line Access	1 Point
	<b>Total</b>	<b>100</b>		

**It may be noted that the fulfillment of all conditions laid down in Chapter III: Eligibility Criteria of Bidders is mandatory.**

48. Only those Service Providers who score more than 50 (Fifty) marks in Technical Evaluation process will qualify for Financial Evaluation process. However, each bidder in order to qualify must secure at least 15 points in part 2 and 7 points in part 3 of the above table.

49. Once the evaluation of technical proposals is completed, the Service Providers who secure the prescribed cut-off score or more will only be short listed. The financial bids of only the technically qualified bidders will be opened. The Service Provider whose bid has been determined as the lowest financial quote (i.e. L1) shall be considered for further process and award of work.

**Criteria for determining the lowest financial quote i.e.L1**

50. Lowest financial quote i.e. L1 shall be determined on the basis of one time cost including file level indexing, boxing, creation of database, loading and unloading of boxes per CFT, Normal and urgent retrieval charges per CFT. This is more clearly elaborated in financial bid format i.e. Form 9 of this document.

**Period of Contract**

51. The period of contract shall be initially for a period of 3 years. It can be extended by another 3 years with the mutual consent of the Service Provider and the Department subject to satisfactory Performance. However, If the performance is found not satisfactory, it may be terminated anytime after due notice to the service provider.

**Payment Terms**

52. Payment will be released on monthly basis after successful collection, transportation, storage and retrieval of physical records as per certification by the authorized person of the concerned office. The Service Provider shall raise a monthly invoice addressed to the Pr. Commissioner of Income Tax, Dehradun or to such other subordinate offices as per the direction of Pr. Commissioner of Income Tax, Dehradun and submit by the 7<sup>th</sup> day of the following month which shall process the bill for payment at the earliest possible.

**Tender Document for Off-site Record Management for Income tax office at Dehradun**

**Initial Security Deposit**

53. The successful Service Provider should deposit Initial Security Deposit in the form of a Demand Draft in favour of **Zonal Accounts Officer, CBDT, payable at Dehradun** equivalent to minimum 5% of the estimated total fixed cost plus annual recurring cost subject to minimum of Rs. 5,00,000/- (Rupees Five Lakhs only).

**Cost of Bidding**

54. 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**

55. 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 substantially 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**

56. All entries in the bid should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached.

57. The bidder is expected to examine all instructions, forms, terms & conditions, scope of work and specifications in the bid document. Failure to furnish specified documents/information/non-compliance to any of the specified terms & conditions or submission of a bid not substantially confirming to the bid document in every respect shall result in rejection of the bid at any stage.

58. Incomplete, incorrect and conditional bids shall be summarily rejected.

59. Furnishing of any false information/fabricated document, falsification of information in any form or any discrepancy in respect of the details/information provided in the bid/attached documents would lead to rejection of the bid at any stage besides liabilities towards prosecution/other penal action under appropriate laws.

60. If there is any discrepancy between the quoted rates in figures and the quoted rates in words in the financial bids, the rate in words will take precedence.

61. 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**

62. 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.

**Tender Document for Off-site Record Management for Income tax office at Dehradun**

63. All queries relating to the bid, technical part, financial part or otherwise, must be in writing only to the designated contact person. The department shall not answer any communication initiated by bidders later than five working days prior to the due date of opening of the bids

64. If the department, in its absolute discretion, deems that the originator of the question shall gain an advantage by a response to a question, then the department reserves the right to communicate such response to all bidders.

65. All amendments/corrigendum's will be hosted on our website/notice board [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) and shall be binding on all the Service Providers. Hence, bidders are requested to visit the website regularly and note such corrigendum/ amendments to the Tender Document without fail and submit the offer accordingly. The department is not responsible for ignorance of corrigendum published/to be published, if any, in this regard.

66. 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**

67. The system may maintain an 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 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 trials, under which circumstances these trials are viewed and used. Access to an audit trail will require approval of the Department.

**Penalties**

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

**Ordinary Retrievals**

<b>Application Condition</b>	<b>Application Penalty</b>
95% of total retrievals in a month as per TAT	Nil
Less than 95% of total retrievals in a month as per TAT	25% of the retrievals billing of the month.

\*However, repeated delays may be a ground for termination of contract.

**Tender Document for Off-site Record Management for Income tax office at Dehradun****Urgent Retrievals**

<b>Application Condition</b>	<b>Application Penalty</b>
Retrievals which are not adhered to prescribed TAT- will be considered as ordinary Retrieval	As above

**Liquidated Damages**

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

70. 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 it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure.

**FORCE MAJEURE**

71. For the purpose of this tender 'Force Majeure' means an event beyond the control of the service provider and may include but not restricted to act of Government(s) restrictions by local Municipal / State/ Central Governments, wars and revolutions, civil disobedience, terrorist activities, general strikes, bunds, civil war, court orders, fires, floods, lightening, earthquakes, riots, epidemics, quarantine restrictions and freight embargoes. If a Force Majeure situation arises, the Service Provider shall promptly notify the Department in writing of such condition and the cause thereof. However, the Service Provider must exercise all due care and diligence as necessary with normal prudence and there should not be any lapse or failure in such exercise resulting into any failure of service including loss/damage of records.

**Price and Validity**

72. All the prices mentioned in the tender 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.

73. The work of records management must be started by the successful bidder within 30 days of signing of the agreement and must be completed within 120 days of signing of the agreement unless the Department extends the timelines so specified.

—X—

Tender Document for Off-site Record Management for Income tax office at Dehradun

**CHAPTER V: SCOPE OF WORK**

The scope of work shall include the following:

**Collection**

1. The Service Provider will visit different prescribed offices of the Department for collection of record/documents in physical form i.e. files and folders etc. for storage at Records storage Center 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 Department. The details of nodal officers/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 may be instructed at the time of collection.

**Cataloguing**

2. 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 cartoon and its each and every content to prevent any loss during storage or removal/retrieval. Acknowledgements of the records giving the number of cartoons/containers with description and number of files/folders etc. in each box/container are to be given to the nodal officer of 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 tamper proof. The inventory shall be prepared in data base containing information of each record/file in up to 6 (six) fields.

**Transport**

3. The Service Provider will arrange lifting of records, as provided by the Department, from the office premises by their own transport facility in closed body vehicles for storage at Records storage Center. The Service Provider must comply with the local traffic, health, safety and other legislative requirements during transport.

**Storage**

4. The Service Provider will provide Records storage Center satisfying the following minimum requirements on shared basis for the Department.

a. The building/structures for storage facility should be an exclusive permanent construction preferably on a three feet plinth with RCC/strong and Corrosion Resistance modern metal roofing, specially designed to protect Department's records from fire, theft, dust and having proper drainage provision.

b. No leakage from water pipes sprinklers, mechanical installations, roots, drains or any other source of water ingress,

c. 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.

d. CCTV monitoring of the area with recording for minimum 90 days is essential.

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e. 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.

f. Service Provider must confirm that Pest and Rodent Control Termite treatments are carried out regularly in the storage space for a pest free environment.

g. 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.

h. The Service Provider should have GST, ESIC, and PF etc. registrations and hold labor License. Photocopies of valid registrations and license should be furnished with the Tender.

i. The storage cartons must be dust resistant with flaps or a lid forming a seal against airborne particles as per following specifications of "5 ply die cast bottom having minimum space of 1.5cubic feet.

j. The Service Provider is required to operate the facility of storage of records of Department in accordance with local legislative requirement in respect of health and safety legislation, employment law, fire safety law, relevant building codes etc.

k. The Department and/or its representatives reserve the right to inspect the Records storage Center to confirm compliance at any time.

**Retrieval of Records**

5. The Service Provider undertakes to retrieve and deliver the requested sealed cartons and any other documents within below specified Turnaround Time' (TAT) upon receipt of a written request in the form of fax, e-mails or letters from the authorized officials of the Department. Retrieval shall mean delivery to the office premises.

**Permanent Retrieval**

6. The service provider undertakes to deliver the records for permanent retrieval. On permanent retrieval, such records shall not be returned for re-storage and no storage charges for such records shall be payable from the date of permanent retrieval calculated on proportional basis.

**Turn-Around-Time (TAT)**

Nature of Retrievals	Turn-Around-Time (TAT)
Ordinary Retrievals	All requests by fax/emailed received by 5:00 PM will be delivered within 48 hours by Postal courier.
Urgent Retrievals	All requests by fax/e-mail received by 12:00 noon will be delivered within 24 hours by Postal courier. (A request for urgent retrieval of maximum 5 cartons -50 files/folders will be entertained at one time. For request over and above this the delivery will be on best efforts basis.)
Permanent Retrievals	As mutually agreed

\*In case of delivery through a personal courier, charges will be communicated by the service provider to the authorized official of the department at the time of assigning task (with mutual consent).



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**Reports**

7. The Service Provider is required to provide the office wise reports as per Department's requirement and periodicity to the nodal officers of the designated offices.

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

**Confidentiality and Disclosure**

8. 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 and forfeiture of Initial Security deposit. An undertaking to this effect should be given in Form — 5.

**On-Line Access**

9. 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**

10. The Department 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 Department's Record Management Data**

11. The Department plans to use the RMS system available with the Service Provider However in case Department 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**

12. Upon completion of the term of the contract or in the event of termination of contract by the Department, the Service Provider shall hand over all the sealed cartons in its possession along with inventory report back to respective offices as directed by Department within 30 days of such direction at the cost of service provider.

**Care and Diligence**

13. The service provider shall take such care and diligence which a prudent person is expected to do, and shall make every effort to ensure safe storage of records in spirit and not merely in letter form.

Tender Document for Off-site Record Management for Income tax office at Dehradun

**PART A: TECHNICAL 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 Additional CIT(TDS), Dehradun cum  
Chairperson, Offsite Record Management Committee,  
Income Tax Department, 13A, Subhash Road,  
Dehradun

Sir/Madam,

**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 Department 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 Department is not bound to accept the bids received and the Department 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 is found to be false at any stage of the tender process.

Yours faithfully,

Signature & Seal:

Name & Designation:

Address:

Contact No.:

Tender Document for Off-site Record Management for Income tax office at Dehradun

**Form 2 — Service Provider's Authorization Certificate**

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

Date: .....

To,

The Additional CIT(TDS), Dehradun cum  
Chairperson, Offsite Record Management Committee,  
Income Tax Department, 13A, Subhash Road,  
Dehradun

Sir/Madam,

**Reg: Service Provider's Authorization Certificate.**

I/We hereby Authorize Shri/Kum/Smt \_\_\_\_\_ <Designation> to sign relevant documents in connection with the "Tender for Off-site Record Management" in the Income Tax Department, Dehradun 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 and submit technical & commercial information as may be required in the course of processing above said tender.

Thanking You,

Authorized Signatory

Name:

Designation:

Seal:

Date:

**Tender Document for Off-site Record Management for Income tax office at Dehradun****Form 3 — Work Experience Certificate**

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

To

The Additional CIT(TDS), Dehradun cum  
 Chairperson, Offsite Record Management Committee,  
 Income Tax Department, 13A, Subhash Road,  
 Dehradun

Sir/Madam,

**Reg: Work Experience Certificate.****Name of the Firm:** \_\_\_\_\_

S. No.	Name of the Income Tax office/Govt. office for whom service provider is providing Record Storage service	Start Date	Valid Till	No. of Years	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.

Signature:

Name:

Designation:

Seal:

Date:

Tender Document for Off-site Record Management for Income tax office at Dehradun

**Form 4 — Self Declaration**

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

Ref:

Date: \_\_\_\_\_

To,

The Additional CIT(TDS), Dehradun cum  
Chairperson, Offsite Record Management Committee,  
Income Tax Department, 13A, Subhash Road,  
Dehradun

Sir/Madam,

**Reg: Self Declaration.**

In response to the tender No. \_\_\_\_\_ Dated \_\_\_\_\_ as Director / \_\_\_\_\_ (authorized person of \_\_\_\_\_/ I we hereby declare that our Agency is having unblemished past record and was not ever declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

I/We further declare that there have been no damages to records at any of our facility due to fire, water, theft, floods, pests, rodents etc.

Signature:

Name:

Designation:

Seal:

Date:

Tender Document for Off-site Record Management for Income tax office at Dehradun

**Form —5 Certificate of Conformity**

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

Date: \_\_\_\_\_

To,

The Additional CIT(TDS), Dehradun cum  
Chairperson, Offsite Record Management Committee,  
Income Tax Department, 13A, Subhash Road,  
Dehradun

Sir/Madam,

**Reg: Certificate of Conformity.**

This is to certify that the services for Record Storage and Management System which we shall provide, if awarded with the work, are in conformity with the Scope of Work in the Tender document. We also certify that the price we have quoted on 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.

We understand the importance of "confidentially and non-disclosure" clause and undertake that we will abide by the same without any reservations.

Signature:

Name:

Designation:

Seal:

Date:

**Tender Document for Off-site Record Management for Income tax office at Dehradun****Form 6 Financial Details as per Audited Accounts**

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

To,

The Additional CIT(TDS), Dehradun  
 Chairperson, Offsite Record Management Committee,  
 Income Tax Department, 13A, Subhash Road,  
 Dehradun

Sir/Madam,

Years	F.Y. 2019-20		F.Y. 2020-21		F.Y. 2021-22		Average Turnover	
	Total	From Record Storage Services	Total	From Record Storage Services	Total	From Record Storage Services	Total	From Record Storage Services
Turnover (Rs. in Lacs)								
Profit (Rs. in Lacs)								

**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:

Date:

**Tender Document for Off-site Record Management for Income tax office at Dehradun****Form 7 - Records Storage Center-Wise Information**

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

To,

The Additional CIT(TDS), Dehradun cum  
 Chairperson, Offsite Record Management Committee,  
 Income Tax Department, 13A, Subhash Road,  
 Dehradun

Sir/Madam,

**Reg: Records Storage Center-Wise Information.**

Name of the Service Provider:

Address of Records Storage Centre:

Owned/Leased Premises:

Record Storage Capacity in Cubic Ft.:

Record Storage Centre Building Availability of the following	Mark Y/N in all the boxes below
Permanent Construction (Wall & Flooring) — Brick Work	
PCC/Strong Corrosion Resistance Modern Metal Roofing	
Trained Staff	
24x7 Security Guards	
Biometric Access Control	
Fire Fighting Equipment inclusive of Fire Hydrant	
Fire Alarm System — Detectors	
CCTV with minimum 90 days recording	
Pest Control and Rodent Control	
Fire Doors	

Signature:

Name:

Designation:

Seal:

Date:

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



**Tender Document for Off-site Record Management for Income tax office at Dehradun****Form 8 Checklist for Technical Bid**

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

To,

The Additional CIT(TDS), Dehradun cum  
Chairperson, Offsite Record Management Committee,  
Income Tax Department, 13A, Subhash Road,  
Dehradun

Sir/Madam,

**Reg: Checklist for Technical Bid for Records Management.**

Name of the Service Provider: \_\_\_\_\_

DOCUMENT FOR TECHNICAL EVALUATION			
		Mark Y/N only in one box below	Reference Document
1.	Proposal letter is signed, stamped and enclosed		Form — 1
2.	Authorization Certificate		Form — 2
3.	Certification of Incorporation		Copy
4.	Experience of at least 3 years In storing and managing physical records for Govt. Offices/Income Tax Offices.		Form — 3
5.	The Service Provider should have aggregate space of at approx. 10,000 sq. feet exclusively for storing Records located in Dehradun		Supporting evidence
6.	Average annual financial turnover in the last three financial Year's i.e. 2018-19 to 2020-21 from records storage services rendered minimum Rs. 1 Crore		Form — 6
7.	Self-declaration for corrupt and fraudulent practices		Form — 4
8.	Self-Declaration that no past damage due to fire		Form — 4
9.	A certificate regarding compliance of required storage facility		Form — 7
10.	Valid Insurance Policy, Labor License and Shop and Establishment License		Copy
11.	ISO 9001 and ISO 27001 or any other equivalent certification prescribed in the name of the Service Provider		Copy
12.	Undertaking to abide by the confidentiality and disclosure		Form — 5
13.	Bidder has enclosed copy of PAN		
14.	Bidder has enclosed EMD (mention instrument number, date and amount)		

**Tender Document for Off-site Record Management for Income tax office at Dehradun**

15.	Confirm that technical bids and all associated documents above, are kept in a separate sealed cover super scribed "Technical Bid for Record Management"		
16.	Confirm that financial bid, duly signed, stamped and dated in kept in a separate sealed cover super scribed "Financial Bid for Record Management"		
17.	Both the above envelopes are placed in one master envelope, sealed and super scribed "Tender for Off-site Record Management for Income-tax offices located at Dehradun"		
18.	Place this checklist in the master envelope.		
19.	Valid Insurance Policy, Labor License and Shop and Establishment License		
20.	SYSTEM INFORMATION		
21.	Comprehensive Records Management Software with the Source code of the software		
22.	Records data on SQL/RDBMS Database in House IT Server setup with firewalls		
23.	Online Access		

Signature:

Name:

Designation:

Seal:

Date:

**Tender Document for Off-site Record Management for Income tax office at Dehradun****PART B: FINANCIAL BID FORMATS****Form 9A&B- Financial Bid**

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

To,

The Additional CIT(TDS), Dehradun cum  
Chairperson, Offsite Record Management Committee,  
Income Tax Department, 13A, Subhash Road,  
Dehradun

Sir/Madam,

**Reg: Price Bids for Record Management.**

**Form 9A-Financial Bid Format****Scope of Work****Pricing- File Level Service**

<b>Sr. No.</b>	<b>Cost Head</b>	<b>Amount (in INR)</b>
1.	One time cost including File level indexing, Boxing, Creation of database (up to 2 fields), Loading and Unloading of boxes- per box	
2.	Monthly maintenance charges per month per box	
3.	File Barcode charges	
4.	Normal retrieval charges	
5.	Urgent retrieval charges- before end of next working day	
6.	Courier charges	
7.	Scan image charges	
8.	Permanent retrieval charges	
9.	Destruction charges	
10.	Transportation from Location of Pick up to Service provider's facility.	

**Form 9B- Evaluation Procedure for Financial Bid**

L1 shall be decided as per the following formula:-

<b>Sr. No.</b>	<b>Name of the Item</b>	<b>Approx Volume (A)</b>	<b>Rate (in INR) (B)</b>	<b>Total Cost (in INR) (AXB)</b>
1.	Initial fixed operational cost (per CFT) One time cost including File level indexing, Boxing, Creation of database (up to 2 fields), Loading and Unloading of boxes	(in CFT)	(Rate in CFT)	
2.	Recurring Cost (per month) Recurring cost includes Storage, Electricity, Security, Telephone, Stationery, Manpower, Pest	(in CFT)	(Rate in CFT)	

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	Control etc. as mentioned in RFP			
3.	Cost of retrieval per file-			
	Normal Retrieval	(Number of files)	(Rate per file)	
	Urgent Retrieval	(Number of files)	(Rate per file)	

**L1 = Total cost of items No.1+2+3**

The above formula shall be used to decide L1 Service Provider.

Note:

1. The bids must be specified in Indian Rupees only (in both words & figures).
2. 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 having minimum space of 1.5 Sq. Ft.

3. Price quoted should be **exclusive of Goods and Service Tax (GST) alone**. All other expenses, costs etc. are to be included.
4. All the above are only for calculation of L1 Service Provider(s) and actual quantity of service may vary depending upon actual requirement.
5. The rates quoted above shall remain unmodified for a period of three years from the date of award of contract pursuant to this tender and the service provider will not reserve any right to increase the above mentioned rates quoted by it for this period (3 years).
6. The value of cartons & files as adopted at serial No. 1, 2 &3 of table in Form 9B are based on a preliminary estimate made by the Department. Actual figure may vary from above estimated values. Payment will be made to the service provider on actual number of cartons/files collected/stored/retrieved.

**Financial Bid Evaluation Formula: The L1 = TOTAL COST OF ITEMS NO. 1+2+3**

Total cost of Records Management shall be compared for all technically qualified bidders for determination of lowest quote i.e. L1 for award of the contract.

We understand that the above formula will be used only to decide L1 Bidder i.e. per box. After award of the contract the actual payment will be as per rates quoted by the Service Provider on unit basis for the services rendered.

Signature:

Name:

Designation:

Seal:

Date: