

**RFP - 112017 - APPOINTMENT OF SERVICE PROVIDER FOR RECORD STORAGE AND MANAGEMENT
RESPONSE TO PRE-BID QUERIES**

Sr No	Page #	Point / Section #	Main Section Name	Clarification point as stated in the tender document	Comment/Suggestions	Bank Response
1	Pg No. 13	5.1	Detailed Scope of Work	Collection: Shall visit different branches/offices/central hubs of the bank for collection of non-current records/ documents in physical form i.e. files, bound vouchers, bundles, registers, ledgers etc. for storage in a time bound manner which will be decided mutually.	Please Specify the no. of locations and their addresses with pincodes	Current Location list of branches/ zonal offices enclosed. (subject to change)
2	Pg No. 13	5.3	Detailed Scope of Work	Scanning (A4 Size Grey Scale) (as per Bank's requirement)	Please confirm the volume of scanning documents and their frequency. Any bounded volumes or paper sizes other than A4 also included.	Bank has decided to keep Scanning of the documents out of the scope of this RFP.
4	Pg No 12	5.1	Detailed scope of work		We need a clarity on location for pickup & its corresponding storage to calculate on transportation cost working? Whether it would be centralized or decentralized	Decentralized. Current Location list of branches/ zonal offices enclosed. (subject to change)
3	Pg No 25	6.2	Evaluation Process	Evaluation Criteria & Methodology	As per the TCO the calculation on the cost is for 5 years whereas tender is for 3 years	Contract will be of 3 years so TCO should be submitted for 3 years
6	Pg No 19	5.17	Records Management – Proposed Destruction Process	Unless there are instructions to the contrary, non-current records meant for destruction will be shredded/ burnt in the presence of Bank's authorized officials.	Burning documents is not an eco friendly way so why the same is required	Destruction can be done by shredding/ chemical furnace/ any other eco friendly method instead of burning
7	Pg No. 12	4	Purpose of RFP	Vendor has to ensure that all documents picked up from branches/ offices are classified, indexed, scanned and archived within 2 working days	Iron Mountain wishes to know the Branch Location from where we will have to pick up the documents. In case the location is out of city limits the above mentioned TAT needs to be looked into	Pan India coverage, comprising of SU and Rural branches also. Not confined to city limits.
8	Pg No. 12	4	Purpose of RFP	In case of any retrieval requests, the vendor has to ensure that the document is retrieved and delivered within 1 working day	Iron Mountain wishes to know the Branch Location from where we will have to pick up the documents. In case the location is out of city limits the above mentioned TAT needs to be looked into	Pan India coverage, comprising of SU and Rural branches also. Not confined to city limits.
9	Pg No. 13	5.2	Transport	Shall arrange lifting of non-current physical records viz vouchers, files, registers etc, as provided by the bank, from the bank's premises (Head Office, Zonal offices and Branches) by their own transport facility to the their storage locations with GPS enabled tracking mechanism	Does this include pickups outside city limits	Yes

RFP - 112017 - APPOINTMENT OF SERVICE PROVIDER FOR RECORD STORAGE AND MANAGEMENT

RESPONSE TO PRE-BID QUERIES

10	Pg No. 13	5.3		Scanning (A4 Size Grey Scale) as per Bank's requirement	Will the images be stored with the service provider	Bank has decided to keep Scanning of the documents out of the scope of this RFP.
11	Pg No 46	Annexure 8	Commercial Bid Format	Recurring Cost (per carton per month)	Every Service Provider would have different size of boxes, how would the comparison be done	Size of the carton has been specified in the RFP document on Pg No 14. Bidder has to submit the commercials accordingly
12	Pg No 34	9.12	Adherence to Standards	The bid should contain the resource planning proposed to be deployed for the project which includes, inter-alia, the number of personnel, skill profile of each personnel, duration etc	Which Project? Need more clarity	Record Management Project of Bank of Maharashtra

ALL OTHER CLAUSES/ TERMS & CONDITIONS OF THE RFP REMAIN UNCHANGED