



**THE MUNICIPAL CO-OP BANK LTD, MUMBAI**  
WE VALUE YOUR TRUST AND YOUR MONEY

## ***REQUEST FOR PROPOSAL***

### **SELECTION OF SERVICE PROVIDER FOR IMPLEMENTATION OF SECURED DOCUMENT STORAGE SERVICES**

The Municipal Co-op. Bank Ltd., Mumbai  
Municipal Bank Bhavan, 245, P.D'mello Road.  
Fort, Mumbai 400001  
Tel.: 022 22717 800  
Ext. No.: 878 / 879

TENDER/RFP NO. — VAULT STORAGE/2026-27/001

#### **Disclaimer**

This RFP is issued to obtain proposals and does not constitute an offer or commitment by the Municipal C-op Bank Ltd. Mumbai. The Bank may amend, suspend, cancel or reissue the process; accept or reject any bid; seek clarifications; negotiate; or alter the scope, without assigning reasons, subject to applicable procurement rules. Bidders shall conduct their own due diligence. All bid preparation costs shall be borne by the bidder.

Bid Details:

|                                                         |                                                                                                                                                                                                                                                      |
|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Tender Reference No.</b>                             | TENDER/RFP NO. — VAULT STORAGE/2026-27/001                                                                                                                                                                                                           |
| <b>Date of Issue</b>                                    | 24/09/2026                                                                                                                                                                                                                                           |
| <b>Last Date, Time &amp; Address for Bid Submission</b> | 17/10/2026 UPTO 5.00 PM<br>Address: Estate Department<br>The Municipal Co-op. Bank Ltd., Mumbai<br>Municipal Bank Bhavan, 245, P.D'mello Road.<br>Fort, Mumbai 400001<br>Tel.: 022 22717 800<br>Ext. No.: 878 / 879<br>Email Id – estate@mcb.bank.in |
| <b>Earnest Money Deposit (EMD)</b>                      | ₹ 50,000/- (Refundable, in the form of Demand Draft / Bank Draft payable at Mumbai in favour of "The Municipal Co Op Bank Ltd., Mumbai) or online payment                                                                                            |
| <b>Tender Document Fee</b>                              | ₹ 590/- (Non-refundable, in the form of Demand Draft / Bank Draft payable at Mumbai in favour of "The Municipal Co Op Bank Ltd., Mumbai) or online payment                                                                                           |
| <b>NEFT DETAILS</b>                                     | Name of A/C: Tender fees and EMD Amount<br>ACCOUNT NO: 301000017325974<br>Bank Name: The Municipal Co-op. Bank Limited Mumbai<br>BRANCH: Fort<br>IFSC code: MUBL0000001                                                                              |
| <b>Contact Person</b>                                   | Shri Prashant Kamble 022-22717878 email: <a href="mailto:estate@mcb.bank.in">estate@mcb.bank.in</a>                                                                                                                                                  |
| <b>Tender Document download</b>                         | Tender Document is available for download from <a href="http://www.mcb.bank.in">www.mcb.bank.in</a>                                                                                                                                                  |

## 1. Invitation to Bid

The Municipal Co-Operative Bank Ltd., Mumbai invites eligible and experienced service providers to submit proposals for an end-to-end secured document storage and records-management solution. The Municipal Co-Operative Bank Ltd., Mumbai generates a significant volume of physical documents, files, and records in the course of its operations, including but not limited to financial records, legal documents, HR files, customer/client files, and statutory/regulatory records. The Bank seeks to engage a professional, secure, and technologically capable service provider to manage the storage, retrieval and lifecycle management of these records. The Municipal Co-operative Bank Ltd., Mumbai proposes to keep 1,000 (actual number may vary) housing loan files under this facility.

The selected bidder shall take custody of designated physical records, transport them securely, barcode and index them, preserve them at approved record centres, enable authorised retrieval and return, provide approved scanning/digitisation services, and destroy records only against the Bank's written authorisation and retention schedule.

The engagement is an outsourced service. The Bank retains ownership, regulatory responsibility, custody oversight, decision-making authority and accountability for all records and customer information. No transfer of the Bank's statutory obligations is intended.

## 2. Background and Objectives

- Establish a secure, searchable and auditable repository for records originating from branches, offices, departments and legacy operations.
- Protect confidentiality, integrity, availability, authenticity, evidentiary value and chain of custody throughout the information lifecycle.
- Meet business, legal, regulatory, investigation, audit, litigation-hold and customer-service requirements within defined turnaround times.
- Reduce storage risk through professional facilities, environmental controls, fire protection, monitoring, access governance and disaster recovery.
- Enable controlled digitisation without unauthorised copying, profiling, analytics, reuse, disclosure or cross-border transfer of Bank data.

## 3. Definitions and Interpretation

| Term               | Meaning                                                                                                                            |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Applicable Law     | All statutes, rules, directions, circulars and orders applicable to the Bank, records or services, as amended.                     |
| Authorised Officer | A Bank employee from Loan Dept. formally empowered to request, approve, view, retrieve, return, place holds on or destroy records. |
| Bank Data          | All information, records, metadata, images, indexes, logs and derivatives belonging to or processed for the Bank.                  |

| Term                       | Meaning                                                                                                                                        |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Carton / Container         | A tamper-evident, uniquely barcoded archival container meeting the specified strength and size.                                                |
| Critical Record            | A record whose loss, unavailability, alteration or disclosure may materially affect operations, customers, compliance or evidence.             |
| Document Management Portal | The Bank-approved application used for inventory, requests, tracking, reports and audit trails.                                                |
| Incident                   | Any actual or suspected loss, misplacement, unauthorised access/disclosure, alteration, damage, outage, control failure or legal breach.       |
| Legal Hold                 | Suspension of routine disposal for records relevant to litigation, investigation, audit, complaint, regulatory request or preservation notice. |
| Record Centre              | A dedicated Bank-approved facility used for storage and processing of the Bank's records.                                                      |
| Service Provider / Bidder  | The selected entity, including approved personnel and subcontractors, responsible for the services.                                            |

#### 4. Regulatory and Legal Framework

The bidder shall comply with all applicable requirements and with the Bank's policies and instructions. References below are a minimum baseline and shall be read as amended or replaced:

- Reserve Bank of India (Outsourcing of Information Technology Services) Directions, 2023, where technology, portals, hosting, digitisation, data processing or IT-enabled components apply.
- Reserve Bank of India (Information Technology Governance, Risk, Controls and Assurance Practices) Directions, 2023, to the extent applicable to the Bank and the solution.
- RBI Guidelines on Managing Risks and Code of Conduct in Outsourcing of Financial Services by banks dated 3<sup>rd</sup> November 2006, to the extent the arrangement or any component falls within their scope, and other applicable RBI outsourcing instructions.
- RBI Master Direction – Know Your Customer (KYC) Direction, 2016, as updated; Prevention of Money-laundering Act, 2002 and Rules thereunder, for preservation and production of relevant records.
- Digital Personal Data Protection Act, 2023 and rules/notifications brought into force from time to time; Information Technology Act, 2000 and applicable rules/directions; CERT-In directions dated 28 April 2022, where applicable.

- Bankers' Books Evidence Act, 1891; Indian Evidence Act, 1872 / Bharatiya Sakshya Adhiniyam, 2023, as applicable; Public Records Act where applicable; contractual, taxation, employment and limitation requirements.
- RBI supervisory directions applicable to the category of the Bank, and orders of courts, tribunals, FIU-IND, law-enforcement and competent authorities.

Where retention periods differ, the longest applicable period shall govern unless the Bank's Legal/Compliance function directs otherwise. The service provider shall never independently determine that a record may be destroyed.

## **5. Scope of Work**

### **5.1 Transition and Takeover**

- Conduct a joint inventory and site survey; validate volumes, record series, condition, sensitivity, retention category and pickup priorities.
- Submit a transition plan, responsibility matrix, logistics route plan, risk assessment, facility readiness report and cutover schedule.
- Supply standard archival cartons, tamper-evident seals, labels, barcodes and packing guidance; reconcile every handover at file/carton level as directed.
- Use dual-control handover with pickup manifest, seal number, origin, date/time, authorised signatures, vehicle/personnel identity and exception recording.
- Migrate incumbent-vendor inventory, metadata and images without loss of hierarchy, references, audit trails or legal holds.

### **5.2 Secure Transportation**

- Dedicated closed-body GPS-tracked vehicles; verified drivers/handlers; route monitoring; no unapproved co-loading or overnight halt.
- Tamper-evident sealed containers; two-person custody for sensitive movements; scan at dispatch, vehicle loading, facility receipt and shelving.
- Documented exception and incident process for delays, route deviation, damaged seal, missing package, accident or suspected access.
- Pickup/delivery only at Bank-approved addresses and against OTP/authorised signature or equivalent strong verification.

### **5.3 Accessioning, Classification and Indexing**

- Assign globally unique, non-reusable barcode identifiers to every carton and, where required, each file/document.
- Capture Bank-defined metadata, including branch/department, record series, account/reference number (masked on labels), date range, retention class, destruction eligibility date, sensitivity, shelf location and legal-hold status.
- Perform 100% reconciliation and maker-checker quality control. Exceptions shall be quarantined and resolved with the Bank.

- No customer name, account number, PAN, Aadhaar number or sensitive information shall be visible externally on cartons, shelves or vehicle manifests except in protected coded form approved by the Bank.

#### 5.4 Physical Storage and Preservation

- Store only within declared and Bank-approved record centers in India (**Specifically in Mumbai and or suburban area**), in segregated, access-controlled and mapped storage zones.
- Records shall be stored preferably in Metal Cartons offering climate-controlled specifications & fire-resistant walls. The quality of document shall remain intact.
- Maintain shelving above floor level; load-rated racks; aisle clearance; pest control; housekeeping; water-ingress prevention; roof/plumbing inspection; and suitable temperature/humidity monitoring based on media type.
- Use fire detection and suppression appropriate to paper archives and media, with statutory approvals, alarm monitoring and periodic testing.
- Maintain uninterrupted CCTV coverage at entry, processing, loading, staging and storage access points, subject to lawful retention and privacy controls.
- Prohibit food, drink, smoking, photography, personal storage devices and unauthorised mobile devices in processing/storage zones.

#### 5.5 Retrieval, Delivery and Re-filing

- Receive requests only through the portal or authorised channels and validate requester entitlement and approval level.
- Support normal, urgent and emergency physical retrieval; scan-on-demand only where expressly authorised.
- Use check-out/check-in scans and proof of delivery; track temporary custody, due dates, reminders, returns and re-shelving.
- Preserve original arrangement and prevent substitution, marking, alteration, stapling removal or commingling.

#### 5.6 Digitisation and Electronic Records (If Included)

- Scan only approved batches in a segregated secure area; perform image enhancement without altering substantive content; retain colour where evidentially necessary.
- Minimum output: searchable PDF/A or Bank-specified format, 300 dpi unless otherwise approved, OCR, page-count reconciliation, image QC and metadata validation.
- Provide hash/checksum, batch control totals, operator/reviewer IDs and immutable audit trails. Digital signatures/time stamps shall be used where required by the Bank.
- Encrypt data in transit and at rest using current, Bank-approved standards; host and back up data only in approved locations in India; integrate with Bank identity systems where required.
- No generative AI, public cloud OCR, third-party analytics, training, profiling or reuse of Bank Data without specific prior written approval and risk assessment.

## 6. Detailed Technical and Facility Requirements

| Control Area              | Minimum Requirement                                                                                                                                          |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Facility ownership/tenure | Valid ownership/lease for the contract horizon; commercial use and statutory permissions; no undisclosed shared access.                                      |
| Location risk             | Flood, fire, seismic, industrial, civil-disturbance and access-risk assessment; no basement storage unless specifically approved with engineered safeguards. |
| Perimeter                 | Boundary protection, guarded entry, visitor control, intrusion alarm and controlled loading bay.                                                             |
| Access control            | Unique ID/badge, least privilege, anti-passback where feasible, two-factor/biometric access to high-security areas, quarterly access review.                 |
| CCTV                      | 24x7 recording with time synchronisation, protected recorder, restricted export, health monitoring and minimum [90/180] days retention or Bank requirement.  |
| Fire/life safety          | Fire NOC, addressable detection, suitable suppression/extinguishers, hydrant/sprinkler where required, drills, maintenance and evacuation controls.          |
| Environment               | Water-leak detection, raised pallets/racks, pest management, humidity/temperature logs, housekeeping and media-specific preservation.                        |
| Power/availability        | UPS/generator for critical security, network, CCTV and portal components; preventive maintenance and capacity monitoring.                                    |
| Logical security          | MFA, RBAC, encryption, hardening, patching, EDR/anti-malware, vulnerability management, log monitoring and privileged-access control.                        |
| Portal                    | Search, request approval, barcode tracking, chain-of-custody, legal holds, retention, SLA dashboard, reports, exports and immutable audit trail.             |
| Integration               | Secure API/SFTP or Bank-approved mechanism; IP allowlisting; mutual authentication; no insecure legacy protocol.                                             |
| Resilience                | Documented BCP/DR, alternate processing arrangements, tested restoration, crisis contacts and annual joint exercise.                                         |

| Control Area | Minimum Requirement                                                                                                             |
|--------------|---------------------------------------------------------------------------------------------------------------------------------|
| Segregation  | Physical and logical segregation from other customers; coded labels; no commingled loose files.                                 |
| Auditability | Time-synchronised logs for every view, search, export, print, request, approval, movement, update, hold and destruction action. |

## 7. Information Security, Privacy and Confidentiality

- Bank Data remains the exclusive property of the Bank. Processing is limited to documented instructions and the stated purpose.
- Apply need-to-know and least privilege; uniquely identify users; prohibit shared accounts; review access at least quarterly and immediately revoke leavers/transfers.
- Complete background verification, confidentiality undertakings and role-based training before access. Maintain personnel records available for Bank audit.
- Encrypt electronic Bank Data in transit and at rest. Keys shall be managed securely and independently from encrypted data, with rotation and access logging.
- Maintain data-loss prevention, removable-media controls, printing/export restrictions, secure disposal, malware protection, secure configuration, patching and vulnerability remediation.
- Do not disclose Bank Data to any person, affiliate, subcontractor, government body or third party except under law and after promptly notifying the Bank where legally permissible.
- No lien, retention right or denial of Bank access may be exercised over records due to a commercial dispute.
- Return or securely erase all Bank Data and copies at exit, subject only to a lawful, disclosed retention requirement, and provide certification.

## 8. Incident and Breach Management

The service provider shall maintain a 24x7 incident response capability and shall notify the Bank immediately and in any event within 30 minutes of discovery of any actual or suspected incident affecting Bank records, data, facility, personnel, service or regulatory compliance. Initial notification shall not await confirmation or root-cause analysis.

- Preserve evidence and chain of custody; contain the incident without destroying logs; cooperate with forensic investigation and regulatory/law-enforcement reporting.
- Provide preliminary facts within 2 hours, status updates at intervals required by the Bank, a detailed incident report within 24 hours, and root-cause/corrective-action report within 5 working days or the Bank-approved timeline.
- Bear reasonable investigation, notification, restoration, reconstitution, legal and remediation costs where the incident results from its act, omission, control failure or breach.
- Make no public statement or customer/regulatory communication concerning the Bank without prior approval, except where prohibited by law.

## 9. Governance and Reporting

| Frequency   | Deliverable / Review                                                                                                                                    |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Daily       | Pickup/delivery exceptions, urgent requests, incidents, portal/system availability and unreconciled movements.                                          |
| Monthly     | Inventory, access, movements, SLA performance, incidents, capacity, environmental/fire/CCTV health, complaints and invoices.                            |
| Quarterly   | Access recertification, risk/control review, subcontractor status, patch/vulnerability status, insurance and statutory compliance.                      |
| Half-yearly | Facility inspection, BCP readiness, retention/destruction forecast, technology and capacity review.                                                     |
| Annually    | BCP/DR exercise, fire drill, independent security/facility audit, penetration test where applicable, policy/training review and compliance certificate. |
| On demand   | RBI/NABARD/Bank/auditor/regulator information, evidence, logs, records and management representation.                                                   |

The vendor shall appoint a senior Service Delivery Manager, Information Security contact, Facility Manager and 24x7 escalation contact. The Bank's Outsourcing/IT/Information Security/Compliance/Legal/Operations representatives may participate in governance reviews.

## 10. Service Levels and Service Credits

| Service Measure           | Target                     | Measurement                      | Service Credit / Penalty |
|---------------------------|----------------------------|----------------------------------|--------------------------|
| Scheduled pickup          | ≥99%; within agreed window | Per request/month                | ₹500 per delayed pickup  |
| Normal physical retrieval | Within [8] business hours  | Request to dispatch/delivery     | ₹100 per record/day      |
| Urgent retrieval          | Within [4] hours           | Request to delivery              | ₹500 per record/hour     |
| Emergency retrieval       | Within [2] hours, 24x7     | Request to delivery              | ₹500 per occurrence/hour |
| Scan-on-demand            | Within [4] hours           | Authorisation to secure delivery | ₹200 per delayed item    |

| Service Measure                | Target                                          | Measurement          | Service Credit / Penalty                                          |
|--------------------------------|-------------------------------------------------|----------------------|-------------------------------------------------------------------|
| Accession/indexing             | Within [2] business days;<br>≥99.95% accuracy   | Accepted carton/file | Rework + ₹100 per error                                           |
| Portal availability            | ≥99.90% monthly, excluding approved maintenance | Monthly minutes      | 0.25% monthly fee per band                                        |
| Inventory accuracy             | 100% traceability;<br>≥99.99% location accuracy | Cycle/annual count   | Rework + material-breach remedies                                 |
| Incident notification          | ≤30 minutes from discovery                      | Timestamp evidence   | ₹200 per delay + breach remedies                                  |
| Critical vulnerability         | Remediate/mitigate within [7] days              | Validated closure    | ₹500 per day                                                      |
| Record loss/irreparable damage | Zero tolerance                                  | Per item             | Higher of ₹1,00,000 per item or actual loss/cost; material breach |
| Unauthorised disclosure/access | Zero tolerance                                  | Per incident         | Material breach; indemnity and regulatory remedies                |

Service credits are a genuine pre-estimate for service deficiency and do not limit the Bank's right to recover direct loss, invoke performance security, require remediation, terminate for material breach or exercise statutory remedies. Aggregate routine SLA credits may be capped at 20% of the monthly invoice; fraud, confidentiality/privacy breach, record loss, gross negligence, wilful misconduct, regulatory breach and indemnity obligations shall not be subject to that cap.

## 11. Business Continuity and Disaster Recovery

- Maintain BCP/DR covering fire, flood, pandemic, civil disturbance, utility/network failure, ransomware, portal outage, facility denial and supplier failure.
- Define RTO/RPO for the portal, index database and digital repository: proposed maximum RTO [4] hours and RPO [15] minutes, subject to Bank approval.

- Maintain geographically separate backup/alternate capability for electronic components and alternate secure processing arrangements for physical requests.
- Test at least annually and after material change; share results, deficiencies and closure evidence; participate in Bank-led exercises.
- Immediately activate contingency arrangements without additional charge when service continuity is threatened.

## **12. Audit, Inspection and Regulatory Access**

The Bank, its internal/external/concurrent/statutory auditors, its authorised agents, RBI and any other competent regulator or authority shall have unrestricted, effective and timely rights to inspect and audit the service provider and approved subcontractors in relation to the services. This includes facilities, racks, records, systems, applications, databases, logs, controls, personnel, processes, financial information relevant to billing, BCP/DR and audit reports. Access shall not be impeded by confidentiality obligations owed to other customers.

- Provide information, documents, copies and management explanations within the requested timeline and permit surprise inspections where warranted.
- Promptly remediate findings at the service provider's cost and report closure evidence.
- Notify the Bank of regulatory action, material litigation, adverse audit finding, ownership/control change or event affecting ability to perform.
- Preserve records and audit trails for the Bank-defined period and make them readable and exportable without proprietary dependency.

## **13. Subcontracting and Fourth-Party Risk**

No part of the services, custody, transport, scanning, hosting, support or destruction may be subcontracted or relocated without the Bank's prior written approval. The bidder shall disclose the complete supply chain, locations, activities, data access and control arrangements. Approval does not reduce the bidder's responsibility; the bidder remains fully liable for every subcontractor and shall flow down all security, privacy, audit, regulatory access, confidentiality, continuity, exit and deletion obligations.

## **14. Personnel Security**

- Police/identity/address/employment/background verification commensurate with role and applicable law before deployment.
- Confidentiality agreement, code of conduct, annual security/privacy training and disciplinary process.
- Bank's right to interview, object to or require replacement of personnel for security, performance, conflict or integrity concerns.
- No use of temporary/casual labour in custody areas without prior approval, verification, supervision and individual logging.
- Segregation of duties between request approval, retrieval, scanning QC, inventory changes and destruction.

## **15. Insurance, Indemnity and Limitation of Liability**

The selected bidder shall maintain, with reputable insurers, adequate professional indemnity/errors and omissions, cyber liability/privacy breach, commercial general liability, employee fidelity/crime, property/fire, transit and workers' compensation insurance. Minimum limits shall be specified by the Bank before award and evidence shall be furnished annually.

The bidder shall indemnify the Bank, its officers and employees against claims, losses, penalties, costs and expenses arising from breach of law/contract, negligence, fraud, wilful misconduct, confidentiality/privacy/security failure, loss or damage to records, infringement, employee claims, taxes or subcontractor acts. Any contractual liability cap shall not apply to fraud, wilful misconduct, gross negligence, confidentiality/privacy breach, data/record loss, regulatory penalties attributable to the bidder, IP infringement, indemnity or amounts recoverable under insurance, subject to applicable law and Bank legal review.

## **16. Fees, Invoicing and Taxes**

- Rates shall be firm for the initial term and inclusive of packing, labour, technology, licences, security, supervision, insurance, reports and all incidental costs, excluding GST shown separately.
- Storage charges to be billed monthly, based on actual space/cartons occupied ("pay-for-use" model), payable within [30] days of invoice, subject to no disputes.
- No advance payment shall be made except as explicitly agreed.
- No minimum volume or exclusivity is guaranteed unless expressly stated. Payment shall be for verified services and inventory.
- Invoices shall include request/inventory references and SLA report. The Bank may withhold disputed amounts and set off service credits, penalties, losses and recoveries.
- No charges shall apply for audit access, standard reports, transition cooperation, routine inventory reconciliation, security remediation or return of Bank-owned metadata.

## **17. Contract Term, Termination and Exit Management**

- The Initial Contract Term shall be of 3 years. Renewal of contract period at banks policy.
- Successful bidder has to submit a bank guarantee of 10% amount of total project value, valid for a period of 3 years.
- Termination for material breach, repeated SLA failure, security/privacy incident, insolvency, regulatory direction, loss of licence/insurance, unauthorised subcontracting, change of control or conflict of interest.
- Termination for convenience by the Bank on 60 days' notice, subject to payment for accepted services up to exit.
- A continuously maintained exit plan covering inventory freeze, reconciliation, secure return/transfer, metadata and images in open formats, legal holds, keys, deletion and certificates.
- Transition assistance for at least [6] months at contracted rates; no hostage charges; uninterrupted retrieval during transition.
- Final payment only after accepted reconciliation, transfer, access revocation, data deletion/return, certificate and resolution of exceptions.

## 18. Eligibility Criteria

| No | Mandatory Criterion                                                                                                                         | Documentary Evidence                                                 |
|----|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| 1  | Entity Public/Pvt/LLP incorporated/registered in India and in continuous operation for at least [5] years.                                  | Certificate of incorporation/registration; constitutional documents. |
| 2  | Valid GST Registration, PAN, and other applicable statutory registrations                                                                   | GST Certificate, PAN Card                                            |
| 3  | Valid Fire NOC and applicable local municipal/warehouse licenses for the proposed storage facility                                          | Copies of licenses/NOCs                                              |
| 4  | Average annual turnover from relevant services of at least ₹50,00,000 during the last three audited financial years i.e. 23-24,24-25,25-26. | Audited financial statements and CA certificate.                     |
| 5  | Positive net worth in each of the last 3 financial years i.e. 23-24,24-25,25-26.                                                            | CA certificate and audited statements.                               |
| 6  | At least 3 Public/ Pvt/ Co-op banks or regulated financial institutions.                                                                    | PO/contract and completion/performance certificates.                 |
| 7  | Operational Bank-proposed record centre(s) with applicable fire, building, labour and business approvals.                                   | Addresses, ownership/lease, NOCs, licences, photographs and layout.  |
| 8  | ISO 27001 certification; ISO 9001/22301/27701 preferred, covering proposed locations/services.                                              | Valid certificates with scope and issuing body.                      |
| 9  | No blacklisting/debarment, insolvency, material conviction or conflict affecting performance.                                               | Notarised/authorised declaration.                                    |
| 10 | Adequate insurance and financial capacity.                                                                                                  | Policies/undertaking and banker/credit information.                  |
| 11 | Acceptance of audit, RBI access, data localisation, confidentiality and exit requirements without material deviation.                       | Signed compliance statement.                                         |

## **19. Bid Submission Instructions**

- Technical bid shall contain no price information and shall follow the annexure order with page numbering and an authorised signatory's digital/physical signature.
- Commercial bid shall quote every line item and tax separately, without conditions, hidden charges or formula ambiguity.
- Bidder shall disclose affiliates, beneficial ownership, conflicts, litigation, subcontractors, all proposed facilities and data/DR locations.
- The Bank may seek clarifications without permitting a material change to the bid, subject to procurement rules.

## **20. General Contract Conditions**

- Confidentiality obligations survive termination. Publicity, use of Bank name/logo and client references require prior written approval.
- The contract, RFP, corrigenda, bid, clarification and purchase order shall form the agreement; order of precedence shall be stated in the final contract.
- No assignment, novation, relocation, merger-driven transfer or change in control affecting service without prior Bank approval.
- Force majeure shall exclude events preventable through required BCP, staffing, capacity, cybersecurity or subcontractor management; notice and mitigation are mandatory.
- Disputes shall first be escalated; unresolved disputes may be referred to arbitration under the Arbitration and Conciliation Act, 1996, seat Mumbai, language English, without restricting regulatory or injunctive remedies.
- The bidder shall comply with anti-bribery, conflict-of-interest, whistle-blower, sanctions and ethical procurement requirements.

## **21. Instructions to Bidders**

### **21.1 Bid Submission**

- Bids must be submitted in two parts — Technical Bid (Annexure A & G) and Financial Bid (Other Annexures) in separate sealed envelopes, clearly marked, and enclosed within a single outer sealed envelope.
- Bids must be submitted on or before the last date and time specified in page no.2. Late bids shall not be accepted under any circumstances.
- Bids may be submitted physically at 245, Municipal Bank Bhavan, P.D. Mello Road, Fort, Mumbai 400 001

### **21.2 Clarifications & Amendments**

- The Client reserves the right to amend the tender document at any time prior to the bid submission deadline.

### 21.3 Rejection of Bids

- The Client reserves the right to reject any or all bids, or to cancel the tender process at any stage, without assigning any reason, without liability to the bidders.

### 21.4 Non-transferable Tender:

- This tender document is not transferable.

### 21.5 Publicity:

- Any publicity by the vendor in which the name of The Municipal Co-op. Bank Ltd., Mumbai is to be used should be done only with the explicit written permission of The Municipal Co-op. Bank Ltd., Mumbai

### 21.6 Clarifications:

For any details / clarifications, Bidders should contact  
Estate Department  
The Municipal Co-op. Bank Ltd., Mumbai  
Municipal Bank Bhavan,  
245, P.D'mello Road.  
Fort, Mumbai 400001  
Tel.: 022 22717 800  
Ext. No.: 878 / 879  
Email Id – estate@mcb.bank.in

## **Annexure A – Undertaking from Vendor**

**To**

**General Manager**

**The Municipal Co-operative Bank Ltd., Mumbai**

**Sub: Selection Of Service Provider For Implementation Of Secured Document Storage Services for  
The Municipal Co-op Bank Ltd, Mumbai.**

Dear Sir,

We, M/s \_\_\_\_\_, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfil the same.

- a) We further confirm that all the information as per requirement of the Bank have been included in our bid.
- b) We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- c) We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.
- d) All the details mentioned RFP and in the other tender documents submitted by us are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage of evaluation, the bank has the right to reject the proposal and disqualify us from the process.
- e) We hereby acknowledge and unconditionally accept that the Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the BID and related documents, in short listing of vendors for providing the turnkey Project.
- f) We also acknowledge the information that this response of our Company for the Bank's BID process is valid for a period of 180 Days, for the short-listing purpose, from the date of expiry of the last date for submission of our response to BID and related documents.
- g) We understand that the Bank will not accept any extraneous conditions that may be stipulated by the vendors in their offer and the Bank reserves the right to adhere to the terms stipulated by it in the BID documents and to the extent modified, if any, by the Bank during the technical evaluation. We also agree that the vendors, whose offers are otherwise technically compliant, will have to adhere to the Bank's terms and conditions, based on which, the Bank has sought the offers irrespective of the terms or deviations contained in vendor's offer.

- h) We have noted that the Bank reserves the right to reject any proposal not submitted in the required formats and with the required information.
- i) The Bank may at its absolute discretion waive any minor non-conformity in any offer. The Bank's decision in the matter will be final and the same shall be binding on us.
- j) If our tender offer is accepted, we undertake to commence work within \_\_ (Number) days from the date of issuance of allotment letter.

Seal & Signature of the Authorized Official

## Annexure B – Indicative Record Categories and Retention Input Sheet

| Record Series               | Owner | Media | Estimated Volume | Retention Trigger / Period                   | Sensitivity       | Retrieval Profile |
|-----------------------------|-------|-------|------------------|----------------------------------------------|-------------------|-------------------|
| Housing Loan (HL) documents |       | Paper | 1000 HL files    | Closure + applicable limitation/legal period | Highly Restricted |                   |
|                             |       |       |                  |                                              |                   |                   |

### Annexure C – Facility Due-Diligence Checklist

| No | Control / Evidence                                                        | Bidder Response         | Comments |
|----|---------------------------------------------------------------------------|-------------------------|----------|
| 1  | Facility address, ownership/lease, occupancy certificate and approved use | [Comply / Partial / No] |          |
| 2  | Flood/seismic/industrial risk and drainage history                        | [Comply / Partial / No] |          |
| 3  | Fire NOC, system design, maintenance and drill records                    | [Comply / Partial / No] |          |
| 4  | Perimeter, guards, intrusion detection and visitor management             | [Comply / Partial / No] |          |
| 5  | Access-control architecture and quarterly access review                   | [Comply / Partial / No] |          |
| 6  | CCTV placement, uptime, recording protection and retention                | [Comply / Partial / No] |          |
| 7  | Rack design, floor loading, aisle clearance and shelf mapping             | [Comply / Partial / No] |          |
| 8  | Water leak, pest, humidity, housekeeping and roof/plumbing controls       | [Comply / Partial / No] |          |
| 9  | Loading bay segregation and secure staging/quarantine                     | [Comply / Partial / No] |          |
| 10 | Power backup and monitoring for security/IT systems                       | [Comply / Partial / No] |          |
| 11 | Network diagram, segmentation, hardening and endpoint protection          | [Comply / Partial / No] |          |
| 12 | Portal hosting, backup, DR, encryption and key management                 | [Comply / Partial / No] |          |
| 13 | Staff background checks, training and confidentiality                     | [Comply / Partial / No] |          |
| 14 | Insurance policies and claims history                                     | [Comply / Partial / No] |          |

| No | Control / Evidence                                   | Bidder Response         | Comments |
|----|------------------------------------------------------|-------------------------|----------|
| 15 | BCP/DR plan and latest exercise report               | [Comply / Partial / No] |          |
| 16 | Subcontractors, transport hubs and destruction sites | [Comply / Partial / No] |          |
| 17 | Capacity, occupancy and growth headroom              | [Comply / Partial / No] |          |
| 18 | Independent audits/certifications and open findings  | [Comply / Partial / No] |          |

Seal & Signature of the Authorized Official

**Annexure D – Commercial Bid Format (Company Letter Head)**

(Propose rates for 1000 Housing Loan File, initially)

| No. | Line Item                                                                                                     | Unit          | Estimated Qty. | Unit Rate (₹) | Total Charges for 1000 Files | GST | Total (₹) Charges for 1000 Files with GST |
|-----|---------------------------------------------------------------------------------------------------------------|---------------|----------------|---------------|------------------------------|-----|-------------------------------------------|
| 1   | New archival carton with barcode                                                                              | Each          |                |               |                              |     |                                           |
| 2   | Initial pickup and accession                                                                                  | Carton/ File  |                |               |                              |     |                                           |
| 3   | Monthly storage                                                                                               | Carton/ month |                |               |                              |     |                                           |
| 4   | Normal retrieval and delivery                                                                                 | Request/ item |                |               |                              |     |                                           |
| 5   | Urgent/emergency retrieval                                                                                    | Request/ item |                |               |                              |     |                                           |
| 6   | Re-file/return pickup                                                                                         | Item          |                |               |                              |     |                                           |
| 7   | Scanning incl. QC/OCR/metadata                                                                                | Image/ page   |                |               |                              |     |                                           |
| 8   | Secure destruction incl. certificate                                                                          | Kg/ carton    |                |               |                              |     |                                           |
| 9   | Portal/API/hosting/support                                                                                    | Annual        |                |               |                              |     |                                           |
| 10  | Transition from incumbent                                                                                     | Lot           |                |               |                              |     |                                           |
|     | Total                                                                                                         | -             | -              | -             | ₹                            | ₹   | ₹                                         |
|     | <b>Grand Total Cost of Ownership for 3 Years including GST in words<br/>(1000 Housing Loan Files 3 years)</b> |               |                |               |                              |     |                                           |

Name of Authorized Person:

Contact Number &amp; email:

Signature &amp; Seal of Bidder: \_\_\_\_\_

### Annexure E – SLA Escalation Matrix

| Level | Role                                      | Name | Phone / Email | Escalation Trigger           |
|-------|-------------------------------------------|------|---------------|------------------------------|
| L1    | Operations / Helpdesk                     |      |               | At request/incident          |
| L2    | Facility / Service Delivery Manager       |      |               | 30 minutes / SLA risk        |
| L3    | Information Security / Operations Head    |      |               | Critical incident or 2 hours |
| L4    | CEO/Director – Service Provider           |      |               | Material breach / 4 hours    |
| Bank  | Authorised Officer / CISO / Nodal Officer |      |               | As designated                |

### Annexure- F - Details of Facility Centers

| S. No | Place | Own or Long Leased | Postal Address | Contact numbers | Service Facilities available (Describe) | Number of service engineers | Time to report to the location |
|-------|-------|--------------------|----------------|-----------------|-----------------------------------------|-----------------------------|--------------------------------|
|       |       |                    |                |                 |                                         |                             |                                |
|       |       |                    |                |                 |                                         |                             |                                |

### Annexure G — Technical Bid Format

(To be submitted on the bidder's letterhead)

| Particulars                                                                                            | Details to be Filled by Bidder |
|--------------------------------------------------------------------------------------------------------|--------------------------------|
| 1. Name & Address of Bidder                                                                            |                                |
| 2. Year of Incorporation / Registration No.                                                            |                                |
| 3. Nature of Entity (Pvt Ltd / LLP / Partnership / Proprietorship)                                     |                                |
| 4. GST Registration Number                                                                             |                                |
| 5. PAN                                                                                                 |                                |
| *6. Annual Turnover (Last 3 Financial Years)                                                           |                                |
| 7. Number of Storage Facilities Owned/Leased & Locations                                               |                                |
| 8. Total Storage Capacity (sq. ft. / cartons)                                                          |                                |
| 9. Climate Control Availability (Y/N, specifications)                                                  |                                |
| 10. Fire Safety Certifications (NOC details)                                                           |                                |
| 11. ISO / Other Quality Certifications                                                                 |                                |
| *12. List of Similar Contracts Executed (Last 3 Years)<br>— attach separately                          |                                |
| 13. Proposed Implementation/Transition Timeline                                                        |                                |
| 14. Key Personnel to be Deployed (Names, Roles, Experience, contact details)                           |                                |
| 15. Attach minimum 3 Purchase Orders of Public/Pvt/Co-op Banks for providing similar scope of services |                                |

\*Financial Year means (FY 2023-2024, 2024-2025, 2025-2026.)

### Annexure H — Checklist of Documents to be Submitted

| S. No. | Document                                                                        | Enclosed (Y/N) |
|--------|---------------------------------------------------------------------------------|----------------|
| 1      | Certificate of Incorporation / Registration                                     |                |
| 2      | GST Registration Certificate & PAN Card                                         |                |
| 3      | Audited Financial Statements (Last 3 Years) ie. 2023-2024, 2024-2025, 2025-2026 |                |
| 4      | EMD (Demand Draft /Online Payment Details)                                      |                |
| 5      | Tender Document Fee (Demand Draft / Online Payment Details)                     |                |
| 6      | Client Completion Certificates / Purchase Orders (Past Similar Contracts)       |                |
| 7      | Facility Ownership/Lease Proof                                                  |                |
| 8      | Fire NOC & Municipal/Warehouse Licenses                                         |                |
| 9      | ISO / Other Quality Certifications                                              |                |
| 10     | Annexure A — Undertaking by the Bidder                                          |                |
| 11     | Annexure B – Indicative Record Categories and Retention Input Sheet             |                |
| 12     | Annexure C — Facility Due-Diligence Checklist                                   |                |
| 13     | Annexure E – SLA Escalation Matrix                                              |                |
| 14     | Annexure- F - Details of Facility Centers                                       |                |
| 15     | Documents as mentioned in Annexure G                                            |                |

Annexure D — Commercial Bid Format (on Company Letter Head) Duly filled & submit separately in separate envelope)

**For any queries regarding this tender, bidders may contact: Shri Prashant Kamble 022-22717878**  
email: [estate@mcb.bank.in](mailto:estate@mcb.bank.in)

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