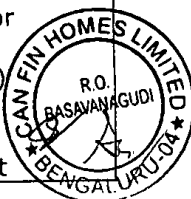
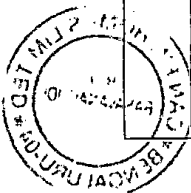
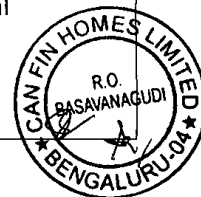


Annexure - II

| SNo | Page | Sec     | Existing                                                                                                                                                                                                                                                                                                                                                                                           | Amendments/Updates/deletions                                                                                                                                                                                                                                                                                                                                                                      |
|-----|------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | 5    | 5.5a    | The bidder should have valid & clear ownership/ irrevocable tenancy right to the place/ building from where Services are offered. Such right should not end before 66 months from last date of agreements. (Relevant documents to be submitted).                                                                                                                                                   | The bidder should have valid & clear ownership/ irrevocable tenancy right to the place/ building from where Services are offered. Such right should not end before 78 months from last date of agreements. (Relevant documents to be submitted).                                                                                                                                                  |
| 2   | 5    | 5.5c    | Proposed storage being offered should be located within 100 km radius from Canfin Homes Limited, No: 29/01, Sir MN Krishna Rao Road, Basavanagudi, Bengaluru 560 004.                                                                                                                                                                                                                              | Proposed storages being offered should be located within the distance, so as to deliver the files within 24 to 48 hours to the respective branch locations across India, apart from local delivery.                                                                                                                                                                                               |
| 3   | 10   | 13.7    | The contract will be valid for five years initially unless terminated by the company before that date. The contract could also be renewed for further terms with mutual consent.                                                                                                                                                                                                                   | The contract will be valid for Six years initially unless terminated by the company before that date. The contract could also be renewed for further terms with mutual consent.                                                                                                                                                                                                                   |
| 4   | 24   | 21.1    | The term of the Rate Contract shall be for a period of 05 years (60 months) from the date of contract/Agreement.                                                                                                                                                                                                                                                                                   | The term of the Rate Contract shall be for a period of 06 years (72 months) from the date of contract/Agreement.                                                                                                                                                                                                                                                                                  |
| 5   | 24   | 22.1    | The company may terminate this Contract by giving the Bidder a prior and written 30 (thirty) days' notice indicating its intention to terminate the Contract under the following circumstances:                                                                                                                                                                                                    | The company may terminate this Contract by giving the Bidder a prior and written 90 (Ninty) days' notice indicating its intention to terminate the Contract under the following circumstances:                                                                                                                                                                                                    |
| 6   | 24   | 22(ii)a | <b>Termination for Insolvency:</b> The company may at any time terminate the Contract by giving written notice of 30 (thirty) days to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the company. | <b>Termination for Insolvency:</b> The company may at any time terminate the Contract by giving written notice of 90 (Ninty) days to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the company. |
| 7   | 25   | 22(ii)b | <b>Termination for Default:</b> The company may at any time terminate the Contract, in whole or in part, without compensation, by giving a written notice of 30 (thirty) days to the Bidder, if the Bidder defaults on any of the terms and conditions of the RFP, provided that                                                                                                                   | <b>Termination for Default:</b> The company may at any time terminate the Contract, in whole or in part, without compensation, by giving a written notice of 90 (Ninty) days to the Bidder, if the Bidder defaults on any of the terms and conditions of the RFP, provided that                                                                                                                   |



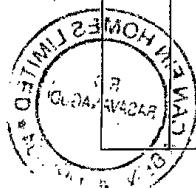
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|----|----|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |    |         | such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the company.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the company.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 8  | 25 | 22(ii)c | <b>Termination for Convenience:</b><br>Notwithstanding the provisions of the Contract and/or the Bid Documents, the company at its sole discretion and without prejudice to any other right or remedy and without assigning any reasons, bywritten 30(thirty) days' notice sent to the Bidder, may terminate the Contract, inwhole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the company's convenience, the extent to which performance of the Bidder under and in accordance with the Contract is terminated, and the date upon which such termination becomes effective. | <b>Termination for Convenience:</b><br>Notwithstanding the provisions of the Contract and/or the Bid Documents, the company at its sole discretion and without prejudice to any other right or remedy and without assigning any reasons, bywritten 90(Ninty) days' notice sent to the Bidder, may terminate the Contract, inwhole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the company's convenience, the extent to which performance of the Bidder under and in accordance with the Contract is terminated, and the date upon which such termination becomes effective. |
| 9  | 25 | 22(ii)d | <b>Termination for Deficiency:</b> In case of deficiency of services the companyreserves the right to terminate the contract with 30 (thirty) days' notice. It alsoreserves right to recover the liquidated damages from the EMD/ Security deposit / guarantee or any amount payable by CFHL to the bidder.                                                                                                                                                                                                                                                                                                                                   | <b>Termination for Deficiency:</b> In case of deficiency of services the companyreserves the right to terminate the contract with 90 (Ninty) days' notice. It alsoreserves right to recover the liquidated damages from the EMD/ Security deposit / guarantee or any amount payable by CFHL to the bidder                                                                                                                                                                                                                                                                                                                                    |
| 10 | 29 | 33(ii)  | Arrange for insurance policy to the extent of damages that the company is likely to suffer in the aforesaid points (a) and (b). Quantum of insurancemust be not less than Rs. 5,000/- per account. The Successful Bidder shall arrange for Insurance of the documents/records on annual incremental basis.                                                                                                                                                                                                                                                                                                                                    | Arrange for insurance policy to the extent of damages that the companyis likely to suffer in the aforesaid points (a) and (b). Quantum of insurancemust be not less than Rs.1000/- per carton. The Successful Bidder shall arrange for Insurance of the documents/records on annual incremental basis.                                                                                                                                                                                                                                                                                                                                       |
| 11 | 30 | 2 A(3)  | The storage space should be available within radius of 100 KMs from CFHL.The distance from road through which trucks & tempos can travel during any normal day to be considered.                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Proposed storages being offered should be located within the distance, so as to deliver the files within 24 to 48 hours to the respective branch locations across India, apart from local delivery. The distance from road through which trucks & tempos can travel during any normal day to be considered.                                                                                                                                                                                                                                                                                                                                  |
| 12 | 30 | 2 A(7)  | The storage should be having temperature & humidity-controlled environment where temperature should be maintained between 22 degreeCelsius to 25                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | The storage should be in normal environment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



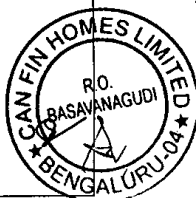
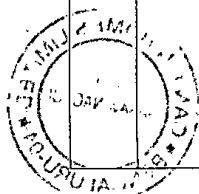
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|----|----|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |    |       | degree Celsius and relative humidity between 40% to 100%.                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 13 | 32 | A1-2  | There should be provision to store the documents in compactors/ "metallic containers in strong room" (minimum strong room area should be 10,000 Sq.ft.) with adequate safety measures.                                                                                                                                                                                                                    | There should be provision to store the documents in metallic racks with normal storage environment (minimum storage area should be 10,000 Sq.ft.) with adequate safety measures.                                                                                                                                                                                                                                        |
| 14 | 32 | A1-3  | The service provider should provide door-to-door facility, i.e. should pick-up the documents from our premises and on retrieval should deliver to our premises, on daily basis. The company reserves the right to shift the premises of CDR to any location within municipal areas. During transportation, documents should be carried in sealed metallic containers, in vehicles owned/arranged by them. | The service provider should provide door-to-door facility, i.e. should pick-up the documents from our branch premises and on retrieval should deliver to our branch premises, on daily basis. The company reserves the right to shift the branch premises to any location within municipal areas. During transportation, documents should be carried in sealed metallic containers, in vehicles owned/arranged by them. |
| 15 | 33 | A1-4  | Service provider should arrange for collection/ retrievals of documents from 1st floor of the CDR premises, or any other floor, which may change from time to time, separately, on daily basis.                                                                                                                                                                                                           | Service provider should arrange for collection/ retrievals of documents from branch premises, which may change from time to time, separately, on daily basis.                                                                                                                                                                                                                                                           |
| 16 | 33 | A1-6  | All requests by e-mail/ letter/ fax received by 6 P.M to be delivered by the next working day by 1 P.M.                                                                                                                                                                                                                                                                                                   | All requests by e-mail/ letter/ fax received by 6 P.M to be delivered to the respective branch by the next working day by 4 P.M for local delivery. And within 24 to 72 hours for delivery to outstation branches.                                                                                                                                                                                                      |
| 17 | 33 | A1-6  | All requests by e-mail/ letter received upto 1 P.M to be delivered by 6 P.M the same day. Those received after 1 P.M will be delivered in the next day 11 A.M.                                                                                                                                                                                                                                            | All requests by e-mail/ letter received upto 1 P.M to be delivered to respective branch by 6 P.M the same day. Those received after 1 P.M will be delivered in the next day 1 P.M for local delivery. And within 24 to 48 hours for delivery to outstation branches                                                                                                                                                     |
| 18 | 33 | A1-8  | Letters / retrieval orders/ gate passes based on which retrievals allowed, should be preserved for a period of at least 05 years. One register containing details of all such retrievals should be maintained at the service provider.                                                                                                                                                                    | Letters / retrieval orders/ gate passes based on which retrievals allowed, should be preserved for a period of at least 06 years. One register containing details of all such retrievals should be maintained at the service provider.                                                                                                                                                                                  |
| 19 | 33 | A1-9  | Scanning and digitization of existing documents shall be carried out at CFHL premises.                                                                                                                                                                                                                                                                                                                    | Scanning and digitization of existing documents shall be carried out at Vendor premises                                                                                                                                                                                                                                                                                                                                 |
| 20 | 33 | A1-10 |                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                         |



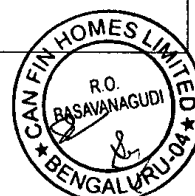
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|----|----|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |    |       | Scanning and digitization of documents and provision of storage space in server with access to the server with account numbers.                                                                                                                                                                                                                                                                                                              | Scanning and digitization of documents and provision of storage space in vendor server with access to the server with account numbers.                                                                                                                                                                                                                           |
| 21 | 33 | A-11  | Scanning and digitization of existing as well as additional PDDs shall be carried out at CFHL premises under appropriate supervision and CCTV surveillance.                                                                                                                                                                                                                                                                                  | Scanning and digitization of existing as well as additional PDDs shall be carried out at Vendor premises under appropriate supervision and CCTV surveillance.                                                                                                                                                                                                    |
| 22 | 34 | 3(2)  | The tenure of the contract will be for 5 years at the fixed rate. Thereafter arrangement can be extended on mutually agreed terms.                                                                                                                                                                                                                                                                                                           | The tenure of the contract will be for 06 years with 5% increase in rate after completion of initial 3 years. However, the contract will be renewed for the further period with mutual agreed terms & conditions.                                                                                                                                                |
| 23 | 34 | 3(8)  | The company can terminate the contract by giving 90 days' notice. However, the service provider shall not terminate the agreement during first 5 years and service provider may terminate the contract after completion of five years by serving written notice of this effect at least 180 days in advance before completion of the said term of five years. No separate notice will be served on completion of the tenure of the contract. | The CFHL can terminate the contract by giving 90 days' notice. However, the service provider shall not terminate the agreement during first 06 years. The service provider may terminate the contract after completion of initial six years by serving written notice at least 180 days in advance.                                                              |
| 24 | 34 | 3(10) | In case of deficiency of services the company reserves the right to terminate the contract with 30 days' notice. It also reserves right to recover the liquidated damages from amount payable by CFHL to the bidder / service provider                                                                                                                                                                                                       | In case of deficiency of services the company reserves the right to terminate the contract with 90 days' notice. It also reserves right to recover the liquidated damages from amount payable by CFHL to the bidder / service provider                                                                                                                           |
| 25 | 37 | B(1)  | To implement a robust scanning and indexing system, digitization of existing as well as new Documents / Records and Files at specified locations/offices of CFHL.                                                                                                                                                                                                                                                                            | To implement a robust scanning and indexing system, digitization of existing as well as new documents / Records and Files at specified locations/offices of Vendor.                                                                                                                                                                                              |
| 26 | 38 | B(3)  | Post implementation of DDMS, scanning facilities, QC, tagging and e-storage of the images to be implemented as per the mutually agreed plan at the specified locations of CFHL using the installed system, however, all scanning infrastructure will have to owned, operated and maintained by Successful Bidder/selected Vendor. Manpower required for such scanning and                                                                    | Post implementation of DDMS, scanning facilities, QC, tagging and e-storage of the images to be implemented as per the mutually agreed plan at the specified locations of <b>Vendor</b> using the installed system, however, all scanning infrastructure will have to owned, operated and maintained by Successful Bidder/selected Vendor. Manpower required for |



|    |    |        |                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----|----|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |    |        | associated work will also be provided by selected vendor. Storage media e.g. DVD will be in the scope of the vendor supply.                                              | such scanning and associated work will also be provided by selected vendor. Storage media e.g. DVD will be in the scope of the vendor supply. Vendor can transfer the data via SFTP instead of DVD/HDD.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 27 | 39 | B3(ix) | The Bidder should follow Payment Card Industry (PCI) Data Security Standard (DSS) as an actionable framework to provide a robust security process.                       | <p>Digital DMS hosting :<br/>Considering the SaaS offering of proposed solution → Bidder should submit necessary documents for DR Drill reports, VAPT/IS Audit reports to the Company time to time</p> <p>Application availability (uptime) should be 99.9 %</p> <p>Ensure secure User Access</p> <p>There should not be any limitation on no of users, size of Database, concurrent users and Archival process</p> <p>Role Based Access to be ensured</p> <p>Login access – at present through Email id &amp; password. In future, solution should be capable with integration of Active Directory, Single-Sign on etc.</p> <p>At present API integration is not in scope. In futures, solution should be capable with integration of APIs.</p> <p>Proposed solution is SaaS offering, Bidder Should ensure the confidentiality of Data stored. Vendor can transfer the data through SFTP instead of DVD/HDD at the time of termination/exit, to us/successor.</p> <p>Bidder shall ensure to follow and comply RBI Master directions on outsourcing services issued vide dated 10th April, 2023 (Circular No: RBI/2023-24/102DoS.CO.CSITEG/SEC.1 /31.01.015/2023-24) and on Information Technology Governance, Risk, Controls and Assurance Practices issued vide dated 07th November, 2023 (Circular No: RBI/DoS/2023-24/107 DoS.CO.CSITEG/SEC.7/31.01.015/2023-24) and any further amendments issued on time to time by RBI.</p> |
| 28 | 39 | B6     | <b>Indexing Documents:</b> The indexing methodologies used, should be easy to use and understood by the user who retrieve the documents, as well as those who file them. | <b>Indexing Documents:</b> The indexing methodologies used, should be easy to use and understood by the user who retrieve the documents, as well as those who file them. Each file has to have 5 to 6 sub heads.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

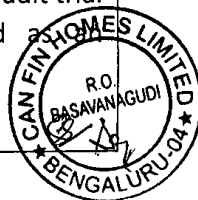


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|----|-----------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 29 | 40              | B7.1             | This process envelops all activities that are to be executed before the scanning is undertaken. This is primarily the receiving of documents from the CDR and making them ready for scanning. Some of the major activities are enumerated below.                                                                                                                                                               | This process envelops all activities that are to be executed before the scanning is undertaken. This is primarily receiving of documents from the CFHL Branch locations and making them ready for scanning at vendor's place. Some of the major activities are enumerated below.                                                                                                                              |
| 30 | 41              | <b>B7.2</b><br>a | <b>Scanning:</b> The scanning operator receives the files. Open the files and scans the documents. During the scanning, the operator has to Quality Check images, in terms of number of pages in the batch scanned and tally with the total images.                                                                                                                                                            | <b>Scanning:</b> The scanning operator receives the files. Open the files and scans the documents. During the scanning, the operator has to Quality Check images, in terms of number of pages in the batch scanned and tally with the total images. Scanning should be on Grey Scale with 200 dpi for the A4 size images.                                                                                     |
| 31 | 42              | <b>B7.2</b><br>f | <b>Access:</b> Document viewing should be readily available to those who need it, with the flexibility to control access rights to the system. The access system should make documents viewable to authorized persons, whether in the office or at different locations. External concurrent users of the system shall be around 500 users. However, going forward concurrent users number subject to increase. | <b>Access:</b> Document viewing should be readily available to those who need it, with the flexibility to control access rights to the system. The access system should make documents viewable to authorized persons, whether in the office or at different locations. External concurrent users of the system shall be around 30 users. However, going forward concurrent users number subject to increase. |
| 32 | 42              | B.10<br>c        | It should be profit making firm / company / organization for last three consecutive financial years i.e. 2019, 2020 & 2021.                                                                                                                                                                                                                                                                                    | It should be profit making firm / company / organization for last three consecutive financial years i.e. 2021, 2022 & 2023.                                                                                                                                                                                                                                                                                   |
| 33 | 42              | B10e             | Should be a CMMi Level 3 and ISO 9001:2008 and ISO 27001 organization. Proof of the same to be attached with the technical bid.                                                                                                                                                                                                                                                                                | Should be a ISO 9001:2008 and ISO 27001 organization. Proof of the same to be attached with the technical bid.                                                                                                                                                                                                                                                                                                |
| 34 | 50, 53, 54 & 55 | Annexures        | Annexure I-B, annexures II , Annexure II A & Annexure III                                                                                                                                                                                                                                                                                                                                                      | Modified and annexed                                                                                                                                                                                                                                                                                                                                                                                          |



**Annexure I B**

| SL NO. | Evaluation criteria                                | Points | Marking system                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------|----------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.     | Experience in executing similar projects           | 30     | <p>Experience in storing and Managing physical records for Govt/PSU's/ Private sector companies/ Multinational companies in India</p> <ul style="list-style-type: none"> <li>• More than 10 years – 8 Points</li> <li>• Less than 5 years- Nil</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|        |                                                    |        | <p>Area of Storing and Managing physical records for Similar Industry of housing Finance (NBFC/ Bank) PSU/ Private sector companies/ Multinational companies in India.</p> <p>More than 6 lack cubic feet-10 Points</p> <ul style="list-style-type: none"> <li>• Less than 6 lakh cubic feet- Nil points.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                            |
|        |                                                    |        | <p>Average annual financial turnover in the last three financial years i.e. 2020-21, 2021-22 to 2022-23 from records storage services rendered.</p> <ul style="list-style-type: none"> <li>• More than Rs. 50 crores-12 Points</li> <li>• Less than 50 crores- Nil Points.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2      | Storage facilities/ vehicle Security (site visits) | 35     | <p>Members (s) of the CFHL Evaluation Committee (EC) will visit one of record storage centers of pre-qualified Bidders to verify qualification criteria</p> <ul style="list-style-type: none"> <li>• Construction/plinth/Roofing of building-4 points</li> <li>• Staff background check (including contract staff)-3 Points.</li> <li>• Maintenance condition of record centre and Documents-3 points.</li> <li>• Security and access control system-4 points.</li> <li>• Fire Alarm and detection system, CCTV systems-3 points.</li> <li>• VESDA System -5 points.</li> <li>• Regular audit of all the security system. Proof required.3</li> </ul> <p>Note: All record centers must conform to standard.</p> |
|        |                                                    |        | <p>Members of CFHL will visit to evaluate the Security of Vehicle.(Maximum-5 Marks)</p> <p>Features of the security of the vehicle and the audit trial of records in transit would be considered as an advantage.</p> <ul style="list-style-type: none"> <li>• GPS tracking</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                          |



|                                                                 |                                           |     |                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------|-------------------------------------------|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                 |                                           |     | <ul style="list-style-type: none"> <li>• Driver with mobile</li> <li>• Container locked.</li> <li>• Robust vehicle policy in place with documentation proof.</li> </ul>                                                                                                                                                                                      |
|                                                                 |                                           |     | Aggregate space for storing records in B'lore with a provision to allot required storage space for the CFHL's physical records (Maximum-5 points) <ul style="list-style-type: none"> <li>• 10 lack and above c ft</li> <li>• Less than 10 lack c ft- Nil points.</li> </ul>                                                                                  |
| 3                                                               | Records Management Software and Processes | 27  | Bidder should have implemented a comprehensive Records Management Software which can provide access to the CFHL Corporate Office, Divisional and sub-Divisional Offices. The Software should have online access with the capability to download Inventory, placing of retrieval file & pickup order tracking history of all transaction. (Maximum- 19points) |
|                                                                 |                                           |     | Regular process training and other training provided to staff at regular intervals... (MAX Marks is 4).                                                                                                                                                                                                                                                      |
|                                                                 |                                           |     | Size of the Strong room readily available (MAX 4 Marks).                                                                                                                                                                                                                                                                                                     |
| 4                                                               | Certification                             | 8   | International Affiliation/membership from PRISM, ISO certification                                                                                                                                                                                                                                                                                           |
|                                                                 | Total                                     | 100 |                                                                                                                                                                                                                                                                                                                                                              |
| Note: Relevant Documents Provided to Qualify Technical Criteria |                                           |     |                                                                                                                                                                                                                                                                                                                                                              |

Signature of the authorized person: \_\_\_\_\_

Name of the signatory (in block capital letters) \_\_\_\_\_

Seal of the Vendor: \_\_\_\_\_

Place :.....

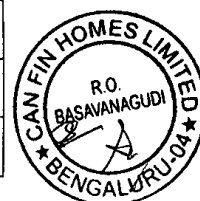
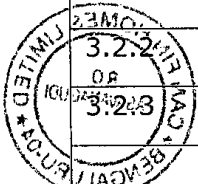
Date:.....



**Annexure II- COMMERCIAL BID FORMAT****FILE LEVEL SERVICE**

(FOR NORMAL FILES)

| Sr.No.      | Cost Head                                                                                                  | INR |
|-------------|------------------------------------------------------------------------------------------------------------|-----|
| <b>1.</b>   | <b>One-time cost including Indexing, Boxing, Creation of database, loading/unloading at transportation</b> |     |
| 1.1         | Per Cubic Foot level                                                                                       |     |
| 1.2         | Per file barcode charges                                                                                   |     |
| <b>2.</b>   | <b>Monthly maintenance charges per month or any part thereof</b>                                           |     |
| 2.1         | Per Cubic Foot level                                                                                       |     |
| 2.2         | Minimum charges per month per invoice                                                                      |     |
| <b>3.</b>   | <b>Physical retrieval charges – local</b>                                                                  |     |
| <b>3.1</b>  | <b>Next Day Service - Before end of next working day</b>                                                   |     |
| 3.1.1       | Per box:                                                                                                   |     |
| 3.1.2       | Per File:                                                                                                  |     |
| 3.1.3       | Minimum charges                                                                                            |     |
| <b>3a</b>   | <b>Physical retrieval charges – Outstation</b>                                                             |     |
| <b>3a.1</b> | <b>Next Day Service - Before end of next working day</b>                                                   |     |
| 3a.1.1      | Per box:                                                                                                   |     |
| 3a.1.2      | Per File:                                                                                                  |     |
| 3a.1.3      | Minimum charges                                                                                            |     |
| <b>3.2</b>  | <b>Same Day Service - All requests upto 12 noon only</b>                                                   |     |
| 3.2.1       | Per Box:                                                                                                   |     |
| 3.2.2       | Per File:                                                                                                  |     |
| 3.2.3       | Minimum Charges                                                                                            |     |
| <b>3A.2</b> | <b>Same Day Service - All requests upto 12 noon only-outstation</b>                                        |     |
| 3A.2.1      | Per Box:                                                                                                   |     |
| 3A.2.2      | Per File:                                                                                                  |     |
| 3A.2.3      | Minimum Charges                                                                                            |     |
| <b>4.</b>   | <b>Replacement of retrieved files</b>                                                                      |     |
| 4.1         | Per box:                                                                                                   |     |



|            |                                                      |  |
|------------|------------------------------------------------------|--|
| 4.2        | Per File:                                            |  |
| 4.3        | Minimum charges                                      |  |
| <b>5.</b>  | <b>Reference/Audit Facility</b>                      |  |
| 5.1        | Per Box:                                             |  |
| 5.2        | Per File:                                            |  |
| 5.3        | Minimum charges                                      |  |
| <b>6.</b>  | <b>Xerox facility</b>                                |  |
| <b>7.</b>  | <b>Permanent Retrieval Charges</b>                   |  |
| 7.1        | Per Box:                                             |  |
| 7.2        | Per File                                             |  |
| 7.3        | Minimum charges per operation                        |  |
| <b>8.1</b> | <b>Insertion</b>                                     |  |
| 8.2        | Minimum Charges Per Operation                        |  |
| <b>9</b>   | <b>Destruction Charges</b>                           |  |
| 9.1        | Per Box:                                             |  |
| 9.2        | Per File:                                            |  |
| 9.2        | Minimum Per Operation                                |  |
| <b>10.</b> | <b>Replacement of boxes, if required, will be at</b> |  |
| <b>11.</b> | <b>Pricing escalation 3 years once</b>               |  |
| <b>12.</b> | <b>Carton Size(In Cubic Feet)</b>                    |  |
| <b>13.</b> | <b>Insurance cost per carton</b>                     |  |
| <b>14.</b> | <b>License cost - DMS user</b>                       |  |
| <b>15.</b> | <b>License cost -Record Management software</b>      |  |



**ANNEXURE II-A****Evaluation COMMERCIAL BID FORM**

RFP for Custodial, Document Management (Physical and Digital) and other

**Related Services**

| Sl. No.      | Activity                                                      | Rate (Rs) (A) | No (B)                       | Value(Rs) (AXB) |
|--------------|---------------------------------------------------------------|---------------|------------------------------|-----------------|
| 1            | <b>Maintenance of Documents</b>                               |               |                              |                 |
|              | -Immediate                                                    |               | 330000                       |                 |
|              | -Annual Additions                                             |               | 30000/pa                     |                 |
| 2            | Retrievals on closure of loan accounts. (permanent retrieval) |               | 7500/pa                      |                 |
| 3            | Retrievals for temporary purpose.                             |               | 2500/pa                      |                 |
| 4            | <b>Scanning and Digitizing*</b>                               |               |                              |                 |
|              | -Immediate                                                    |               | 250000 files (50 pages each) |                 |
|              | -Annual Additions                                             |               | 30000 files (50 pages each)  |                 |
| 5            | License Cost for DMS                                          |               | 30 Licenses                  |                 |
| <b>Total</b> |                                                               |               |                              |                 |

- \* Option of CFHL at a later stage

**Note**

GST applicable on actual shall be reimbursed over & above these rates. Anyother taxes / cess/ toll / duty etc., will be borne bidder.

- Price escalation of 5% on initial price quoted by the bidder is permitted every 3 year, at the sole discretion of the company.

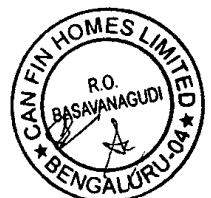
We declare all the terms & conditions as per the RFP are agreeable to us. Signature of the authorized person.....

Name of the signatory (in block capital letters) .....

Seal of the Vendor.....

Date : ,.....

Place : .....



**ANNEXURE-III**

**FORMAT FOR UNCONDITIONAL ACCEPTANCE OF TERMS & CONDITIONS OF THE RFP**

(To be submitted on the Company's Letter Head)

The Asst. General Manager  
Can Fin Homes Limited  
Registered Office  
29/01, Sir MN Krishna Rao Road  
Basavanagudi  
Bengaluru 560 004

**Ref: RFP for Custodial, Document Management (Physical and Digital)  
and other related Services**

This is to confirm that we unconditionally accept all the terms and conditions as mentioned in the said RFP/Bid Document floated by CFHL Limited. for Custodial, Document Management (Physical and Digital) and other related Services. The period of contract is Six (6) year from the date of award of the contract and shall be further extendable up to 6 (Six) months with mutual consent.

Signature:

Name of the authorized signatory

Designation

Company Seal.

