GOVERNMENT OF INDIA
MINISTRY OF FINANCE, DEPTT. OF REVENUE,
Office of the Competent Authority & Administrator, Kolkata,
Smugglers & Foreign Exchange Manipulators (Forfeiture of Property) Act, 1976
and
Narcotic Drugs & Psychotropic Substances Act, 1985,
10-B, Middleton Row, Income Tax Building, 1st Floor, Kolkata - 700 071.
TELE/FAX: (033) 2248-4207
E-mail: competentauthoritykol@gmail.com

F.No. CA/KOL/II-11/2026-27/**468** Dated: 28/07/2026

NOTICE INVITING LIMITED TENDER / REQUEST FOR QUOTATION

SUB: Limited Tender Enquiry for end-to-end physical record management and secure off-site storage services for the O/o the Competent Authority & Administrator, Kolkata - reg.

Sealed bids under a two-bid system (Technical Bid and Financial Bid) are invited from experienced record-management service providers to undertake collection, inventory verification, sorting, indexing, barcoding, packing, secure transportation, off-site storage, retrieval/re-filing, reporting, insurance and exit-transfer of the official records of this office. The detailed scope, service levels, security requirements, remedies and quotation formats attached to this Notice shall form an integral part of the tender and the resulting contract.

This is a Limited Tender Enquiry. Bids shall be considered only from the vendors to whom this enquiry is formally addressed. Unsolicited bids shall not be accepted. The procurement shall be governed by the General Financial Rules, 2017 (as updated), the Manual for Procurement of Non-Consultancy Services, 2025, and other applicable Government instructions.

Tender milestone	Date / time / place
Availability of tender document	From 28.07.2026
Site inspection / pre-bid clarification	29.07.2026 to 07.082026, 11:00 AM to 4:00 PM, by prior appointment
Last date and time for submission	11.08.2026, 5:00 PM
Opening of Technical Bids	12.08.2026, 11:30 AM at 10-B, Middleton Row, Kolkata
Mode of submission	Sealed physical bid at the office address stated above

The bid must be complete in all respects and must include the signed technical compliance statement, supporting documents and the Financial Quote in the prescribed formats. Conditional, incomplete, unsigned or late bids are liable to be rejected.

The Competent Authority reserves the right to accept or reject any or all bids, cancel the process, seek clarification, negotiate only where permissible, or reduce/increase the indicative quantities without assigning any reason, subject to applicable rules.

Sd/-
(Rajarshi Dasgupta)
Joint Commissioner,
O/o the Competent Authority & Administrator
SAFEM(FOP)A, 1976 & NDPSA, 1985, Kolkata

DETAILED TENDER TERMS AND CONDITIONS

1. Procuring Entity and Nature of Contract

1.1 The Procuring Entity is the Office of the Competent Authority & Administrator, Kolkata, at 10-B, Middleton Row, Income Tax Building, 1st Floor, Kolkata - 700 071 (hereinafter referred to as the "Department").

1.2 The successful bidder shall act as custodian/facilitator of the Department's physical records and related metadata. Ownership, title and legal custody of every record shall at all times remain with the Department. The service provider shall have no lien, retention right, pledge, charge or other interest over any record or data, even if any payment is disputed or delayed.

1.3 The contract shall be for an initial period of three years from the date of commencement, extendable by the Department for up to two further periods of one year each on the same terms or on mutually agreed rates, subject to satisfactory performance, availability of budget and approval of the Competent Authority. Extension shall not be a right of the service provider.

2. Scope of Work

- Joint preliminary survey and preparation of a signed baseline inventory recording the file/carton number, title/subject, year, section, condition and existing location.
- Collection of records from the Department only against a written/e-mail instruction issued by an authorized officer. No record shall be collected on oral instructions.
- Sorting, segregation and arrangement strictly according to the classification scheme approved by the Department. The service provider shall not read, copy, scan, photograph or alter the contents except to the minimum extent expressly authorized for indexing.
- Assignment of unique barcode/QR identifiers to each file and carton; generation of labels; data entry into a searchable record-management system; and submission of soft and hard copies of the master inventory.
- Supply of new, dust-resistant and moisture-resistant archival-quality cartons of uniform specification, with tamper-evident sealing where directed. Cartons shall be filled only to safe capacity and shall not be over-packed.
- Secure transportation in closed, weatherproof vehicles with documented chain of custody. Transport shall be direct from the Department to the approved storage facility without unauthorized trans-shipment or intermediate storage.
- Rack-based off-site storage at the facility disclosed and approved in the bid. The exact rack, bay, shelf and carton location shall be captured in the system.
- Ordinary, urgent and bulk retrieval, delivery to the authorized officer, tracking while records are outside storage, and re-filing at the correct location after return.
- Provision of an online or locally hosted request and tracking facility, supplemented by e-mail requests, with role-based access, audit logs and exportable reports. Any hosting/data storage shall be within India.
- Monthly and half-yearly reports, stock verification support, incident reporting, periodic reconciliation and assistance during audit/inspection.
- Permanent withdrawal, transfer to another vendor or return to the Department on expiry/termination, with complete inventory, metadata and chain-of-custody documentation.
- Destruction/shredding only against specific written authorization, in the presence of or under a protocol approved by the Department, followed by a destruction certificate. No unauthorized disposal is permitted.

3. Collection, Packing, Transportation and Chain of Custody

- Before each movement, the service provider shall prepare a pickup manifest containing the barcode/file/carton particulars. The manifest shall be jointly signed at handover and delivery.
- Only personnel whose names, identity documents, police-verification status and confidentiality undertakings have been furnished to the Department may handle the records.
- Every vehicle shall be closed, clean, weatherproof and capable of being locked/sealed. Vehicle number, driver, accompanying staff, departure/arrival time and seal numbers shall be recorded.
- Any shortage, damaged seal, accident, delay, unauthorized stop, theft, fire, water ingress or other incident shall be reported to the Department immediately and in any event within four hours.
- The service provider shall bear all labor, cartons, labels, barcode consumables, loading/unloading, transport, software, equipment and incidental costs unless expressly priced as a separate line item in the Financial Quote.

4. Minimum Standards for Storage Facility

- The facility shall be a permanent RCC/structurally sound industrial building, not a temporary shed, not in a basement, and not in a location known to be flood-prone or exposed to waterlogging, chemical, combustible or hazardous storage risks.
- The bidder shall disclose the complete address, ownership/lease status and distance from the Department. The Department may inspect the facility before award and at any time during the contract, including through unannounced inspections.
- Valid fire-safety clearance/NOC and all local licenses/permissions shall be maintained. The facility shall have suitable fire detection and alarm systems, extinguishers/hydrant/sprinkler arrangements as applicable, marked exits, emergency lighting and periodic fire drills.
- Records shall be stored above floor level on structurally certified racks with adequate aisle width. Cartons shall not be kept directly on the floor or against damp walls.
- Round-the-clock security, access control, visitor and material movement registers and CCTV coverage of entrances, aisles and loading areas shall be maintained. CCTV footage shall be retained for at least 90 days and furnished to the Department on request.
- Pest, rodent and termite control shall be carried out at appropriate intervals by a licensed agency. The premises shall be maintained dust-free, dry, ventilated and protected against seepage, mound and excessive humidity.
- No person other than specifically authorized personnel shall enter the record-storage area. Records of different clients shall be physically and logically segregated.
- The facility shall have adequate backup power, communication, disaster-response equipment and a documented business continuity and disaster recovery plan.
- Any proposed change of facility, ownership, lease, security arrangement or material infrastructure shall require prior written approval of the Department. Records shall not be relocated without such approval.

5. Record-Management System, Inventory and Reports

- The system shall provide search by file number, subject/title, year, section, barcode, carton and location; request generation; approval workflow; movement tracking; return reminders; and audit trail.
- The audit trail shall record every addition, edit, retrieval, return, user action and physical movement with user identity, date and time. Audit logs shall be immutable for ordinary users and shall be retained for the full contract period plus three years.
- The Department shall own all metadata and reports. Data shall be exportable at any time in commonly readable formats (CSV/XLSX/PDF) without additional licence or exit fee.
- Daily incremental and weekly full backups shall be maintained at a separate secure location. The vendor shall test restoration at least once every six months and share the test report.
- Monthly reports shall include opening stock, additions, retrievals, returns, overdue items, missing/damaged incidents, SLA compliance and closing stock. A complete office-wise/file-wise inventory shall be supplied every six months or whenever demanded.
- The Department may require system changes, additional fields or process improvements that do not fundamentally alter the scope. Minor changes shall be carried out without additional charge; material changes shall require a written amendment.

6. Retrieval and Service-Level Requirements

Service	Request cut-off	Required delivery	Measurement
Initial mobilisation	From date of work order	Within 7 working days	Approved facility, staff and system ready
Initial migration	From first handover	Within 30 calendar days, unless phased plan approved	100% reconciled inventory
Ordinary retrieval	Request received by 5:00 PM	By 4:00 PM on next working day	Correct record delivered and acknowledged
Urgent retrieval	Request received by 12:00 noon	By 6:00 PM the same working day	Correct record delivered and acknowledged
Urgent retrieval after noon	After 12:00 noon	By 11:00 AM next working day	Correct record delivered and acknowledged
Bulk/project retrieval	As notified	Mutually agreed written schedule	Milestones in task order
Incident notification	From knowledge of incident	Immediate; not later than 4 hours	E-mail/phone plus written report

Service	Request cut-off	Required delivery	Measurement
Preliminary incident report	From incident	Within 24 hours	Facts, records affected, containment
Root-cause/corrective report	From incident	Within 72 hours	Cause, impact, corrective/preventive action
System availability	Monthly	Minimum 99.5%	Excluding approved maintenance

6.1 No record shall be released without a traceable request from an authorized officer. A retrieved carton shall not be opened by vendor personnel unless specifically authorized in writing and supervised as directed.

6.2 The service provider shall maintain a secure emergency contact and retrieval team on all working days and, where specifically requested, on holidays against the quoted urgent-retrieval rate. A dedicated E-mail ID and phone number should be provided for retrieval request.

7. Confidentiality, Security and Personnel

- All records, information, metadata, correspondence and knowledge acquired during the contract are confidential and may be used only for performance of the contract. Disclosure to any person, authority, client or third party is prohibited unless specifically authorized in writing or required by law after prior notice to the Department, where legally permissible.
- The service provider shall execute a confidentiality undertaking and shall obtain equivalent individual undertakings from all directors, employees, agents and approved subcontractors before deployment.
- Personnel shall undergo identity and police verification and shall carry photo identity cards. The Department may require immediate removal/replacement of any person on security, conduct or performance grounds, without creating an employer-employee relationship with the Department.
- No photograph, scan, photocopy, digital image, sample, transcription or reproduction of any record shall be made except under a specific written work order. Personal devices shall not be permitted in restricted storage/handling areas unless approved.
- The vendor shall apply least-privilege access, strong authentication, password controls, malware protection, logging and secure disposal of temporary data. Any suspected unauthorized access or disclosure shall be treated as a material security incident.
- Confidentiality and data-return/deletion obligations shall survive expiry or termination of the contract.

8. Insurance and Risk Allocation

- The service provider shall, at its own cost, maintain throughout the contract adequate fire and special-perils insurance, burglary/theft insurance, transit insurance, public liability insurance, employee compensation insurance and professional/cyber liability cover appropriate to the risk and contract value.
- Policies shall specifically cover records while in collection, transit, storage, retrieval and return, and shall not contain exclusions that defeat the purpose of the cover.

Copies of policies and renewal receipts shall be furnished before commencement and whenever renewed.

- Insurance shall not limit the service provider's contractual liability. Any deductible, under-insurance, rejected claim or delay in insurance settlement shall be borne by the service provider.
- The service provider shall take all reasonable measures to prevent and mitigate loss and shall fully cooperate in investigation, reconstruction and claims.

9. Eligibility and Technical Qualification

- The bidder must be a legally registered company/LLP/partnership/proprietorship authorised to provide record-management/storage services and must submit registration documents, PAN, GST registration and Udyam registration, if applicable.
- The bidder should have at least three years of experience in physical record management/off-site storage and at least one completed or ongoing similar contract of comparable scale during the last five years, preferably for a Government Department, PSU, bank, insurance company, court, regulated entity or large institution.
- The bidder must have access to the proposed compliant storage facility and shall submit ownership/lease documents, layout, photographs, fire NOC, insurance details and an undertaking permitting inspection.
- The bidder shall submit audited financial statements or income-tax returns for the last three completed financial years and must not be insolvent, under liquidation or subject to proceedings that materially impair performance.
- The bidder, its proprietor/partners/directors and allied firms must not be debarred/blacklisted by any Government Ministry/Department/PSU/GeM and must not have been convicted of an offence involving corruption, fraud, moral turpitude or public procurement. A signed declaration is mandatory.
- The bidder shall disclose all material litigation, contract termination, record-loss, data-breach or insurance-claim incidents during the last five years.
- Consortium/JV bids are not permitted unless specifically approved in writing before the bid deadline. Subcontracting of core custody, storage, transport, indexing or retrieval functions is prohibited without prior written approval.

10. Bid Preparation and Submission

10.1 The bid shall be submitted in one sealed outer envelope superscribed "Limited Tender - Record Management Services - **Do Not Open Before 12.08.2026, 11:30 AM"** and containing two separately sealed envelopes:

- Envelope A - Technical Bid: signed tender document, bid submission form, technical compliance statement and all supporting documents. Documents vouching for required stated should be provide.
- Envelope B - Financial Bid: only the prescribed Financial quote, duly signed and stamped, without conditions or qualifications.

10.2 Every page shall be numbered and signed by the authorized signatory. Corrections shall be initialed. The signatory shall furnish authority to sign. The bid shall be in English and rates shall be in Indian Rupees.

10.3 The Financial Bid shall quote firm, all-inclusive unit rates covering labour, supervision, packing material, barcodes, transport, software, equipment, security, insurance, licenses, overheads and profit. GST shall be shown separately. No unquoted or hidden charge shall be payable.

10.4 Bids received after the deadline, by e-mail, or in an unsealed/incorrectly marked condition are liable to be rejected. The Department is not responsible for postal/courier delay.

11. Technical Evaluation and Award

- Technical bids shall first be examined for eligibility, completeness and compliance. The Department may seek written clarification without permitting a material change in the bid.
- The proposed facility may be inspected by a committee. Failure to provide access or material mismatch between the bid and actual facility shall render the bid non-responsive.
- Only technically qualified bids shall be considered for financial evaluation. Financial bids of technically disqualified bidders shall remain unopened/shall be returned as per office procedure.
- L1 shall be determined on the total evaluated cost for the 36-month evaluation basket in Annexure C, inclusive of applicable GST. Award may be made to the lowest responsive bidder whose rates are found reasonable and who meets all technical requirements.
- If a bid is materially unbalanced or abnormally low in a manner that creates a performance risk, the Department may seek a detailed price analysis and may reject the bid if satisfactory capability and price justification are not established.
- In case of a tie in evaluated price, preference shall first be given to the bidder with the greater relevant Government/regulated-sector experience; if the tie persists, it shall be resolved by a transparent draw of lots recorded by the committee.
- The Department may award the entire scope or omit optional items. No bidder shall have a claim merely because it is L1 unless a formal work order/contract is issued.

12. Prices, Payment and Taxes

- No advance payment shall be made. Initial processing charges shall be payable after completed migration and acceptance of the reconciled inventory. Recurring storage and retrieval charges shall be billed monthly in arrears on actual quantities and accepted service reports.
- Each invoice shall be supported by opening/closing inventory, additions, retrievals/returns, SLA report, authorized acknowledgements and any other documents prescribed by the Department.
- Payment shall be subject to verification, deductions for liquidated damages/other recoveries and statutory tax deduction at source. Undisputed amounts may be paid while disputed items are examined.
- Unit rates shall remain firm during the initial three-year term except for a change in statutory taxes. No escalation for wages, fuel, rent, insurance, exchange rate or other input cost shall be admissible unless specifically approved through a written amendment.
- The Department shall pay only for actual occupied cartons/accepted services. Charges for empty cartons, inaccessible records, duplicate entries, unapproved movement or downtime shall not be payable.
- The service provider shall submit bills separately for one-time processing, recurring storage and retrieval/other approved services, enabling audit of each component.

13. Performance Security

14.1 Within 14 days of issue of the Letter of Award, the successful bidder shall furnish Performance Security equal to 5% of the annualized contract value in the form permitted under the applicable Government rules, valid throughout the contract and for 60 days thereafter. For a multi-year contract, the security may be furnished on an annualized basis but shall be renewed not later than 30 days before expiry. Failure to furnish or renew it shall constitute material default.

14.2 The Department may forfeit/invoke the Performance Security, wholly or partly, for breach, non-renewal, failure to pay recoverable amounts, unauthorized abandonment, loss/damage to records, confidentiality breach or failure to complete exit obligations. Invocation shall be without prejudice to other remedies.

14. Liquidated Damages, Deductions and Other Remedies

Default / breach	Minimum liquidated damages / deduction	Additional consequence
Delay in mobilization or initial migration attributable to vendor	Rs 500 per day	Department may approve revised schedule or terminate after maximum is reached
Ordinary retrieval delivered after SLA	Higher of Rs.500 per file/carton per working day of delay or five times the quoted ordinary retrieval charge	Wrong/incomplete delivery is treated as non-delivery
Urgent retrieval delivered after SLA	Higher of Rs.1,000 per file/carton per six-hour block or ten times the quoted urgent retrieval charge	Department may arrange emergency retrieval at vendor's risk and cost
Missing, lost, destroyed, irreparably damaged or unauthorized disposal of record	Minimum Rs.10,000 per file or Rs.50,000 per carton, whichever applies, plus full reconstruction/restoration cost and actual direct loss	No general liability cap; may trigger termination, PBG invocation and legal action
Unauthorized access, copying, disclosure or confidentiality breach	Minimum 10% of annualized contract value per incident, plus actual loss and investigation/remediation cost	Immediate suspension/termination and possible debarment/legal action
Material non-compliance of facility, fire safety, CCTV, access control or insurance after cure notice	Rs.5,000 per day until cured; payment may be withheld	Intake may be suspended; records may be shifted at vendor's risk and cost
Failure to return all records/data on expiry or termination	Rs.10,000 per day in addition to actual alternate-arrangement cost	No lien; PBG may be invoked and court relief sought

14.1 The amounts above are agreed as reasonable minimum pre-estimates of administrative and operational loss and are not the exclusive remedy. They may be recovered from invoices, Performance Security or any other amount due to the service provider.

14.2 Aggregate liquidated damages for routine delay/SLA defaults shall ordinarily be capped at 10% of the annualized contract value. This cap shall not apply to loss/destruction of records, fraud, willful misconduct, gross negligence, breach of confidentiality/security, statutory liabilities, indemnity claims or exit failure.

14.3 Three material SLA/security breaches in any rolling three-month period, or five in any twelve-month period, may be treated as persistent default. The Department may issue a show-cause notice, require a corrective action plan, suspend fresh intake, invoke security, terminate, make risk-and-cost arrangements and/or initiate debarment proceedings in accordance with applicable rules and due process.

15. Indemnity and Liability

15.1 The service provider shall indemnify, defend and keep indemnified the President of India, the Department and their officers against all direct losses, damage, claims, penalties, proceedings, costs and expenses arising from breach of contract, negligence, wilful misconduct, loss/damage/disclosure of records, injury to persons, property damage, infringement, failure to comply with law, or claims by the service provider's employees/subcontractors.

15.2 The service provider shall be solely responsible for salaries, wages, EPF, ESI, insurance, taxes, permits and all employer obligations relating to its personnel. No such person shall be deemed an employee of the Department.

15.3 Except for the excluded matters stated in Clause 15.2, the service provider's aggregate liability may be limited to 100% of the annualized contract value. This limitation shall not restrict the Department's right to recover the records, obtain injunctions or seek specific performance of confidentiality/exit obligations.

16. Inspection, Audit and Stock Verification

- The Department, internal audit, C&AG or any authorized Government agency may inspect the facility, systems, logs, insurance, statutory records and relevant contract documents during business hours and, in an emergency or suspected breach, at any time.
- The service provider shall conduct annual physical verification jointly with the Department and reconcile every variance within seven working days. The Department may order sample or full verification at any time.
- All records and logs related to the contract shall be preserved for at least three years after final settlement or for the period required by law/audit, whichever is longer.
- Inspection or acceptance shall not relieve the service provider of any obligation or latent defect.

17. Assignment and Subcontracting

The service provider shall not assign, transfer, novate or subcontract the contract or any core custody, storage, transport, indexing, system-administration or retrieval obligation without prior written approval. Approval, if any, shall not relieve the service provider of full responsibility. Any unauthorized assignment or subcontracting is a material breach.

18. Termination and Risk-and-Cost Action

- Termination for default: The Department may issue a notice specifying the breach and a cure period of seven days for security/record-related defaults and fifteen days for other remediable defaults. If not cured, the Department may terminate wholly or partly.
- Immediate termination/suspension: The Department may act without cure period in case of fraud, deliberate confidentiality breach, unauthorized disposal/removal,

abandonment, insolvency, loss of required license, material misrepresentation, or conduct creating imminent risk to records.

- Termination for convenience: The Department may terminate the contract, wholly or partly, by giving 30 days' written notice. The vendor shall be paid for accepted services up to the effective date, after adjustment of recoveries, but shall have no claim for loss of anticipated profit.
- Risk-and-cost: On default or emergency, the Department may obtain alternate storage/retrieval/transport services and recover the reasonable excess cost from the defaulting service provider.
- During any notice, dispute or transition period, the service provider shall continue essential custody and retrieval services and shall not obstruct access to the records.

19. Exit Management and Handover

- On expiry or termination, the service provider shall, within seven days or the transition schedule directed by the Department, return/transfer every record in sealed condition together with a jointly reconciled inventory and complete metadata.
- The service provider shall provide all data exports, database dictionaries, barcode mappings, retrieval history, audit logs and reports necessary for migration to the Department or a new vendor, without proprietary lock-in.
- No additional charge shall be payable except the accepted permanent-withdrawal/transport rate in the Financial Quote. No record or data may be withheld as security for payment.
- After written confirmation of successful migration, the vendor shall securely delete all Department data from its systems/backups to the extent technically feasible and issue a deletion certificate, while preserving only material required by law with continued confidentiality.
- Final payment and release of Performance Security shall be subject to completion of exit obligations and settlement of all recoveries.

20. Force Majeure

A party affected by an extraordinary event beyond its reasonable control shall notify the other party promptly and not later than three days, provide evidence, mitigate the impact and continue unaffected obligations. Force majeure shall not include negligence, inadequate staffing, financial difficulty, vendor/landlord dispute, foreseeable seasonal rain, failure of subcontractors or absence of insurance/backup arrangements. If prevention continues for more than 90 days, either party may terminate without future liability, while all confidentiality, custody and return obligations shall continue.

21. Dispute Resolution and Jurisdiction

The parties shall first attempt good-faith resolution through the designated Contract Managers and thereafter through the Head of Office/authorised senior representative within 30 days. Mediation may be used by mutual written consent in accordance with applicable law. Subject to any statutory mechanism, courts at Kolkata shall have exclusive jurisdiction. No officer of the Department shall be unilaterally appointed as arbitrator.

22. General Conditions

- The bid, Letter of Award, signed agreement, scope, price schedule, service levels, clarifications and amendments shall constitute the entire contract. In case of conflict, a later written amendment/Letter of Award shall prevail, followed by Special Conditions, these terms, scope and the bid.

- No oral statement or practice shall amend the contract. Any variation must be in writing and signed by authorised representatives.
- Waiver of one breach shall not waive a subsequent breach. Rights and remedies are cumulative.
- The service provider shall comply with all applicable laws, Government security instructions, labour laws, tax laws, fire/local regulations and directions of competent authorities.
- All notices shall be in writing by official e-mail and/or registered post/courier to the addresses stated in the contract. Change of address/contact shall be notified within three working days.
- The Department may revise the draft agreement before signature to incorporate the accepted bid and approved conditions. Submission of the bid constitutes acceptance of these tender conditions.