



REQUEST FOR PROPOSAL (RFP)

Physical records management, DATA ENTRY & Scan Documents

Prime Bank FinTech Limited (PBFTL)

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Introduction

Prime Bank FinTech Limited (hereinafter referred to as 'PBFTL' or 'Company') invites bids from qualified third-party vendors to provide physical and electronic records management services, including archiving, indexing, and KYC data entry from scanned customer documents accessed through a secure online portal, with uploading to PBFTL's document management system.

This RFP specifies the eligibility criteria in Annex-I, which will be used to shortlist bidders prior to technical and commercial evaluation. Only bidders meeting the eligibility requirements and submitting complete, properly signed, and correctly indexed documentation will be considered. PBFTL's decision regarding bidder qualification and selection shall be final.

The procurement will be conducted under reference number **PBFTL/RFP/2026/002**, and all proposals must be submitted electronically to procurement@pbftl.com no later than **March 29, 2026, by 3:00 PM**. Vendors must ensure that the submitted documents are complete, accurate, and duly authorized.

Any clarification regarding the RFP may be obtained from Mr. Md. Mahmud Hasan Himel, Vice President – Finance & Accounts, email: mahmud.himel@pbftl.com, mobile number: 01676102826 (during office hours).

Scope of Work

The selected service provider will primarily be responsible for **Data Entry** of customer KYC information into PBFTL's system/ prescribe XL accessing archived scanned documents through the designated portal. The service provider must ensure that all data entered is accurate, complete, and fully consistent with the information reflected in the scanned documents. In the event of any errors, discrepancies, or system rejections, the service provider shall promptly correct and reprocess the data at no additional cost to PBFTL. All data entry activities must strictly adhere to PBFTL's defined operational procedures, quality standards, and turnaround times.

In addition, the service provider will be responsible for **Document Archiving**, which includes the systematic digital archiving of customer KYC documents provided by PBFTL. This shall involve proper organization, indexing, tagging, and storage of customer application forms and related documents in accordance with PBFTL's prescribed archiving standards, naming conventions, and retention policies. The service provider must ensure that all archived documents remain complete, unaltered, securely stored within the approved system or repository, and easily retrievable for operational, compliance, or audit purposes. No document may be copied, downloaded, shared, or stored outside the designated



platform, and all archiving activities must strictly comply with PBFTL's data security and confidentiality requirements.

Furthermore, the service provider will be responsible for **Document Scanning and Digitization**, which includes converting physical customer documents into high-quality digital images. This process shall involve proper document preparation, scanning at appropriate resolution, image enhancement where necessary, and ensuring that all pages are captured clearly and completely. The vendor must ensure that scanned documents are properly organized and prepared for indexing and further processing.

1. Physical Records Management Services

Prime Bank FinTech Limited (PBFTL) generates substantial volume of physical documents on daily basis which require preservation and timely retrieval from time to time. These documents can be categorized as *ongoing records*. The documents are usually in Flat Files and comprise of the following:

- a) KYC Form
- b) Supporting Documents
- c) Others

Following is estimated volumes of physical documents for bidders' understanding:

Category	Type of File	Quantity (Appx)
Ongoing Records	Flat Files	50k per month

The selected vendor shall provide below services:

1.1 Supply Standard Box

The vendor shall supply its own branded carton boxes made of acid-free corrugated paper. The box dimensions should be 14.5 inch X 12.5 inch X 10.5 inch (L x W x H). The standard box will have 2 parts – the box itself (5 ply) and separate lid (3 ply) on top. Standard weight capacity of each box would be maximum 13 KG.

The box design should include designated area for pasting barcode sticker and cutouts on two sides for carrying.

1.2 Supply Barcode

The vendor also shall provide polyester barcode labels which should contain unique serial numbers printed in thermal transfer ink. The barcodes must be printed in vendor's own facility to maintain confidentiality.



1.3 Records Management System

The vendor must have a proper records management software system in use which is developed only to handle records management operations. The software should be capable of tracking files (Wallet Number) and boxes using barcoding technology, receiving service requests online from web portal, generating service instructions for delivery team in the form of challan/work orders with barcodes, generating automated invoices, tracking box movement activities and historical data, etc.

1.4 Web Portal Access

The vendor shall provide a secure web portal access to the Company's authorized users for sending service requests online. The portal should ensure secure data transfer between the Company and the vendor.

The web application should be fully integrated to the vendor's inventory database. Department-wise user accounts should be created based on the authorization matrix provided by the Company. It should allow the Company's users to view, add records and request services online. Users should be able to add index data of the boxes directly into the system before sending them for archiving. The index labels should be customizable according to the requirements of the Company.

The portal should also have quick and advance search options for finding records from the inventory and send retrieval/re-filing requests from the user's desk. Elaborated functional requirements are given in Annex-II.

1.5 Collection & Storage of Records

- **Backlogs:** The vendor shall make all necessary arrangements (including transportation, labor and other necessary materials) to transfer the backlogs from existing storage location to its own repository. The vendor must have previous experience of handling large scale migration projects. The migrated boxes will be converted into the vendor's standard boxes and updated into the system.
- **Ongoing Records:** The authorized users of the Company shall send collection requests through the web portal whenever a substantial volume will be ready for storage. Both scheduled and unscheduled collection requests should be considered. Upon receiving requests, the vendor's authorized personnel will collect the ongoing records in standard boxes from different locations of the Company as per the Service Levels mentioned in this RFP. Vendor's pickup team should bring their barcode scanners to scan box barcodes during collection and loading into Covered van and upload data to their inventory system so that the Company can track individual boxes on real time basis from the web portal and identify which box is in which van. Boxes



will be stored at the vendor's archive facility as long as necessary depending on Company's discretion.

1.6 Retrieval and Refile of Records

The Company will retrieve the archived boxes as and when required using the vendor's web portal. The Vendor shall deliver the requested boxes using its own Covered vehicle and manpower to the Company according to the Service Levels as mentioned in this RFP.

The Company will send the retrieved boxes for refile when necessary. The vendor shall collect the boxes from the Company and refile them in the storage facility.

1.7 Destruction of Records

The Company shall need to destroy its unnecessary records whenever required. The vendor shall provide secure destruction service to destroy or recycle these records upon receiving such requests. Such destruction process should be done in presence of Company's authorized personnel.

2. Data Entry from Scanned Documents

The service provider's core task will be KYC data entry, utilizing scanned copy accessed through PBFTL's secure portal or from Hard Copy documents. This includes, but is not limited to, supporting documents, and customer application forms.

Key responsibilities include:

- Ensuring absolute accuracy between the data entered and the information presented in the scanned documents.
- Correcting any errors, discrepancies, or system rejections promptly and without additional charge.
- Strictly following all PBFTL-defined workflows, processes, and service level agreements (SLAs) for turnaround time.

2.1 Access and System Usage

PBFTL will provide controlled and role-based access to its portal for the purpose of viewing scanned KYC documents. The vendor must ensure that access credentials are used only by authorized personnel and that no data is downloaded, stored, shared, or reproduced outside the portal. All activities performed within the portal must be logged and traceable. The vendor will be fully responsible for any misuse of access or breach of system security by its personnel.



2.2 Volume and Turnaround Time

PBFTL expects variable volumes of KYC data entry depending on business requirements. The selected vendor must have the operational capability to manage both regular and peak volumes without compromising quality or turnaround time. The vendor will be expected to meet turnaround times defined by PBFTL for standard and priority cases to ensure smooth customer onboarding operations.

2.3 Data Security and Confidentiality

Given the sensitive nature of KYC information, the vendor must always maintain strict data security and confidentiality as per the applicable laws and regulations of Bangladesh. All KYC data must be processed in a secure environment with appropriate physical and logical controls. The vendor must not retain any customer data in any form beyond the scope of work. Prior to engagement, the vendor will be required to sign a Non-Disclosure Agreement and a Data Protection Agreement. PBFTL reserves the right to conduct audits or reviews to ensure compliance with security and regulatory requirements.

2.4 Vendor Eligibility and Experience

The service provider must have demonstrated experience in data entry services, preferably involving KYC or customer data for banks, fintech, mobile financial services, or other regulated institutions. The vendor must have trained and dedicated personnel capable of performing accurate data entry from scanned documents. The vendor should also demonstrate organizational stability, operational maturity, and the ability to scale resources as required by PBFTL.

2.5 Quality Assurance and Performance Monitoring

High data accuracy is a key requirement for this engagement. The vendor must implement an effective quality control and review process to minimize errors and ensure compliance with PBFTL's standards. The vendor must provide regular management information system reports covering processed volumes, accuracy levels, turnaround times, and error or rejection analysis. Continuous performance improvement and corrective action mechanisms are expected throughout the engagement.

3. Scan Documents Services

The selected service provider shall also provide document scanning and digitization services for physical documents provided by PBFTL. The objective of this service is to convert physical records into high-quality digital images that can be securely stored, indexed, and used for operational, compliance, and archival purposes.

The vendor must ensure that all scanning activities are performed in a controlled and secure environment while maintaining strict confidentiality of PBFTL's customer and operational information.



3.1 Document Preparation

Before scanning, the vendor shall perform necessary document preparation activities to ensure smooth and accurate digitization. These activities include but are not limited to:

- Sorting and organizing documents according to PBFTL-defined categories.
- Removing staples, pins, clips, and bindings.
- Repairing damaged or folded pages when required.
- Arranging documents in the correct sequence for scanning.
- Ensuring that no document is misplaced or omitted during preparation.

3.2 Scanning and Digitization

The vendor shall scan the documents using professional-grade scanners capable of producing clear and legible images.

Scanning requirements include:

- Minimum **300 DPI resolution** for standard documents.
- Scanning in **PDF format or another format specified by PBFTL**.
- Proper cropping, de skewing, and image enhancement to improve readability.
- Ensuring that all pages of a document are captured without omission.

The vendor must ensure that scanned images are clear, complete, and accurately reflect the original document.

3.3 Indexing and File Naming

Each scanned document must be **properly indexed and named** according to PBFTL's predefined indexing structure.

Indexing may include fields such as:

- Customer Name
- Wallet/Account Number
- National ID / Passport Number
- Document Type
- Other fields as specified by PBFTL

The vendor must ensure that the indexing information is accurate to enable **quick search and retrieval** from PBFTL's document management system.



3.4 Quality Control

The vendor must implement a **multi-level quality assurance process** to ensure the accuracy and quality of scanned documents.

Quality checks must include:

- Verification that all pages are scanned.
- Checking for clarity, orientation, and completeness of scanned images.
- Ensuring that indexing information matches the scanned document.
- Rescanning any document that does not meet quality standards.

PBFTL reserves the right to conduct random audits on scanned documents to ensure compliance with quality standards.

3.5 Data Security and Confidentiality

Given the sensitive nature of PBFTL's documents, the vendor must implement strict security controls during the scanning process.

The vendor must ensure that:

- All scanning activities are performed in a **restricted access environment**.
- No documents or scanned images are copied, stored, or transferred outside PBFTL-approved systems.
- All personnel involved in scanning activities sign **confidentiality agreements**.
- Any temporary storage used during scanning is securely deleted after completion of the process.

The vendor shall be fully responsible for maintaining the confidentiality and security of PBFTL's documents.

3.6 Delivery and Integration

The vendor shall Upload the scanned documents to PBFTL in the format and structure specified by the Company. The delivery method may include:

- Uploading scanned files to PBFTL's **secure portal**
- Providing structured files for integration with PBFTL's **Portal**
- Providing indexing data in **Excel or another structured format**

The vendor must ensure that scanned documents are delivered within the turnaround times defined by PBFTL.



Bidding Process

The bid submitted by the bidder shall comprise two envelopes submitted simultaneously, one containing only the 'Technical Proposal' and the other the 'Commercial Proposal'.

The Technical Proposal

The technical proposal shall contain the following:

1. Letter of Intent
2. Power of attorney/approval from the Board (authorizing the person to sign and initial the bid document on behalf of the vendor's company)
3. Response to the eligibility criteria as mentioned in Annex-I
4. Response to technical requirements as mentioned in Annex-II
5. Description of service offerings by the bidder along with flowcharts of operational procedures
6. Documents showing eligibility of the bidder (can be attached as appendix)

The Commercial Proposal

The financial proposal shall contain the following:

1. Response to Annex-III: Price Schedule
2. Any additional prices for related services
3. Related terms & conditions of the bidder regarding price

Selection Process

Prime Bank FinTech Limited (PBFTL) will follow a fair and transparent selection process to select the appropriate vendor. The selection process has four phases which are described below.

Phase 1: Evaluation of Eligibility

The Company's selected representatives shall thoroughly evaluate the eligibility of each bidder based on their response to Annex-I: Eligibility Criteria. Only qualifying bidders will be short listed, and their proposals will be forwarded to the technical and commercial evaluation team of the Company for further processing. Proposals of the non-qualifying bidders will not be considered for technical and commercial evaluations. The Company shall formally inform the participating bidders regarding the results of eligibility evaluation.

Phase 2: Technical Evaluation

An independent team of experts from the Company will thoroughly evaluate the technical proposals of the eligible bidders to verify their authenticity and soundness. At this phase



the team will conduct site visit to physically investigate and verify the information provided in bidder's technical proposal. Bidders must allow the Company's representatives to conduct such visit on the Company's convenient schedule. Based on the site visit, the technical evaluation team shall submit their report to the Company's selection committee.

Phase 3: Commercial Evaluation

Another independent team from the Company shall evaluate the commercial proposals of the eligible bidders and do the negotiation with the shortlisted vendors who are proven technically qualified from Phase 2. Commercial evaluation will be done based on price, payment terms acceptance and delivery lead time. The team will compare and submit their report to the Company's selection committee.

Phase 4: Contract Signoff

The Company's selection committee shall analyze the reports received from phase 2 and 3 and select the appropriate vendor for awarding the contract. In this phase, the Company will formally award the job to the bidder by signing an agreement.

Vendor Information

Information of bidder:

Name of the Company	
Usual Mailing Address	
Year of Establishment/Incorporation	
Number of years in operation	
Name with phone numbers of Key person (Chairman/Managing Director/other)	
Name, Designation with the phone number of the contact person	
VAT Registration/BIN Number	
TIN and Proof of Submitting of Tax Return	
Name & location of Other Offices with phone numbers	
Company Profile: Give a brief description of your company preferably in 100 words	
List of clients	(Include Name, Address, Contact Number)
Scale & Capacity: current FTE count, bench strength	



Annex-I: E Embedded Request for Information (RFI) – Brief

Eligibility Criteria and Compliance Format

Item	Eligibility Criterion	Supporting Document(s) Required from Bidder	Compliant	Non-Compliant	Remarks
1.	The bidder should be a legal entity and a registered company in Bangladesh.	Certificate of incorporation, MoA & AoA, Updated Form XII, Schedule X and Trade License			
2.	The bidder has not been prohibited by Bangladeshi or international court(s) to enter contracts.	A declaration that the bidder has not been prohibited by Bangladeshi or international court(s) to enter contracts.			
3.	The bidder's storage facility must have commercial approval from relevant authority of the government of Bangladesh	Commercial Approval from RAJUK/Cantonment Board			
4.	The bidder should have at least 5 years of local or global experience in records management business & 3 years for Data entry Service.				
5.	The bidder's storage facility must be in a flood free zone.	Evidence from Water Development Board			
6.	The bidder should not outsource the main operations and manpower to a third party or form partnership/consortium particularly for this tender.				
7.	All submitted documents must be serially numbered, indexed, and signed on each page	- Paginated documents with a signed index			
8.	The bidder must be tax compliant (Income Tax & VAT)	- Latest Income Tax Certificate - VAT Registration & Returns (latest fiscal year)			
9.	Financial Stability: last 2 years audited financials	- Latest audited financial report -Bank solvency certificate			
10.	insurance coverage				



Annex-II: Technical Requirements

Document Management System

S/N	Requirements	FC/PC/ NC	Remarks
1.	Ability to provide for user-defined indexes for easy search and retrieval of files		
2.	Ability to provide for filing and indexing of documents for quick retrieval		
3.	Ability to provide facility to add keywords with documents to act as quick reference for the documents		
4.	Ability to support bulk uploading with indexing from other applications		
5.	Ability to provide for rapid search and retrieval on multiple very large document repositories.		
6.	Search Criteria should be configurable		
7.	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database		
8.	The system has the capability to receive requests for hard copy transfer from the vendor to PBFTL based on defined retrieval criteria.		
9.	The system shall support Extensive Audit-trails at document,		
10.	Document management solution should be able to manage retention of the document base on the index		



1. physical Document Management

A. Infrastructure

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	The bidder's archiving facility should be a stand-alone building, fully dedicated for records management operations only.			
2.	The facility should be established on high ground i.e. at least 3 feet above highway level.			
3.	The location of the facility should be within 10 minutes proximity to emergency services i.e. fire brigade, law enforcing authority, hospital, etc.			
4.	The facility should have sufficient dehumidifier			
5.	The archive building should have multiple loading/ unloading bays and ramp for simultaneous operations.			
6.	The facility should be equipped with a backup generator to run full operation during load shedding.			
7.	Hazard prone equipment such as the substation, transformer, generator, etc. should be contained in a utility building which must be located at least 10 feet away from the archive building.			
8.	The bidder's archive facility must have expansion capacity duly approved by the competent authority. Approved master plan copy should be attached as evidence.			
9.	The perimeter of the repository should be clearly illuminated in the hours of darkness, security gated and fenced.			
10.	The media vault should have minimum 10 inches thick brick wall separating it from the rest of the repository.			
11.	The media vault should have anti-static floor, concrete roof and fire rated doors.			
12.	The vault and archive room should preferably not have windows. However, any windows present should be small, unopenable, barred and glazed with strengthened glass.			
13.	No door of the archive room should normally be used as an external door of the building or open into any part of the building to which the public has normal access. Doors of emergency exits should be designed to open only from inside.			



Item	Requirements	Compliant	Non-Compliant	Remarks
14.	Air within the archive room or vault should not be stagnant. There should be sufficient air movement to avoid pockets of stagnant air.			
15.	The building should be equipped with continuous power supply and backup.			

B. Fire Detection and Protection

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	The fire detection and protection system of the archive facility should be designed by a certified HVAC consultant in Bangladesh, and it should comply with the guidelines of BNBC code.			
2.	The facility should be inspected and certified by fire department.			
3.	The document archiving facility cannot have any electrical wiring inside.			
4.	Aspirating smoke detection system should be installed without electrical connectivity inside the repository.			
5.	The media vault should have automatic fire suppression system installed.			
6.	Adequate fire extinguishers should be installed in the facility.			
7.	The facility should have fire hydrant pump, pillar hydrants, hose reels installed for firefighting.			
8.	Emergency fire exits should be available as per local building code.			
9.	Firefighting instructions should be printed and pasted in clearly visible areas.			
10.	Emergency contact numbers should be printed and pasted in clearly visible areas.			
11.	Water sprinkler should be installed in office areas.			
12.	The facility should have water reservoir for firefighting support.			
13.	The fire alarm control panel should be fitted with GSM module and should be programmed to automatically transmit alarm messages/calls to appropriate authority.			



C. Flood Protection

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	The facility should be in a flood free area.			
2.	The facility building should be elevated at least 3 feet above ground level.			

D. Pest Control

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	For protecting from termites, the facility floor must have conducted soil treatment during construction.			
2.	Level of insect and vermin activity should be regularly and seasonally assessed and, if necessary, a program of pest management initiated			

E. Safety & Security

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	The facility should have 24/7 security guard team.			
2.	All the entry and exit points should be covered by CCTV surveillance system. The video recording footage should be of minimum 30 days.			
3.	Intrusion alarm system should be installed in all fire exits.			
4.	There should be appropriate security protocol and SOP for searching people and vehicles during entry and exit.			
5.	The facility should have first aid box with signage pasted in visible location.			



F. Shelving & Storage System

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	The bidder should have static racking system durable and strong enough to carry the potential load. The racking system should be floor supported and not be positioned against and outside wall.			
2.	The bottom bay of the racking system should be minimum 6 inches above the floor level.			
3.	Water sprinklers should not be used within the racking system.			
4.	Boxes should not be stacked more than 3 on top of each other.			
5.	Bidder's box Dimension & Weight should be as follows: Corrugated carton with lids Dimension: 14.5-inch X 12.5-inch X 10.5 inch			
6.	Bidder's boxes should have weight capacity of up to 15 KG			
7.	Storage boxes should not have any labels or external writing indicating the nature of the content or relationship to the Company.			

G. Systems

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	The bidder should use Records Management Software (RMS) capturing the following information as a minimum: <ol style="list-style-type: none"> a. Unique identifier (barcode) for the box/ container/ record location within the bidder's premises. b. Free text field(s) sufficient to enter a description of box / container / record c. Tracking movement of, and access to, the record within the archive or vault and between the bidder and client premises maintaining a history of access to / custody of the record d. Destruction date of the box / container / record e. Restricting system access to authorized individuals employed by the bidder f. Maintaining an audit trail of access to the system g. The ability to add a records code which in turn automatically generates the record category and destruction date is desirable 			



Item	Requirements	Compliant	Non-Compliant	Remarks
2.	Bidder's RMS should be capable of generating reports including items by sub-account or department, items due for destruction, items with no associated destruction date, Retrieval & Refile of Records.			
3.	The Company should be able to remotely access their inventory via web application, add records and make amendments to free text fields and destruction date.			

H. Transportation

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	Bidder's vehicles transporting records between the Company and the storage facility should be fitted with a GPS tracking device and should not be left unattended at any time. The cargo access door of vehicle should be securely locked when records are being transported. Access to the vehicle should be restricted to collection staff.			
2.	Bidder's vehicle should have insurance coverage and all papers up to date.			
3.	Bidder should regularly check vehicles for fitness and document a weekly checkup register.			
4.	The driver of the bidder's vehicle must have valid driving license.			

I. Manpower

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	All employees of the bidder must be security-screened in accordance with the appropriate national standard and must sign a Deed of Confidentiality.			
2.	Employees responsible for delivering or collecting records to or from the Company's premises should carry photographic identification confirming that they are an employee of the bidder. This identification must be produced on request at the Company's location.			



1. Data Entry Services

A. General

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	The bidder shall perform KYC data entry based solely on scanned customer documents/Hard Copy accessed through a secure portal provided by PBFTL.			
2.	The bidder must ensure that all entered data exactly matches the information available in the scanned documents/Hard Copy without any interpretation or assumption.			
3.	The bidder shall follow PBFTL-defined data fields, formats, validation rules, and business logic during data entry.			
4.	The data entry process must cover customer information extracted from Different Documents and customer application forms.			
5.	The bidder must ensure that no scanned documents or entered data are downloaded, stored, copied, or shared outside the PBFTL-approved portal or system.			
6.	The bidder shall comply with turnaround times defined by PBFTL for standard and priority KYC data entry cases.			
7.	The bidder must maintain a Maximum data accuracy level as defined by PBFTL. PBFTL will fine for excessive error.			
8.	The bidder must support PBFTL during audits, compliance reviews, or investigations related to KYC data entry activities.			

B. Manpower

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	All employees of the bidder must be security-screened in accordance with the appropriate national standard and must sign a Deed of Confidentiality.			
2.	All personnel involved in data entry must be trained on data confidentiality, regulatory compliance, and PBFTL's operational procedures.			



C. Systems

Item	Requirements	Compliant	Non-Compliant	Remarks
1.	The bidder should use Stable & Dual ISP Service			
2.	The bidder should have sufficient PC with upgraded Operating System			
3.	The bidder should have full proper power backup for designated PC			

Standard Operating Procedures

Item	Requirements	Compliant	Non-Compliant	Remarks
D.	The bidder should have well-documented Standard Operating Procedures (SOPs for data entry, Scanning and records management) activities, with appropriate training provided to all personnel.			



Annex-III: Price Schedule

The bidder must use the following chart to propose the rates and service charges. All the rates and service charges should include Tax and VAT at applicable rate, and should be in Bangladeshi Taka

Physical Records Management Services

One Time Fees	Details	Unit Rate
Standard Boxes	Material: Corrugated carton with lids	(Per box)
Transport	PBFTL premises to vendor's facility	(Per box)
Box Registration Fee	For registering records in vendor's records management application	(Per box)
Barcode Labels	Polyester with barcodes printed	(Per label)
Web Application	Web portal access including creation of user ID and password for the authorized users of the Company	(Per new user)

Ongoing Fees	Details	Unit Rate
Monthly Archiving Fee	Storage of boxes in vendor's facility	(per box)

Retrieval Fees with Transportation	Details	Unit Rate
Standard Retrieval	Next day delivery	(per box)
Express Retrieval	Same day delivery	(per box)
Emergency Retrieval	Delivery within 4 hours	(per box)
Re-Filing	Return of Boxes to Vendor	(per box)

Other Services	Details	Unit Rate
Permanent Removal	Retrieval & closure	(Per box)
Secure Destruction	Destruction of records	(Per box)
Audit Room Facility	Separate and adequate room space for the Company's auditors to use if necessary	Per Day

Data Entry Services

Ongoing Fees	Model	Unit Rate
Data Entry		

Scan Documents Services

Ongoing Fees	Model	Unit Rate
Scan Per Page		