



**E - Tender for Housekeeping and  
Maintenance Services for  
StockHolding Offices, Branches and  
Premises located in Mumbai, Navi  
Mumbai and Thane**



Mode of Tender: e-Tender on GEM Portal

BID NO: GEM/2023/B/3543412

Date: 08<sup>th</sup> June 2023



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## DOCUMENT CONTROL SHEET

<b>Name of the Company</b>	<b>Stockholding Corporation of India Ltd.</b>	
<b>BID NO:</b>	<b>GEM/2023/B/3543412</b>	
<b>Date of Issue:</b>	08 <sup>th</sup> June 2023	
<b>Pre Bid Meeting</b>	23 <sup>rd</sup> June, 2023 at 11.00 a.m. All prospective Bidders are requested to visit all locations and attend the Pre Bid meeting before quoting.	
<b>Last Date and time for submission of Bids (Technical and Financial)</b>	Date:	29 <sup>th</sup> June, 2023 (Online)
	Time:	04:00 PM
<b>Earnest Money Deposit (EMD)</b>	Rs.	2,00,000/-
<b>Schedule for Opening of Technical Bids</b>	Date:	29 <sup>th</sup> June, 2023 (Online)
	Time:	04:30 PM
<b>Place of Pre-bid meeting / Address for Communication</b>	<b>Stockholding Corporation of India</b> SHCIL House, Plot No, P-51, TTC Industrial Area, MIDC, Mahape, Navi Mumbai-400710	



## DISCLAIMER

The information contained in this Request for Proposal "RFP" or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of StockHolding Corporation of India Limited ("STOCKHOLDING"), is provided to the bidder(s) on the terms and conditions set out in this BID document and all other terms and conditions subject to which such information is provided.

This BID document is not an agreement and is neither an offer nor an invitation by STOCKHOLDING to any parties other than the applicants who are qualified to submit the bids ("Bidders"). The purpose of this BID is to provide the Bidder(s) with information to assist them in formulation of their proposals ("Bids"). This BID does not claim to contain all the information each Bidder may require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this BID. STOCKHOLDING makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this BID. STOCKHOLDING may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this BID.

The information contained in the BID document is selective and is subject to update, expansion, revision and amendment. STOCKHOLDING does not undertake to provide any Bidder with access to any additional information or to update the information in this BID or to correct any inaccuracies therein, which may become apparent. STOCKHOLDING reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this BID and/or the bidding process, without assigning any reasons whatsoever. Such change will be intimated or made accessible to all Bidders. Any information contained in this document will be superseded by any later written information on the same subject made available / accessible to all recipients by STOCKHOLDING.

STOCKHOLDING reserves the right to reject any or all the expression of interest / proposals / Bids received in response to this BID at any stage without assigning any reason whatsoever. The decision of STOCKHOLDING shall be final, conclusive and binding on all the parties.

It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidder's queries etc., if any to BID, will not be published through any advertisement in newspapers or any other media. Bidders shall regularly visit STOCKHOLDING's website for any changes / development in relation to this BID.



## 1. BACKGROUND

StockHolding Corporation of India Limited ("StockHolding") was incorporated as a Public Limited Company in 1986. StockHolding is a subsidiary of IFCI Limited and was promoted by the public financial institutions and Insurance majors. StockHolding began by offering custodial and post trading services, adding depository services and other services to its portfolio over a period of time. StockHolding has established itself in India as a one-stop solution provider in the Financial Services domain.

## 2. PURPOSE OF BID

The purpose of the BID is to select a vendor, based in Mumbai, Navi Mumbai & Thane for providing Housekeeping and Maintenance Services for StockHolding Offices, Branches and Premises located in Mumbai, Navi Mumbai and Thane for a period of Two years i.e. from Period of Contract July, 2023 to June, 2025 (2 years) or from the date of Contract (Work order), as per scope specified in this document. The Contract may be extended for a further period of one year subject to the successful bidder providing satisfactory service and based on mutual terms.

## 3. EARNEST MONEY DEPOSIT (EMD)

The Bidder shall furnish, as part of its Bid Security of Rs. 2,00,000/- (Rupees Two Lakhs only) by way of Demand Draft or Pay order from any scheduled commercial bank drawn in favor of "Stockholding Corporation of India Limited", payable at Mumbai. The Bid Security shall be furnished in Indian Rupees (Rs.). The Demand Draft (DD) should be submitted at Mahape on or before last date for submission of BIDs.

**Rejection of Bid:** Any submitted bid not accompanied by EMD as mentioned above, shall be summarily rejected by STOCKHOLDING, without any further correspondence.

The EMD shall not bear any interest.

### **The EMD shall be forfeited:**

1. if a Bidder withdraws his bid during the bid validity period; or
2. if a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or
3. if the Successful Bidder fails to sign the contract and or furnish performance security and other guarantee(s)/security in the form and manner to the satisfaction of StockHolding, as mentioned in the Bid Documents; or
4. In the event of any evasion, avoidance, refusal or delay on the part of the Successful Bidder to sign and execute the order/ purchase order/ service order or any document, as may be required by StockHolding in case the Bid is accepted. Any decision in this regard by StockHolding shall be final, conclusive and binding on the Bidder.
5. If the Vendor does not fulfill the execution of the contract.

**The EMD and Cost of Bid Document to be submitted at the Address mentioned in control sheet, ON or Before Last day of submission of BID.**

## 4. DISCHARGE OF EMD

1. StockHolding shall promptly request the Successful Bidder to provide Performance Bank Guarantee. EMD of such Bidder shall be discharged on signing of the Contract and upon furnishing the performance Bank Guarantee to the satisfaction of StockHolding.
2. The EMD of all unsuccessful Bidder(s) shall be discharged / returned as promptly as possible as but not later than 120 (One twenty) days from the last date of submission of Bid.



## **5. PERIOD OF VALIDITY**

1. Bids should be valid for 120 (One Twenty) days from the last date of submission. A Bid valid for a shorter period may be rejected by StockHolding as non-responsive. Any decision in this regard by StockHolding shall be final, conclusive and binding on the Bidder.

## **6. AMENDMENT OF BID DOCUMENT**

1. StockHolding reserves the right in its sole discretion of inclusion of any addendum to this entire Bid process. The Bidders shall not claim as a right for requiring StockHolding to do the aforesaid.
2. At any time before the deadline for submission of Bids / offers, StockHolding may, for any reason, whether at its own initiative or in response to a clarification requested by Bidders, modify this Bid Document and all such modifications shall be binding on the bidders.
3. Any amendments pertaining to the BID will be notified/uploaded on GeM Portal and all such amendments shall be binding on Bidders.
4. If required in order to allow prospective Bidders reasonable time in which they need to take the amendment into account in preparing their Bids, StockHolding at its sole discretion reserves the rights to extend the deadline for the submission of Bids. However, no request from the Bidder, shall be binding on StockHolding for the same. StockHolding's decision in this regard shall be final, conclusive and binding on all the Bidders.

## **7. STOCKHOLDING'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS**

StockHolding reserves the right to accept / reject any bid and to annul the Bid process at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for StockHolding's action. Any decision in this regard by StockHolding shall be final, conclusive and binding on the Bidder.

## **8. EXECUTION OF DOCUMENTS**

1. After StockHolding notifies the Successful Bidder that its bid has been awarded; the Bidder should sign the Contract and complete the execution of all other documents within 21 business days of the acceptance of Work Order.
2. The signing of Contract should be accompanied by the submission of Performance Bank Guarantee, or any other legal Document etc. also the successful bidder will have to execute an Integrity pact with the Corporation. The format of the same is attached to this document and has to be uploaded while submitting the Tender.
3. Payment of Stamp duty would be as per laws applicable in the State of Maharashtra.
4. The Bidder shall bear all costs and expenses for the execution, stamp duty and submission of the contract and agreements. StockHolding shall not be responsible or liable for reimbursing / compensating these costs and expenses.
5. The incidental expenses of execution of the Contract as well as the conditions stipulated in the contract shall be strictly adhered to and any breach / violation thereof shall entail termination of the Contract without prejudice to the other right of StockHolding including but not limited to the right to levy / impose and recover penalties as specified in this BID or Contract.

## **9. PERFORMANCE BANK GUARANTEE (PBG)**

1. The value of the Performance Bank Guarantee will be 5% of the total annual estimated value.
2. The successful Bidder shall furnish the Performance Bank Guarantee within 21 Business days of the receipt of acceptance of the Work Order.



3. The Bidder shall submit a Performance Bank Guarantee at execution of the contract. It shall be valid for a period until the end contract period with 3 months buffer i.e. contract period + 3 months with an additional claim period of three months from the date of acceptance of the Work Order
4. The Performance Bank Guarantee should be issued by a scheduled commercial bank and directly forwarded to StockHolding.
5. Failure to provide the Performance Bank Guarantee shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD, in which event StockHolding may award the Contract to the next best evaluated Bidder or call for new Bids. Any decision in this regard by StockHolding shall be final, conclusive and binding on the Bidder.
6. StockHolding reserves the right to invoke bank guarantee on Vendor's failure to complete its obligations under and in accordance with the Contract.

#### **10. TERMINATION OF CONTRACT**

1. The performance of the Vendor shall be reviewed on monthly basis and in case the supply/ services are not found to be satisfactory or not meeting Service Level Requirement, StockHolding reserves the right to terminate the contract without any compensation even before the expiry of the contract period by giving 60 days' notice and without assigning any reason.  
Any decision in this regard of StockHolding shall be final, conclusive & binding on the Bidder. However, the contract is liable for immediate termination on violation on any of the provision by the Vendors. StockHolding reserves the right to terminate the contract in the instance of insolvency and bankruptcy of the Vendors. The Vendor shall not be entitled to any compensation for early termination.
2. The bidder agrees that in the event of termination of this agreement, the bidder shall continue to provide services in the same manner for the notice period. The bidder agrees to co-operate with StockHolding for the smooth transfer of the subject matter of this agreement to any other party appointed for the purpose by StockHolding.
3. Where the Bidder's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the StockHolding shall reserve the right to take any steps as are necessary, to ensure the business continuity.
4. Termination for Insolvency: The StockHolding may at any time terminate the Contract by giving written notice 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 StockHolding.
5. Termination for Default: The StockHolding, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Vendor, may terminate the Contract in whole or in part.

#### **11. DISPUTE RESOLUTION**

1. The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with this Contract in the following manner:
  - i. The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within ten (10) days of receipt of the notice.





- ii. The matter will be referred for negotiation between Authorized Representative from StockHolding and Vendor. The matter shall then be resolved by them and the agreed course of action documented within a further period of 30 days.
2. The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 30 days of the failure of negotiations. Arbitration shall be held in Mumbai, India and conducted in accordance with the provision of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint 1 arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.
3. The Bidder shall not be entitled to suspend the provision of the Services or the completion of the job, pending resolution of any disputes between the Parties and shall continue to render the Services in accordance with the provisions of the Contract notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.
4. The provision under this section survives the contract.

## **12. ADHERENCE TO SAFETY PROCEDURES, RULES REGULATIONS AND RESTRICTION**

1. Bidder shall comply with the provision of all laws including labor and industrial laws, rules, regulations and notifications issued there under from time to time. All safety and labor and industrial laws enforced by statutory agencies and by StockHolding shall be applicable in the performance of this Contract and Bidder shall abide by these laws. The Vendor shall keep StockHolding indemnified for any loss, damage, claims, costs, charges, expenses, etc. arising out of and or suffered on account of actions, litigations, proceedings, suits, arising out of breach of the above laws.
2. The Vendor shall comply with the provision of all Labor Laws, which are applicable to the Vendor or its employees and shall be solely responsible for liabilities arising out of such compliance, non-compliance or implementation or non-implementation. The Vendor will furnish proof of compliance of all labor laws, including obtaining license, filing of monthly/quarterly and annual returns and other statutory requirement within 15 days from the due date and furnish calculations and proof of payments made to all Government/Statutory Authorities under EPF, ESIC etc. Within 10 days of the statutory time limits allowed under the respective acts and all other statutory rules as amended from time to time.
3. Bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions.
4. The Vendor shall obtain at his own cost any license or permission or any sort whatsoever.
5. The Bidder shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.
6. Bidder shall also adhere to all requirement/regulations of the StockHolding during the execution of the work.
7. The Vendor shall indemnify StockHolding from all liabilities arising out of any payment made by StockHolding to government (Central/State, Semi Government) Statutory Authority or any payment made under any statute/notification of the Government (Central/State). Statutory authorities in respect of his employees or in respect any claims made by the Vendors' employees against StockHolding.



8. The Vendor shall be responsible for maintenance of proper records as required under the provision of various labor laws/Statutory Acts applicable to the Vendor and contract employees such as attendance register, overtime register, advance register, register of deduction for damage and loss, register of fines, accident register etc. and produce them for inspection as and when demanded by Stock Holding or any appropriate labor authorities.
9. The Vendor should provide a declaration for accidental insurance coverage for their workers.
10. The Service Provider should have registrations under EPF and MP Act, 1952, ESI Act, 1948, Shops & Establishment Act, Profession Tax Act, Labor Welfare Fund Act or any other local laws applicable to them presently or in future. The Service Provider shall be making proper compliances with the applicable Labor laws such as EPF and MP Act, 1952, ESI Act, 1948, LWF Act, Shops & Establishment Act, Payment of Bonus Act, 1965, Maternity Benefit Act, 1961, Payment of Gratuity Act, 1971, Contract Labor (R & A) Act, 1970, POSH Act, Minimum Wages Act, Payment of Wages Act, Profession Tax Act and all other Labor Laws which will be applicable to service provider in future. The Service Provider should regularly submit all documents / Registers/ Challans in support of compliance with the Labor Laws to the Company.

### **13. GOVERNING LAW**

This Contract shall be governed in accordance with the laws of India. These provisions shall survive the Contract.

### **14. JURISDICTION OF COURTS**

The Courts of India at Mumbai have exclusive jurisdiction to determine any proceeding in relation to this Contract. These provisions shall survive the Contract.

### **15. SCOPE OF WORK**

Housekeeping services will be comprehensive in nature relating to all areas within the premises.

#### **Centre Point - Parel**

##### **Cleaning Services to be provided on daily basis:**

1. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, windows, corridors, lifts and lobbies. Cleaning activity shall start in the morning at **7.00 AM** so as to complete all the dusting/ cleaning/ moping work before 9.30 AM
2. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signage etc. with dry/wet cloth, feather brush and duster and if required with cleaning spray.
3. Cleaning / mopping of common area, pantry, reception area and passages on a continuous basis.
4. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. if required necessary repairs to be carried out. (Janitor to be assigned for full day for all the toilets)
5. Cleaning and refilling of water jugs in all Seniors Officers' cabins.
6. Shifting / adjustments of furniture and other items etc., within the premises.
7. Cleaning of entire office floor space, glasses, service shafts, toilets, IT rooms etc.
8. Spray air fresheners in all cabins, toilets and corridors at least twice a day.
9. Cleaning and polishing of metal fittings/items as and when required.
10. Wash and Iron dirty linens/towels on daily basis and as and when required.

11. Re-stock toiletries (Liquid hand soap, toilet paper, air freshener, and Sanitary cubes hand towels (M-fold/C-fold) and Naphthalene balls) in toilets on hourly basis including cleaning and also daily check-ups in the mornings, afternoons and on call basis during day time.
12. Cleaning of Planters.
13. Battery and refilling of the freshener dispenser should be checked on daily basis in the washrooms.
14. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
15. To help in collection and dispatch of various parcels, inventories etc.
16. Any other Housekeeping /maintenance services required by the employees of StockHolding.
17. For providing and usage of cleaning materials please refer to pt. - Cleaning materials (Annexure A enclosed on Page no.38).
18. Upkeep and maintenance of the pantry area to operate the necessary equipment's such as fridges, Microwave Owen, Water coolers, Water Dispensers, Tea Vending Machine etc. (Electrician to be assigned separately).
19. Maintenance of Proper registers/records for the jobs carried out on daily, weekly and monthly basis.
20. The Bidder has to supply all the necessary consumable items, equipment, tools, tackles and vacuum cleaners of approved make including supplying labour, supervisors and materials for daily, weekly and monthly activities as per terms and conditions, and as directed to the entire satisfaction of the representative of the Administration Dept.
21. One Full time Supervisor to be appointed / assigned at Centre point.
22. To provide a plumber, electrician, carpenter on full time basis at Centre Point and to be sent to any and to all the locations as and when required. Conveyance will be taken care by the bidder company. StockHolding will not arrange for Travel of any of them. However, the material required will be supplied by StockHolding.

### **SHCIL House – Mahape (Navi Mumbai)**

#### **i. Administration Building and Premises**

##### **Cleaning Services to be provided on daily basis:**

1. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, windows, corridors, lifts and lobbies. Cleaning activity shall start in the morning at **7.00 AM** so as to complete all the dusting/ cleaning/ mopping work before 9.30 AM.
2. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signage etc. with dry/wet cloth, feather brush and duster and if required with cleaning spray.
3. Cleaning / mopping of Atriums, common area, pantry, seating area and reception area and passages on continuous basis.
4. Cleaning and refilling of water jugs in all Seniors Officers' cabins.
5. Shifting / adjustments of furniture and other items etc., within the premises.
6. Cleaning of entire office floor space, glasses, service shafts, toilets, meeting rooms, etc.
7. Spray air fresheners in all cabins, toilets and corridors at least twice a day.
8. Wash and iron dirty linens/towels on daily basis and as and when required.
9. Re-stock toiletries in toilets on hourly basis including cleaning and also daily check-ups in the mornings, afternoons and on call basis during day.
10. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. if required necessary repairs to be carried out. (Janitors to be assigned for full day for all the toilets).



11. Battery and refilling of the freshener dispenser should be checked on daily basis in the washrooms.
12. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
13. Cleaning of Planters and maintaining of Garden area inside and outside office Premises.
14. Grills and roof up to ceiling height, glass walls, cabin glass partitions etc.
15. Cleaning of compound area at Mahape. Disposal of any material in the compound area of STOCKHOLDING House premises (IN and Out) or as guided by the Administration Department should be carried out.
16. Glass Façade and ACP cleaning of Training building, Administration building, Auditorium building and both atriums inside and outside at least 6 times in year or as and when required. (Tools, Scaffolding and Tackles to be arranged by Successful Bidder)
17. Atrium roofs small and big once in a week or as and when required.
18. Cleaning of Overhead and underground water tanks at least twice in a year and as and when required.
19. To check and clean drainage system for choking or overflowing at least once a month and as and when required.
20. To clean four fountain areas including Atrium once a week and as and when required.
21. To clean the Side periphery including Roads, D.G. Room, Pump Room, Electrical Room, etc. on daily basis.
22. To clean all the Terraces on weekly basis.
23. Cleaning of Elevators with cleaning spray at least twice a day and as and when required.
24. Cleaning and mopping of Atrium area on continuous basis.
25. Any other miscellaneous work related to housekeeping/ maintenance to be undertaken.
26. To help in collection and dispatch of various parcels, inventories etc.
27. Any other housekeeping/ maintenance services required by the employees of StockHolding.
28. For providing and usage of cleaning materials please refer 'Cleaning materials' (Annexure enclosed)
29. Three Supervisors to coordinate and oversee the work at Mahape should be assigned at any given Time.
30. To provide a plumber, electrician, carpenter, mason and painter on full time basis at Mahape and to be sent to any and to all the locations as and when required. Conveyance will be taken care by the bidder company. StockHolding will not arrange for Travel of any of them. However, the material required will be supplied by StockHolding.

## **ii. Training Building**

### **Cleaning Services to be provided on daily basis:**

#### **First Floor:-**

1. Cleaning and dusting of all furniture including entire desk space of all training rooms, meeting rooms, and cabins before office hours.
2. Dusting of cupboards, telephone and other equipment. The equipment should be first cleaned with dry cloth and then if required with cleaning spray.
3. Arranging class rooms, tables or chair as required.
4. Cleaning / mopping of common area, seating area and reception area and passages on a continuous basis.
5. To provide and spray air fresheners in all the class rooms, cabins, toilets and corridors at least twice a day.
6. Cleaning and polishing of metal fittings/items as and when required.
7. To clean the carpet of four nos. class rooms by shampoo on bi- monthly basis.
8. Re-stock toiletries in toilets on hourly basis including cleaning and also daily check-ups in the mornings, afternoons and on call basis during day.
9. Deep cleaning and scrubbing of toilets, washbasins, sanitary fittings, mirrors and toilet floors.( Note : No Acid to be used)



10. Battery and refilling of the freshener dispenser should be checked on daily basis in the washrooms.
11. To fill water bottles in the class rooms. However water bottles will be provided by the corporation.
12. Cleaning of Planters.
13. Shifting / adjustments of furniture and other items etc. within the premises
14. Checking availability of equipment and same are in working condition in training building. (Note : To submit escalation of matrix)
15. Any other housekeeping / maintenance services required by the employees of StockHolding.

#### **Residential rooms on Second Floor:-**

1. At the time of Occupancy the beds are to be arranged on daily basis.
2. Changing of bed sheet, pillow cover and duvet covers on a two day basis and as when required by the Corporation.
3. At all times all the vacant rooms shall be kept in ready occupancy condition. The rooms vacated should be kept ready for occupation within reasonable time frame after vacation.
4. To wash and iron dirty linens, towels, bed sheet, pillow covers, duvet covers pantry table cloth, napkins, table mat etc. on daily basis and as and when required of all the 24 rooms and pantry. (Washing activity is to be carried outside premises in a Laundry, this arrangement is to be made by Successful bidder, no additional charge will be provided). Washing/Ironing of clothes of the training participants to be carried out by the vendor at reasonable rates but the payment thereof to be collected by the vendor from the participants directly without involving StockHolding.
5. To wash curtains of the rooms once a month. (Washing activity is to be carried outside premises in a Laundry)
6. For providing and usage of cleaning materials please refer to Cleaning materials and in addition to it to provide mosquito repellent in all residential rooms.
7. Re-stock toiletries in toilets on hourly basis including cleaning and also daily check-ups in the mornings, afternoons and on call basis during day time.
8. Deep cleaning and scrubbing of toilets, washbasins, sanitary fittings, mirrors and toilet floors. (Note : No Acid to be used)
9. Battery and refilling of the freshener dispenser should be checked on daily basis in the washrooms.
10. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
11. To provide paper Laundry bags in each room.
12. To fill and arrange water bottles in the residential rooms and class rooms. However water bottles will be provided by the corporation.
13. To clean flask, glasses, dirty cup saucers used by the participants especially bed tea.
14. Cleaning of bathrooms in the residential rooms with cleaners whenever any training programmers are held at Mahape.
15. To check and clean drainage system for choking or overflowing at least once a month and as and when required.
16. Round the clock housekeeping services with a supervisor in each shift.
17. To help in collection and dispatch of various parcels, inventories etc.
18. Any other housekeeping / maintenance services required by the employees of StockHolding.
19. Housekeeping personnel will be required to be present 24 x 7
20. To provide in the Training rooms (24 Nos.) bathing soaps, shampoo sachet, tea, coffee, milk and sugar sachet 02 in each room and two numbers of roses in the flower vase as and when required. The consumables will be paid by StockHolding at actual.
21. Providing other consumables like toothbrushes, toothpaste, conditioners, moisturizer, hair oil, comb, powder etc. These consumables will be provided by the vendor to the participants at actuals.

22. Cleaning of Planters.
23. Any other miscellaneous work related to housekeeping to be undertaken.
24. Checking of Solar Water System and Water availability in the building.
25. Maintenance of geysers.

**Pantry at Ground Floor:-**

1. Cleaning and dusting all the furniture and fixtures in 3 Pantries at Ground Floor.
2. Cleaning tables during and after meal hours.
3. Cleaning wash basins, Water dispensers, filling water bottles etc.
4. Cleaning and mopping floors and side glass panels, spraying fresheners.
5. Any other miscellaneous work related to housekeeping / maintenance to be undertaken.

**iii. Auditorium:**

**Cleaning Services to be provided on daily basis:**

1. Cleaning and dusting of all furniture, carpet of entire auditorium daily.
2. Deep cleaning and scrubbing of toilets, washbasins, sanitary fittings, mirrors and toilet floors.
3. Cleaning and polishing of metal fittings/items as and cleaning when required.
4. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
5. Dusting of all equipment present in the auditorium.
6. Air freshener dispenser to be checked during any programmes and the timer may be setup between 5 to 10 mins.
7. Re-stock toiletries in toilets on hourly basis including cleaning and also daily check-ups in the mornings, afternoons and on call basis during day time.
8. Cleaning / mopping of common areas on a continuous basis including atrium.
9. Shifting / adjustments of furniture and other items etc. within the premises.
10. Cleaning of Grills and roof up to ceiling height, glass walls, partitions
11. To provide water bottles in the auditorium during any programmes, However water bottles will be provided by the corporation.
12. Any other miscellaneous work related to housekeeping to be undertaken.
13. Shampoo carpet on bi-monthly basis or as and when needed.
14. Cleaning of Planters.
15. Checking availability of equipment and same are in working condition in Auditorium
16. For providing and usage of cleaning materials please refer "Cleaning materials"

**iv. Third Building at Mahape :**

1. Sweeping, Vacuum Cleaning/Cleaning and wiping of floors of different types including carpet surfaces, Staircases, windows, corridors, lifts and lobbies. Cleaning activity shall start in the morning at **7.00 AM** so as to complete all the dusting/ cleaning/ moping work before 9.30 AM.
2. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, blinds, windows, computers, telephones, curtains, photocopiers, signage etc. with dry/wet cloth, feather brush and duster and if required with cleaning spray.



3. Cleaning / mopping of Atriums, common area, pantry, seating area and reception area and passages on continuous basis.
4. Cleaning and refilling of water jugs in all Seniors Officers' cabins.
5. Shifting / adjustments of furniture and other items etc., within the premises.
6. Cleaning of entire office floor space, glasses, service shafts, toilets, meeting rooms, etc.
7. Spray air fresheners in all cabins, toilets and corridors at least twice a day or as and when required.
8. Wash and iron dirty linens/towels on daily basis and as and when required.
9. Re-stock toiletries in toilets on hourly basis including cleaning and also daily check-ups in the mornings, afternoons and on call basis during day.
10. Thorough cleaning and scrubbing of toilets, wash basins, sanitary fittings & mirrors and toilet floors. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. if required necessary repairs to be carried out. (Janitors to be assigned for full day for all the toilets).
11. Battery and refilling of the freshener dispenser should be checked on daily basis in the washrooms.
12. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
13. Cleaning of Planters and maintaining of Garden area inside and outside office Premises.
14. Grills and roof up to ceiling height, glass walls, cabin glass partitions etc.
15. Cleaning of compound area at Mahape. Disposal of any material in the compound area of STOCKHOLDING House premises (IN and Out) or as guided by the Administration Department should be carried out.
16. Glass Façade and ACP cleaning of Third building inside and outside at least 6 times in year or as and when required. (Tools, Scaffolding and Tackles to be arranged by Successful Bidder)
17. Atrium roofs to be cleaned in a week or as and when required.
18. Cleaning of Overhead and underground water tanks at least twice in a year and as and when required.
19. To check and clean drainage system for choking or overflowing at least once a month and as and when required.
20. To clean the Side periphery including Roads, STP area etc. on daily basis.
21. To clean all the Terraces on weekly basis.
22. Cleaning of Elevators with cleaning spray at least twice a day and as and when required.
23. Cleaning and mopping of Atrium area on continuous basis.
24. To help in collection and dispatch of various parcels, inventories etc.
25. Any other housekeeping/ maintenance services required by the employees of Stock Holding.
26. For providing and usage of cleaning materials please refer 'Cleaning materials' (Annexure enclosed)

**v. Gardening at SHCIL House Mahape:**

1. To maintain garden area Internal and External i.e. cutting, trimming, watering, and putting adequate manure etc. However, plantation if required will be provided by the corporation.
2. The contractor should ensure that in the course of their activities, they should not disturb the landscape, gardens, plants, tree, shrubs, etc.
3. All the tools and equipment like scissors, grass cutting machine etc. have to be provided by the vendor.
4. To maintain the potted plants including containers on daily basis.

**vi. Sewage Treatment Plant (STP) Operations at SHCIL House Mahape :**

01. One operator in general shift in the operation and monitoring of Sewage Treatment Plant (STP).
02. Regularly remove all floating FOG plastic, etc.



- 03. Remove solid waste materials trapped at the bar screen daily.
- 04. A Report to be submitted daily to the Supervisor with regards to STP Operation.
- 05. Log all necessary information in the logbook such as decant time, flowrate and others that may be called for by the StockHolding.
- 06. Consumables for running STP will be provided by StockHolding. Repairs if required will be done by StockHolding.





## **Mumbai Branches of StockHolding**

No. of Branches currently in Mumbai : 19

\*In case there is change of address, addition/deletion of new branches, it will be notified to the vendor as and when required. The Vendor should have the capacity to provide Housekeeping and Maintenance services to all the branches on daily basis.

### **Cleaning Services to be provided on daily basis:**

1. Cleaning and dusting of furniture of entire desk space of all cabins and cubicles before office hours.
2. Dusting of cupboards, telephone equipment. The equipment should be first cleaned with dry cloth and then if required with cleaning spray.
3. Cleaning / mopping of common area, pantry, sitting area and reception area and passages on a continuous basis.
4. Cleaning and refilling of water jugs in all Seniors Officers' cabins.
5. Shifting / adjustments of furniture and other items etc. within the premises
6. Cleaning of entire office foot space, glasses, service shafts, toilets, IT rooms etc.
7. To spray air fresheners in all cabins, toilets and corridors at least twice a day.
8. Cleaning and polishing of metal fittings/items as and when required.
9. To wash and iron dirty linens/towels on daily basis and as and when required.
10. For providing and usage of cleaning materials please refer to "Cleaning materials"
11. Re-stock toiletries in toilets after daily check-ups in the mornings, afternoons and on call basis during day time.
12. Cleaning and scrubbing of toilets, washbasins, sanitary fittings, mirrors and toilet floors.
13. Battery and refilling of the freshener dispenser should be checked on daily basis in the washrooms.
14. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste/garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
15. To help in collection and dispatch of various parcels, inventories etc.
16. Any other services required by the employees of StockHolding.
17. Cleaning of Planters.
18. Any other miscellaneous work related to housekeeping/maintenance to be undertaken.

## **StockHolding Flats at Tilak Nagar, Cuffe Parade, Karmakshetra**

No. of flats at:

1. Tilak Nagar-18 Nos.
2. Cuffe Parade – 01 No.
3. Karmakshetra – 08 Nos.

### **Cleaning Services to be provided on daily basis:**

1. Cleaning and dusting, all flats on daily basis.
2. Shifting / adjustments of all furniture and other items etc., within the premises.
3. Cleaning of entire rooms, glasses, service shafts, toilets, passage area, common area, compound area. Etc.
4. To spray air fresheners in all rooms, toilets and corridors at least twice a day.
5. To wash and iron dirty linens/towels as and when required.
6. Cleaning and polishing of metal fittings/items as and when required.



7. Re-stock toiletries in toilets on hourly basis including cleaning also daily check-ups in the mornings, afternoons and on call basis during day time.
8. Cleaning and scrubbing of toilets, washbasins, sanitary fittings, mirrors and toilet floors.
9. Removal of waste paper and any other garbage from the entire premises. Disposal/transportation of waste / garbage from main garbage bin to municipal garbage bin located anywhere outside office premises.
10. Round the clock housekeeping services.
11. Cleaning of entire terrace on weekly basis.
12. Effective machine cleaning for rainy moss.
13. Cleaning of Planters.
14. Any other miscellaneous work related to housekeeping to be undertaken.
15. Cleaning and polishing of metal fittings/items as and when required.
16. To provide good quality naphthalene ball and housekeeping material
17. Window cleaning and sliding grills to be cleaned
18. Cleaning of Planters.
19. Shifting of furniture and other items etc., within the premises as and when required.
20. For providing and usage of cleaning materials please refer to "Cleaning materials"
21. Gardening: To maintain garden area Internal and External i.e. cutting, trimming, watering, and putting adequate manure etc. However, plantation if required will be provided by the corporation. The contractor should ensure that in the course of their activities, they should not disturb the landscape, gardens, plants, tree, shrubs, etc.
22. All the tools and equipment like scissors, grass cutting machine etc. have to be provided by the vendor.

## 16. TERMS AND CONDITIONS

### Assignment

1. The Contractor shall not assign or transfer the contract to any another agency, or enter into sub-contracts for the said contract. However, certain works vis a vis Façade cleaning, Tank cleaning, Carpet Shampooing, etc. can be done through Sub contracting in consultation with StockHolding.
2. The contractor shall abide by all the rules and regulations laid down by StockHolding authorities from time to time.
3. Services as mentioned in the SCHEDULE OF WORKS / SCOPE OF WORK will be organized in consultation with the authorities of StockHolding.

### Power of Attorney - Sole Proprietary firms

1. When the Vendor' representative signing the tender is not the sole proprietor himself, the necessary power of attorney authorizing the person to act on behalf of the Vendor organization should be attached along with the tender documents.

### Character Verification and Antecedents

1. The contractor shall verify the character / antecedents of each and every workmen deployed by the contractor. The contractor shall provide a declaration to StockHolding to that effect. In event of happening of untoward incident on account of any of the employee / representative of the contractor, it will be the sole responsibility of the contractor.

### Personnel Deployed by the Contractor

1. StockHolding has the right to advise the contractor to replace any of the personnel engaged by him who are found unsuitable; the contractor shall immediately replace such personnel.



2. The personnel deployed by the contractor should not suffer from any infectious disease and should be able-bodied persons.
3. The contractor shall ensure that none of its personnel report for duty in drunken state or consume drugs, prohibited substances, smoke, etc. while on duty.
4. The contractor would ensure safety against insects and snakes, dogs and electrocution to all personnel and ensure their cleanliness and upkeep.
5. The contractor shall deploy trained workers (men and women) and supervisor/s on all days. The numbers of workers and supervisor deployed must be sufficient and commensurate with the quantum of work and the time within which the work has to be completed. The manpower being deployed for this work should have necessary experience and relevant knowledge of all housekeeping services and should be staff/employee of the vendor. Substantial supervisors will have to be deployed as specified by the corporation from time to time. 24/7 Attendant to be posted at Karmashetra flats.
6. The contractor or his personnel shall not any time do, cause or permit any nuisance at the site/do anything which shall cause unnecessary disturbance or inconvenience to the occupants/visitors at sight or near the site of work.
7. The contractor shall be responsible for all acts done by the personnel engaged by him and for maintenance of proper discipline by his personnel at the premises of StockHolding. Any act of indiscipline/misconduct/theft/pilferage on the part of any personnel engaged by the contractor resulting any loss to Stockholding in kind or cash will be viewed seriously and StockHolding have the right to levy damages or fine from the contractors or even terminate the contract forthwith.
8. The contract is for providing housekeeping and maintenance service and not for supply of contract labor. The workers employed by the contractors for providing the services shall be employee of Contractor and not of StockHolding.
9. The personnel engaged by the contractor shall not have any employee – employer relationship with StockHolding and they shall not have any claim whatsoever for employment in StockHolding now or a future date.
10. The contractor shall remove his material and personnel peacefully on expiry of contract or on termination of the contract.
11. The contractors shall maintain a log book under the Supervisor's care in which daily attendance of the staff shall be marked.
12. The logbook maintained by the Supervisor of the Contractors shall be shown daily to StockHolding representative at 10.00 AM and at any other time on demand.
13. The contractors shall ensure that the Supervisor supervises all the jobs and attends to complaints personally; Supervisor shall take care of any complaints regarding unsatisfactory jobs and shall, in addition, attend to any other job assigned by the authorized representative of the StockHolding. If any of the contractors' employee is found absent, the contractor shall immediately provide replacement.

### Uniform

The personnel deployed by the contractor in our premises against this contract will always appear in proper uniform, neat and tidy from the day the contract commences. The contractor should issue to their workmen at least 2 sets of uniforms (which includes 2 sets of uniform, one pair of good quality shoes, gloves etc.). The uniform should have a logo of the contractors firm.

### Weekly off / Paid holiday

For all the workmen deployed in our premises, the contractor will give 1 day's paid Weekly off (at present on Sunday) for every 6 continuous working days. In addition, Additional holidays as per various Acts in vogue shall be considered



as paid holiday for workmen deployed in StockHolding premises during the contractual period. However, it will be ensured by the contractor, to provide uninterrupted services on all working days during the period of contract.

### Liability

1. Loss of damage to any material / property either through theft or otherwise due to negligence of contractor's workmen shall be recoverable / made good by him at his own cost. StockHolding in this regard shall have the right to require him to pay the cost for such missing / damaged material / property and he shall make good without any demur or objection on receipt of a written demand from StockHolding or by StockHolding may have the right to deduct the amount from the bills.
2. The contractor shall be responsible for and pay the expenses for providing medical treatment / compensation to their workmen who may suffer any bodily injury / loss of life during the course of their business while carrying out their contractual obligations, as a result of any accident, within the StockHolding premises. StockHolding will not in any case be responsible to entertain any claim thereto.

### Compensation for Delay

1. Compensation for delay @ Rs. 2500/- per day can be imposed on the contractor for not carrying out the assigned services as per the contract. In addition on such days, StockHolding reserves the rights to carry out these jobs by any other agency at the risk and cost of the contractor.
2. In the event of the compensation for delay exceeding 5% of the contract value, StockHolding reserves the right to cancel the contract. In such an event, no damages or compensation, whatsoever, will be payable to the contractor.

### Typographical or Clerical Errors

1. StockHolding interpretations regarding partially committed errors in particulars or typographical or clerical errors shall be final and binding on all applicants.

### Payments

1. Monthly payment will be made upon raising the bill on completion of the service. No advance will be made under any circumstances. The contractor shall have to produce quarterly compliance certificate.
2. The contractor shall permit StockHolding to hold or deduct the amount from bill for non-performance or part performance or failure to discharge obligations under this contract.
3. GST, if any shall be reimbursed by StockHolding on submission of proof of payments along with monthly bills.
4. The contractor shall execute the documents related to this contract on stamp paper as per proforma prescribed by StockHolding.

### General Terms and Conditions

1. The vendor should have proper presence in terms of conducting housekeeping services in locations indicated in the enclosed list and should be able to undertake the services for all existing and new locations (as per future requirement) of StockHolding for which the bid is submitted.
2. The contractor shall provide housekeeping services on all days.
3. The contractor is advised to visit all locations and thoroughly understand the nature and scope of work and be familiar with the site conditions before quoting.
4. The contractor shall maintain one register at Mahape, Centre Point, Western side, one at Central and Harbor side and StockHolding may advise the contractor for increase of manpower, if so desired, to complete the work within the schedule.



5. The Contractor has to submit escalation matrix and update StockHolding in case of any changes in the same.
6. The bidders are requested to submit the bid through GeM Portal well before the bid submission end date and time (as per Server System Clock and the said Server System Clock Time shall be final). The bidders are advised not to wait till the last minute or last few seconds to enter their bid.
7. The bidders shall upload the scanned copy of receipt as a proof of depositing EMD along with Bids. Otherwise the bids in electronic form will not be considered. Firms registered under National Small Industries Corporation (NSIC) / Micro, Small and Medium Enterprises (MSME) for specific trade are exempted from EMD and shall upload the scanned copy of necessary documents.

### Cleaning Equipment's and Tools

The contractor shall ensure availability of following tools / equipment in the StockHolding:

1. Vacuum Cleaners including all accessories.
2. Floor grinding / buffing machine including all accessories (Brush) as and when needed.
3. The contractor shall use these equipment's carefully with all safety measures and keep them in good working conditions.
4. Any other equipment with prior approval / knowledge of StockHolding.

### Cleaning Materials

1. To provide / keep sufficient stock of state of the art cleaning / scrubbing material, machines, etc.
2. To provide good quality dusters, Mops, brushes, pans, detergents, washing powder, brooms, sponges, buckets, garbage sacks, polish, phenyl, toilet disinfectants, etc.
3. To provide good quality liquid hand wash along with dispensers, toilet fresheners, toilet rolls, hand towels, tissue paper, naphthalene balls etc. in all toilets and refilled as and when required.
4. To provide good quality air-fresheners.
5. In the toilets Freshener dispensers will be provided and the timer may be set up between 5-10 minutes.
6. The cost of cleaning material and cleaning equipment shall be borne by the contractors.

If the materials are not of desired quality, the contractors are required to replace the same on the instructions of the corporation. Decision of the Corporation in this matter shall be final and binding on the contractor.

## 17. ELIGIBILITY CRITERIA

1. The Bidder should have registered office based at Mumbai/ Navi Mumbai / Thane.
2. The contractor should be in the Housekeeping and Maintenance Service business from last 05 years as on 31st March, 2023.
3. Bidder should have experience in similar nature of work for at least THREE works of similar nature each costing not less than 34 lakhs or TWO works of 42 lakhs or ONE work of 68 lakhs during the last THREE years with any Government organizations/banks/BFSI/ Private organizations/reputed companies etc. The successful completion certificate issued by client should contain date of start, date of completion, value on completion of work etc.
4. The Bidders should have a minimum Average Annual financial turnover of related services of Rs. 1.26 Crores with profit in any of the last three financial years out of five years as per the audited financial statement. [CA Certificate to be submitted].
5. The Bidder shall produce a self-declaration that there are - (a) no vigilance and / or court cases pending against it (b) no inquiry or investigation pending against it from any statutory regulatory and / or investigation agency and (c) The Bidder has not been blacklisted by any public sector organization in last three years.



6. The bidder must submit at least three Customer Satisfactory Performance Reports (CSPR) where the Agency has been working/worked during last three years. (in case STOCKHOLDING, Performance certificate from issued by STOCKHOLDING should be provided).
7. The contractor should have valid registration and compliances with all statutory authorities such as Registrar of companies/Firms, Central/State Labor departments, ESI, EPF, GST, PAN, Bonus, etc.
8. The Contractor should provide challans of ESI,EPF and GST of the last quarter.

**18. DOCUMENTS TO BE SUBMITTED**

Sr. No.	Documents to be Submitted		To be Uploaded
1	EMD		Upload
2	Bidders Profile		Upload
3	Self-Declaration		Upload
4	Integrity Pact		Upload
Sr. No.	Parameter/Eligibility Criteria	Documents to be Submitted	Compliance
5	The Bidder should have registered at Mumbai/ Navi Mumbai / Thane.	Certificate of Incorporation/Registration/ Shop and establishment	Upload
6	The Bidder should be in the Housekeeping business from last 05 years as on 31st March,2023	Certificate of Incorporation/Registration/ Shop and establishment	Upload
7	The Bidder should have experience in similar nature of work for at least THREE works of similar nature each costing not less than 34 lakhs or TWO works of 42 lakhs or ONE work of 68 lakhs during the last FIVE years with any Government organizations/banks/BFSI/ Private organizations/reputed companies etc.	Copy of Purchase Order/Letter of Intent	Upload
8	The Bidder should have a minimum Average Annual financial turnover of related services of Rs. 1.26 Crores with profit in the last three financial years as per the audited financial statement.	2023-2022 (Turnover)	Upload CA Certificate
		2022-2021 (Turnover)	
		2021-2020 (Turnover)	
		2023-2022 (Profit)	
		2022-2021 (Profit)	
2021-2020 (Profit)			
9	The Bidder shall produce a self-declaration that there are - (a) no vigilance and / or court cases pending against it (b) no inquiry or investigation pending against it from any statutory regulatory and / or investigation agency and (c) The Bidder has not been blacklisted by any organization or any relevant authority in the past.	Declaration on Letter head to be submitted	Upload



<b>10</b>	The Bidder must submit at least three Customer Satisfactory Performance Reports (CSPR) where the Agency has been working/worked during last three years.	Relevant document / PO/ LOI / WO to be submitted	Upload
<b>11</b>	The Bidder should have valid registration and proper compliances with all statutory authorities such as Registrar of companies/Firms, Central/State Labour departments, ESI, EPF, GST, PAN Etc.	Certificates and Documents to be uploaded	Upload
<b>12</b>	The Bidder has to provide Challans of ESI, EPF and GST of the last quarter	Challans to be uploaded	Upload
<b>13</b>	The Bidder has to provide CA Certificate stating Average Annual GST paid for the last three years	CA Certificate to be uploaded	Upload





## 19. TECHNICAL BID

### Evaluation of Technical Bid

The Company shall constitute an Evaluation Committee (EC), to carry out the evaluation process.

The bidder has to upload all the documents in the 'Documents to be submitted' column failing which the Bidder will not be qualified for Technical Evaluation.

Technical bid will be opened for only those bidders who meet all the eligibility criteria.

Technical proposals will be evaluated based on the following criteria. The bidder will have to provide necessary documentary evidence for below criteria along with Bid document failing which bidder will be awarded Nil mark for criteria where no documentary evidence are provided with the bid document.

The bid of any bidder who has not complied with one or more of the conditions prescribed in the terms and conditions will be summarily rejected.

The successful bidder (L1) must produce the original documents on demand. Besides this STOCKHOLDING reserve the right to verify the document so submitted from those Institutes/organizations who have issued such certificates.

### Scoring Model for Evaluation

#### Technical Qualification

Sr. No.	Criteria	Marks		
			Max. Marks	
1	Experience (in years)		20	
		05 years		10
		Above 05 to 07 years		13
		Above 07 years to 09 years		16
		Above 09 years		20
2	Annual Turnover for the last three Financial Years		20	
		1.26 Cr -1.50 Cr		10
		Above Rs. 1.50 Cr to Rs.2 Cr		13
		Above Rs.2 Cr to Rs. 2.5 Cr		16
		Above 2.5 Cr		20

<b>3</b>	<b>Bidder should have experience in similar nature of work for at least THREE works of similar nature each costing not less than 34 lakhs or TWO works of 42 lakhs or ONE work of 68 lakhs during the last FIVE years with any Government organizations/banks/BFSI/ Private organizations/reputed companies etc.</b>		<b>20</b>
	No. of contracts upto 3	10	
	No. of contracts 4 to 5	13	
	No. of contracts 6 to 7	16	
	Above 7	20	
<b>4</b>	<b>Work order/s of Government entity</b>		<b>20</b>
	No. of contracts 1	10	
	No. of contracts 2	13	
	No. of contracts 3	16	
	No. of contracts 4 and above	20	
<b>5</b>	<b>Customer Satisfactory Performance Reports (CSPR) where the Agency has been working/worked during last three years</b>		<b>20</b>
	No. of contracts 1-3	10	
	No. of contracts 4-5	13	
	No. of contracts 6-7	16	
	No. of contracts 8 and above	20	

**Note:**

01. The bidder must score minimum 50 marks in Technical Qualification to be eligible to participate in Financial Bid.
02. The work orders issued by one company for its multiple locations / one parent company & its subsidiaries shall be treated as a single work order.



## 20. COMMERCIAL BID / FINANCIAL BID

Sr. No.	Providing Housekeeping Services at following location per month	Amount (in Rs. Excluding Taxes)
1	Centre Point - Parel	
2	SHCIL House – Mahape (Navi Mumbai)	
3	Mumbai Branches of Stock Holding (presently 19 Nos.)	
4	Stock Holding Flats at Tilak Nagar (18 Nos.), Cuffe Parade (01 No.), Karmakshetra (08 Nos.)	
<b>A.</b>	<b>Total (in Rs. Per Month)</b>	

**Note:**

1. The lowest bidder will be based on the Total price (A) per Month.
2. The total price is exclusive of Taxes, taxes will be paid at actuals.
3. The Bidder is advised to visit all locations and thoroughly understand the nature and scope of work and be familiar with the site conditions before quoting.
4. Mere quoting of low rate alone will not confer any right to any bidder/s seeking acceptance. If the Corporation decides the rate as unreasonable / unworkable, the service provider will be asked to provide justification as to how it will be able to fulfill its obligations with the quoted rate. If the corporation decides that the justification is not workable enough w.r.t quality and effective execution of the contract, the bid will be rejected. The decision of the Corporation in this regard will be final and no further correspondence will be entertained.



## 21. ANNEXURE AND FORMS

### 1. Bidders Profile (on letter head)

Date:

Sr. No.	Parameters	Details
1	Name and Address of Firm	
2	PAN No. copy	
3	Copy of registration certificate regarding GST	
4	Registered Office Address of the Bidder	
5	Correspondence address at Mumbai with contact person/s name/s, telephone number, mobile number etc.	
6	Contact person/s name/s, telephone number, mobile number etc. for the purpose of this RFP if different from the authorized signatory.	
7	Name and designation of the person authorized to sign the Bid / proposal and all other documents incidental to the RFP.	

Signature:

Name of the Authorized Person:  
(Authorized for this RFP)

Designation:

Company Seal:



## 2. Self-Declaration

(Undertaking to be submitted on Bidder Company's Letter Head)

To,

STOCKHOLDING

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

E - Tender for Housekeeping and Maintenance Services for StockHolding Offices, Branches and Premises located at Mumbai, Navi Mumbai and Thane

**RFP No.** \_\_\_\_\_

We, [•] (name and designation) on behalf of [•] having its registered office at [•] have submitted a Bid proposal to STOCKHOLDING for [•] in response to the Request for Proposal (RFP) dated issued [•] by STOCKHOLDING.

We are duly authorized persons to submit this undertaking.

We have read and understood the aforesaid RFP and we hereby convey our absolute and unconditional acceptance to the aforesaid RFP.

We do not have any business relationship with STOCKHOLDING including its directors and officers which may result in any conflict of interest between us and STOCKHOLDING. We shall on occurrence of any such event immediately inform the concerned authorities of the same.

We have submitted our Bid in compliance with the specific requirements as mentioned in this RFP.

We have provided with all necessary information and details as required by STOCKHOLDING and shall provide with such additional information's may be required by STOCKHOLDING from time to time.

Neither we nor any of our employee/director has been barred from providing the Services nor are we in negative list/blacklisted by any Organizations, statutory or regulatory or investigative agencies in India or abroad in the last 5 years.

There are no vigilance and / or court cases pending against us/company and no inquiry or investigation pending against us from any statutory regulatory and / or investigation agency.

All the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of Bid and are aware that we would be liable to any punitive action in case of furnishing of false information / documents.

We also undertake that; we were/are never involved in any legal case that may affect the solvency / existence of our organization or in any other way that may affect capability to provide / continue the services to STOCKHOLDING.

It is further certified that we have not modified or deleted any text/matter in this RFP. Dated this \_\_\_\_ day of \_\_\_\_\_ 2023.

Signature:

(Company Seal)

In the capacity of Duly authorized to sign bids for and on behalf of.



### 3. General Information

Area wise Details and Addresses of Locations

#### Stockholding's Offices

Sr. No.	Location	Address	Area in Sq. Ft.
1	Mahape	SHCIL House, Plot no. P-51, T.T.C Industrial Area, MIDC, Mahape, Navi Mumbai- 400 710	5,13,640
2	Mahape - Auditorium		
3	Mahape - Training Centre		
4	Mahape-Third Building		
5	Centre Point, Parel	301, Centre Point, Dr. Babasaheb Ambedkar Road, Parel, Mumbai	13,150

#### Mahape – SHCIL House

Sr. No.	PARTICULARS	AREA (SQ.FT.)
<b>1</b>	<b>ADMIN BUILDING</b>	
a	BASEMENT -1	4879
b	BASEMENT -2	4879
c	BASEMENT -3	4879
d	BASEMENT -4 (FOURE BAY)	88404
e	BASEMENT BALCONY	6845
f	GROUND FLOOR	30714
g	FIRST FLOOR	39154
h	SECOND FLOOR	39154
i	TERRACE	39154
<b>2</b>	<b>TRAINING BUILDING</b>	
a	GROUND FLOOR	10086
b	FIRST FLOOR	10086
c	SECOND FLOOR	10086
d	TERRACE	10086
<b>3</b>	<b>COMMON AREA</b>	
a	CENTRAL CHOWK	4115
b	BIG ATRIUM	16327
d	FIRE STAIR CASE ABOVE BUILDING WITH TERRACE	1172
f	L.T. ROOM/H.T. ROOM/D.G. ROOM	5134
g	PUMP ROOM	445
h	FOOD COURT AREA	1577
<b>4</b>	<b>AUDITORIUM</b>	
a	GROUND FLOOR	3280

b	DRIVER ROOM GROUND & MEZZANINE FLOOR	966
c	FIRST FLOOR	2877
d	TERRACE	3905
<b>5</b>	<b>THIRD BUIDING</b>	
a	RECEPTION & WAITING AREA	2655
b	CARTON STORAGE AREA	15290
c	BIN STORAGE AREA	7470
<b>6</b>	<b>TOTAL ROAD AREA (SITE)</b>	<b>55000</b>
<b>7</b>	<b>GARDEN AREA</b>	
a	IN SIDE PREMISES AREA	14800
b	OUT SIDE PREMISES AREA	12000
<b>8</b>	<b>OUT SIDE AREA (ELEVATION) FACADE</b>	
a	ADMIN BUILD 4 SIDE STRUCTHURAL ELEVATION	40516
b	TRAINING BUILD 2 SIDE STRUCTHURAL ELEVATION	10479
c	CENTRAL CHOWK ROOF	4115
d	BIG ATRIUM ROOF	16327
e	MAIN ENT CANOPY	1700
f	CENTRAL CHOWK 4 SIDE GLASS & ACP ELEVATION	6722
g	AUDITORIUM ELEVATION 3 SIDE	7453
h	FOUNTAIN WALL ELEVATION	2184
i	MAIN ATRIUM GLASS GLAZING ELEVATION	4140
	<b>TOTAL</b>	<b>513640</b>



Addresses of Offices and Mumbai Branches

SR. NO.	LOCATION	ADDRESS
1	MAHAPE	SHCIL HOUSE, PLOT NO. P-51, T.T.C. INDUSTRIAL AREA, MIDC, MAHAPE, NAVI MUMBAI- 400 710
2	MAHAPE - AUDITORIUM	
3	MAHAPE - TRAINING CENTRE	
4	MAHAPE – THIRD BUILDING	
5	CENTRE POINT, PAREL	301, CENTRE POINT, DR. BABASAHEB AMBEDKAR ROAD, PAREL, MUMBAI - 400 012
SR. NO.	LOCATION	ADDRESS
1	ANDHERI	SHOP NO.4 , PARISIAN APARTMENTS, V.P ROAD , NEXT TO ZOROASTRIAN CO-OP BANK,  OFF S.V.ROAD, ANDHERI (WEST), MUMBAI - 400 058
2	BORIVALI	SHOP NO.3, TULSI BAUG CHSL, MAYFAIR 14, BEHIND PRABHODHANKAR THACKERAY NAATYA MANDIR  RAMDAS SURTALE MARG, OFF. CHANDAVARKAR ROAD, BORIVALI (W), MUMBAI - 400 092
3	CHEMBUR	1ST FLOOR, RAMESH NIWAS, PLOT NO-60/A ROAD NO-20, NEAR SBI, OPP CORAL CLASSIC  CHEMBUR EAST, MUMBAI - 400 071
4	DADAR	G-2, GROUND FLOOR, TRISANDHYA, B WING, DADASAHEB PHALAKE ROAD, DADAR EAST  MUMBAI 400 014
5	GHATKOPAR	VISHWA CHS, GR. FLOOR, JUNCTION OF RB MEHTA ROAD & HINGWALA LANE,  GHATKOPAR (EAST), MUMBAI - 400 077
6	GOREGOAN	G-2, UNIQUE TOWERS, GR. FLOOR, OPP. KAMATH CLUB, S V ROAD, GOREGAON (WEST), MUMBAI - 400 062
7	KHARGHAR	SHOP NO 3, GROUND FLOOR,SHREE AMBICA HERITAGE PLOT NO 1,SECTOR 1, NEAR KHARGHAR STATION  KHARGHAR NAVI MUMBAI 410210



8	MAHALAXMI	REWA APARTMENT, B WING, GR. FLOOR, BEHIND BANK OF INDIA, OPP. CADBURY HOUSE, BHULABHAI DESAI ROAD, MAHALAXMI, MUMBAI - 400 026
9	MULUND	SHOP NO.11, GROUND FLOOR, MANISHA PRIDE, JUNCTION OF J. N. ROAD AND R.H.B. ROAD, MULUND WEST MUMBAI - 400 080
10	THANE	SHOP NO.5, LAXMI NIWAS CHS, VISHNU NAGAR OPP. THANE BHARAT SAHAKARI BANK, NAUPADA, THANE WEST – 400 602
11	VASHI	BLOCK NO.2, GROUND FLOOR, TYPE C-1, BUILDING NO.12, SECTOR – 2, NEAR ABHYUDAYA BANK, OPP. SHANTI CENTRE, VASHI, NAVI MUMBAI - 400 703
12	VILEPARLE	104, SHYAM KAMAL, A - WING, 1ST FLOOR, OPP. VILE PARLE STATION, VILE PARLE (EAST),  MUMBAI - 400 057
13	KALYAN	SHOP NO 1, GROUND FLOOR, GAYATRI SANKUL,OAK BAUG, NEAR KALYAN RAILWAY STATION, KALYAN WEST, THANE - 421 301
14	NARIMAN POINT	RAHEJA CHAMBERS, OFFICE NUMBER 15, GROUND FLOOR, FREE PRESS JOURNAL MARG,  NARIMAN POINT, MUMBAI - 400 021
15	VIKHROLI	25 HAZARI BAUG, GROUND FLOOR, STATION ROAD, VIKHROLI WEST, MUMBAI - 400 083
16	DOMBIVALI	SWANAND BUILDING, FIRST FLOOR, ABOVE BANK OF BARODA ATM, RAJAJI PATH ROAD, RAMNAGAR, DOMBIVLI (EAST) - 421201

17	FORT	12/14, UTI BUILDING, BANK STREET, CROSS LANE, NEAR OLD CUSTOM HOUSE, FORT, MUMBAI - 400 023
18	PAREL	SHOP NO. 4, GROUND FLOOR, TIRUPATI CHS, BESIDE UNION BANK OF INDIA AND PUNJAB NATIONAL BANK DR. S. S. RAO ROAD, LALBAUGH, PAREL-4000012
19	VASAI	SHOP NO-113, FIRST FLOOR, NORTH LANE BUSINESS CENTRE, NEXT TO RAILWAY STATION, VARTAK COLLEGE ROAD, VASAI WEST - 401202

#### Addresses of Residential Flats

SR. NO.	LOCATION	ADDRESS	AREA IN SQ.FT
1	SION - MATUNGA (E),	FLAT NO - 21,23, 37, 47, 163,165, 167, 177	8 NOS. - AREA 961 SQ. FT.
		C - I & II, KARMAKSHETRA,	
		SEVA SAMITI NAGAR,	
		SION - MATUNGA (E), MUMBAI - 400 037.	
2	CHEMBUR	BUILDING NO 166, TILAK NAGAR,	18 FLATS - AREA 512 SQ. FT.
		CHEMBUR - 400 089.	
3	COLABA	FLAT AT 34, 3RD FLOOR,	1 FLAT
		PERSEPOLIS, CUFFE PARADE - COLABA	AREA 1141.75 SQ FT.



## Annexure A:

### LIST OF APPROVED CLEANING MATERIALS (This list is only indicative):

1. Dusters: Taski or equivalent approved make.
2. Mops: Taski, Mira Clean or equivalent approved make.
3. Pans: Taski, Nilkamal or equivalent approved make.
4. Brushes: ISI mark or equivalent approved make.
5. Washing Powder: Ariel, Surf Excel or equivalent approved make,
6. Brooms: ISI mark or equivalent approved make,
7. Sponges: Scotch Brite or equivalent approved make.
8. Buckets: Nilkamal or equivalent approved make,
9. Garbage Sacks: ISI mark or equivalent approved make,
10. Polish: Asian, ICI or equivalent approved make,
11. Cleaning Chemicals: Taski, Johnson, Diversey or equivalent make.
12. Phenyl: Taski or equivalent approved make.
13. Toilet disinfectants: Taski or equivalent approved make,
14. Toilet fresheners: Taski, Johnson, Diversey or equivalent approved make,
15. Toilet Rolls: Kimberly Clark, Jackson or equivalent approved make,
16. Tissue Papers: Kimberly Clark, Jackson or equivalent approved make,
17. Naphthalene Sticks: Odonil or equivalent approved make.



#### 4. Integrity Pact

(To be executed on plain paper and submitted along with Technical Bid for Tenders having a value of Rs.10 Lakh or more (for Administration department) and Rs.20 lakh or more (IT department). To be signed by the same signatory competent/ authorized to sign the relevant contract on behalf of StockHolding.)

( \_\_\_\_\_ Name of the Department / Office) Tender No. \_\_\_\_\_ for \_\_\_\_\_

***(Each Tender must have Distinct Number and Subject Matter)***

This pre-bid pre-contract Integrity Pact (Agreement) (hereinafter called the Integrity Pact) (IP) is made on \_\_\_\_\_ day of the \_\_\_\_\_, between, on one hand, StockHolding ., a company incorporated under Companies Act, 1956, with its Registered Office at 301, Centre Point Building, Dr. B R Ambedkar Road, Parel, Mumbai – 400012 , acting through its authorized officer, (hereinafter called **Principal**), which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part

**And**

M/s. \_\_\_\_\_ (with complete address and contact details) represented by Shri \_\_\_\_\_ (i.e. Vendors / Bidders hereinafter called the '**Counter Party**' ) which expression shall mean and include , unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

AND WHEREAS the PRINCIPAL/Owner values full compliance with all relevant laws of the land, rules, regulations economic use of resources and of fairness/transparency in its relation with Bidder(s) /Contractor(s)/Counter Party(ies).

AND WHEREAS, in order to achieve these goals, the Principal/Owner has appointed Independent External Monitors (IEM) to monitor the Tender process and the execution of the Contract for compliance with the principles as laid down in this Agreement.

WHEREAS THE Principal proposes to procure the Goods/services and Counter Party is willing to supply/has promised to supply the goods OR to offer/has offered the services and

WHEREAS the Counter Party is a private Company/Public Company/Government Undertaking/ Partnership, constituted in accorded with the relevant law in the matter and the Principal is a Government Company performing its functions as a registered Public Limited Company regulated by Securities Exchange Board of India.

**NOW THEREFORE,**

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence prejudiced dealings prior to, during and subsequent to the tenor of the contract to be entered into with a view to “-

Enabling the PRINCIPAL to obtain the desired goods/services at competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling the Counter Party to abstain from bribing or indulging in any type of corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:-

**I. Commitment of the Principal / Buyer**

1. The Principal Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles :-
  - a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender or the execution of the contract, procurement or services/goods, demand, take a promise for or accept for self or third person, any material or immaterial benefit which the person not legally entitled to.
  - b) The Principal/Owner will, during the Tender Process treat all Bidder(s)/Counter Party(ies) with equity and reason. The Principal / Owner will, in particular, before and during the Tender Process, provide to all Bidder(s) / Counter Party (ies) the same



information and will not provide to any Bidder(s)/Counter Party (ies) confidential / additional information through which the Bidder(s)/Counter Party (ies) could obtain an advantage in relation to the Tender Process or the Contract execution.

- c) The Principal / Owner shall endeavor to exclude from the Tender process any person, whose conduct in the past been of biased nature.
2. If the Principal / Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC) / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there is a substantive suspicion in this regard, the Principal / Owner / StockHolding will inform the Chief Vigilance Officer through the Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

## II. Commitments of Counter Parties/Bidders

1. The Counter Party commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of bid or during any pre-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following. Counter Party (ies) / Bidders commits himself to observe these principles during participation in the Tender Process and during the Contract execution.
2. The Counter Party will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
3. The Counter Party further undertakes that it has not given, offered or promised to give directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Principal / StockHolding or otherwise in procurement the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Principal / StockHolding for forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Principal / StockHolding.
4. Bidder / Counter Party shall disclose the name and address of agents and representatives, if any, handling the procurement / service contract .
5. Bidder / Counter Party shall disclose the payments to be made by them to agents / brokers; or any other intermediary if any, in connection with the bid / contract.
6. The Bidder / Counter Party has to further confirm and declare to the Principal / StockHolding that the Bidder / Counter Party is the original integrator and has not engaged any other individual or firm or company, whether Indian or foreign to intercede, facilitate or in any way to recommend to Principal / StockHolding or any of its functionaries whether officially or unofficially to the award of the contract to the Bidder / Counter Party nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
7. The Bidder / Counter Party has to submit a Declaration along with Technical Bid, as given at **Annexure I**. If bids are invited through a Consultant a Declaration has to be submitted along with the Technical Bids as given at **Annexure II**.
8. The Bidder / Counter Party, either while presenting the bid or during pre- contract negotiation or before signing the contract shall disclose any payments made, is committed to or intends to make to officials of StockHolding /Principal, or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
9. The Bidder / Counter Party will not collude with other parties interested in the contract to impair the transparency, fairness and progress of bidding process, bid evaluation, contracting and implementation of the Contract.
10. The Bidder / Counter Party shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
11. The Bidder shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the Principal / StockHolding as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The Bidder / Counter Party also undertakes to exercise due and adequate care lest any such information is divulged.
12. The Bidder / Counter Party commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.



13. The Bidder / Counter Party shall not instigate or cause to instigate any third person including their competitor(s) of bidding to commit any of the actions mentioned above.
14. If the Bidder / Counter Party or any employee of the Bidder or any person acting on behalf of the Bidder / Counter Party, either directly or indirectly, is a relative of any of the official / employee of Principal / StockHolding, or alternatively, if any relative of an official / employee of Principal / StockHolding has financial interest / stake in the Bidder's / Counter Party firm, the same shall be disclosed by the Bidder / Counter Party at the time of filing of tender.
15. The term `relative' for this purpose would be as defined in Section 2 Sub Section 77 of the Companies Act, 2013.
16. The Bidder / Counter Party shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employees / officials of the Principal / StockHolding
17. The Bidder / Counter Party declares that no previous transgression occurred in the last three years immediately before signing of this IP, with any other Company / Firm / PSU / Departments in respect of any corrupt practices envisaged hereunder that could justify Bidder / Counter Party exclusion from the Tender Process.
18. The Bidder / Counter Party agrees that if it makes incorrect statement on this subject, Bidder / Counter Party can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

### **III. Disqualification from Tender Process and exclusion from Future Contracts**

1. If the Bidder(s) / Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article II above or in any other form, such as to put his reliability or credibility in question, the Principal / StockHolding is entitled to disqualify the Bidder / Counter Party / Contractor from the Tender Process or terminate the Contract, if already executed or exclude the Bidder / Counter Party / Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by Principal / StockHolding . Such exclusion may be for a period of 1 year to 3 years as per the procedure prescribed in guidelines of the Principal / StockHolding.
2. The Bidder / Contractor / Counter Party accepts and undertake to respect and uphold the Principal / StockHolding 's absolute right to resort to and impose such exclusion.
3. Apart from the above, the Principal / StockHolding may take action for banning of business dealings / holiday listing of the Bidder / Counter Party / Contractor as deemed fit by the Principal / Owner / StockHolding.
4. The Bidder / Contractor / Counter Party can prove that it has resorted / recouped the damage caused and has installed a suitable corruption prevention system, the Principal / Owner / StockHolding may at its own discretion, as per laid down organizational procedure, revoke the exclusion prematurely.

### **IV. Consequences of Breach**

Without prejudice to any rights that may be available to the Principal / StockHolding / Owner under Law or the Contract or its established policies and laid down procedure, the Principal / StockHolding / Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder / Contractor(s) / Counter Party:-

1. Forfeiture of EMD / Security Deposit : If the Principal / StockHolding / Owner has disqualified the Bidder(s)/Counter Party(ies) from the Tender Process prior to the award of the Contract or terminated the Contract or has accrued the right to terminate the Contract according the Article III, the Principal / StockHolding / Owner apart from exercising any legal rights that may have accrued to the Principal / StockHolding / Owner, may in its considered opinion forfeit the Earnest Money Deposit / Bid Security amount of the Bidder / Contractor / Counter Party.
2. Criminal Liability: If the Principal / Owner / StockHolding obtains knowledge of conduct of a Bidder / Counter Party / Contractor, or of an employee of a representative or an associate of a Bidder / Counter Party / Contractor which constitute corruption within the meaning of PC Act, or if the Principal / Owner / StockHolding has substantive suspicion in this regard, the Principal / StockHolding / Owner will inform the same to the Chief Vigilance Officer through the Vigilance Officer.

### **IV. Equal Treatment of all Bidders/Contractors / Subcontractors / Counter Parties**



1. The Bidder(s) / Contractor(s) / Counter Party (ies) undertake (s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder / Contractor / Counter-Party shall be responsible for any violation(s) of the principles laid down in this Agreement / Pact by any of its sub-contractors / sub-vendors.
2. The Principal / StockHolding / Owner will enter into Pacts on identical terms as this one with all Bidders / Counterparties and Contractors.
3. The Principal / StockHolding / Owner will disqualify Bidders / Counter Parties / Contractors who do not submit, the duly signed Pact, between the Principal / Owner / StockHolding and the Bidder/Counter Parties, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

#### **VI. Independent External Monitor (IEM)**

1. The Principal / Owner / StockHolding has appointed competent and credible Independent External Monitor (s) (IEM) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact.
2. The IEM is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the Chief Executive Officer and Managing Director, StockHolding Ltd.
3. The Bidder(s)/Contractor(s) / Counter Party(ies) accepts that the IEM has the right to access without restriction, to all Tender documentation related papers / files of the Principal / StockHolding / Owner including that provided by the Contractor(s) / Bidder / Counter Party. The Counter Party / Bidder / Contractor will also grant the IEM, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his or any of his Sub-Contractor's Tender Documentation / papers / files. The IEM is under contractual obligation to treat the information and documents of the Bidder(s) / Contractor(s) / Sub-Contractors / Counter Party (ies) with confidentiality.
4. In case of tenders having value of 5 crore or more, the Principal / StockHolding / Owner will provide the IEM sufficient information about all the meetings among the parties related to the Contract/Tender and shall keep the IEM apprised of all the developments in the Tender Process.
5. As soon the IEM notices, or believes to notice, a violation of this Pact, he will so inform the Management of the Principal / Owner /StockHolding and request the Management to discontinue or take corrective action, or to take other relevant action. The IEM can in this regard submit non-binding recommendations. Beyond this, the IEM has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The IEM will submit a written report to the CEO&MD, StockHolding. within 6 to 8 weeks from the date of reference or intimation to him by the Principal / Owner / StockHolding and should the occasion arise, submit proposals for correcting problematic situations.
7. If the IEM has reported to the CEO&MD, StockHolding Ltd. a substantiated suspicion of an offence under the relevant IPC/PC Act, and the CEO&MD, StockHolding . has not within reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the IEM may also transmit the information directly to the Central Vigilance Officer .
8. The word `IEM` would include both singular and plural.

#### **VII. Duration of the Integrity Pact (IP)**

This IP begins when both the parties have legally signed it. It expires for the Counter Party / Contractor / Bidder, 12 months after the completion of work under the Contract, or till continuation of defect liability period, whichever is more and for all other Bidders, till the Contract has been awarded.

If any claim is made / lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Integrity Pact as specified above, unless it is discharged / determined by the CEO&MD StockHolding

#### **VIII. Other Provisions**

1. This IP is subject to Indian Law, place of performance and jurisdiction is the Head Office / Regional Offices of the StockHolding /Principal / Owner who has floated the Tender.
2. Changes and supplements in any Procurement / Services Contract / Tender need to be made in writing. Change and supplement in IP need to be made in writing.



3. If the Contractor is a partnership or a consortium, this IP must be signed by all the partners and consortium members. In case of a Company, the IP must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this IP turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Any dispute or difference arising between the parties with regard to the terms of this Agreement / Pact, any action taken by the Principal / Owner / StockHolding in accordance with this Agreement / Pact or interpretation thereof shall not be subject to arbitration.

**IX. Legal and Prior Rights**

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and / or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agrees that this Pact will have precedence over the Tender / Contract documents with regard to any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact (IP) at the place and date first above mentioned in the presence of the following witnesses:-

-----  
(For and on behalf of Principal / Owner / StockHolding)

-----  
(For and on behalf of Bidder / Counter Party / Contractor)

**WITNESSES :**

1. \_\_\_\_\_(Signature, name and address)

2. \_\_\_\_\_(Signature, name and address)

Note : In case of Purchase Orders wherein formal agreements are not signed references to witnesses may be deleted from the past part of the Agreement.





## Annexure-I

**Covering Letter with each tender (above Rs. 1.00 lakh or more) on StockHolding's . Letterhead**

(For Tenders issued by StockHolding Ltd. directly)

Ref : Shcil / 2015-16

Dated:

To,  
-----  
-----

Sub: Tender no. \_\_\_\_\_ for \_\_\_\_\_

Dear Sir

**Declaration**

Stock Holding Corporation of India Limited (StockHolding )hereby declares that StockHolding has adopted Integrity Pact (IP) Program as advised by Central Vigilance Commission vide its Letter No. 015/VG:/012-276469 dated February 25, 2015 and stands committed to following the principles of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of tender documents, failing which the tenderer / bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This Declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the StockHolding

Yours faithfully,

**for and on behalf of StockHolding.  
(Authorized Signatory)**

Note: The copy of the Integrity Agreement, duly signed by the Authorized Signatory shall be provided to the bidders on specific request.



Annexure-II

**Covering Letter with each tender (above Rs. 10 lakh or more) on Consultant's Letterhead**  
(For Tenders invited through a Consultant viz. EPCM/PMC Contracts)

Ref : StockHolding/ /2015-16

Dated:

To,

-----  
-----

Sub: Tender no. \_\_\_\_\_ for \_\_\_\_\_

Dear Sir

**Declaration**

We, the consultant, on behalf of StockHolding hereby declares that StockHolding has adopted Integrity Pact Program as advised by Central Vigilance Commission vide its Letter No. 015/VG:/012-276469 dated February 25, 2015 and stands committed to following the principles of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the Integrity Agreement, which is an integral part of tender documents, failing which the tenderer /bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This Declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of StockHolding

Yours faithfully,  
For and on behalf of (Name of Consultant)

(Authorized Signatory of the Consultant)

Note: The copy of the Integrity Agreement, duly signed by the Authorized Signatory shall be provided to the bidders on specific request.

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